



November 11, 2016

Dear Sytek Customer:

There have been a lot of exciting things going on at Sytek this year!

Earlier this year, we were notified by our billing vendor Source One Solutions (SOS) that they were going out of business and we would need to find a new billing vendor. We looked at several different products, and determined that Mid America Computer Corp (MACC) would be the best fit for us and for you our valued customer.

MACC has been busy over the last couple of months converting all of our data over from SOS and we will be going live on that software in December. Your January statement will have a new outline and look to it. There will be an insert with your first bill that will give you some tips on how to read the new bills. You will have a new 10 digit account number.

In this process, we also had to change our credit card vendor.

For those of you who want to make your payment online: In the month of December you will not be able to make an online payment. You will need to call our office to make your payment over the phone or mail it in with a check. When you get your first bill around 01/01/17 you will need to register with the new online bill pay system for viewing and paying your bill online. You will receive a paper bill from our new vendor starting with your 01/01/17 bill cycle. You will continue to receive a paper bill until you register. Registering with the new system is easy and will only take a few minutes by using the following instructions.

1. Go to www.sytekcom.com
2. Click on the green "Pay Bill" button
3. When the initial screen appears, choose "Click here to register"
4. You'll then enter the registration portal. Please enter the following information when prompted using the Internet or Telephone samples on the back of this page:
 - Your new account number: 041600xxxx (where xxxx = a unique Account Number)
 - Your 7-digit secret code: 416xxxx (where xxxx = the last 4 digits of your telephone number on the face page of your new bill)
 - o If you are unsure how to determine your security code, please call the business office at 320-573-1390 for assistance.
 - Your e-mail address
 - A username (between 6-16 characters with NO spaces)
 - Password (between 6-30 characters, NO spaces, NO symbols, at least one capital letter, one lower case letter, and one number)
 - Responses to security questions



Sample for Internet Network Account:

The sample bill for an Internet Network Account features the Sytek logo at the top left. Below the logo is a checkbox labeled "FOR CHANGE OF ADDRESS OR CREDIT CARD PAYMENT" with the instruction "Check here and complete form on reverse." To the right of this text are logos for VISA, MasterCard, and Discover. The bill lists the following information: Account Number: 041600XXXX, Bill Date: October 01, 2016, Due Date: 10th OF MONTH, and Internet: 320763XXXX. At the bottom left, the remittance information is provided: Remit To: SYTEK, PO BOX 277, UPSALA MN 56384.

Sample for Telephone Network Account:

The sample bill for a Telephone Network Account features the Sytek logo at the top left. Below the logo is a checkbox labeled "FOR CHANGE OF ADDRESS OR CREDIT CARD PAYMENT" with the instruction "Check here & complete form on reverse." To the right of this text are logos for VISA, MasterCard, and Discover. The bill lists the following information: Account Number: 041600XXXX, Bill Date: October 01, 2016, Due Date: 10th OF MONTH, and Telephone: 320-573-XXXX. At the bottom left, the remittance information is provided: Remit To: SYTEK, PO BOX 277, UPSALA MN 56384.

5. After these steps are complete, you will be instructed to log in. You will then be able to enter your bank or credit card information into the payment system. You can also set up automatic payments. You will receive an email notifying you when your bill is ready and confirmation of received payments.

For those of you who have auto pay already set up you do not need to do anything – your auto pay should continue to occur on the 10th of each month.

There will be a few days from November 22 – December 2 that you will not be able to make credit card payments.

So far this transition has gone smoothly, and we expect that the live transition will also go smoothly as well.

If you have any questions please do not hesitate to call our office!