

# client services update



September 2002

## Tip of the Month

How to update CUR YTD AMT field on Chart of Accounts Maintenance Screen

The CUR YTD AMT field on the Chart of Accounts Maintenance screen is updated during database reorganize.

You may want to update this field during the day if the database failed or you may want to verify the balance immediately after making journal entries or performing a billing run/update.

To do this, type in **PFWS36 CCP180 NOCHECK** at a command line. You do not need a dedicated system to run this command. It can be done at any time.

NOTE: This command is new as of R5V08.

PFW R5V08 release

All PFW customers should be on R5V08 as soon as possible. PFW has over 75% of its dealers already on this release. Effective December 31, 2002, there will no longer be support for release R5V07. Please contact PFW Client Services to order your release today.

John Deere Special Terms

For the last few months, PFW has offered the ability to receive John Deere special terms parts data through the DTF interface. Previously, PFW dealers had to use an interface to download the data from the Deere web site. The DTF interface will save your dealership time in downloading data and it will then load this information automatically into the PFW special terms files without dealer intervention. Any dealers that had the old interface can transfer over at no cost to the dealership. All other dealers will need to purchase the new interface – \$500 USD, \$750 CDN. There will be a \$20/month maintenance fee to handle any calls/upgrades to the product. Contact PFW Client Services for more details.

JDWIN - ESIS interface

John Deere Ag dealers should be aware that John Deere has decided to replace the older batch (DTF) interface for warranty information exchange. We have been told that as of October 31, 2002, you will no longer be able to use the older DTF interface. This means that dealers will no longer use the PFW ESIS program for warranty claim processing. PFW has the interface specifications for the replacement package and is working on a new solution for our dealers. We are working on screens that will allow the transmission of the data from within the work order screen. Once we have completed beta testing, we will let all of our dealers know what is required. In preparation for this John Deere requirement, we recommend all John Deere dealers load the latest PFW release – R5V08. Also, as part of this change, John Deere will move Generic Reports to a web site for dealers as they switch from ESIS to WIN. When that occurs, dealers will no longer receive the reports on the PFW Dealership Management System for viewing or printing, but will instead use the John Deere web site. Similar changes are underway for John Deere Construction dealers but no time frame has been announced. Please contact PFW's Client Services if you have any questions regarding these changes.

Upcoming PFW Workshop

PFW is hosting an Advanced Service and Equipment Management workshop on December 11-13, 2002 at Spencer Hall Conference Center in London, Ontario.

Sessions will tentatively cover:

- **Service Agreement Management**
  - Service Agreement Management - *Creation & Maintenance of Preventative Maintenance Contracts*
  - Barcoding of Workorders for Labor Entry
  - Utilizing Flatrates and Service Pricing Guides
  - Service Management Reporting
  - Remote entry of Labor Hours for on-the-road technicians
  - Management Central - *Track Work in Process and Schedule Technicians and Shop Bays*
- **Equipment**
  - Equipment Invoicing Capabilities for Salesmen & Accounting Department
  - Mobile Salesman - *How it can help your sales staff*
  - Traffic System - *How it helps manage your inventory*
  - ESales Capability within eServices
  - Wireless Applications - *Equipment Tracking*
  - Equipment Reporting
  - Utilizing Management Central for Equipment Management

The standard package costs \$595 US (per 3-day session) or \$795 CDN (per 3-day session). **Prices are subject to change and do not include accommodation charges.**

Space is limited to 50 attendees. Registration is on a first-come-first-served basis. Contact Laurie Brown at 519-474-3300 ext. 237 or lbrown@pfw.com to reserve your place.



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