

IMPORTANT ANNOUNCEMENT
NSW PUBLIC SCHOOLS
ON THE NEW LMBR PAYMENTS SYSTEM

As of **1st March 2017** for ALL schools on the new NSW Government LMBR / SAP Payments system, PA Matthews Audio will now require an ORDER NUMBER to be issued **before ANY work is booked**.

This INCLUDES initial service calls, urgent calls, or even warranty work where it cannot be confirmed if the problem is covered by warranty or not.

A truck roll **WILL NOT BE BOOKED** until we HAVE YOUR **4000xxxxxx series** order number **IN OUR SYSTEM FIRST**.

It is now a requirement of the NSW Government that all contractors be able to quote a valid order number for any work carried out in NSW state schools. Without this number, we cannot identify the job in their system properly. If information is lost, it ends up being a headache for both US and YOU.

If when you call, we cannot determine the expected cost of the work, then a standard \$115 + GST service call fee will apply.

When you ask us to attend your school and perform work, you SHOULD HAVE THIS number IN YOUR HAND before you call us. Raise an order for \$115 + GST service call and give us (or email us) that order number.

Our LMBR vendor Number is 0100006057.

If (once the work is complete) we find the charges are different (i.e. less if warranty applies or more if parts, materials or further labour is required) then this final amount will be shown on the invoice issued.

The LMBR system will then send the school a request to vary the final amount of the order which you then approve.

PA Matthews Audio Standard Service Call Charge

Our \$115 + GST service call charge buys you;

- A visit to your school set at the earliest opportunity in our schedule;
- A maximum of 1 hour on site. Additional hours charged at \$75 + GST per hour;
- A second visit to your school, if it becomes apparent that spare parts are required that we do not have in stock on the truck on our initial visit.

In some cases the service call charge can be reduced to \$85 + GST in the event that your service call is not urgent, can be scheduled alongside others waiting in the immediate area, the visit does not exceed 15 minutes on site and does not require a second visit.