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**From:** AmeriWeb Hosting <newsletter@ameriwebhosting.com>  
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**To:** support@allaboutplumbing.org



News and helpful information from your friends at AmeriWeb Hosting

February 2018



[WEB NEWS](#)

**Tax Information for AmeriWeb Hosting Business Clients**

If you need a quick total for all of your hosting costs, or if you want to print or review all invoices for the year, all are available on-line 24 hours a day, 7 days a week.

Simply log in our admin accounting area at:  
<https://ameriwebhosting.com/accounting/clientarea.php>

You will need your account login and password for access.  
If you do not have your login and password, contact me and I will send it out to you.  
This information is available to you anytime you need, and while visiting, feel free to check out our help desk and knowledgebase.



[HOW TO](#)

Here are 3 helpful html code snippets to insert into your web site:

1. **Display the current year.** Great for those pesky copyright notices at the bottom of each web site. Insert this code and you will see 2018 appear. After 23:59:59 on December 31, it will automatically update to 2019. NOTE: This reflects the server date, and not necessarily the visitor's computer date.

```
<script type="text/javascript">
var d = new Date();
document.write(d.getFullYear());
</script>
```

OR, add &copy; to get the copyright symbol.  
OR, add it all plus a link:

```
&copy; <script type="text/javascript">
var d = new Date();
document.write(d.getFullYear());
</script> <a href="https://ameriwebhosting.com" target="_parent">Ameriweb
Hosting - Chicago, Illinois</a>
```

2. You can have a page display for a set number of seconds (approx) then

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forward automatically to another page. Useful for landing pages, 404 error pages, etc.

```
<META HTTP-EQUIV="Refresh" CONTENT="10";
URL=https://ameriwebhosting.com">
```

Replace the content 10 with your number of seconds to wait, and add your preferred URL.

Remember the " marks. Place this under the title line.

### 3. Print the web page by clicking a button

```
<a href="#" onClick="window.print()">Print this page</a>
```

Replace # with your full domain name, including the page name.

There are many more simple snippets available to do many tasks. Need one? Just ask!



Deliver a positive customer experience

About 70% of customers say that a positive experience would make them loyal to a company and likely to recommend the company to others, a recent NewVoiceMedia study found. Delivering a positive experience doesn't have to be too hard, either, considering customers cited having a "positive" experience with businesses they work with. Still, they didn't cite having "exceptional," "beyond my expectations" or "extraordinary" experiences. The bottom line is: Customers want their expectations met, and they'll remain loyal for it. To boost loyalty, use these phrases, which create fast satisfaction:

- "Tell me what I can do for you today." It's more intimate than, "How can I help you?" and suggests you aren't just anticipating what they want. Instead, you're inviting them to tell you.
- "I take full responsibility." If you (or the organization) made a mistake, it's expected. But if you didn't make the mistake, it's still important to say it in the context that you'll take full responsibility for the desired solution.
- "I will keep you updated." In this case, the action is more important than the words. Let customers know the intervals at which you'll update them — and then do it. For instance,
- "I'll contact you by 4 p.m. every day until the repair is finished."
- "Let me find out for you." It's the ideal thing to say when you don't know the answer to their queries immediately. You're setting a realistic expectation for a reliable response.
- "I have a solution for that." It gives immediate reassurance that customers have reached someone who can and will help.
- "Contact me directly at ... when you need something." Nothing builds loyalty like the feeling of a personal, inside track to help.
- "I appreciate your business." Merely thanking customers for contacting you and ordering or reporting a problem doesn't convey how important customers are to the organizations. Remind them that you want them to remain loyal.



**Q:** I need to set up a web page for my business. I hear sitebuilders are easy to use, yet do not pull well on Google. Wordpress is ok but seems like more than I want. What do you recommend?

**A:** You are right on the money, acknowledging Google's difficulty indexing most sitebuilders. We are exploring several options for a new sitebuilder that is new and Google likes.

Once we negotiate a better price with the author, I'll announce it in this newsletter. We anticipate it will be a free add-on to our regular hosting, so you'll buy your hosting package and get the sitebuilder thrown in at no extra cost. Win Win !

**Q:** What is the difference between parked, add-on, and subdomains?

**A:** All 3 are included with your cPanel hosting account.

A **subdomain** is a second website, with its own unique content, but there is no new domain name. Instead, you use an existing domain name and change the www to another name. The subdomain name looks like forums.domain.com, help.domain.com, help2.domain.com (assuming you already host domain.com).

An **add-on** domain is a second website, with its own unique content. This type does require you to register the new domain name before you can host it. So, if you want to host www.otherdomain.com, this is the solution. NOTE: You can have multiple sites within your one cPanel account, however they all share the same total web space.

A **parked** domain is NOT a unique website. Instead, it is a masked forward to the primary domain name of your cPanel account, working like a website alias. Parked domains are commonly used when you need a place to park a domain you do not have a website for, when you have more than one domain that should lead to your primary domain, or when you have common misspellings of your domain name that you have registered.

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by AmeriWeb Hosting for our customers, friends and those curious about our business.  
If you have a question for our ASK A TECH section, email it to  
[support@ameriwebhosting.com](mailto:support@ameriwebhosting.com)

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**AmeriWeb Hosting**

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AmeriWeb Hosting, Marketing, Web Designs, eCommerce.

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