

client services update



April 2006

Tip of the Month

Geographic & Business Analysis Option

The Geographic & Business Analysis option in Management Central and Customer Care has been around for a number of years. This application gives you the ability to “slice & dice” your customer database and clearly view the top purchases within selected regions and classifications. You also have the option to display a summarized view of the selected region or class.

Once you have selected your customer region or class (e.g., Type “A2” customers) and drilled down within a specific purchase area (e.g., Parts Purchasers), the screen displays the top ten customers by purchase dollars (Fig. 1).

A Totals button is available at the bottom of the screen. Once selected, a window appears, displaying useful information about the group of customers selected (Fig. 2). In this example, 512 of our type “A2” customers purchased \$1.295 million in 2004 as opposed to \$1.229 million in 2003 (an increase of 5.4%). The screen also shows us that average parts purchases per customer in 2004 was \$2,530 and \$2,401 in 2003.

Parts Purchasers - Type: A2		Results to display: 10						
Name	Territory	Salesperson	County	Business Class	Size	Type	Purchases	%
① ALLEN TAYLOR	41A	Carson	ELG	CA	800	A2	28,452	↑ 81.7
① TOM BENDER	14A	Griggs	HUR	BE	200	A2	26,190	↓ 28.1
① BRIAN URBSHOTT	11A	Queens	MID	CA	400	A2	19,182	↓ -0.7
① HANK HENDRICKS	14A	Griggs	HUR	CA	400	A2	17,292	↑ 16.0
① PAUL PAVKEJE	11A	Queens	HUR	CA	300	A2	16,051	↑ 18.3
① MURRAY VINCENT	25A	Aggerstown	HUR	MI	500	A2	15,769	↑ 28.8
① JIM PALMER	42A	Carson	ELG	BE	300	A2	15,688	↑ 82.3
① HUBVIEW FARMS LTD.	38A	Kent Bridge	OXF	CA	500	A2	15,440	↓ -5.7
① DON COOK	42A	Carson	MID	CA	1000	A2	15,325	↑ 38.2
① STEVE CARR	41A	Carson	ELG	CA	800	A2	14,290	↑ 45.8

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Totals

Fig. 1

Parts Purchasers - Type: A2	
Total Customers:	512
2004 Purchases:	1,295,802.00
2003 Purchases:	1,229,359.00
% Increase / Decrease:	5.4
2004 Average Per Customer:	2,530.86
2003 Average Per Customer:	2,401.09

Fig. 2

PFW Release R6V04 Available Now

PFW's new release, R6V04, is now available. Please contact Client Services to order your copy.

Note: Dealers must be on IBM Release V5R3M0 prior to loading PFW release R6V04.

CNH Financial Download Interface

PFW now offers a CNH Financial Download program that will download balance sheet and income statement figures by month. The file is then posted by the dealer to CNH's internal website, making the process easier for dealers to report financial results to CNH.

Holiday Hours

The PFW business offices will be closed for the following holidays. A limited number of support personnel will be available from 8 AM to 5 PM ET. Emergency after-hours support will also be available.

Good Friday

Friday, April 14, 2006
- Emergency support only

Victoria Day

Monday, May 22, 2006

Canada Day

Monday, July 3, 2006

Civic Holiday

Monday, August 7, 2006

Labor Day

Monday, September 4, 2006
- Emergency support only



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