

# client services update



December 2005

## Tip of the Month

Current Service Pack Levels and Cumulative PTF Levels

### iSeries Access — Recent Service Pack Levels

iSeries Access Version	Latest Service Pack PTF Identifier	Date PTF Was Made Available	Target Date For Next Service Pack	End of Service Date
V5R3M0	SI20055	September 28, 2005	January 27, 2006	TBA
V5R2M0	SI18400	November 18, 2005	June 2, 2006	TBA
V5R1M0	SI11806	April 30, 2004	NONE	DISCONTINUED
V4R5M0	SF67276	October 14, 2002	NONE	DISCONTINUED
V3R2M0	SF67055	June 10, 2002	NONE	DISCONTINUED

**How to check:** Open Control Panel (Start Button -> Settings), then double-click on the iSeries Access for Windows icon.

### IBM i5/OS Cumulative PTF Levels

i5/OS Version	Current Cume PTF Level	Date Cumulative PTF Was Made Available	Target Date For Next Cumulative PTF Package	End of Service Date
V5R3	TL05298	November 7, 2005	March 6, 2006	TBA
V5R2	TL05263	October 3, 2005	April 10, 2006	TBA
V5R1	TL04300	November 1, 2004	NONE	DISCONTINUED
V4R5	TL02169	June 24, 2002	NONE	DISCONTINUED
V3R2	TL98139	May 26, 1998	NONE	DISCONTINUED

**How to check:** From any i5 command line (as any user), type DSPPTF and press <ENTER>. Located at the top of the screen, the TLxxxxx number is the latest cumulative PTF package installed.

### Holiday Hours

Please note that the PFW business offices will be closed for Christmas holidays on Monday, December 26, Tuesday, December 27, and Monday, January 2. On these days only emergency support will be available.

The employees of PFW wish you and your family a safe and happy holiday!



### Attention Bobcat Dealers

#### New Bobcat K Series Line

Bobcat has just released a new K Series line with a thirteen-digit base code. However, PFW's green screen software only allows for an eight-digit base code. If the thirteen-character base code is desired, PFW's IntelliDealer will accommodate up to twenty digits.

#### Bobcat Warranty Interface

PFW is working on the new Bobcat Warranty Information interface and we expect to be in the beta-testing phase in December 2005. Dealers will be informed when the interface is available for purchase.

#### Updated Bobcat Job Code File

Any dealers interested in receiving an updated Bobcat job code file should contact Jackie Riehl at (519) 474-3700.

### Webinar Sessions

We are currently accepting registrations for our next webinar session, *Equipment Life Cycle*. This session will be held on Thursday, January 12 from 2 PM to 4 PM ET. The following topics will be covered:

- Ordering equipment using the Purchase Order system
- Receiving the purchase order and changing the stock number
- Loading original cost and creating a note through the Accounts Payable module
- Making a payment on the note
- Creating and closing an internal work order through the Service module and increasing the cost of the unit
- Renting the stock number—use automatic costing to decrease the cost of the unit
- Creating a quote to sell the unit with a trade-in
- Selling the unit using automatic costing
- Paying off the entire note
- Trafficking the equipment out to a customer
- Creating an after sales work order for a customer
- Selling the trade-in unit and reviewing the wash-out costing entries

If you have any suggestions for future webinar topics, please contact Dan Kane at [kane@pfw.com](mailto:kane@pfw.com).

### Thanks To All Workshop Attendees

We had a very successful workshop and we received many positive comments on the IntelliDealer product and its capabilities. For any dealers who would like copies of the workshop documentation, it will be posted in the PFW Knowledge Base.



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](mailto:support@pfw.com)  
web [www.pfw.com](http://www.pfw.com)

Please Route  Parts  
 Service  
 Sales  
 Office