

LANsultants Times

Your official Source for LANsultants News

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ALL ABOUT INVOICING

WE ARE NOW ACCEPTING CREDIT CARDS

At the request of our clients, LANsultants has resumed accepting payment by credit card. We currently accept Visa, MasterCard, American Express and Discover Card. If you would like to pay by credit card simply call Shirlean and she can process your payment over the telephone. An authorization form will be mailed to your office after the transaction is confirmed. If you have a Paypal account, we can also accept electronic payments through Paypal.

ACCOUNTING STATEMENTS

If you need to account for purchases of goods and services separately we can provide a report with your invoice itemizing hardware, software, cabling, printer servicing, taxable services, non-taxable services, and sub-contractor services. If you need this information, please let Shirlean know and it will be included with future invoices.

COLLECTIONS POLICY

Though the great majority of LANsultants' clients pay their invoices in a timely manner and most businesses would be envious of the minimal collections problems we enjoy, it is unfair to those clients who do pay their invoices in a timely manner to have their costs increase due to the small number of clients who pay slowly or not at all for goods and services provided in good faith.

Our standard terms are net 15 days. When an invoice is 45 days late, a friendly reminder is provided. At 75 days late a certified letter will be sent demanding payment. At 90 days, the matter is referred to our attorneys for collections and all service is suspended until the collections issue is resolved. Once referred to our attorneys, the client is responsible for payment of our legal fees for service to be re-instated. Of course, this only refers to undisputed charges on invoices for which the client has made no effort to provide partial payments. Clients with slow pay histories may be required to provide larger deposits for all hardware and software purchases than what is typically required. *Long term clients with good payment history experiencing a temporary cash flow problem will be provided with an exemption from this collection policy.* As in any business, managing our cash flow is critical to controlling costs.

INVOICE DISPUTE PROCEDURES

If you question a charge on an invoice, please bring it to John Miller's attention at LANsultants at your earliest opportunity by telephone or e-mail. If you cannot call promptly, please pay all non-disputed charges in a timely manner, and include a note detailing which charge you are disputing or for which you require supporting documentation. We will then review the work history and billing records and respond to your inquiry promptly.

REQUESTING PAYMENT TERMS

The time to request special payment terms is at the time goods and services are ordered. For major upgrades not being financed through a leasing company, our standard terms are 1/3rd deposit at the time the order is placed, 1/3rd upon setup and 1/3rd upon substantial completion and invoicing. Nothing should be ordered for which financing has not been arranged for in advance. We understand that occasionally promised monies to our clients fail to arrive in a timely manner and sometimes there are unanticipated computer system costs or add-ons. On these occasions LANsultants is more than agreeable to establishing a mutually acceptable payment plan with our clients. We are more understanding with regard to extending payment terms if they are requested at the time goods are ordered or immediately upon receipt of an invoice rather than after your office has been contacted regarding a past due invoice.

EXPLANATION OF INVOICE CODES

The 5 digit number on the left side column of our invoice is our service desk work-order number and allows you to cross reference with our on-line service call system for additional details online. The T on the right hand column indicates taxable goods and services. Other custom formats are also possible. For example, one client requested that the name of the technician who provided service be displayed for each service call. These and other invoice options are possible. If you have special needs, please ask and we will see if we can format our invoices accordingly.

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