

# www.CleanOutlook.com

## Managing Your *CLEANing* Business *OUTLOOK*

## Thank You, Thank You!!

2007 Was Quite A Year For Us  
As we look to 2008 all I can say is wow!

Thank You, Thank You, Thank You For Being  
Part of Our Growth....

We started 2007 providing hosting for 30 domains and now as we approach Mid-November we are serving **132 domains**.

Since February we replaced three outsourced Tech Centers in a continued effort to maintain reliable, consistent uptime and quick responses to concerns from our customers.

It was a big step at the beginning of the year when we took on a second server. **Today we added number 5!**

I officially became an employer this year with the addition of:

- ⇒ Two Graphic Artists that handle all of our logo work
- ⇒ A Customer Service person who has taken over most of the administrative duties including sorting our daily email.
- ⇒ Our long standing intern became a full fledged employee in September.

Our monthly maintenance customers quadrupled by June. We have **more sites** showing up on the front page of **Google** than we had **customers** a year ago! This in itself has given us some very strong link partnerships for our customers which will become an essential element in our regional search engine marketing services for 2008.

None of this would have been possible without all of you. **Thanks so much again for allowing me to do what I love. Without all of you it wouldn't be happening!**

## WHATS NEW

### Please Note New Billing Policies

Remember your payment isn't considered late until the next billing cycle however accounts exceeding 60 days will be subject to suspension.

Suspended hosting accounts requiring reactivation will have a \$20 per domain admin fee to restore services.

If you will want a yearly statement for fees paid to us in 2007 kindly contact us by December 10 and we will include it in your mailing next month.

### The CleanOutlook Portal Has Been Re-opened

In an effort to reduce email and increase turn around time we have reopened our customer portal.

Please stop by and see the area we have set up for your monthly maintenance requests and FAQ's by logging into [www.Cleanoutlook.com/portals](http://www.Cleanoutlook.com/portals)

Your username and password will be the same as your c-Panel login.

If you need help or more info let us know.

### Live Help

TheDirtyWorkLLC.com	CCS-MI.com
BransonJanitorial.com	MashkerikCleanAndInvest.com
A1AtlanticCleaning.com	QandMElite.com
CleaningUpDallas.com	Team31Inc.com
FSCleaning.com	JadacoServices.com
AECleaningSystems.com	ClearGlassAZ.com

## Streamlining The Update Process

One of the things I like most about growth—*well besides the obvious LOL !* is that as your business becomes busier you are challenged with the need to explore and implement ideas and systems that keep processes running smoothly.

Regular updated content is the single most important aspect of our Monthly Maintenance Programs but often times the hardest thing for you to find time to sit down and type ideas about.

With the implementation of our Client Communication Center we will be adding a website update template that will

- ⇒ Help give you ideas for updates
- ⇒ Give you a basic outline that will allow you to send us your ideas quickly
- ⇒ Keep that info archived for quick review by both you and our team

Please watch for your update template in your secured area of our customer portal.

### Did Carlos, Wendy and James know what they were starting?

A big thanks to both Wendy Larson of AE Cleaning Systems in MO, James Reynolds of GA; Carlos Quiroz of CA. Their inquiries about business card and brochure design got us in searching for, interviewing and testing out resources for printing.

In November we officially added design and printing services for

- ⇒ Business Cards
- ⇒ Brochures
- ⇒ Postcards
- ⇒ Gift Certificate
- ⇒ Letterhead
- ⇒ Labels

We create your design and keep it on hand for quick reorders. Initial design is \$50-\$75 depending on the type of project.

Unless you request changes to your design, future orders will incur fees for printing and shipping only. Printing prices are in the process of being published on our site. If you have questions about printing services feel free to contact us for a personalized quote.

**Want a Free Month of Maintenance Services?** We are looking for web maintenance customers in the following locations. **Missouri**— St. Louis, **KC**—Commercial cleaning ONLY **Kentucky**—Louisville, Bowling Green and Paducah—Residential cleaning ONLY, and **DFW/Arlington**. If you refer someone to us and they subscribe to a maintenance program we'll give you a free month of edits, exchanges and search engine submits.

## Live Help

Although I will always be available by phone for quick questions we have opened a Help Desk to the site.

An operator monitors the desk 7 days a week from 7am-Midnight and is always available to answer quick questions or to page me if you find yourself in a crisis situation.

## Changes With Your Statistics Login

If you haven't already heard from us about your login for StatCounter changing keep an eye out. We have been reorganizing a bit to help us watch the traffic coming in and out of your site and the search results people are using to find you.

## How To Make Electronic Payments

Even though we send out paper bills now we are still more than happy to accept electronic payments if they are easier for you.

To pay your monthly bill with credit card or Pay Pal simply click the Payment Center link at the very top right of our website and select the payment type you are making.

Because they can be so hard to deactivate, we no longer set up Pay Pal subscriptions. Instead you will need to visit our site to make your payment.



## Have You Been to The New Supply Store?

ICA/GCA opened a new online supply site last month. Check them out at [www.ICASupplyCentral.com](http://www.ICASupplyCentral.com) They're adding products all the time and are carrying the Portion Pac and Husky products that so many of our customers enjoy using.

**Want to be featured on the home page of CleanPeers.com? Contact Christy for a list of interview questions.**