

# Insequence News

VOLUME 1, ISSUE 2

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## SPECIAL POINTS OF INTEREST:

- SPD Pro Version 6.505 Released
- SPD Pro Training at Special Rate
- Frequently Asked Support Questions
- Purchase Labels from Insequence

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## New Web Based Customer Portal

Insequence recently launched a new web-based customer portal to better serve our customers. The customer portal allows you to:

**Request Program Modifications** – Submit proposals and requests for quotes of new or custom programming.

**Report Program Issues** – Submit product improvement suggestions for review on how to make our product better.

**Track Progress of your Programming Project** – View the progress of any programming project we are working on for your company, including assignment, current workflow status, programmers' and administration notes, hours of work completed, email communications regarding the project, etc..

**Access Support Records** – View records of the support calls made to our technical support team.



If you are interested in obtaining access to the customer portal, contact Nina LeVasseur at 615.459.8943 ext. 7207 or via email at [nlevasseur@insequence.com](mailto:nlevasseur@insequence.com).

## Redesigned Website Coming Soon

Insequence is excited to announce that a redesigned website is in the works! We will notify you the official launch date of the new [Insequence.com](http://Insequence.com) via email.

The new website will feature dramatic improvements in product information, technical support, navigation, appearance, and accessibility including expanded content and up-to-date information

regarding SPD Pro, the Manufacturing Execution System, and various new system capabilities.

The Technical Support pages will address frequently asked support questions and allow customers to submit Programming Requests and Return Merchandise forms directly from the website.

The News & Events section will feature current Insequence news and downloadable back issues of the Insequence newsletter.

The Hardware pages will catalogue the hardware options available for use with any SPD Pro system.

The Customers Speak section will feature customer testimonials. Insequence especially thanks those of you who have already participated in Customers Speak. If you are interested in being a part of Customers Speak, email Jacquelyn Mallette at [jmallette@insequence.com](mailto:jmallette@insequence.com).



# Order your Labels Directly from Insequence

Did you know that you can order your standard sequence and shipping labels directly from Insequence at a significantly lower price than you pay now? Listed below are the labels available from Insequence and their prices. Contact Rebekah Thompson at 615.459.8943 ext. 7204 or [rthompson@insequence.com](mailto:rthompson@insequence.com) for additional pricing details and order information.

## Labels for Datamax Printers

Label Size	Price (per 1000)
1.5"x1" Perforated	\$3.75
2"x1" Perforated	\$4.25
3"x1" Perforated	\$4.75
3"x2" Perforated	\$4.75
3"x2" Synthetic	\$9.69
4"x1.5" Perforated	\$5.50
4"x2.5" Perforated	\$6.25
4"x2.5" Aggressive Adhesive	\$14.99
4"x6" Perforated	\$17.00
4"x360m black Ribbon	\$9.00

## Labels for Zebra Printers

Label Size	Price (per 1000)
3"x1" Perforated	\$4.75
4"x2.5" Perforated	\$6.25
4"x6" Perforated	\$13.90
6"x4" Perforated	\$18.00
<b>Ribbon</b>	
4.33"x450m	\$11.00
6"x450m	\$18.00
110mmx450mm	\$11.00

# Frequently Asked Support Questions

## *I can't open my Insequence programs on my workstation. What's wrong?*

- Check if your network connections are in place. Can you connect to the Insequence Server through the L:Drive network share? Can you connect to the Internet? If not, there may be a network problem either on your computer or in the plant. Consult with your IT staff, and Insequence Technical support if necessary.
- Has the computer ever run the Insequence Software? If not, it might be missing the component software required for our programs to run. Call Insequence Technical Support.

## *Why aren't my exports going out?*

- The SPD Pro Messenger program may be closed or stopped. Open the program and click Start in the top toolbar.
- The export destination may have a problem, especially if it is an AS/400 or network share. Consult with the person in charge of exports. AS/400 systems usually go down each night for backups. During this time, SPD Pro Messenger cannot connect. You may need to restart the job on the AS/400 and then restart Messenger.

## Insider Tip

SPD Pro Version 6.505 is officially released! The updates in version 6.505 include new and enhanced features and result in better functionality and streamlined data processing. If you would like to update to SPD Pro Version 6.505, contact Dave Schaap at [dschaap@insequence.com](mailto:dschaap@insequence.com) or 615.459.8943 ext. 7229.



Insequence Technical Support Representative  
Anthony Cannon

**“SPD Pro Version 6.505 has officially been released!”**

# Special Fall Training Price for SPD Pro



Training is available for 2 or 3 days, October 15 through December 14, at our new State-of-the-Art Training Center in Smyrna, TN.

Beginning October 15, Insequence is offering our SPD Pro training course at a **special rate!** We understand the importance of well trained employees. That is why we are offering:

**Training for up to 8 employees at only \$799 a day!**

- Training on our standard SPD Pro software can be tailored to your employees' needs.
- Training is conducted in a controlled environment with no interruptions.
- Trainees learn how to most effectively use your SPD Pro system to keep your production running smoothly.

Contact Rob Batzloff to schedule training at [rbatzloff@insequence.com](mailto:rbatzloff@insequence.com) or (615) 459-8943 ext. 7220.

**“Don’t miss this limited opportunity for SPD Pro customer training.”**

**“Hurry and reserve your dates while they last!”**

## New Customers

We would like to welcome the following new customer locations:

**Blue Water Automotive** – Sequencing interior trim kits to Ford in St. Clair, MI.

**Kace Logistics** – Sequencing door panels to Chrysler, LLC in St. Louis, MO.

**Kautex Textron** – Sequencing fuel tanks and washer bottles to Mercedes Benz in Vance, AL.

**Ventra Plastics** – Sequencing front and rear fascias and other commodities to Chrysler, LLC in Belvidere, IL and St. Louis, MO.



Insequence Corporation  
750 Jim Parker Drive  
Smyrna, TN 37167  
Phone: 615.459.8943  
Fax: 615.459.8945

## Company Information

Insequence Corporation is the industry leader in the design, implementation, and support of Sequential Part Delivery (SPD) Systems. For more than a decade, our focus has been to understand our customers' technological requirements and surpass their expectations of our services. Our commitment to research and development allows Insequence engineers and programmers to provide comprehensive solutions to complex sequencing challenges. If you would like to know more about our company, please contact Brent Delk at 615.459.8943 ext. 7208 or [bdelk@insequence.com](mailto:bdelk@insequence.com).

