

LANsultants Times

Your Official Source for LANsultants News

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Winter 2010

PROMPT PAY DISCOUNT

The Prompt Pay Discount program was a great success in 2009, and is being continued for 2010 with some modest changes. The discount will remain at 5% on labor to be applied to your *next* invoice. The payment window to earn the Prompt Pay Discount is being shortened from 40 days from the invoice date to 30 days. Starting with your December invoice LANsultants' goal is to provide you with your invoice by the 10th of the following month. This provides approximately 3 weeks to pay the invoice and earn the Prompt Pay Discount, meaning the invoice is due by the end of the following month from the invoice date and the last day of the month received.

LANsultants' billing rates for 2010 are as follows. The Technician billing rate is increasing from \$95/hr to \$100/hr, the Network Consultant rate is increasing from \$145/hr to \$150 and the Senior Network Consultant rate is increasing from \$175/hr to \$180 for an average of a 3.4% increase. This increase is more than offset by the Prompt Pay Discount Program.

Participation in the Prompt Pay Discount program requires not only the most recent invoice be paid in the time allowed, but that all outstanding invoices be made current. The discount is not to be deducted from the current invoice, but will be added as credit to the following invoice. On the current invoice, a note will be provided stating the Prompt Pay Discount due date and credit to be provided. For example your December invoice will state: "LANsultants is providing a Prompt Payment Discount on services. Pay this invoice and all prior invoices within 30 days of the invoice date and receive a 5% services credit on your January invoice of \$ XX ."

This credit is limited to labor only and does not include hardware, software, cabling, printer repair, online backup, printer repairs, offsite spam and virus filtering. As on 2009 invoices, labor charges will be provided their own Sub-Total from Hardware and other Goods sales so that the value of the earned credit is easier to see.

If you would like to be removed from our email newsletter subscription please send an e-mail to shirlean@lansultants.com.

2010 HOURS & HOLIDAYSCHEDULE

LANsultants' standard hours are 8:00 AM to 6:00 PM, Monday through Thursday and 8:00 AM to 5:30 PM on Fridays, holidays excepted. There is a technician on call every weekend 9:00 AM to 5:00 PM. The on-call technician can be contacted by calling our main telephone number, 215.546.3124. Follow the prompts to either be directly connected to the on-call technician, or leave a message and have the on-call technician automatically alerted. LANsultants will be closed on the following holidays:

New Years - Friday, January 1st

Memorial Day - Monday, May 31st

Independence Day - Monday, July 5th. May be changed to Friday, July 2nd

Labor Day - Monday, September 6th

Thanksgiving - Thursday, November 25th with minimal staff on Friday, November 26th

Christmas - Saturday, December 25th and closing early on Friday, December 24th

New Years 2011 - Saturday, January 1st and closing early on Friday, December 31st

Weekend and evening work is available with advanced scheduling.

ANNUAL DATA ARCHIVE

LANsultants recommends that with the completion of your 2009 accounting, you make a complete backup of your system for permanent archiving. If you use an online backup service, the permanent archive should be made to an external hard drive or other media. This is also an excellent time to replace your backup tapes if you use a conventional tape drive.

Through the year we recommend use of a full month's tape rotation with archive tapes made monthly. The monthly archive tapes can be reused the following year.