

## Received an Error In ProfitMaker, What Do I Do Now?

Tammy Mason - 2017-09-18 - in System

### **Received an Error In ProfitMaker, What Do I Do Now?**

If you are working and receive an error here is what you need to do:

1. Think about what you were working on and at the bottom of the error enter in your operator name as well as any special contact telephone number. Then, in the operator notes, the more detail you can enter about what you were doing the better.
2. Enter in your email address and hit the Email button. If it was sent successfully you will get a message stating "Email Has Been Sent".
3. You can then Abort Out of the Error and stay out of the option until we contact you back with a resolution.
4. If for some reason you can not email the error you can print it and fax the paper over to 800-511-3634.

**NOTE:** Never reorganize files unless instructed to do so by a member of the Support Department or as a part of your month end closing routine.