

client services update



November 2003

Tip of the Month

Year End Procedures/Considerations/Reports to Run

Before running any month ends for the 12th month of your fiscal year, there are some year-end reports you should run. In this note we are assuming your fiscal year end is December and all reports mentioned below should be run right before you do your A/R and Parts month ends for December. We are also assuming that you run your A/R and Parts month ends at the same time.

Equipment

You should run an Equipment Wholesale listing for new and used equipment (Report# CGI025 & CGI020) right before your A/R month end. These reports will give you a snapshot of your equipment inventory at year end. It is important to run this report at year end because it cannot be backdated after you start working in your new fiscal year.

Service Management

You should run a detailed Work in Process before your last A/R month end of the year.

```
SP0021 WORK IN PROCESS
      2. Dollar Amounts.....? 2
Detail Report (Y or N).....? Y
Dollar Amounts(List Cost or WIP).....? WIP
```

Parts Management

You should run a detailed parts inventory summary at year end. Use Net on Hand QTY, not Current On Hand QTY. Use Average Cost to balance to the G/L.

If you track lost sales or special order frequency, you should run a year-end listing on these fields. Most dealers run an availability listing with lost sales > 0 OR special order frequency > 0. These fields are reset to zero in part master maintenance after your parts month end for your 12th month.

| SPEC | ORD | LOST | SALE | AVG | COST/ | YTD/ | L12: | 1311 | COL12: | 2395 | 11 | 29 | 97 | LAST | YR |
|---------|---------|-----------|---------|-----|-------|------|------|------|--------|------|------|-----|----|------|----|
| FRQ/QTY | FRQ/QTY | YTD | SALES\$ | CUR | 12/6 | 11/5 | 10/4 | 9/3 | 8/2 | 7/1 | 2YRS | AGC | | | |
| 9 | 2 | 2.50 | 1313 | 0 | 0 | 0 | 0 | 0 | 2 | 878 | 0 | | | | |
| 43 | 2 | 639355.60 | 2 | 159 | 143 | 14 | 34 | 49 | 32 | 0 | | | | | |

ADDED: 012980 MODIFIED: 122997
F3=Exit F4=Costing F5=Xref F6=Trips F7=Avail F8=On Ord Det F9=Order Qty
F10=Order Parm F11=Memos F13=History F14=Long Desc F16=Subs F17=Resv Det

Customer Profile

You should run a Customer Purchasing History report (CMM123) before your last A/R month-end of the year. The current YTD fields in customer maintenance are reset to zero during this month end and these figures are moved into the last year column in customer maintenance. If you want to know who your best customers are this year, this is a valuable report to run. There are a couple of other options for those users who still want access to this information, but do not run this report. This detail can be accessed on-line through Management Central at any time, or you can QUERY the CMFIS file, which also stores this valuable information.

General Ledger

Even though you probably won't close your General Ledger year end until a month or two into your next fiscal year, there are a couple of things you should note. You will need an initialized tape at year end to back off your year-end information for report purposes. You will be prompted for this tape at the end of the G/L month-end run. You shouldn't use the same tape as you did last year because the file names are the same and your previous year-end information will be replaced.

NOTE: In PFW Release R6V01 you now have the option to back up your year-end files on the system, and in these cases a tape is no longer needed. Check with PFW Support for more details on this option.

John Deere JDWIN Interface Enhancement

All John Deere dealers should be aware that the JDWIN interface now contains enhancements that are now available in R6V01 as a PPU. Also, many dealers are now transmitting parts data from their PFW systems to John Deere on a regular basis by using the Parts Locator facility. This information is used by John Deere JDPARTS customers to get accurate on hand values.

I/R Bobcat Bass Update

PFW has recently received the updated October 2003 version of the BASS program. This new version now has the ability to show Bin location, which was a problem in the previous version of BASS. You will need the PFW BASS interface and PFW R6V01 to take advantage of this interface.

New Interface for Komatsu

PFW now has an interface to the Komatsu EPARTS Central Program that allows Komatsu customers to look up the availability of parts, place parts orders, and check the status of an order from the PFW business system. Please contact your PFW sales representative for more information.

Backup, Backup, Backup

Just a reminder to ensure that you have a current backup strategy in place. Regular system and file backups will save you time and money in the event that an emergency causes the loss of vital information. Please contact PFW Client Services if you would like suggestions on backup strategies.

Reminders

- Please direct all sales inquiries to (519)474-3300, and for support, call (519)474-3700.
- The PFW business offices will be closed on Thursday, December 25th. On Friday, December 26th, 2003, we will offer emergency support only.



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