

FREQUENTLY ASKED QUESTIONS

Updated as of January 3, 2023

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ACADEMICS:

How will classes be conducted?

For BS AMT & BS AET

Face to Face classes and laboratory. An exception for online classes may be made for 3rd or 4th year students who are sufficient in number to form a class, and upon the availability of the instructor for online classes.

<u>For IDT students</u> (BS EMC or 2 year Animation courses) Face to Face classes and laboratory.

For BS AvM students

Face to Face classes and laboratory except for 3rd year students.



How do I locate my classrooms and the fire exits?



Please study the building layout, the right and left wings, and take note of the fire exits as well.



How are exams conducted?

Exams will be conducted on site, during the exam period, at set schedules, and each for a duration of 2 hours, unless a longer period is required by the instructor. Please inform your instructors at least 7 days in advance for exam conflict of schedule or at least 24 hours in advance (except extreme emergencies) in case of emergencies.

When is my instructor available for consultation?

All regular instructors are available for consultation during scheduled class hours or online on weekdays from 1pm to 5pm. Part time instructors have their weekly consultation times scheduled. Students may directly chat with the faculty in the classroom, google chat or by email. Outside consultation time, instructors will reply to communications within office hours. If instructors are unresponsive, students may request for assistance from the program head or from the OSA.

Who are the heads of the various programs?

These are the heads of the various programs. You may contact them for any academic related concerns.

Aviation OIC: Ed Ybanez AVI@aisat.edu.ph
AvM OIC: Karina Ingrid Theresa Rodillas AVM@aisat.edu.ph
IDT: Kaye Lodia IDT@aisat.edu.ph

Is there an evaluation process for my instructors?

Yes, an evaluation form from the OSA will be made available after midterms for you to fill out. These will be used as a basis for feedback to your instructors after each semester. Your positive and negative feedback is valuable for continuous improvement, and you may choose to remain anonymous when submitting your response.



When is the period for examinations?

FIRST SEMESTER

A copy of the school calendar is posted in the AISAT website (http://aisat.edu.ph/school-calendar/) as well as on AISAT's FB page. In it are important dates as well as the examination dates for college in the first semester of SY 2022-2023.

PRELIM EXAM : AUGUST 22-26, 2022

MIDTERM EXAM : SEPTEMBER 19-23, 2022

SEMI-FINAL EXAM : OCTOBER 24-28, 2022

FINAL EXAM : **NOVEMBER 28 - DECEMBER 2, 2022**

SECOND SEMESTER

PRELIM EXAM : **JANUARY 30 - FEBRUARY 3, 2023**MIDTERM EXAM : **FEBRUARY 27 - MARCH 2-3, 2023**

SEMI-FINAL EXAM : APRIL 3-5, 2023 FINAL EXAM (GRADUATING) : APRIL 2-5, 2023 FINAL EXAM (NON-GRADUATING) : APRIL 8-12, 2023

The specific exam schedule for each subject will be announced by your instructors and posted in the classroom for proof of payments.



REGISTRAR:

FIRST SEMESTER

When is enrollment?

FIRST YEAR COLLEGE STUDENTS : June 3, 2022 to July 23, 2022 FOR OLD STUDENTS : June 20, 2022 to July 23, 2022

Late registration is from AUGUST 1-5, 2022. Late fee of P500 will apply.

When is adding and dropping?

Adding and dropping may be done ONLY from **AUGUST 1-5, 2022**. Please email or chat registrar@aisat.edu.ph for this concern.

When is the start of class?

Classes will start on AUGUST 1, 2022.

SECOND SEMESTER

When is enrollment?

EARLY ENROLLMENT (NEW/OLD): November 14, 2022 to

December 16, 2022

REGULAR ENROLLMENT (NEW/OLD): January 2, 2023 to January 6,

2023 (5 PM)

Late enrollment is from JANUARY 7-13, 2023 (5 PM). Late fee of P500 will apply.

When is adding and dropping?

Adding and dropping may be done ONLY from **JANUARY 7-13, 2023 (5 PM)**. Please email or chat registrar@aisat.edu.ph for this concern.

When is the start of class?

Classes will start on JANUARY 9, 2023.



How do I check my grades and account balance?

Once available, your semester grades will be posted online. Please use the online access at http://aisatportal.com.

Username: Your Student ID Number

(if your AISAT email address is 54321@aisat.edu.ph, your Student ID Number is 54321

Password : Birthdate (YYYY-MM-DD)

(if your birthdate is May 9, 2000, your password is 2000-05-09



How do I apply for graduation?

Once you are enrolled in your final semester, fill out the graduation application form at: https://docs.google.com/forms/d/e/1FAIpQLSeR5HcpyRNI4jTz5Z6HOVzf-Zmd6ZwdmJfVSzTeaOa S5TyYVA/viewform.

