**WPPI**:

If WPPI loading is not done before 10:00PM, you’ll get a call saying that WPPI hasn’t run and has less than 90000 customers active.

1. VPN into the 10 server.
2. Check to see if the customer file is in the wppi root folder. If it is, then it’s not finish loading yet.
3. If there’s no customer file in the root, then check in the history folder for the latest customer file. Make sure the latest file is the same size as previous files.
4. Copy and put it back in the root folder.
5. Reload the WPPI (CP15187) file using the Admin\_only\_customer\_file\_vbs script.

**\*The WPPI files are in the wp15187pi folder which is at the very bottom.**

