



April 16, 2014

Technical Bulletin: Important ColorPro System Check

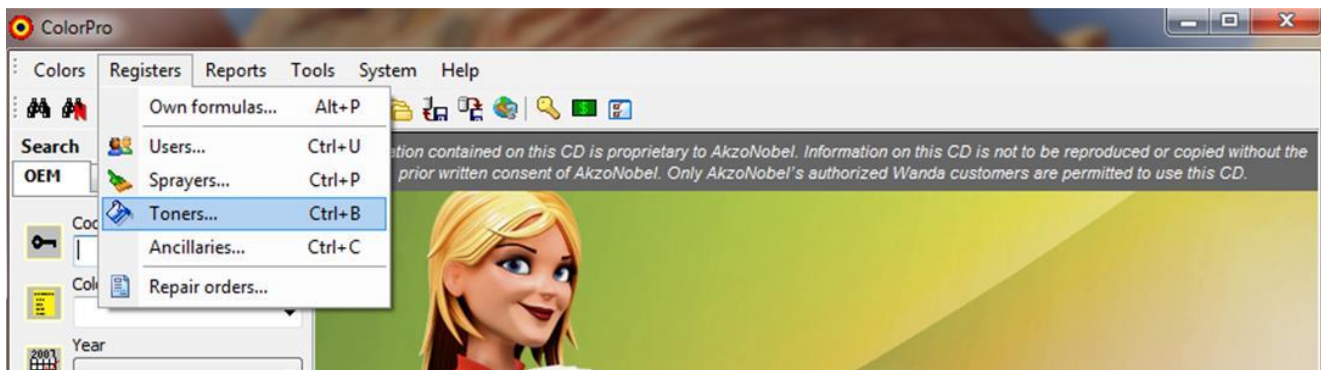
Dear Wanda Distributor,

It has come to our attention that some ColorPro users have experienced an issue with toner system price selection after installing v 2.7 and the most recent Internet Update. This issue appears to be very limited in scope with an impact to just two Wandabase HS toners – 2004 and 2006.

Please follow the steps below to ensure that your system is referencing the correct pricing information. If your system is affected, failure to correct the price selection would lead to incorrect mixed color prices for any formulas that include toner 2004 or toner 2006.

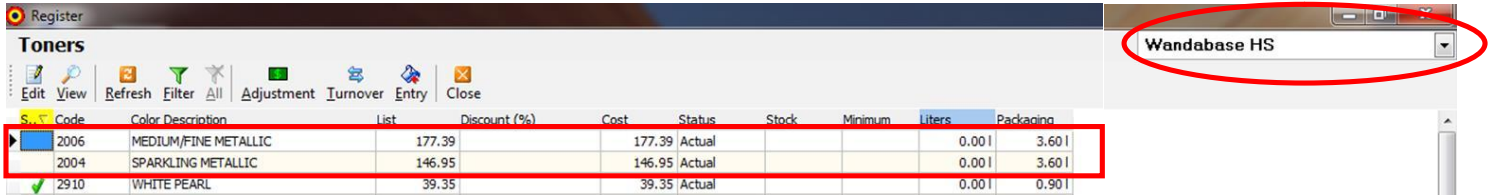
Steps:

1. Open ColorPro and login
2. Navigate to the menu items in the upper left and Select "Registers"; then Select "Toners"

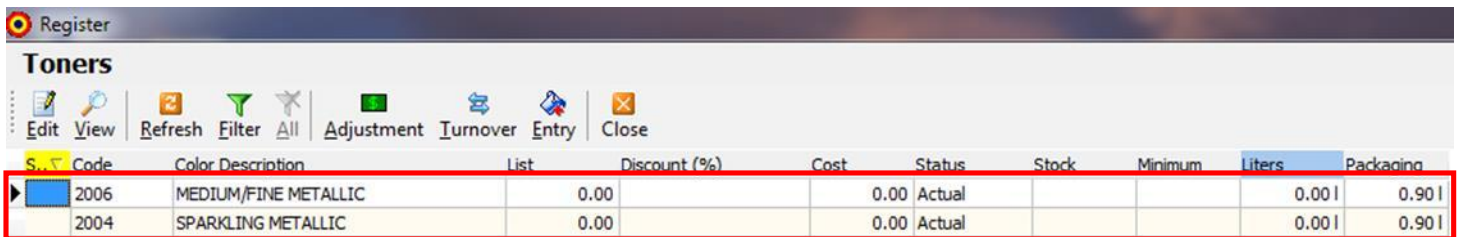




3. A new window will open with a list of the toners. In the upper right of the window, be sure that Wandabase HS is selected. If not, you can select it from the drop down list to display all Wandabase HS toners in the system



4. Click once on the top left column header title "Selected" to sort the list; this should move the unselected 2004 and 2006 toners to the top of the list
5. If your system was affected by the Internet Update, you will see toners 2004 and 2006 each in the 3.6L packaging size (noted in the far right column "Packaging") at the top of the window – these items will not have a green check mark at the left
 - These are the current active toners and should have a check mark
 - The discontinued 0.9L packaging size for each toner, which are elsewhere on the list, will incorrectly have a check mark
6. Click once in the box to the left of each toner code number to select the 3.6L packaging size toner option
7. Once selected, each of the 3.6L toner listings will be re-ordered in the list, moving from their spots at the top
 - The 0.9L packaging sizes will be automatically de-selected and will move to the top of the list



8. Re-check the list to be sure that the 3.6L packaging size for each toner is checked and that the 0.9L packaging size for each toner is not checked
9. Close the window and proceed using ColorPro as normal. There is no need to close and re-launch ColorPro

We are working to understand the cause of this issue and to implement measures to prevent any similar issues from reoccurring. We apologize for any inconvenience. Your business is appreciated.

Best Regards,

The Wanda Team