



ADE Incorporated In Touch

ADE
INCORPORATED
PO Box 660
Clarkston, MI 48347

1-800-334-1918

www.adeincorp.com

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SGI SUPPORT WEBSITE

Are you aware that there is a separate support website for SGI customers?

SGI Safe Driving Program Screeners may visit this support site at <http://adeincorp.com/sgi>.

The site contains important program updates that may repair items causing concerns. The files are easily downloaded to the computer desktop. By clicking

on the downloaded file, the user can overwrite the previous file with the updated one.

It is a great idea to visit



this site from time to time to check for updates to maintain the most current version of the PASS program.

The SGI Support website also provides copies of the blank SALCE survey, the PASS Instruction

Guide and the SALCE Reference Guide.

The SGI support site may also be used to contact ADE Customer Support via email. Simply click on the "Email ADE Support" link to generate an email to our Customer Support staff. The mailbox is checked frequently throughout the day and every attempt is made to answer support requests within 24 hours during business hours.

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INVOICING



Thank you to our SGI customers for their assistance with the invoicing process for the SGI program. Your efforts to provide copies of invoices to your Central Billing Contact for the RHA are appreciated. Most of the Regional Health Authorities have mastered the invoicing process and ADE is receiving payment for their assessments in a timely manner. We applaud your efforts and thank you!

ADE Customer Service is pleased to assist our customers with questions and concerns that might arise during the normal use of the PASS program and ADE assessments.

Please do not hesitate to call for assistance with entering surveys, accessing or printing reports, or utilizing the PASS software.

SUPPORT



Available Monday through Friday
8:00 AM - 5:00 PM (EST)

Please call 1-800-334-1918

or email us at:

supportsaskatoon@adeincorp.com

STAFF PROFILE

MaryJo Reid has been a Customer Support Representative at ADE Incorporated for the past 17 years. Over the years, she has probably spoken with many of you on one occasion or another. It may come as a surprise to you that she has decided

MARYJO REID CUSTOMER SUPPORT

to retire from ADE Incorporated to enjoy the leisurely life that she deserves.

We would all like to congratulate MaryJo on her many years of service to ADE Incorporated. We would also like to wish

her the very best in her retirement years.

Congratulations
on your
retirement
MaryJo!

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CLARKSTON, MI 48347

ADE Incorporated is a respected provider of assessment and case management software for substance abuse programs.

ADE Incorporated is dedicated to the development and support of quality products designed to meet the evaluation, assessment, tracking and reporting needs of professionals working in the field of substance abuse evaluation and assessment.

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PO BOX 660
CLARKSTON, MICHIGAN 48347

WWW.ADEINCORP.COM
Toll Free: 800-334-1918
Local: 248-625-7200
Fax: 248-625-1839
PASS Support: 888-233-PASS
Reset Support: 800-25-RESET
Email: support@adeincorp.com