

MANUFACTURING INFORMATION EXCHANGE SOLUTIONS, INC.

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• Support/Sales 714.786-6230 •

www.mie-solutions.com

Support Website Portal

MIE Solutions has implemented a new service and support policy which will greatly enhance the effectiveness of the support team and customers experience. All customers on a current support agreement will be given access to the MIE Solutions support portal.

All support issues will have a case number assigned. This case number will be used throughout the life cycle of the case from creation to closing of the case. MIE Solutions will not respond to questions which do not have cases which is in the best interest of the customer. If you have a case number you can email MIE Solutions and reference a case number but the preferred method is to enter the information into the case through the customer portal. Cases enable MIE Solutions and the customer to greater visibility into the resolution of customer issues.

The support portal offers the following capabilities

- Case Management which offers the ability for customers to create cases, manage cases, see responses to cases and view closed cases.
- Cases can be escalated.
- Profile management where address, phone and email information can be updated. Payment information is not used at this time so do not enter your credit card information.
- Quotes for support and new products are listed.

If you have any questions regarding support please email us at support@mie-solutions.com or call us at 714.786.6230

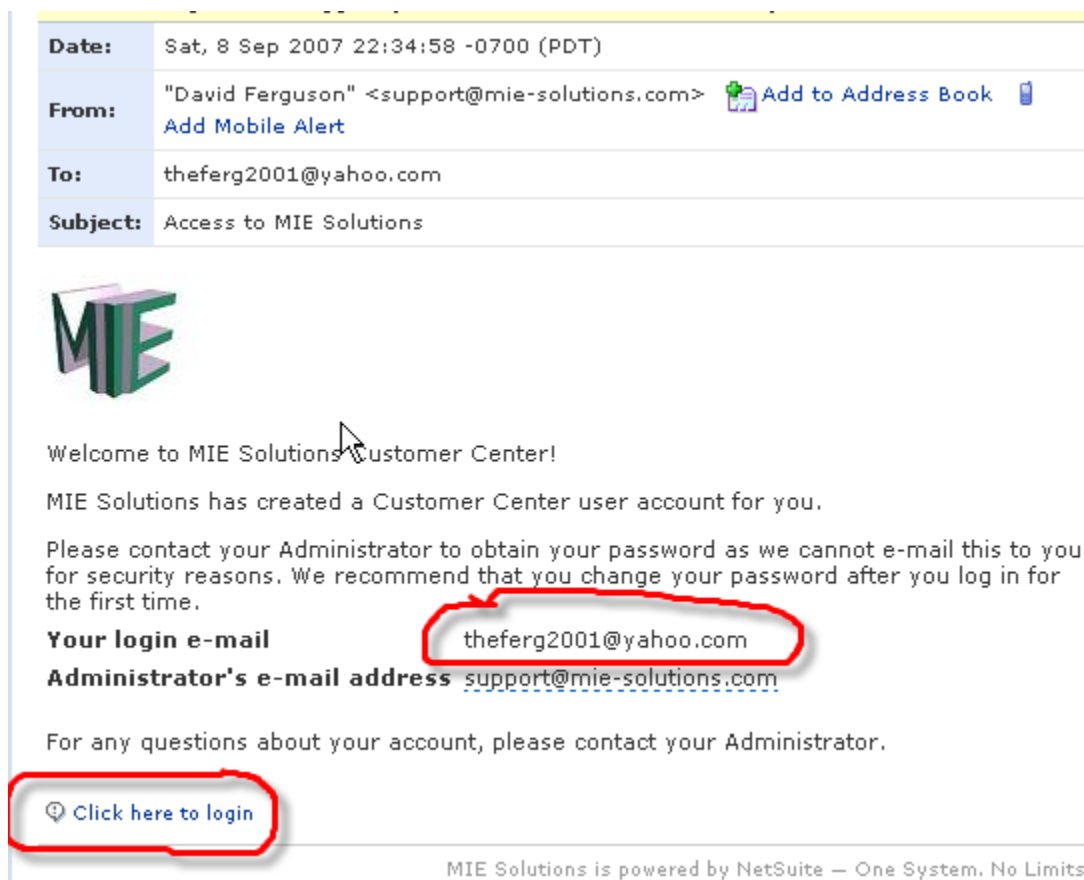
Please review the following pages to familiarize yourself with the customer portal application.

