

# client services update



January 2008

## Labor Pricing

Labor Pricing, similar to the parts customer discount system, allows you the flexibility of pre-setting your labor rates with a variety of choices, such as: Customer Number, W/O type, W/O status, Premium Code

Labor Pricing is flexible when it comes to setting up labor rates. Before Labor Pricing became available, it was often necessary to use a combination of Premium Codes and/or Rate Codes to arrive at the correct labor price. When using Labor Pricing, the requirements for premium codes and rate codes will often be greatly reduced. Now, you can set-up all labor pricing logic in the Labor Pricing system and not worry about maintaining them anywhere else.

### Accessing Labor Pricing

Labor Pricing must be enabled in User Group Security under system number 818 PRODUCT SUPPORT - SERVICE LABOR PRICING. Once enabled, in Product Support, click on **Labor Pricing** under the heading **Service**. Click **GO** to bring up a listing of existing labor pricing records, with multiple sort and search parameters at the top of the screen. To add a new labor pricing record (Fig 1), click on the link at the bottom of the listing (Fig 2)

### Labor Pricing Examples

If a customer always receives a reduced labor rate on a specific manufacturer's work orders and the normal shop rate on all other types of shop work, simply set up a different labor price by W/O type.

Another benefit of utilizing Labor Pricing is in the case of warranty vendors, where vendors pay out at different rates. With Labor Pricing, your technicians don't have to worry what the manufacturer's labor rate is. If you set up Labor Pricing by warranty and customer number, a constant rate is applied for that particular vendor with no need to have separate premium codes for each separate line.

In the example of a sale where every customer that comes into your shop during the month of January for welding work will receive an automatic 10% off labor, Labor Pricing is invaluable. Special pricing can be set up to automatically start on January 1 and end on January 31. For internal work orders where different rates are applied to sweeping floors and equipment work, simply set up labor pricing by W/O type.

Fig. 1

**Type:** Allows labor rates to be defined based on the **Type Code** of the work order. Alternatively, you can check the **All Types** box to have the labor pricing applied to all types. Work order type codes are set up in the WOTYPE table.

**Percentage/Price:** The actual fixed labor price or the percentage increase or decrease from cost or list (based on the Pricing Code).

**Premium Code:** Allows labor rates to be defined based on the **Premium Code** used at the time labor is entered into the system. Alternatively, you can check the **All Premium Codes** box to have the labor pricing applied to all Premium Codes. Premium codes are set up in PREMIUM table.

**Default Premium Code:** This is the premium code that will be used as the default on labor transactions that use this pricing record.

Fig. 2

Customer / Group	Location	Type	Work Order Status	Premium Code	Comment
All	All	All	Customer	02	Shop O/T 150% \$120
All	All	All	Customer	03	Shop O/T 200% \$160
All	All	All	Customer	04	Field Regular \$85
All	All	All	Internal	05	Internal O/T \$90
All	All	All	Internal	06	Internal O/T \$90
All	All	All	Customer	01	Shop Regular \$80

For more information on these software features or to order R6V05, contact PFW Client Services at (519) 474-3700, or e-mail [support@pfw.com](mailto:support@pfw.com).



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 | www.intellidealer.com

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