

CLIENT SERVICES

October 2001

Update

Tip of the Month

When keying an A/P Voucher, where does the system find the default GL Accounts?

When keying an A/P Voucher, the system uses the following steps to retrieve the default GL accounts:

- If the default GL accounts are loaded on the vendor (through option 1), they will always be used.
- If no GL accounts are found in vendor master maintenance, then the GL accounts loaded in the CURRENCY table (loaded by DIVISION) are used.
- If no GL accounts are found in either of the two cases above, then the Default Accounts screen within the <F10> options window in key vouchers is used (Updated by BRANCH).

NOTE: In all cases the GL accounts must be loaded in SPECACCT to be valid choices.

PFW Technology Workshop

PFW is hosting a **Technology Workshop** on November 14-16, 2001 in London, Ontario.

Sessions will tentatively cover:

- PFW R5V08 New Release Overview
- XML Applications and Benefits
- Laser Overlays
- Signature Pads
- eServices: Demonstrations & example sites
- IronFinder/PartFinder
- Wireless Applications: What are we working on?
- Management Central: Set-up and benefits

The standard package costs \$795.00 CDN or \$595.00 US. **Prices are subject to change and do not include accommodation charges.**

Contact Laurie Brown by October 5, 2001 at 519-474-3300 ext. 237 to reserve your space.

Answering the Call...

July 2001 top reasons for calling the PFW Support Line:



PC Dealer Questions	14%
Parts/Sales Order Management	13%
Table Configuration	12%
Misc Hardware Calls	11%
Error Messages	11%
Equipment Management	9%
Printer Questions	8%
IBM Software	8%
Rental Lease Management	7%
Emergency Support	7%

John Deere Master - Yearly Update

A yearly parts price master will take effect in early November, 2001. All dealers will need to load this, as it contains the yearly updates. Once it is made available, Laurie Brown will send out notification to our dealers.

PFW's Management Central

Are the answers to these questions important?

Q: Who are my customers?

Q: What are they buying from me?

Q: How much money did I make yesterday?

Q: What were my margins?

Q: What tools can I use to help me save time and money?

If these are questions you ask every day, try asking Management Central for the answers.

As powerful, browser-based software, Management Central offers you on-demand access to your dealership's real-time data, answering all your management questions – right on your desktop, right when you need the answers.

Phone 519-474-3700 to install Management Central in your dealership **FREE for 30 days**. PFW will assist you with the easy, short installation so you can start using Management Central today!



Everyone at PFW Systems would like to express our deepest sympathies to our American friends who were affected by the tragic events of September 11. Our thoughts and prayers continue to be with you.

Visit PFW on the web at www.pfw.com



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