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**Volume 3, Issue 4**

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## **New look for our Web site**

Check out the new look for our Web site at [www.netenergy.net](http://www.netenergy.net). We have radically updated the interface and navigation and are pleased to announce improved support for users of Internet Explorer 6, Netscape 7.1 and Mozilla 1.5 browsers as well as the following new features:

### **New Web Site Features:**

- New interface and navigation providing easy access to all of our services
- Enhanced browser support for Internet Explorer, Netscape and Mozilla browsers
- Updates to our domain name search and 'Whois' system
- Save time at the checkout; we now only display pages relating to services you are purchasing
- New pages explaining in more detail the features included in our domain name, e-mail hosting and Web hosting services
- New pages on LiveStats and about the technology behind our services
- New reseller case study page covering the first of a series of reseller spotlights about one of our resellers and how our services relate to their customers
- New movie-style customer tutorials (Microsoft FrontPage 2002, Outlook Express and more)
- Updated customer testimonials page with screenshots and hyperlinks
- New scrolling news on our homepage showing the latest news articles

*If you have any suggestions for future improvements or would like to appear as a customer testimonial for our services, please contact us at [feedback@netenergy.net](mailto:feedback@netenergy.net).*

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## **New eSynapsia Control Panel Features**

Log in to see the new look for our eSynapsia control panel. As always, access to the control panel is protected by your customer code and password which can be retrieved if required at [www.netenergy.net/login](http://www.netenergy.net/login). eSynapsia is also protected by our Thawte SSL certificate offering a secure channel when entering or updating your information.

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### **eSynapsia Features:**

- eSynapsia home; launch screen to access eSynapsia features
- Make changes to your contact information using 'Update Your Details'
- Create, edit and delete contact records using 'Manage Your Contacts'
- Secure online payment facilities under 'Make a Payment'
- Send a secure message - now with improved browser compatibility
- Manually close your browser session using the 'Logout of eSynapsia' link
- Keep your details secure\* using 'Change Your Password'

### **New eSynapsia Features:**

- Domain name monitor showing expired and near-expiry domain names
- View all of your online orders and their current status under 'View Order History'
- Click on the 'Order ID' to view the details submitted in your order
- Filter orders by Order ID, Status, the Name of your customer or by Date range
- View your previous online payments under 'View Payment History'
- Click on the 'Payment ID' to view an individual payment
- Filter payments by Payment ID, Invoice Number or by Date range
- Advanced sorting tools (click on an underlined heading to sort)
- Cross navigation for easy access to eSynapsia sections
- New 'notes' feature to add information to your customer contact records
- New domain name management feature 'View Your Domain Names'
- Filter your domain names by Custom Nameservers, Domain Name, Date range
- Download your domain name details, including renewal dates in CSV format
- New graphical account statistics for domain names, orders and payments reports

If you have any suggestions for future improvements to eSynapsia, we would love to hear from you. Please contact us at [feedback@netenergy.net](mailto:feedback@netenergy.net).

\* Please ensure that your customer code and corresponding password are only made available to yourself and those trusted by you to manage your Internet services. If required you are able to change your password using eSynapsia at any time.

### **New EROL Shopping Solutions**

At Net Energy Internet, we are pleased to continue our range of new improvements by offering support for EROL Smallstore and EROL Business in all of our Web hosting plans from the 1st of December, for no additional charge.

EROL (Electronic Retail On-Line) has received high commendations in the Future UK Internet Awards this year and has been recommended by the UK press, labelled as the most flexible e-commerce software and shopping cart builder on the market today.

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EROL Business offers a single shopping cart with unlimited products and offers integrated store search, live currency, live stock updating and location specific shipping so you can provide your shoppers with an easy to use yet flexible e-commerce experience.

EROL Smallstore, is a light version of EROL Business that supports up to 10 products per store and is an ideal starting point to test the water for a new e-commerce project.

We have also been approved as an authorised EROL reseller which enables us to supply EROL products at discounted retail prices to all of our customers. There are no additional charges to use EROL on your Web site, whether or not you have purchased the product from us.

For more information about EROL, please visit our Web site at [www.netenergy.net](http://www.netenergy.net).

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## **New WorldPay Payment Provider Solutions**

As many of our customers may already know, WorldPay offers secure merchant banking services to thousands of Web site owners across the globe, enabling them to receive payments for purchases made on their Web sites.

WorldPay is part of The Royal Bank of Scotland, the fifth largest banking group in the world, and whose universal payment solutions are trusted by thousands of businesses both big and small.

Using WorldPay, retailers are able to accept payment over the Internet, by phone, fax and e-mail, via credit cards Visa, MasterCard, Diners, American Express, JCB and debit cards Switch, Laser, Electron and many more. Bank transfers, instalments, standing-order, direct-debit style and mobile payments are also supported.

Please visit our Web site for more information about WorldPay and to find out how you could integrate a WorldPay payment solution into your Web site.

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## **Christmas Opening Hours & Last Posting Dates**

### **Christmas Hours**

Between 1pm on the 24th of December 2003 and 9am on the 5th of January 2004, we are closing our offices for the Christmas period. We will as always, be available for any sales, accounts or support enquiries by e-mail.

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### **Support Options**

As well as e-mail support, we are also able to take enquiries via our secure online contact form within eSynapsia. Also available is our extensive support knowledgebase and our new customer tutorial series which provides an on-screen walkthrough for a number of common questions such as how to upload Web pages and setting up e-mail accounts.

### **Last Posting Dates**

With the introduction of our new payment reminder system, notices will continue to be sent out over the Christmas period with cancellation dates in the event that payment for the renewal isn't received.

If you pay us by cheque or BACS, please ensure that your payment for services renewing over the Christmas period reaches us on or by Monday the 22nd of December 2003 to ensure continuity of service. We are able to accept online payments throughout the Christmas period by credit or debit card. To make an online payment, please use the 'Make a Payment' option within eSynapsia.