



# Bianchi Technical Support Team

**1.800.708.4977**

Bianchi Technical Support is available to our clients, typically after the client onboarding process is complete. To take advantage of this support, you must be on the “Approved List” as this is a chargeable service. The fee for using our Tech Team is that same as working with an in-office consultant. Our current rate is \$155 per hour, billed in 15 minute increments. You will be billed for all support by the Bianchi office.

Our support team was created to assist customers with technical issues, especially in emergency situations. Intuit does offer support for its software and hardware. However, we have received complaints over the years regarding issues with language barriers, long wait times, and failure to correctly resolve issues. Intuit support is also only offered for a limited time after making a purchase. The Bianchi Tech team is extremely knowledgeable and efficient – we don’t know what we would do without them and have complete trust in their ability to care for our clients!

The Tech Team is available to you during business hours (listed below) for any support needs.

## **Support Hours:**

**Monday-Friday: 8AM-5PM EST**

**Saturday: Closed**

**Sunday: Closed**

We encourage you to always call our office for any support/consulting needs first (Monday-Thursday). If a consultant is not available or unable to assist, we will gladly connect you with the team!

**Not sure who to call for your QuickBooks issue?  
Call the office at 607.218.1132 and we will direct you to the right support channel.**

Please contact Morgan via phone or email ([Morgan@BianchiConsultants.com](mailto:Morgan@BianchiConsultants.com)) to be added to the list.  
Feel free to reach out with any questions as well!

Thank you,

Shelly White & Morgan Holl

*Bianchi Consultants requires valid credit card information to be kept on file as guarantee of payment.*

Client: \_\_\_\_\_

Name on Card: \_\_\_\_\_

Billing Zip Code: \_\_\_\_\_

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This credit card information is being held as a guarantee of payment for services and products provided by Bianchi Financial Software Consultants. While I understand my invoices are due and payable upon receipt, in the event my payment does not reach Bianchi Consultants within 15 days, I authorize Bianchi Consultants to automatically charge the above credit card for the amount of my open invoices plus a 4% surcharge for late payment and having to process payment via credit card. In the event my account goes to collection for unpaid balances, the collections costs, including reasonable attorney's fees, will be added to the balance due. I further authorize Bianchi Consultants to automatically charge the above credit card in the event that my payment check is returned for insufficient funds.

Signature: \_\_\_\_\_

Printed Name: \_\_\_\_\_

Title: \_\_\_\_\_

Date: \_\_\_\_\_

**Thank you!**