

# Christmas and New Year hours of business

This bulletin notifies our resellers of our hours of business over Christmas and New Year.

## BUSINESS HOURS

Both TIS Software offices' business hours will be normal Monday to Friday hours over the Christmas period with the following exceptions:

Friday 24th December; both offices will close at 12:30 pm.

Monday 27th December and Tuesday 28th December; both offices closed all day.

Monday 3rd January; both offices closed all day.

## INDIVIDUAL DEPARTMENTS' OPERATIONS

The individual sales and service departments will operate as follows:

**Support** (City) will operate in accordance with the above business hours as will Development (City)

**Software Production** (City) will operate in accordance with the above business hours. However, special arrangements apply to despatches on 24th and 31st December.

There is no courier despatch service on 24th December; although the software production department will be open on the morning of the 24th no despatches can take place on 24th. The 24th 'does not count' as a day for calculating the number of days taken to despatch goods.

The courier service will collect from us on 31st December at 12 noon, not 6 pm; although the software production department will be open throughout the 31st no despatches can take place on the afternoon of the 31st.

Resellers are aware that delivery is not possible on Sundays or on the bank holiday (27th, 28th and 3rd). Delivery is furthermore not possible on Saturday 25th or Saturday 1st.

**Hardware** (Bourne End) will be closed all day on 24th December, in addition to the three bank holidays. The 24th 'does not count' as a day for calculating the number of days taken to despatch goods.

There is no courier despatch service on 31st December; although the hardware department will be open for enquiries. The 31st 'does not count' as a day for calculating the number of days taken to despatch goods.

Resellers are aware that delivery is not possible on Sundays or on bank holidays (27th, 28th and 3rd). Delivery is furthermore not possible on Saturday 25th or Saturday 1st.

**Sales, Sales Support and Marketing** (Bourne End) will operate in accordance with the above business hours.

**Training** (Bourne End) will be closed between Christmas and New Year.

**Accounts and Credit Control** (Bourne End) will operate in accordance with the above business hours.

Please notify everyone within your company who uses TIS Software's services of the above times of opening.

We would like to take this opportunity to thank all our resellers and their staff for their business during 1993 and to wish you all a happy and prosperous 1994.