

Subject: "Dates of Service" Issue Resolved

Dear Valued Customer,

Please be advised that we have resolved the Dates of Service printing issue that you reported following last night's release. As a reminder, SOAP note Dates of Service were printing 1 day off. This only happened when printing/generating a SOAP note in Microsoft Word. Now, when you reopen the Narrative, the dates will be correct. Thank you for your patience as we worked to fix this today!

PLEASE NOTE: This evening, we will be doing a client side update to clean up a few outstanding issues. When you log-in tomorrow morning, you will need to do a re-install after which all should be fine.

Thank you again for your patience today.

Sincerely,
PayDC/APS Service Desk

Questions? You can always contact the Service Desk.

- If you are a PayDC customer, the phone number is (888) 306-1257; please choose option 4 for Service Desk.
- If you are an Advanced Provider Solutions customer, the phone number is (855) 283-4940; please choose option 4 for Service Desk.
- If you would like to contact the Service Desk via e-mail, please use the [Contact Us form on our website](#)