

client services update



June 2005

Tip of the Month

How do after-sale equipment charges work?

After-sale charges are costs associated with an equipment sale that are incurred after the original sale has been processed. In order to properly track these charges and display after-sale margins, it is recommended that separate after-sale general ledger accounts be created that are distinct from the regular cost-of-sale accounts. The accounts are usually numbered right after the associated cost-of-sale accounts and the application type should be History.

Once the accounts are created, they are not truly considered after-sale accounts until they are loaded into the Margin Analysis system (Fig. 1).

SZCGI010 MARGIN ANALYSIS 01 01							
Enter The After Sales And Cost Of Sales Accounts To Be Included:							
DIV	G/L	ACC	DESCRIPTION	DIV	G/L	ACC	DESCRIPTION
1	01	4200121		2	01	4571221	
3	01	4571421		4	01	4600321	

Fig. 1

It is important to understand that only the accounts loaded on this screen will affect the after-sale portion of the margin. Do not load regular cost-of-sale accounts on this screen. These accounts are then stored in a file and retrieved each time the report is run. The list can be changed at any time. Once this has been done, the equipment margin window in the equipment profile will display (Fig. 2).

Margin Analysis			
Customer Invoice Amount	58,000.00		
Over Allowance	0.00		
	58,000.00		
Cost	53,961.02		
Margin	4,038.98	6.963 %	
After Sales	1,462.45		
	2,576.53	4.442 %	

Fig. 2

In the example above, \$1462.45 would have been posted to one or more of the accounts listed on the screen from the Margin Analysis report.

Webinar Sessions

On May 26th, PFW hosted its first webinar training session. Webinars are web-based training sessions that allow a group of customers to have an online discussion of a topic that's presented by a PFW employee. We had fifteen participants for our What's New in R6V03 session, and everyone who responded to our survey claimed that they would recommend this webinar to a friend or colleague. This class will be presented again on June 9th (sold out) and on June 23rd (spaces still available).

Other upcoming webinar classes are Help Improve Margins: Turn Data Into Information on August 11th, and R6V03 Product Update Review, which is scheduled for October.

If you have any suggestions for future webinar topics, please contact Dan Kane at kane@pfw.com.

PFW Release R6V03 Available Now

PFW's new release, R6V03, is now available. Please contact Client Services to order your copy.

E-mail Support Inquiries

PFW is committed to responding to all e-mail support inquiries within 24 hours. However, should your inquiry require more immediate assistance, please phone Client Services at (519) 474-3700.

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.

Canada Day

Friday, July 1, 2005

Civic Holiday

Monday, August 1, 2005

Labor Day

Monday, September 5, 2005

- Emergency support only

Thanksgiving Day

Monday, October 10, 2005



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