

client services update



October 2003

Tip of the Month

What files do I use when querying Accounts Payable Files?

For PFW Release R6V01:

The APINV file has been removed and ALL A/P transactions can be found in the OUTSTD file.

The OUTSTD file contains all the A/P outstanding, pending, and history records. When querying the OUTSTD file, pay particular attention to the OSRID field. This is the Record ID.

There are three types of A/P transactions:

If OSRID equals "P", then this is a pending voucher that has not been updated.

If OSRID equals "O", then this is an outstanding voucher that has not been paid.

If OSRID equals "H", then this is a voucher that has been paid and is in A/P history.

For PFW Release R5V08:

The APINV file contains all the A/P transactions. This includes outstanding as well as history records. When querying the APINV file, pay particular attention to the AITYP field.

There are two types of A/P transactions:

If AITYP equals "E", then this is an expense record.

If AITYP equals "P", then this is the payment record.

The OUTSTD file contains all the A/P outstanding records. When querying this file, pay particular attention to the OSSTA field. This field is the status record. If a voucher has been paid during the day, the status of this record will be "D". The database will clear all the "D" status records that have been paid during the day. These should be excluded when querying the OUTSTD file.

PFW Advanced Parts Workshop

PFW would like to thank all the dealers and vendors who attended another very successful workshop! The PFW Advanced Parts Workshop took place from September 17-19, 2003, at Spencer Hall in London, Ontario. Upon their return to their dealership those who attended the workshop were able to quickly and easily implement the information supplied to them by PFW.

Comments provided by some of the attendees were:

"I received several valuable tips at this workshop that will help me with my job."

Michael Chalupa, Parts Manager at Farmers Supply Sales Inc.

"By far the best workshop I've attended. The material was specific, of an excellent content level and documented extremely well."

Mike Hanna, IS Manager at AIS Construction

John Deere JDWIN Interface: Maintenance Fee Update

Those PFW John Deere customers who are taking advantage of the ESIS replacement interface called JDWIN are advised that there will be a reinstatement of the monthly \$20 maintenance fee, effective October 1, 2003.

As part of the ESIS/JDWIN replacement, PFW removed the monthly ESIS maintenance fee of \$20, effective the end of August 2003, and did not feel that the product initially released as JDWIN warranted a monthly maintenance fee, due to the simplicity of the program and its lack of features. Since that time, however, PFW has been working with representatives from John Deere on enhancing this product to add additional functionality and integration, including allowing dealerships the ability to:

- Import Complaint/Cause/Correction details
- Retrieve and display PIPS
- Retrieve warranty dates
- Submit delivery receipts
- Add to the interface to make it even more robust

Because of these extra capabilities and the ongoing modifications to JDWIN specifications by John Deere, the monthly \$20 maintenance fee is being reinstated by PFW. The new features for JDWIN are available as part of PFW's R6V01 release.

Further details can be obtained from PFW Client Services.

Holiday Hours

The PFW business offices will be closed on Monday, October 13, 2003. Support personnel will be available from 8 am to 5 pm EDT. Emergency after-hours support will also be available.



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