

client services update



January 2009

New Feature

IntelliTech screens now offer some additional features:

! PFW Changes Phone Systems

Please note that while PFW is currently in the process of changing our phone system, we offer the following tips for calling into PFW to reach our Installed Account Sales representatives or our Help Desk:

Calling to talk to Your Sales Representative

If you are trying to reach James Brown or Brian Lewis, please dial 519-474-3300 and their personal extension. Reception can no longer transfer your call from the Help Desk business line.

James Brown: Extension 223
Brian Lewis: Extension 227

Calling the Help Desk

If you are calling PFW's Help Desk, please continue to dial 519-474-3700.

Holiday Hours

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

2009

Family Day:	Monday, February 16th
Good Friday:	Friday, April 10th*
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.

A) Access to view Complaint, Cause and Correction as well as Description.

B) Ability to change Complaint, Cause and Correction and Description from text box (security controlled).

C) Ability to view/modify the Down Time Delay code (security controlled).

D) Direct (one click) access to customer, machine and history information.

Register now for the 2009 PFW Dealership Management Conference!



TOGETHER
WE WIN!

Remember to register early for the PFW Dealership Management Conference being held in Vancouver, British Columbia from March 25-28, 2009.

Space at the Conference and at the Four Seasons Hotel Vancouver is limited!

For information on the city of Vancouver, the hotel and the Conference agenda or to register, visit PFW's Conference website at: www.pfw.com/conference.



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