

*OpenAxis, Inc. offers "EzQC", a system for easy quality control of hotel and office building maintenance.*

*For more information, please call us at 323-265-3000.*

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## If You Are Wrong, Admit It

### Mistake

Dale Carnegie, the author of "How to Win Friends and Influence People" (1936) stated, "If you are wrong, admit it." This thought is the most effective way to avoid unnecessary arguments and avoid making enemies.

One of our IT professionals mistakenly erased the e-mails that his clients had received and kept as business records. The e-mails included history of negotiations, price quotations, payment terms, which are critical to the client's business. We failed to restore the data, and the client was furious on this incident.



### Admit and Apologize

The IT professional openly admitted his mistake. He said, "I am the one to be blamed". He apologized the client and immediately reported his boss what he did. When he explained to me how it happened in detail, he told me just the facts, and without justifying his mistake. However, most people try to explain and convince others that their mistake is not their faults—without knowing that they are wasting other people's time and losing their own credibility.

### Courage

I became very proud of the IT professional because he has courage to openly accept his mistakes. He might have

thought his mistake cost him his credibility, but his attitude has actually built his credibility among my staff members. He is very honest and reliable. He is our firm's great asset.

### Solutions

Apology is not enough. We have to find out why it happened and how we can avoid the mistake in the future. The solution must be reported to the client and implemented as soon as possible. We took this incident seriously and shared the experience among our staff members.

Courageous people openly admit their mistakes and gain respect among people.



## Focus on Solution

We often see hotels guests leaving food trays on hallways outside their rooms. Our client's hotel, the hotel and restaurant with different ownerships share the responsibility to pick up and clean up these trays. When trays are left on hallways, many of us

tend to think, "Who is responsible? Hotel or restaurant? Which employees? Let's find out and ask him/her to fix the problem." In other words, "if it is not my fault, it is someone else's problem".

However, a problem at a

hotel is not just some one's problem. It is a problem for guests and the hotel as a whole, and it needs to be solved. If you do not focus on finding a fundamental solutions now, you would end up asking someone else to fix the problem again and again. Focusing on



solutions means finding out what “you” can do to prevent a problem from recurring. You can go ahead and clean up trays first, and find out why it happened. Then, you can implement a problem solving system that works and brings results regardless of who is in charge. It is every employee’s responsibility to find such fundamental solutions.

Co-operation and open communication are the keys for employees to focus on solutions. In some culture, where someone’s mistake is considered a group’s mistake, every single hotel

employee goes through an initial training to experience various jobs that support the hotel. Everyone including general manager has worked at the reception and the concierge, food service, house keeping and others. This means that everyone understands the other people’s work well, and everyone can take a problem of others as his/her own problem.

In the case of food trays at the hotel, the restaurant and the hotel talked to each other, and found that some guests brought foods from the complimentary breakfast and left the trays on

the hallways. Neither the hotel nor the restaurant know that there were trays to be picked up, They came up with a solution and started to check for trays on the hallways at certain time and keep daily log sheets. The most important part of implementing the solution is to keep following up to make sure the system is working.

Instead of blaming others, let’s start focusing on solution and make friends to work on the solution together.



OpenAxis, Inc. has opened a new office in Las Vegas to expand our business in the following areas.

- Assisting real estate developers
- Hotel management
- Incorporation of Business in Nevada State

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*To see previous versions of OpenAxis News, please go to our website, [www.OpenAxis.com](http://www.OpenAxis.com), and go to “About Us”, and then “Newsroom”.*

## How to Cope with Identity Theft and Improve Your Credit Score

### A Surprise in Credit Reports

One person at our office lost his driver’s license, and had a new one reissued. A few years later, a gas company called and told him that he owned \$7,000! It turned out that his name was used by an ID thief to open an gas account for a entire apartment complex near his home. Until he checked with a credit report bureau, he did not know that this \$7,000 debt had been recorded on his credit report fro a long time. Even after he reported the



fraud to a collection agency, it took a few months for the agency to correct the information, and several months more to report to the credit report bureaus. Every year, about 25% of people who applied for a loan is turned down because of incorrect information on their credit reports. If you have not checked your credit reports, maybe now is the time to do so.

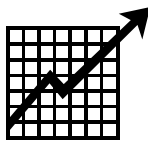
### What are Credit Report and Credit Score?

