



Xanatek Weekly Newsletter

January 9, 2009

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Autopay

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Erie News

Rewards Program

Contact Information

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Tech Support
800.820.1665

Autopay

Pay your monthly maintenance fee with Visa, Mastercard, American Express or Debit cards. If you are interested in automating your monthly payment contact us at dburkart@xanatek.com and we'll send you the paperwork!

Erie Cancelations

Tip of the Week!

Getting the most out of IMS Technical Support

All of us here at Xanatek, Inc. want to ensure that you are getting the most out of your IMS system everyday. To start the new year off right here are a few tips on how you can take advantage of tech support.

Call Us (800)820-1665

We are always happy to hear from you and there are more of us available to answer your call than ever before!

Don't feel as if you can only speak to one person everytime you call. Each one of us are ready and willing to help you.

Email Us

tech@xanatek.com

Don't have time to pick up the phone?

Email us. Our tech support mailbox is checked by several people throughout the day so that we can be sure to get you the answers you need sooner rather than later.

Voice Mail

It is rare, but if you ever happen to get our voicemail, it literally means all of us are on another line. Please leave us a message and the next person to become available will return your call.

Request Training

If you want to learn more about something contact us and request training. We are happy to provide your office with additional phone trainings. Upon your request we can schedule 30 to 60 minutes to review any topic that you feel you need to learn more about.

Erie made some updates to their download files that inadvertently changed the value of the cancelation date. What this means for you is that when a policy cancels, it puts the termination date as the policy start date, making it seem like it canceled the day it started. This was effective October 23rd and is only temporary.

We recommend that you run a report through AL3 (IMS Downloads) to see what cancelations were effected, if any. We have contacted Erie and will let you know as soon as you can discontinue reporting.

How To

- Log into AL3 (IMS Downloads)
- Go up to the top of the screen and select Output, then Reports.
- Click to select the following: Transaction code of XLC; Company of Erie; Import Date Range from 10/23/2008 to current day.
- After you run this report once, repeat daily with only the current day selected to keep an eye on your canceled policies until you are notified of a correction being in place.

Service Above and Beyond

I have implemented a new employee reward program and I want to give them credit! I know our staff works hard every day to do the best job they can. If you have worked with one of our team and he or she has exceeded your expectations, please email me at Brent@Xanatek.com.

I know it is impossible for us to reach perfection all the time, every time, but we still try! I am looking for your input on the staff at Xanatek. If we have not met your expectations, email me anytime at Brent@xanatek.com so that I may address your concerns.

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