

client services update




August 2009

Tip of the Month

MobileTech Dispatch Route (in R6V07)

The IntelliTech Scheduled Work Orders screen has a new option to display a “MobileTech Dispatch Route”. This is useful for technicians using MobileTech who would like to plan their route for the day (Figure 1).

The addresses of each work order will be sent to Google Maps to provide the map and directions to each location (Figure 2).

 *The system will include only work orders that are coded as MobileTech.*
The ship-to address of the work order will be used if it exists, otherwise the customer's address is used.

The addresses are plotted in the order in which they are retrieved. You can then use the Google Maps software to adjust the plotting order.

Figure 1

Order #	Log On	Customer Name	Machine	Estimated Hours	Hours Worked	Difference
W04891	Yes	Glanville Industries 1234567890123456789012345	BobCat Skid Steer	2.40	0.22	2.18
B05738		Ross Atkinson Engine Repair	train	32.82	4.01	28.81
B05745	Yes	John Atkinson Engine Repair	jasdjasdjasd	5.50	5.00	0.50
B05765		MARK DENHOLLANDER IntelliTech Quote	2550 TRACTOR MFWD	5.00	0.03	4.97
B05766		L & T DANNER ENTERPRISES TEST111	JD 435 (LUYTEN)	0.00	0.00	0.00
B05767	Yes	L & T DANNER ENTERPRISES test	JD 1560 (THAMES)	0.00	1.00	-1.00
B05774	Yes	Picked Up test	?	0.00	6.02	-6.02
B05777	Yes	Picked Up Engine Repair	Tractor	0.00	0.00	0.00
B05792	Yes	L & T DANNER ENTERPRISES na	4450 TRACTOR W/DIESE	0.00	0.00	0.00
B05793	Yes	Ross Atkinson B05736-01	JD 6400 (VANDERHAAR)	0.00	0.00	0.00

Figure 2

Driving directions to 4395 Adare Dr, London, ON, Canada
 250 km – about 3 hours 20 mins

- Head northeast on Medway Park Ct toward Wonderland Rd N 0.2 km
- Turn right at Wonderland Rd N 0.4 km
- Turn right at Fanshawe Park Rd W 4.9 km
- Continue on Egremont Dr 21.6 km
- Turn left at Centre Rd 1.2 km
- Turn left onto the ON-402 ramp to Sarnia 0.4 km
- Merge onto King's Hwy 402 29.8 km

Holiday Hours

The PFW business offices will have reduced staff on the following holidays.

2009

Labor Day: Monday, September 7th

Thanksgiving: Monday, October 12th

Christmas Day: Friday, December 25th

A limited number of support personnel will be available from 8 a.m. to 5 p.m. ET when you call (519) 474-3700. Emergency after-hours support will also be available.

- * Emergency support only
- † Closed, no emergency support

For more information on these software features or to order R6V07, contact PFW Client Services at (519) 474-3700, or e-mail support@pfw.com.



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