

client services update



February 2006

Tip of the Month

What do the codes stand for in my labor hour postings?

When analyzing the efficiency of your technicians, you may have wondered what is indicated by the codes beside the billing date column.

QA - Quote Adjustment (Green Screen & IntelliDealer)

A - Work Order Adjustment (Green Screen & IntelliDealer)

K - Hours keyed in the Labor Entry screen (Green Screen & IntelliDealer)

W - Web entry through IntelliTech or Supervisor Labor Entry screen in IntelliDealer

M - Entry made through Supervisor Labor Entry screen in the Green Screen

S - Scanned using labor barcode scanning in the Green Screen

Release R6V04

PFW's newest release, R6V04, is now in the beta testing phase and will be available for dealers soon. Any dealers interested in loading R6V04 should contact PFW support at support@pfw.com.

MST DTF Interface

John Deere C&F dealers can now get their flatrates (MSTs) through a PFW interface that utilizes the DTF communications protocol. Dealers should be aware that John Deere will eventually be replacing SPGs (service pricing guides) with this process.

Webinar Sessions

We are currently accepting registrations for our next webinar session, *Equipment Life Cycle*. This session will be held on Thursday, February 9 from 2 PM to 4 PM ET. The following topics will be covered:

- Ordering equipment using the Purchase Order system
- Receipting the purchase order and changing the stock number
- Loading original cost and creating a note through the Accounts Payable module
- Making a payment on the note
- Creating and closing an internal work order through the Service module and increasing the cost of the unit
- Renting the stock number—use automatic costing to decrease the cost of the unit
- Creating a quote to sell the unit with a trade-in
- Selling the unit using automatic costing
- Paying off the entire note
- Trafficking the equipment out to a customer
- Creating an after-sales work order for a customer
- Selling the trade-in unit and reviewing the wash-out costing entries

If you have any suggestions for future webinar topics, please contact Dan Kane at kane@pfw.com.

Efficiency Analysis - JERRY N CAMPBELL									
Work Order	Billing Date		Hours Worked	Hours Charged	Recovery Hours %	Possible Income	Actual Income	Income Gain / Loss	Recovery Income %
W08312	03/29/2005	A	-4.75	-4.75	100.00	-166.25	-166.25	0.00	100.00
W08312	03/29/2005	A	-4.75	-4.75	100.00	-166.25	-166.25	0.00	100.00
W08312	03/29/2005	A	-2.25	-2.25	100.00	-78.75	-78.75	0.00	100.00
W08312	03/29/2005	A	2.25	2.25	100.00	78.75	78.75	0.00	100.00
W08312	03/29/2005	A	-4.75	-4.75	100.00	-166.25	-166.25	0.00	100.00
W08312	03/29/2005	A	4.75	4.75	100.00	166.25	166.25	0.00	100.00
W08312	03/29/2005	A	1.50	1.50	100.00	52.50	52.50	0.00	100.00
W08312	03/29/2005	A	1.50	1.50	100.00	52.50	52.50	0.00	100.00
W08312	03/29/2005	A	-1.50	-1.50	100.00	-52.50	-52.50	0.00	100.00
W08312	03/29/2005	A	-1.50	-1.50	100.00	-52.50	-52.50	0.00	100.00
W08312	03/29/2005	A	1.50	1.50	100.00	52.50	52.50	0.00	100.00
W08312	03/30/2005	QA	0.00	-0.70	0.00	0.00	0.94	0.94	0.00
W08619	03/08/2005	K	5.25	5.25	100.00	183.75	183.75	0.00	100.00
W08662	03/06/2005	K	2.00	2.00	100.00	70.00	70.00	0.00	100.00
W08663	03/10/2005	K	5.50	0.00	0.00	192.50	0.00	-192.50	0.00
W08663	03/15/2005	K	5.25	0.00	0.00	183.75	0.00	-183.75	0.00
W08663	03/21/2005	K	1.25	0.00	0.00	43.75	0.00	-43.75	0.00
W08663	03/28/2005	K	3.50	3.50	100.00	122.50	122.50	0.00	100.00
W08663	03/28/2005	K	5.00	0.00	0.00	175.00	0.00	-175.00	0.00
W08663	03/28/2005	K	8.00	0.00	0.00	280.00	0.00	-280.00	0.00
W08663	03/31/2005	K	0.00	-3.50	0.00	0.00	-122.50	-122.50	0.00
W08664	03/03/2005	K	3.75	3.75	100.00	131.25	131.25	0.00	100.00
W08664	03/06/2005	K	7.75	7.75	100.00	271.25	271.25	0.00	100.00
W08664	03/07/2005	K	5.25	5.25	100.00	183.75	183.75	0.00	100.00
W08664	03/07/2005	K	11.00	11.00	100.00	385.00	385.00	0.00	100.00
W08664	03/08/2005	K	5.25	5.25	100.00	183.75	183.75	0.00	100.00
W08664	03/10/2005	K	4.25	4.25	100.00	148.75	148.75	0.00	100.00
W08664	03/10/2005	K	1.25	1.25	100.00	43.75	43.75	0.00	100.00
W08664	03/10/2005	K	3.75	3.75	100.00	131.25	131.25	0.00	100.00
W08664	03/15/2005	K	2.25	2.25	100.00	78.75	78.75	0.00	100.00
W08664	03/15/2005	K	1.00	1.00	100.00	35.00	35.00	0.00	100.00
W08664	03/28/2005	K	1.50	1.50	100.00	52.50	52.50	0.00	100.00



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