Thanks for your cooperation and continued support MIE Solutions.


Accessing The Website

Once you have been confirmed to have a support agreement the MIE Solutions support staff will grant you access to the support portal. You will receive an email that will look like the text shown below. If you do not receive the email please notify the support staff and the problem will be taken care of.

Your PASSWORD will be your first name. You should quickly change your password after you login.



The screenshot shows an email interface with a header bar. The email details are as follows:

Date:	Sat, 8 Sep 2007 22:34:58 -0700 (PDT)
From:	"David Ferguson" <support@mie-solutions.com> Add to Address Book 
To:	theferg2001@yahoo.com
Subject:	Access to MIE Solutions

Below the header is the MIE logo, which consists of the letters 'MIE' in a 3D, blocky font with green and blue shading.

Welcome to MIE Solutions Customer Center!

MIE Solutions has created a Customer Center user account for you.

Please contact your Administrator to obtain your password as we cannot e-mail this to you for security reasons. We recommend that you change your password after you log in for the first time.

Your login e-mail theferg2001@yahoo.com

Administrator's e-mail address support@mie-solutions.com

For any questions about your account, please contact your Administrator.

[Click here to login](#)

MIE Solutions is powered by NetSuite — One System. No Limits.

The website that you will be accessing is shown below. This will take you to the login screen.

<https://system.netsuite.com/pages/login.jsp>



Log In

Email address

Password

Remember Me

[Forgot your password?](#)

Once you have logged in the system will prompt you for some security information if it is the first time you have logged in. Once you have logged in the web page will load which will allow you access to the support options for MIE Solutions



[Sign Out](#) | [Help](#)

Customer Center					
Customer Center > MIE Solutions - 382 A1-TEST COMPANY (Customer)					
Welcome <ul style="list-style-type: none">You are logged in as a Customer of MIE Solutions.	Customer Center - Home Links <table border="0"><tr><td>Billing<ul style="list-style-type: none">See All Transactions</td><td>Support<ul style="list-style-type: none">Contact SupportSee Support CasesEdit Your Profile</td></tr><tr><td>Orders<ul style="list-style-type: none">See EstimatesRequest a ReturnSee Return Requests</td><td></td></tr></table>	Billing <ul style="list-style-type: none">See All Transactions	Support <ul style="list-style-type: none">Contact SupportSee Support CasesEdit Your Profile	Orders <ul style="list-style-type: none">See EstimatesRequest a ReturnSee Return Requests	
Billing <ul style="list-style-type: none">See All Transactions	Support <ul style="list-style-type: none">Contact SupportSee Support CasesEdit Your Profile				
Orders <ul style="list-style-type: none">See EstimatesRequest a ReturnSee Return Requests					
Settings <ul style="list-style-type: none">Set PreferencesChange Email/PasswordUpdate Security Questions	Quick View <ul style="list-style-type: none">Open Cases 5Open Estimates 0Refresh All				
Quick Search <p>Type: <input type="text" value="Sales Order"/></p> <p>Date: <input type="text"/> Pick</p> <p>Number: <input type="text"/></p> <p>PO/Check Number: <input type="text"/></p> <p><input type="button" value="Search"/></p>	NetSuite (Edition: United States) Release 2007.0.5 Copyright © NetSuite Inc. 1999-2007. All rights reserved.				

NOTE : The billing and portion of the system is not currently available to the MIE Solutions customers.

Case Management

Case management is where you as a customer can enter and manage support cases. Cases can be anything from questions to bugs. On each screen there is a help link, please click the link if you have any navigation questions.

Creating a new Case

Case management is handled by simply clicking on the ***Contact Support*** link on the main menu. Cases are emailed and available to the support staff.

