

client services update



November 2004

Tip of the Month

Year End Procedures/Considerations/Reports to Run

Before running any month ends for the 12th month of your fiscal year, there are some year-end reports you should run. Assuming your fiscal year end is December and you run your A/R and Parts month ends at the same time, all reports mentioned below should be run immediately before you do your A/R and Parts month ends for December.

Equipment

You should run an Equipment Wholesale listing for new and used equipment (Report# CGI025 & CGI020) immediately before your A/R month end. These reports will give you a snapshot of your equipment inventory at year end. It is important to run this report at year end because it cannot be backdated after you start working in your new fiscal year.

Service Management

You should run a detailed Work in Process before your last A/R month end of the year.

```
SP0021 WORK IN PROCESS
      2. Dollar Amounts.....? 2
Detail Report (Y or N).....? Y
Dollar Amounts(List Cost or WIP).....? WIP
```

Parts Management

You should run a detailed parts inventory summary at year end. Use Net on Hand QTY, not Current On Hand QTY. Use Average Cost to balance to the G/L.

If you track lost sales or special order frequency, you should run a year end listing on these fields. Most dealers run an availability listing with lost sales > 0, OR special order frequency > 0. These fields are reset to zero in part master maintenance after your parts month end for your 12th month.

| SPEC | ORD | LOST | SALE | AVG | COST/ | YTD/ | L12: | 1311 | COL12: | 2395 | 11 | 29 | 97 | LAST | YR |
|---------|---------|-----------|---------|-----|-------|------|------|------|--------|------|------|-----|----|------|----|
| FRQ/QTY | FRQ/QTY | YTD | SALES\$ | CUR | 12/6 | 11/5 | 10/4 | 9/3 | 8/2 | 7/1 | 2YRS | AGC | | | |
| 9 | 2 | 2.50 | 1313 | 0 | 0 | 0 | 0 | 0 | 2 | 878 | 0 | | | | |
| 43 | 2 | 639355.60 | 2 | 159 | 143 | 14 | 34 | 49 | 32 | 0 | | | | | |

ADDED: 012980 MODIFIED: 122997
F3=Exit F4=Costing F5=Xref F6=Trips F7=Avail F8=On Ord Det F9=Order Qty
F10=Order Parm F11=Memos F13=History F14=Long Desc F16=Subs F17=Resv Det

Customer Profile

You should run a Customer Purchasing History report (CMM123) before your last A/R month end of the year. The current YTD fields in customer maintenance are reset to zero during this month end and these figures are moved into the last year column in customer maintenance. If you want to know who your best customers are this year, this is a valuable report to run. There are a couple of other options for those users who still want access to this information, but do not run this report. This detail can be accessed online through Management Central at any time, or you can QUERY the CMFIS file, which also stores this valuable information.

General Ledger

Even though you probably won't close your General Ledger year end until a month or two into your next fiscal year, there are a couple of things you should note. You will need an initialized tape at year end to back up your year end information for report purposes. You will be prompted for this tape at the end of the G/L month end run. You shouldn't use the same tape as you did last year because the file names are the same and your previous year end information will be replaced.

Note: As of PFW Release R6V01, you have the option to back up your year end files on the system, and in these cases a tape is no longer needed. Check with PFW Support for more details on this option.

Access Crystal Reports from PFW Members Only Section

Crystal Reports can now be accessed from the PFW Members Only extended service web site. You can search reports by group, or use the Search box to look up reports by file name, description, or author. Each report entry contains a description of the report, the report itself, a PDF version of the output and a PDF file that describes the structure of the report.

This area will include reports written by PFW as well as reports written by you, our customers. The admission price for this members only section? We want you to donate any reports you have written. This way we can quickly build a library of useful reports.

To gain access to the Crystal Reports members only section, please contact Dan Kane at kane@pfw.com.

2005 Dealership Management Conference in San Diego

PFW is pleased to announce that the next Dealership Management Conference will be held in San Diego, California from February 23rd to February 26th, 2005.

Watch PFW's website (www.pfw.com) for more details. Registration packages are expected to arrive at dealerships in mid-November.

Backup, Backup, Backup

Just a reminder to ensure that you have a successful backup every night. Regular system and file backups will save you time and money in the event that an emergency causes the loss of vital information.

Holiday Schedule

Please note that the PFW business offices will be closed for Christmas holidays on Friday, December 24th, Monday, December 27th, and Friday, December 31st. On these days only emergency support will be available.

No emergency support will be available on Saturday, December 25th or Saturday, January 1st.



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