

## **CUSTOMER SUPPORT ANNOUNCEMENTS!**

### **Reviewing Paper-Less MES**

A lot of changes have occurred in 2020 for all of us. As we continue to navigate all those changes, Paper-Less continues to stay focused on servicing our customers. Back in August we announced our Customer Outreach Initiative – we wanted to hear from you on what we do right and what we can do to improve.

If you have already heard from us – we appreciate the feedback. And if you have not received a call yet, rest assure Ashley will be reaching out to you soon. We have received numerous compliments about our team and the MES application. And would like to invite you to take a moment to *review us online at Capterra*. We would greatly appreciate hearing from you!

### **Did you miss it?**

Last month the Customer Service Team provided you with instruction on how to view and troubleshoot bulk load errors.

If you missed it, not to worry, we can get you caught up... See the panel to right.

Feel free to contact Ashley for details or with your ?'s...  
[Ashley.Glauner@ise-erp.com](mailto:Ashley.Glauner@ise-erp.com) or 888.473.0800

### **Troubleshooting Bulk Load Errors**

One of the more common questions the Paper-Less Help Desk receives is related to data errors – missing MO's, PO's, Operations, Items, Inventory Locations, etc. These are known as "Bulk Load Errors" because they may have something to do with data configuration problems from the ERP system and as a result, end up in the MES SQL Bulk Load Table.

*[Troubleshooting Guide](#)*

### **ISE & Paper-Less**

Leveraging over 35 years in the business technology industry focused on discrete manufacturing, we know how to provide an accurate representation on whether our core competencies can meet your business needs.