Your records will be evaluated as part of the screening process for the FINAL LIST of graduating students, which is done after the final grades have been checked and encoded. Thereafter, a confirmation email will be sent to you by the registrar's office.

What is AISAT's Data Privacy Policy?

You may read AISAT's Data Privacy Policy in the student handbook available for download from the AISAT website (http://aisat.edu.ph/student-handbook/).

How do I contact the registrar?

Through google chat or email at: registrar@aisat.edu.ph

Tel #: (082) 295 -7219 local 102



CASHIER:

FIRST SEMESTER

How much is the fee for the first semester SY 2022-2023?

Full Tuition & Misc Fees 1st Semester (2022-2023)					
А	В	С	D	Ε	F = (C+D+E)
Fee/unit	No. Unit	Tuition Fee	Lab Fee	Misc	Total Fee
842.70	28.5	24,016.95	8,000.00	10,122.30	42,139.25
795.00	29	23,055.00	10,000.00	9,249.00	42,304.00
773.25	17	13,145.25	2,000.00	9,019.91	24,165.16
773.25	13	10,052.25	0.00	9,019.91	19,072.16
842.70	28.5	24,016.95	8,000.00	10,122.30	42,139.25
795.00	22	17,490.00	8,000.00	9,249.00	34,739.00
773.25	13	10,052.25	0.00	9,019.91	19,072.16
773.25	16	12,372.00	0.00	9,019.91	21,391.91
(Animation)					
842.70	21.5	18,118.05	6,000.00	10,122.30	34,240.35
795.00	20	15,900.00	8,000.00	9,249.00	33,149.00
773.25	21	16,238.25	14,000.00	9,019.91	39,258.16
773.25	12	9,279.00	8,000.00	9,019.91	26,298.91
(Game Progra	aming)				
842.70	21.5	18,118.05	6,000.00	10,122.30	34,240.35
795.00	23	18,285.00	8,000.00	9,249.00	35,534.00
773.25	18	13,918.50	12,000.00	9,019.91	34,938.41
773.25	12	9,279.00	8,000.00	9,019.91	26,298.91
842.70	24.5	20,646.15	6,000.00	10,122.30	36,768.45
795.00	23	18,285.00	14,000.00	9,249.00	41,534.00
842.70	24.5	20,646.15	0.00	10,122.30	30,768.45
795.00	23	18,285.00	0.00	9,249.00	27,534.00
773.25	15	11,598.75	0.00	9,019.91	20,618.66
	A Fee/unit 842.70 795.00 773.25 773.25 842.70 795.00 773.25 (Animation) 842.70 795.00 773.25 (Game Progra 842.70 795.00 773.25 842.70 795.00 773.25 842.70 795.00	A B Fee/unit No. Unit 842.70 28.5 795.00 29 773.25 17 773.25 13 842.70 28.5 795.00 22 773.25 16 (Animation) 20 773.25 21 773.25 12 (Game Programing) 842.70 21.5 795.00 23 773.25 12 842.70 24.5 795.00 23 842.70 24.5 795.00 23 842.70 24.5 795.00 23	A B C Fee/unit No. Unit Tuition Fee 842.70 28.5 24,016.95 795.00 29 23,055.00 773.25 17 13,145.25 773.25 13 10,052.25 842.70 28.5 24,016.95 795.00 22 17,490.00 773.25 13 10,052.25 773.25 16 12,372.00 (Animation) 442.70 21.5 18,118.05 795.00 20 15,900.00 773.25 21 16,238.25 773.25 12 9,279.00 (Game Programing) 4842.70 21.5 18,118.05 795.00 23 18,285.00 773.25 12 9,279.00 842.70 24.5 20,646.15 795.00 23 18,285.00 842.70 24.5 20,646.15 795.00 23 18,285.00	A B C D Fee/unit No. Unit Tuition Fee Lab Fee 842.70 28.5 24,016.95 8,000.00 795.00 29 23,055.00 10,000.00 773.25 17 13,145.25 2,000.00 773.25 13 10,052.25 0.00 842.70 28.5 24,016.95 8,000.00 773.25 13 10,052.25 0.00 773.25 13 10,052.25 0.00 (Animation) 842.70 21.5 18,118.05 6,000.00 795.00 20 15,900.00 8,000.00 773.25 12 9,279.00 8,000.00 773.25 12 9,279.00 8,000.00 (Game Programing) 842.70 21.5 18,118.05 6,000.00 773.25 18 13,918.50 12,000.00 773.25 12 9,279.00 8,000.00 773.25 12 9,279.00 8,000.00 773.2	A B C D E Fee/unit No. Unit Tuition Fee Lab Fee Misc 842.70 28.5 24,016.95 8,000.00 10,122.30 795.00 29 23,055.00 10,000.00 9,249.00 773.25 17 13,145.25 2,000.00 9,019.91 773.25 13 10,052.25 0.00 9,019.91 842.70 28.5 24,016.95 8,000.00 10,122.30 795.00 22 17,490.00 8,000.00 9,249.00 773.25 13 10,052.25 0.00 9,019.91 (Animation) 0.00 9,019.91 0.00 9,019.91 (Animation) 0.00 10,122.30 0.00 9,249.00 795.00 20 15,900.00 8,000.00 9,249.00 773.25 12 9,279.00 8,000.00 9,019.91 (Game Programing) 0.00 10,122.30 0.00 9,019.91 773.25 18 13

