

client services update



May 2009

Tip of the Month

Work Order Mass Change: Available in R6V06 Service Pack H

This option is found under the “Work Order Options” menu in the top right of the segment tab of the work order (Figure 1).

From within the mass change option, the user now has the ability to change: Status, Pricing Customer, Type, Reason, DDC code, Labor G/L account, Customer G/L account, Warranty G/L account, Internal G/L account and Date Started. These improvements to the module now eliminate the need to venture into each segment requiring change and therefore save time by minimizing the number of steps needed to adjust the work order as a whole.

The screen initially opens blank for the user to either key changes or select the “Click here to import the current segments values” link to fill in the screen with the values from the segment you are currently on (Figure 2).

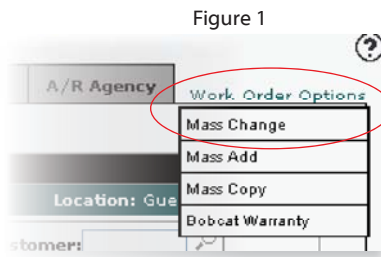


Figure 1

⚠ Attention John Deere Dealers!

John Deere has historically assigned 13-character Product Identification Numbers (PINs) to machines.

John Deere will start transitioning to 17-character PINs in late Summer 2009. Initially, it will be limited to a small number of machines. With the exception of engines and attachments, the goal will be to transition all newly-manufactured John Deere machines to the 17-character PIN format over subsequent years.

Because of this change, we have to modify a number of John Deere interfaces and we are doing this for the R6V07 release, which will be available to all Dealers by June 1, 2009. We recommend that all Dealers upgrade to this release before this Deere roll-out, otherwise the interfaces may not function properly because of this change.

If you have any further questions on this change, please contact PFW Client Services or your PFW Sales Representative.

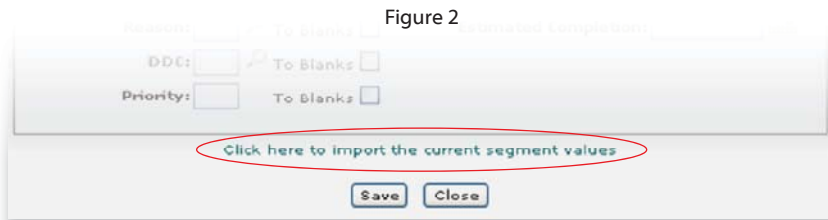


Figure 2

The user can make further adjustments to the screen and then press Save to apply them to all the other segments (Figure 3).

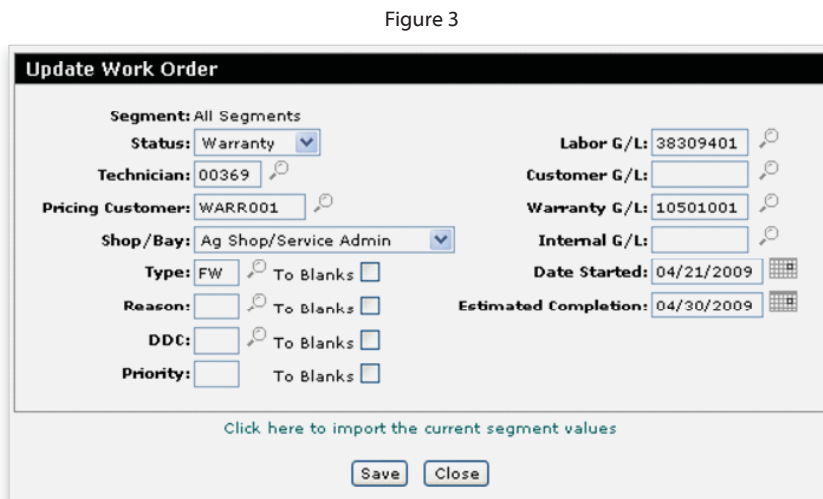


Figure 3

Holiday Hours

The PFW business offices will be CLOSED for the following holidays.

2009

Victoria Day: Monday, May 18th

Canada Day: Wednesday, July 1st

Civic Holiday: Monday, August 3rd

Labor Day: Monday, September 7th*

A limited number of support personnel will be available from 8 a.m. to 5 p.m. ET. Emergency after-hours support will also be available.

* Emergency support only

For more information on these software features or to order R6V06, contact PFW Client Services at (519) 474-3700, or e-mail support@pfw.com.



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