Credit reports and credit score show how reliable and punctual you are in paying your bills, loan, and other financial liabilities. There are three sets of your credit reports and scores made by three major credit bureaus (Equifax, Experian, and Trans Union). A credit report has your personal information, such as your name, age, addresses, employment history, account information, how promptly you have paid your bills, who has viewed your credit reports, your account that were turned over to col-

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lection agencies, bankruptcy records, and other public records. Your credit score is based on the information in your credit bureau report, and it is a number between 350 and 850. The higher the score, the better it is, and you are more likely to be eligible for credit cards and loan offers with better interest, fees and benefits. Though your lenders also check on other factors such as your income and monthly payment amounts, the credit score plays a large role in their decisions.

**How to Improve Your Credit Score**



Here are some examples to improve your credit scores.

**1. Pay on Time**

Even though you made any late payments before, start paying on time will

build new records and improve your score.

**2. Lower Ratio of Credit Balance Credit Limit on Credit Cards**

When the ratio of the total balance / total credit limit of your call credit cards is lower, the credit score becomes higher. Using all of your credit cards to the maximum credit limits hurts your score.

**3. Do Not Collect Too Many Credit Cards**



If you have 3 or more credit cards, close non-active cards. Keep old ones that have already built credit history with more than a few years of activities. However, when you close a credit card, you are also losing the credit limit amount on the card, and this may increase the ratio of your credit balance/ credit limit mentioned above.

**4. Make a Down Pay-**

**ment on Credit Card**

This improves your credit score. This may also prevent missing a payment that is due right after your vacation, for example.



Watch out for any identity thefts and frauds. Please periodically compare three credit bureau reports for any discrepancies. Make sure all your credit cards are shown on your reports.

**How To Cope with Identity Theft**

If you think your identity has been stolen. Here is what to do now:

1. Contact the fraud departments of any one of the three major credit bureaus to place a fraud alert on your credit file. The fraud alert requests creditors to contact you before opening any new accounts or making any changes to your



*If you have any requests for topics to be discussed in Open Axis News, please e-mail us at Info@OpenAxis.com.*

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**OpenAxis now assist hotels with the following issues:**

Property Tax Reduction:

OpenAxis helps hotels save hundreds of thousands of dollars through property tax appeal and through better managed fixed assets.

Income Tax Reduction:

A hotel saved \$300, 000 income tax through better managed fixed assets using Worth It program that OpenAxis assisted to install and implement.

At OpenAxis, we focus on the implementation of IT solutions for small- and medium-sized businesses.

We provide management and computer consulting services by identifying issues, implementing solutions, and managing all your IT needs.

**Comprehensive Solution:**

- Accounting Solution
- Operation Solution
- Manufacturing Solution
- Other Integrated Solution
- Customized Solution
- EDI and E-Commerce Solution
- Returned Merchandize Authorization

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existing accounts. When your fraud alert is confirmed with the credit bureaus will place fraud alerts and send your credit reports a free of charge.

2. Close the account that you think you have been tampered with or opened fraudulently. Use the ID Theft Affidavit when disputing new unauthorized accounts.
3. File a police report. Get a copy of the report to submit to your creditors and others that may require proof of the crime.
4. File your complaint with the Federal Trade Commission. The FTC maintains a database of identity theft cases used by law enforcement agencies for investigations. Filing a complaint also helps the FTC learn more about identity theft and the problems victims are having so that it can better assist you.

Once your identity is stole, it takes time and efforts to fix your record. Take quick actions to stop identity theft, and do not wait. Try preventing any identity thefts and frauds by checking your credit record on regular basis. No one cares about your identity than you yourself.

**Three Major Credit Bureaus**

**Equifax—[www.equifax.com](http://www.equifax.com)**

To order your report, call: 800-685-1111 or write: P.O.Box 740241, Atlanta, GA 30374-0241

For Fraud Alerts, call: 800-525-6285 and write: P.O.Box 740241, Atlanta, GA 30374-0241  
Hearing impaired call 800-255-0056 and ask the operator to call the Auto Disclosure Line at 800-685-1111 to request a copy of your report.

**Experian—[www.experian.com](http://www.experian.com)**

To order your report, call: 888-EXPERIAN (397-3742) or write: P.O.Box 2002, Allen TX 75013

For Fraud Alerts, call: 888-EXPERIAN (397-3742) or write: P.O.Box 2002, Allen TX 75013  
TDD: 800-972-0322

**Trans Union—[www.transunion.com](http://www.transunion.com)**

To order your report, call: 1-800-888-4213 or write: P.O. Box 1000, Chester, PA 19022

For Fraud Alerts, call: 1-800-680-7289 and write: Fraud Victim Assistance Division,  
P.O. Box 6790, Fullerton, CA 92634  
TDD: 877-553-7803

