

client services update



June 2006

Tip of the Month

Viewing Technicians Not Logged Into the System

IntelliDealer's Supervisor feature contains a Technicians Not Logged On window that allows department managers or supervisors to see a list of technicians who are not currently logged into the system using IntelliTech or Labor Barcode Scanning. The screen also shows when the technician most recently logged on and off the system, and the work order number the technician was assigned to.

The Technicians Not Logged On window is accessible through a link on the Labor in Progress screen in the Service module's Supervisor feature.

Technicians not logged on					Results to display: 10
Recent Log On/Off					
Technician	Start Date	Start Time	Stop Time	Work Order	
Alex Johnstone	05/11/2006	3:12PM	4:30PM	C02814-01	
Andy Rogerson	05/11/2006	4:24PM	5:14PM	W95723-02	
Brad Richman	05/11/2006	3:23PM	5:03PM	D94225-10	
Brad Thomas	05/11/2006	3:33PM	5:06PM	D94242-14	
Brent Wesley	05/11/2006	10:14AM	12:00PM	C04189-02	
Carl Anderson	05/11/2006	4:26PM	4:58PM	C02593-17	
Casey Renner	05/11/2006	3:19PM	5:01PM	X98095-15	
Chad Lewis	05/11/2006	12:31PM	5:09PM	C04312-01	
Den Masters	05/11/2006	2:54PM	5:04PM	W95841-09	
Doug Hoover	05/11/2006	3:08PM	5:09PM	W95831-01	

(1 - 10 Of 37) [Next >](#)

[Close](#)

Reminder to Canadian Customers

As of July 1, 2006 the Canadian goods and services tax will be reduced from 7% to 6%. Don't forget to update the appropriate tax table (TAX1 or TAX2) to reflect the GST reduction.

A/P Check Wrap Option

The wording for the dollar amount on an A/P check can be set to wrap if it exceeds the available space on one line. This is done by setting the A/P Check Amount Wording switch in the DIVTAB table to W.

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

Monday, July 3, 2006

Civic Holiday

Monday, August 7, 2006

Labor Day

Monday, September 4, 2006
- Emergency support only



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
web www.pfw.com

Please Route Parts
 Service
 Sales
 Office