








ALERTS, ALERTS, ALERTS

ONGOING:  **EMAIL ALERT!!!!** We have had random, ongoing problems with email correspondence being delivered properly both through regular email and through our help desk. Please be sure that our email correspondence addresses are on your "safe/trusted" list so that they do not get blocked by a firewall. You may also check your Spam folder to see if emails have been sent there in error. Feel free to schedule a Call Back to discuss your needs if you have a problem.

ONGOING:  **ONLINE ORDER ALERT!!!** There have been occasional reports of online order issues when using several of the newer internet browsers including Internet Explorer 8, Firefox, and Safari. These errors appear to be random in nature and occur in the last step of the order completion process. If an error has occurred, please schedule a Call Back with our office staff so that we may correct the error. If it is after business hours and you need to place a second order to correct the issue, again, please schedule a Call Back with our office so that we may review your order and billing history to correct any errors that may have occurred.

October 4, 2011:  Why play phone tag with our office? You are now able to schedule a Call Back at your convenience! Just click on one of our Call Back links on the home page to schedule a time convenient for you. Be sure to leave your license # or site # in the comments section if applicable when scheduling a Call Back.

October 1, 2011:  Please take a moment to review our "Current" and "Expired" course lists on the home page of our website. **IMPORTANT ALERT:** We have had requests from customers and group managers to allow certain courses to remain accessible for review. Some of these expired courses may still appear in your list to access for informational purposes only. Please **DO NOT** complete the quizzes for those courses because they are no longer valid for credit if you get audited!!

October 1, 2011:  From October 1-31, 2011 the ONLINE formats of the following courses will be on sale:
>> Unlimited Online Package \$65, >> 2011 Combo Course \$55, >> 2011 Florida Combo Course \$55