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**AmeriNews Newsletter**

## AmeriNews Newsletter January 2015

### WEB NEWS

#### Tax Information for 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 is available on-line 24 hours a day, 7 days a week. Simply log in our admin accounting area at:

<http://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 any time you need, feel free to log in and check out our help desk.

### MARKETING

#### Success goes to the vendor who aggravates customers the least

It has been a trying couple of weeks. Our Internet provider at the office (not the one our servers run on) has it in for us. First they started adding extra charges, which they took off when challenged. Then the system went down. Apparently the equipment they maintain was outdated to the point of not functioning. They replaced it. Now those charges are reappearing with a late fee because we didn't pay the extra charges after they took them off. I need a new Internet supplier for my office, one that is reliable and doesn't aggravate me.

Eight months ago we changed from a Chicago post office that was poorly run and losing our mail from customers to a suburban post office. Much more competent postal employees. But the old Chicago post office refuses to let go and tends to interfere with our mail, losing some of it from miles away. Today I managed to piss off the postmaster, after inquiring what happened to some missing mail, he said it has to be out there somewhere. I told him they really dropped the ball. He is not happy with me. And they wonder why I like FedEx. HINT TO USPS: FedEx doesn't aggravate me.

Last week I got the haircut from hell. My regular guy in that salon was unavailable, so I took the next person up. While chatting with her co-workers, she managed to squeeze my haircut in. When I told her it was crooked, she snapped her gum at me and said "So you think its crooked, huh?" GULP! I envisioned a shaved stripe down the middle of my head. Next time I will wait for my regular guy. He doesn't aggravate me.

Why am I looking to change Internet providers? Why do I ship everything I can via FedEx? Why will I ALWAYS go back to Frank the barber? It's simple. My preferred vendors don't complicate things or aggravate me.

I always ask my own customers how their business is going. I am looking for ways to help them be more successful. I do try to help my clients become more successful in their business, and this makes MY business more successful.

I would like to ask a favor of you, however. If I ever do something that aggravates you, please let me know. I promise I'll stop.

### HOW TO

#### All About Domain Name Expirations

AmeriWeb maintains a large number of domains on behalf of our clients. These domains are held and managed by us, however we make no claim of ownership. They belong to our customers. When the domain comes up for renewal, it can become expensive if you do not renew in a timely manner.

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Most domains cost \$14.99 altho some of the specialty extensions are considerably more. We charge our customers just \$9.95 per year for most domains (approx 33% under list price) and sell specialty extensions at our cost. We choose from several domain registrars, depending upon who offers a package that works best for our clients.

Prior to your domain's expiration date, we will alert you to the pending renewal 30 days and 10 days prior to the invoice. These are courtesy alerts and clearly state NO PAYMENT IS DUE AT THIS TIME. You can make payment early if you wish.

We bill for all domains we manage on or about the 25th, with the invoice being due on the 5th.

- If you miss your payment your domain will expire at the registrar, and will be parked on a non-functioning page after 1 day. Your web site is down!
- You can still renew without penalty for 10 days.
- If you do not renew within 10 days, your domain goes into redemption and the registry will add a redemption fee ranging from \$80-\$400. This is not our fee, but one levied by the domain registrar that they will require to be paid in order to recover your domain for you. We do not add a "fee" to this, we only pass along their charges.
- If not redeemed from redemption (generally, but not always 30 days), your domain will be released to auction sites or to the general public and anyone can purchase it.

Moral of the story ---- Renew on schedule and save yourself the redemption fee of \$80-\$400 for any domain you wish to retain!

## Ask A Tech

Q: I am looking for a website, but have a very tight budget. What do you recommend?

*A: We offer an easy to use sitebuilder that allows you to choose from approximately 500 template choices, change colors, and add up to 99 pages per site. You edit each page, so costs are kept extremely low. Each page is edited easily using standard MS-WORD commands (ie select the text and press B for bold, I for italic, etc. You can also make font and size choices using a simple drop-down box). Best of all, for only \$9.95 per month or \$99 per year we include your hosting, domain name and tech support. See our SITEBUILDER page for more information or to order. We can have you up and running in one day.*

Q: I received a notice saying my domain name was up for renewal and the cost was \$24.95. I don't recommend this company and thought you managed my domain for me. What is up with that?

*A: It is a trick to get you to renew at an inflated price. We manage many domains on behalf of our customers, and charge only \$9.95 per year for most. A few specialty domains are priced higher. For the same product (your domain name renewal), it is a simple choice between paying \$24.95 to them, or \$9.95 to us.*

AmeriNews is published approximately 10 times a year  
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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