NOTE: FEES is an approximate computation only and may differ subject to number of lecture and lab units that will be enrolled



ASIAN INTERNATIONAL SCHOOL OF AERONAUTICS AND TECHNOLOGY						
Details of Misc Fees for School Year 2022-2023						
School Year	1st Year 2nd Year 3rd & 4th Ye					
Tuition Fee Per Unit	842.70	795.00	773.25			
Laboratory Fee per subject	2,000.00	2,000.00	2,000.00			
Miscellaneous Fees						
	Full Fee	Full Fee	Full Fee			
Registration	730.34	689.00	670.15			
Library Fee	530.00	530.00	515.50			
Medical Fee	674.16	636.00	618.60			
Athletics Fee	561.80	530.00	515.50			
Guidance Fee	561.80	530.00	515.50			
Energy Fee	2,247.20	2,120.00	2,062.00			
Internet Fee	500.00	500.00	500.00			
Audio Visual	300.00	300.00	300.00			
Testing Materials	561.80	530.00	515.50			
Student Services	874.50	874.50	850.58			
Maintenance Fee	874.50	874.50	850.58			
Student Insurance	224.72	212.00	206.20			
Student Handbook	224.00					
School ID	280.90					
School Publication (Altitude)	269.66	254.40	247.44			
Student Body Organization Membership Fee	67.42	63.60	61.86			
Drug Test/X-ray	560.00	530.00	515.50			
Community Extension	79.50	75.00	75.00			
Total	10,122.30	9,249.00	9,019.91			

NOTE: This DOES NOT INCLUDE uniforms and team funds for activities.



SECOND SEMESTER

How much is the fee for the second semester SY 2022-2023?

+D+E)
l Fee
,006.93
,177.00
,670.21
,443.46
,478.83
,587.00
,577.21
,443.46
,950.73
,407.00
,536.46
,257.46
,950.73
,407.00
,536.46
,257.46
,478.83
,252.00
,478.83
,407.00
,350.46
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NOTE: FEES is an approximate computation only and may differ subject to number of lecture and lab units that will be enrolled



ASIAN INTERNATIONAL SCHOOL OF AERONAUTICS AND TECHNOLOGY						
Details of Misc Fees for Sci	Details of Misc Fees for School Year 2022-2023					
School Year	1st Year	2nd Year	3rd & 4th Year			
Tuition Fee Per Unit	842.70	795.00	773.25			
Laboratory Fee per subject	2,000.00	2,000.00	2,000.00			
Miscellaneous Fees						
	Full Fee	Full Fee	Full Fee			
Registration	730.34	689.00	670.15			
Library Fee	530.00	530.00	515.50			
Medical Fee	674.16	636.00	618.60			
Athletics Fee	561.80	530.00	515.50			
Guidance Fee	561.80	530.00	515.50			
Energy Fee	2,247.20	2,120.00	2,062.00			
Internet Fee	500.00	500.00	500.00			
Audio Visual	300.00	300.00	300.00			
Testing Materials	561.80	530.00	515.50			
Student Services	874.50	874.50	850.58			
Maintenance Fee	874.50	874.50	850.58			
Student Insurance						
Student Handbook						
School ID						
School Publication (Altitude)	269.66	254.40	247.44			
Student Body Organization Membership Fee	67.42	63.60	61.86			
Drug Test/X-ray						
Community Extension	79.50	75.00	75.00			
Total	8,832.68	8,507.00	8,298.21			

NOTE: This **DOES NOT INCLUDE** uniforms and team funds for activities.



When is my balance payable?