1. On the case page, in the Subject field, enter a short title for your case that summarizes the problem. Having a descriptive subject can help your case get routed and answered more efficiently.
2. In the Contact field, enter your name or the name of the person who should be contacted about this support case.
3. **(Ignore the item field)** In the Item field, select the type of problem you need help with.
4. **(Ignore the issue field)** In the Issue field, select the type of problem you need help with.
5. In the type field, select the type of request you have. Possible choices are Question, Concern, Problem.
6. Under Interactions, enter the details of what you need help with in the Message field. In many cases it can be useful to provide steps to reproduce the problem you are experiencing.
7. Click the submit button.
8. Click the Submit & Close Case button only if you are sending a comment that does not require follow up. Even request for enhancing a product should remain open.

Adding Attachments

If you need to add attachments you can go and edit the support case and you will be given options to add attachments. You cannot add attachments directly from the new case screen.

Sample Case Entry From



[Sign Out](#) | [Help](#)

Customer Center > Cases >

MIE Solutions - 382 A1-TEST COMPANY (Customer)

Case

Subject <input type="text"/>	Contact <input type="text"/> <input type="button" value="New"/>	Case Issue <input type="text"/>
Number To Be Generated	Email(s) theferg2001@yahoo.com	Status Not Started
Incident Date 9/9/2007	Phone 714.963.5625	Origin Web
Incident Time 2:05 pm	Item <input type="text"/>	Type <input type="text"/>
Company 382 A1-TEST COMPANY		

Interactions

Message

Reviewing and Editing existing Cases

Reviewing cases is handled by simply clicking on the *See Support Cases* link on the main menu. You can filter and sort the cases. You can edit and view the cases by clicking on them. The following screen shows a list of open support cases.



Customer Center >				
Cases				
Edit View	Number ▲	Subject	Status	Incident Date
Edit View	1	Test Case By Dave	In Progress	09/08/2007 10:11 pm
Edit View	2	test2	Not Started	09/08/2007 10:51 pm
Edit View	3	test3	Not Started	09/08/2007 10:53 pm
Edit View	4	test4	Not Started	09/08/2007 10:57 pm
Edit View	5	test5	Not Started	09/08/2007 11:11 pm
Edit View	6	test6	Not Started	09/09/2007 1:39 pm

Case Detail

Customer Center > Cases >
MIE Solutions - 382 A1-TEST COMPANY (Customer)

Case

Subject test6	Last Message Date 9/9/2007 2:03 pm	Item <input type="text"/>
Number 6	Date Last Reopened	Case Issue <input type="text"/>
Incident Date 9/9/2007	Company 382 A1-TEST COMPANY	Status Not Started
Incident Time 1:39 pm	Contact <input type="text" value="382 A1-TEST COMPANY : conta"/> New	Origin Web
Created Date 9/9/2007 1:57 pm	Email(s) theferg2001@yahoo.com	Type <input type="text" value="Question"/>
Last Modified Date 9/9/2007 2:03 pm	Phone 714.963.5625	

[Submit](#)
[Submit & Close Case](#)
[Reset](#)

Interactions

[Refresh](#)
[View History](#)

View

#	View	Date ▼	Author	Message	Email Sent	Recipient	Cc	Files
1	View	09/09/2007 2:03 pm	contact1	Another message.	Yes			No
2	View	09/09/2007 1:57 pm	contact1	test6	Yes			No

General

[Upload](#)
 Select File [Browse...](#)

Attached Files	Folder	Size (kB)	Last Modified	Document Type
No Files				

[Submit](#)
[Submit & Close Case](#)
[Reset](#)

Customer Profile

If your email, phone or address changes please go to the customer profile screen and adjust the information. You can access the customer profile by clicking on the *Edit Your Profile* link on the portal screen.

Customer Estimates/Quotes

If you request an estimate the quote will be visible on your customer support portal screen by clicking on the *See Estimates* link on the portal screen.