

October 2009

# New Features

## R6V07 Enhancements to The Service Module

### Allow Multiple Assist Entries in IntelliTech

The Assist function of IntelliTech has been modified to allow multiple assists. When the Assist button on the IntelliTech window is pressed, the following window appears allowing the technician to type in the work order, segment and assist minutes. After pressing Save, the user returns to the IntelliTech window. Previously the system would post two entries - one for the assist time and the remainder for the original work order / segment. The system will now post only one entry for the assist time and keep the original IntelliTech screen active (less the assist time). This allows the technician to perform multiple assist entries.

**Record Assist Hours**

**Work Order:**

**Segment:**

**Assist Minutes:**

**Comments:**

### Parts and Labor Billed Print Buttons

A print button has been added to the Parts and Labor Billed tab in Work Orders.

Customer Segments Quote/ Estimate Miscellaneous Charges Parts & Labor Billed Memoes Multimedia Printing Parameters

Select Requisition Number:  Select Status: All

Select Item:  Select Segment: 01

Select Technician:  Outstanding Only:  Go >>

**Parts & Labor Billed** Results to display: 10

Reference Number: C13444 Location: Guelph

Requisition Number	Status	Item	Description	Segment	LDTTIN	Hours Worked	Hours Charged/Quantity	Rate/Price	Amount
Q23432	Customer	GLOPART	Curtain	01	1 Y Y	1	1	12.99	12.99
L74184	Customer	LABOR 38101401 W	00122-R01-03/31/2009	01	1 NN	1.08	1.08	81.00	87.48
L74296	Customer	LABOR 38101401 W	00122-R01-03/31/2009	01	1 NN	1.62	1.62	81.00	131.22
L74461	Customer	LABOR 38101401 W	00122-R01-03/31/2009	01	1 NN	0.02	0.02	81.00	1.62
L74511	Customer	LABOR 38101401 W	00122-R01-03/31/2009	01	1 NN	0.88	0.88	81.00	71.28
L74708	Customer	LABOR 38101401 W	00122-R01-04/01/2009	01	1 NN	1.28	1.28	81.00	103.68
L75162	Customer	LABOR 38101401 W	00122-R01-04/01/2009	01	1 NN	0.23	0.23	81.00	18.63
L77040	Customer	LABOR 38101401 K	00036-R01-05/12/2009	01	1 X Y Y	1.00	1.00	17.53	17.53
L77049	Customer	LABOR 38101401 E	00036-R01-05/14/2009	01	1 X Y Y	0.75	0.75	78.75	59.06
L77059	Customer	LABOR 38101401 E	00036-R01-05/21/2009	01	1 X Y Y	0.03	0.03	78.67	2.36

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Click here to add labor to this work order.  
Click here to make modifications to this work order.

Select Requisition Number:  Select Cash Code:

Select Item:  Select Description:

Select Segment:  Go >>

**Parts & Labor Details - Invoice Number : C18784**

Requisition Number	Cash Code	Item	Description	Segment	Price	Amount
L77375	5	LABOR 38101401K	00037R01 0723	01	81.00	81.00
L77376	5	LABOR 38101401K	00037R01 0723	01	81.00	159.90

A print button has also been added to the Parts and Labor Details windows (listed under Invoice Options) in Service Invoice History.

### Customer Name on Daily Time Card

The customer name has been added to the Daily Time Card window. This is accessed by clicking on the "View time card" link on the IntelliTech Scheduled Work Orders window.

Select Day:  Today  Yesterday Go >>

**Daily Time Card Totals** 09/24/2009

Fred Myers (00035)

Regular: 0.12  
Total: 0.12

**Daily Time Card**

Start Time	Stop Time	Work Order	Customer	Location	Premium Code	Hours Worked
8:38AM	8:45AM	C24886-01	JOHN LOVE	Guelph	Regular	0.12

### DUE TO OVERWHELMING DEMAND

PFW will be offering additional sessions of the Customized Financial Reporting in PFW IntelliDealer™ webinar on an on-demand basis.

This session will highlight key benefits of the system, and introduce the latest features included in the R6V07 release. You will learn how to design, customize, secure, and deploy your custom financial reports in PFW IntelliDealer with flexibility and ease.

#### Topics include:

- Report design and creation
- Report elements: columns and rows
- Row calculations, usage of wildcards and account ranges
- Special column and row types
- Report options and formatting
- Granting security and access to reports
- Viewing and printing reports (including new Financial Book feature)
- Downloading reports to Excel
- Copying reports

#### Who should attend?

This webinar is intended for anyone involved in the creation and distribution of financial reports.

**Date & Time:** To be determined

**Class Size:** Limited to 30

**How:** Join the class online via a specific web address and join the conference call via telephone. (Web address and phone number provided at time of registration)

**Cost:** \$75.00 USD/CAD per participant

*Attendance is limited for this session, please register at [www.pfw.com/support/webinars/index.htm](http://www.pfw.com/support/webinars/index.htm)*

### HOLIDAY HOURS

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

**Thanksgiving:** Monday, October 12th

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.

### Request More Information

For more information on these software features or to order R6V07, contact PFW Client Services at 519.474.300, or e-mail [support@pfw.com](mailto:support@pfw.com).

