

# client services update



April 2004

## Tip of the Month

### Eliminating "Change Forms Type" printer messages

Since many dealers are now using laser printers for most of their daily printing needs, the common "Change Forms Type" messages are often no longer necessary. If you are using the same laser printer for reports, invoices and statements, you never need to physically change forms. When using laser printing, the system allows you to always use the same paper in each laser printer by automatically attaching the proper overlay to your printed output.

To avoid "Change Forms Type" messages, you need to configure the PFW FORMSNO table (Fig. 1).

```
$ZC063 TABLES UPDATE
TABLE NAME: FORMSNO          TRCD: DSP
                             STA:

```

REPORT	SYSTEM FORMS#	YOUR FORMS#	REPORT	SYSTEM FORMS#	YOUR FORMS#
11 By 14 Stock Tab....	STCK	*STD	Parts Counter		
8 1/2 By 11 Stock Tab			- Generic Invoice....	PART	*STD
- 1 Part.....	081	*STD	- Non Generic Invoice.	PART	*STD
- 4 Part.....	084	*STD	Work Orders		
Labels.....	014	*STD	- Generic Invoice....	WORD	*STD
Accounts Recv Stmt....	013	*STD	- Non Generic Invoice.	WORD	*STD
Accounts Payable			- Billing Run Invoice.	WOBI	*STD
- Canadian Checks....	005	005	- Time Card.....	TCHD	*STD
- U. S. Checks.....	006	006	Rental		
Payroll			- Generic Invoice....	WORD	*STD
- Checks.....	007	007	- Non Generic Invoice.	WORD	*STD
- Bank Transfr Stmt..	008	008	- Billing Run Invoice.	RENT	*STD
- Time Card Labels...	011	011	Sales Orders		
- T4.....	T4	T4	- PICPAK And Invoice..	STDI	*STD
- W2.....	W2	W2	Delivery Receipt .....	DLPY	*STD
			Equipment Generic Inv..	WCI	*STD

Fig. 1

This table contains all of the different form types that you can print from the PFW system. The form numbers are listed beside each application in the "System Forms#" column. If you don't want a "Change Forms Type" message to be generated change the entry in the "Your Forms #" column to \*STD. The dealer in the above example wants a "Change Forms Type" message to appear only when printing A/P checks, Payroll checks, W2s or T4s. This is accomplished by putting \*STD under the "Your Forms#" heading on all other entries.

Note: IBM system printouts use the default forms type loaded in the S/36 environment value section in CHGS36. You should also set this value to \*STD.

### PFW Release R6V02

Many new features are included in this release, such as customer parts discounts, notes payable though A/P, and reversals of A/P checks. Check out the the "What's New for R6V02" document found in the Members Only section of PFW's website—[www.pfw.com](http://www.pfw.com)—for more details.

Any dealers interested in loading the latest PFW release, R6V02, can now request it from Client Services at (519) 474-3700.

### R6V02 Release Workshop

PFW will be hosting a new release workshop May 26-28, 2004 at Spencer Hall in London, Ontario. Some of the topics covered will include: the new parts discount facility, the multiple source parts feature, IntelliDealer IntelliTech, and IntelliDealer updates.

Visit [www.pfw.com/support](http://www.pfw.com/support) to register online, or contact Laurie Brown at (519) 474-3300 x237.

### Attention John Deere Dealers

Make sure you run the Receive DTF Data daily to ensure that John Deere parts update data is applied to your system on a regular basis.

### Holiday Hours

The PFW business offices will be closed for the following holidays. A limited number of support personnel will be available from 8 am to 5 pm ET. Emergency after hours support will also be available.

### Good Friday

Friday, April 9, 2004  
- Emergency support only

### Victoria Day

Monday, May 24, 2004

### Canada Day

Thursday, July 1, 2004

### Civic Holiday

Monday, August 2, 2004

### Labor Day

Monday, September 6, 2004

- Emergency support only

### Thanksgiving

Monday, October 11, 2004



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