

June 2010

Tip of the Month

Access to the PFW Knowledge Database from IntelliDealer

The PFW Knowledge Database is now directly accessible from within IntelliDealer via a new link on the Support drop-down menu—located at the top right (Figure 1).

This feature was included with R6V07 Service Pack G (released April 21, 2010). After clicking this link, the PFW Knowledge Database is launched in a new window (Figure 2), where you can then browse or search for articles.

As an added convenience, users are not required to log in when using the new link from IntelliDealer.

Figure 1

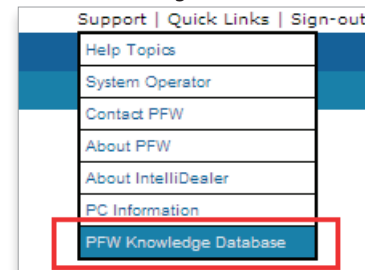


Figure 2



About the PFW Knowledge Database

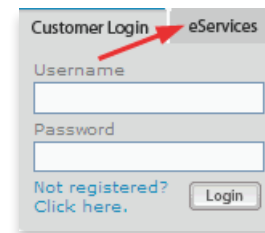
The PFW Knowledge Database contains a large number of technical notes and articles. It is a central repository that allows PFW support staff to store and to share information. It is a great resource for PFW customers looking for the answers to common questions and issues.

Access to eServices via the PFW.com website no longer available

A friendly reminder to those customers familiar with using the eServices Login on the PFW website to view their bills online (Figure 3). This capability has been replaced by the [ADP Online Invoice Management](#) site. Information regarding changes in your bills (as well as a pamphlet titled "How to Read Your Bill") has been mailed to you—and should have already been received.

All PFW customers should now be using the new site for viewing their account information.

Figure 3



Important Note Regarding PFW's Upcoming Release 7.0 (Summer 2010)

In preparation for our next software release, we would like to inform dealers that you will be required to upgrade your IBM operating system to IBM's current release: IBM i 6.1 (formerly i5/OS V6R1).

Preparation is a must for a successful upgrade to V6R1. It is advisable to contact PFW Client Services prior to this upgrade to ensure that all steps have been completed and to answer any questions that you may have regarding this upgrade.

Additional information can be found at IBM's System i (iSeries) [Upgrade Planning Website](#).

Holiday Hours

The PFW business offices will be CLOSED for the following holidays:

Canada Day	Wednesday, July 1st
Labor Day	Monday, September 6th*

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)

Request More Information

For more information on these software features or to order R6V07, contact PFW Client Services at 519.474.3700, or e-mail support@pfw.com.