

February
2022
Newsletter

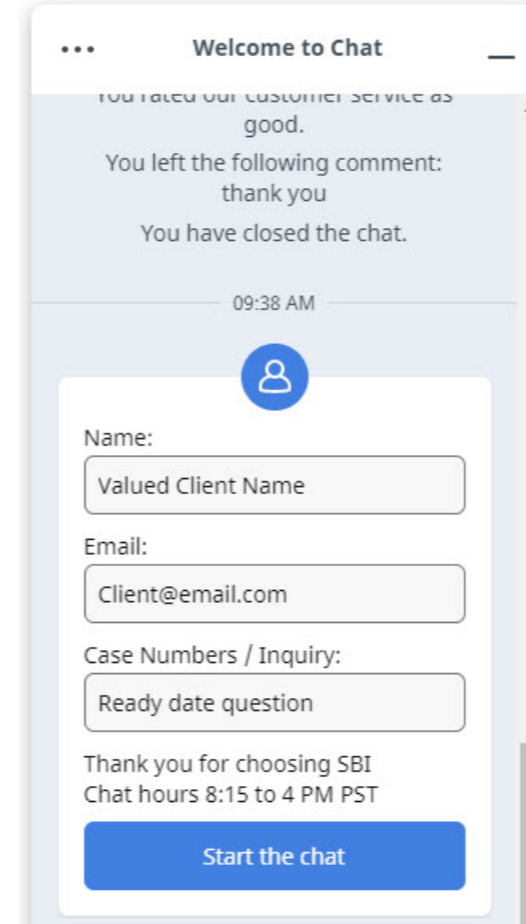
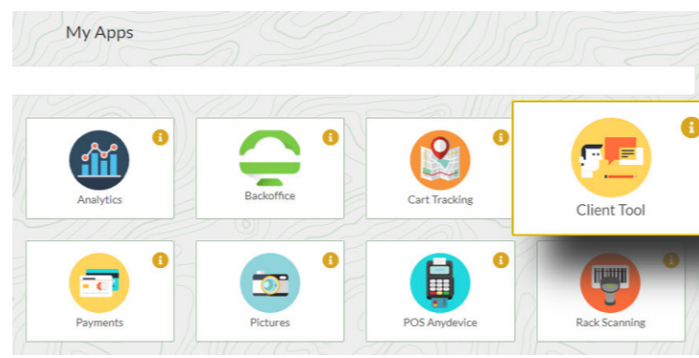


How To Get Help From SBI When You Need It!

If you have questions, visit our [Live Chat](#), create a case via the [Client Tool](#) and our support team will be there to help or visit our [Learning Center](#) for resources.

Live Chat

- This is your first go-to for quick questions that need quick answers
- Tim and Aaron (our co-founders) or the rest of our support team will help you
- To get to the Live Chat go [HERE](#) or inside the Client Tool



New Case

Case Title

Case type
 Bug
 Support
 Change request

Is this for a web application, or a desktop application?
 e.g. Desktop

What screen or area of the application?
 e.g. Order Entry

What do you expect to happen in the affected area?

Need More In-Depth Help? Create A Case!

Create A Case When You...

- Need something set up
- Need something fixed
- Need a report change
- Need training on a specific function

NOTE: The more specific you are, makes us more efficient and the quicker we can get your issue resolved!

To create a case go inside the Client Tool.

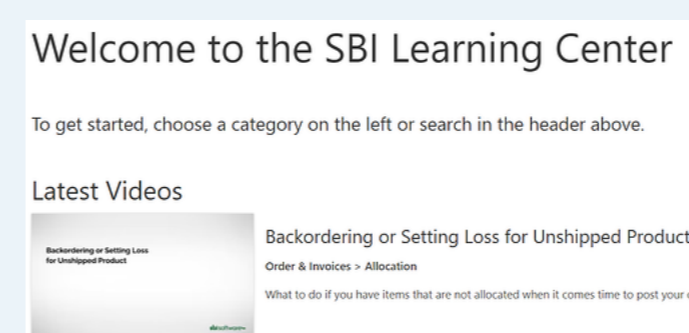
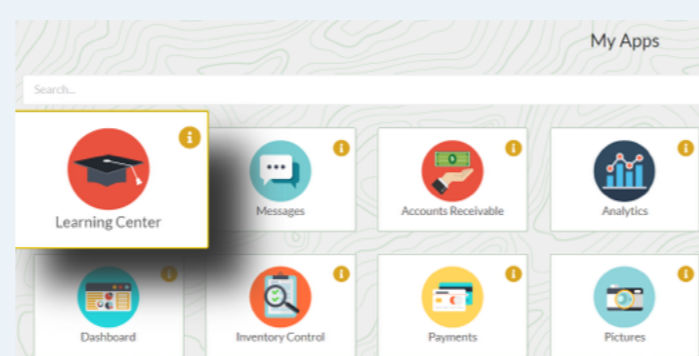
Your Resources

- Your resources can be accessed in the Client Tool
- Here we place custom resources made for YOU
- We will generate custom resources unique to your process that can be used to help your team at any time

Production1 10-5-2021	Inventory Items, tracking and Production basics
Production2 10-12-21	Work Orders and Posting
Production3 Full Process 11-2-21	Full Process, Scheduling, Purchasing, Posting, Allocation
Rack Info	Quick Tutorial on how to see if the Orders have full racks.

Learning Center

- This is your standard support library
- Gain better understanding of SBI Software through videos made by our team
- Get hands on examples of how to utilize your software for better inventory visibility, more sales, and efficiency



Latest And Greatest News Around SBI This Month

We have spent the beginning of the year focusing on:

- Process improvements
- Bug fixes

We are preparing for the Spring season with:

- Training videos
- Production
- Improving our release and deployment pipelines

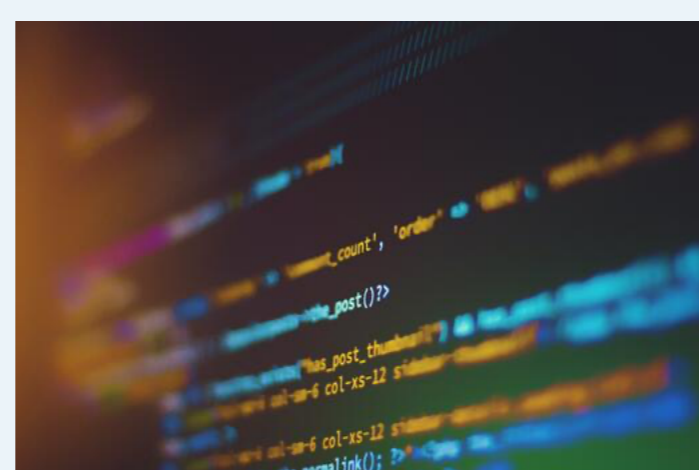
Team Member Spotlight:

Mark Ghali

Mark is our Account Executive at SBI! He has been a part of our team since March 2019.

Mark's Fun Fact at SBI:

"I am horrible at parallel parking. I used to hate having to park at the office in Portland".



Weekly Maintenance Scheduled Every Tuesday

Maintenance may occur between 6pm and Midnight local time every Tuesday. Downtime is expected to be two hours or less.

