

client services update



August 2003

Tip of the Month

Having unpredictable results when using the Cut/Copy and Paste options in iSeries Access V5R2M0?

Learn how to fix the cut/copy and paste option below:

A new field, labelled "Field Wrap," has been added to the preferences menu in the V5R2M0 release of IBM iSeries Access for Windows. This field allows you to paste data that falls onto a protected field and move it to the next unprotected field.

If the Cut/Copy and Paste options do not paste properly in V5R2M0, the Field Wrap option will need to be deselected in every iSeries Access session.

To turn the Field Wrap option off:

1. Open an iSeries Access session.
2. Select Edit from the top menu bar. Choose Preferences and then Edit.
3. The Edit Options window appears (Fig. 1).
4. Deselect the check mark for the Field Wrap option and click the Apply button.
5. Click OK to save all changes.



Fig. 1 The Edit Options window with the Field Wrap option deselected.

Attention PFW IR/Bobcat Customers

The EPIC program is being replaced with the Bobcat Aftermarket Support Service (BASS) program. PFW provided the XML exchange parameters to the Bobcat group and currently is working with several beta dealers. Watch for further details regarding the general release announcement of the Bobcat BASS CD Interface!

Reminder to all John Dealer Dealers

John Deere AG and C&F have notified all their dealers that they need to make the transition from ESIS to JDWIN by the September 1, 2003, deadline.

If JDWIN is not implemented by this date, anyone relying on the poll interface will lose their automated interface and will have to manually enter claims. PFW offers the PFW JDWIN interface to transfer data automatically from the PFW system to the John Deere JDWIN web site. However, dealers have the option to use the John Deere JDWIN web site to enter data manually, so contact JDIS for activation instructions.

Please note: once dealers switch to JDWIN, they will no longer be able to send or receive data through the PFW ESIS programs.

For more information, please contact PFW Client Services at (519) 474-3700.

Register Now!

There are an additional 10 new spots open for the previously SOLD OUT PFW Advanced Parts Workshop. The workshop is scheduled for September 17-19, 2003, at Spencer Hall in London, Ontario. Space is limited, so don't wait to register!

Please do not make airline reservations until you have received a confirmation of registration from PFW.

Visit www.pfw.com to register online, or contact Laurie Brown at (519) 474-3300 ext. 237.

Holiday Hours

The PFW business offices will be closed on Monday, September 1, 2003. As a result, no support will be available.



PFW Systems Corporation
850 Medway Park Court
London, Ontario
Canada N6G 5C6

support (519) 474-3700
fax (519) 474-3949
e-mail support@pfw.com
web www.pfw.com

Please Route Parts
 Service
 Sales
 Office