FIRST SEMESTER

After payment of your down payment of P5,000, your fees are payable in 4 equal installment with the following payment schedule:

Prelim Exam : August 18, 2022
Midterm Exam : September 16, 2022
Semi-Final Exam : October 21, 2022
Final Exam : November 25, 2022

SECOND SEMESTER

After payment of your down payment of P5,000, your fees are payable in 4 equal installment with the following payment schedule:

Prelim Exam : January 27, 2023

Midterm Exam : February 24, 2023

Semi-Final Exam : March 31, 2023

Final Exam (Graduating) : April 28, 2023

Final Exam (Non-Graduating) : May 5, 2023

Students who are unable to pay the installment amount on these dates should approach the OSA 3 days before the due date to explain their situation. Students who are delinquent without any reason and who do not inform the OSA 3 days before the due date will be charged a late **fee of 500 per late payment**. Please pay your fees on time, otherwise, you may not be able to complete the semester.

How do I compute my payables?

Sample Computation for 1st Year 1st Semester BS AMT student:

Total Fee payable : 42,139.25 Less: Downpayment : 5,000.00 Balance after Down Payment : 37,139.25

Payable Amounts before

 Aug 18, 2022
 : 9,285.00

 Sep 16, 2022
 : 9,285.00

 Oct 21, 2022
 : 9.285.00

 Nov 25, 2022
 : 9.284.25

Avoid late payment charges by paying your fees ON time.



How do I pay for my fees?

AISAT will only accept online payments. For payment through Palawan Express and ML Kwarta Padala, please visit http://aisat.edu.ph/online-payment-procedure/, otherwise, please use the information below.



How do I inform the school of my payments?

Your initial down payment should be uploaded on the online enrollment form. All proof of payments subsequent to the down payment must be submitted to the online classroom named as "Proof of Payment. You need to join this classroom in order for your payments to be posted and for your account to be updated.



What is the cost of Uniforms?

This is the recommended uniform set for students doing face to face classes.

	BSAMT & BS AET	BS EMC / DACS	BS AvM-Female	BS AvM - Male
Type A Uniforms				
2 sets	3,700.00	3,200.00	4,500.00	4,800.00
Other Required Uniforms				
Lab. Cover All	1,500.00			
Wednesday Shirt	300.00		300.00	300.00
POLO Shirt	-	550.00	-	-
PE Uniform (Set)	700.00	700.00	700.00	700.00
ROTC/CWTS Shirt	280.00	280.00	280.00	280.00
Total	6,480.00	4,730.00	5,780.00	6,080.00

Those choosing blended or online may choose to order 1 set of Type A uniform instead of 2 sets, which will cost:

Type A 1 Set	2,510.00	2,000.00	3,225.00	3,500.00

What is included in the Type A sets?

BSAMT & BSAET 2 set option (2 POLO, 2 PANTS, NAMEPLATE, COLLAR PIN, BELT & BUCKLE)
BSAMT & BSAET 1 set option (1 POLO, 1 PANTS, NAMEPLATE, COLLAR PIN, BELT & BUCKLE)
BSEMC 2 set option (2 POLO/BLOUSE, 2 PANTS, NAMEPLATE & COLLAR PIN)
BSEMC 1 set option (1 POLO/BLOUSE, 1 PANTS, NAMEPLATE & COLLAR PIN)
BSAvM - Female 2 set option(2 BLOUSE, 2 SKIRT, 1 VEST, NAMEPLATE, COLLAR PIN & SCARF)
BSAvM - Female 1 set option (1 BLOUSE, 1 SKIRT, 1 VEST, NAMEPLATE, COLLAR PIN & SCARF)
BSAvM - Male 2 set option (2 LONG SLEEVES, 2 PANTS, 1 BLAZER, NAMEPLATE, COLLAR PIN (NECKTIE)
BSAvM - Male 1 set option (1 LONG SLEEVES, 1 PANTS, 1 BLAZER, NAMEPLATE, COLLAR PIN (NECKTIE)



If I want to purchase additional uniform items cost?

The individual prices are:

UNIFORM PRICE (INDIVIDUAL)				
BSAMT & BSAET		BSAVM (FEMALE)	
WEDNESDAY SHIRT	300.00	BLOUSE (3/4)	725.00	
NAMEPLATE	450.00	SKIRT	650.00	
POLO	650.00	SCARF	300.00	
PANTS/SLACKS	650.00	VEST	750.00	
SHOULDER BOARD	100.00	NAMEPLATE	450.00	
BELT	50.00	WEDNESDAY POLO SHIRT	550.00	
BUCKLE	360.00			
LABORATORY COVER ALL	1,500.00	BSAVM (MALE)		
BSEMC/DACS		LONG SLEEVES	725.00	
		PANTS/SLACKS	675.00	
NAMEPLATE	350.00	BLAZER	1,000.00	
WEDNESDAY POLO SHIRT	550.00	NECKTIE	300.00	
POLO/BLOUSE	650.00	NAMEPLATE	450.00	
PANTS/SLACKS	650.00	WEDNESDAY POLO SHIRT	550.00	
ALL COURSES				
PE UNIFORM (SET)	700.00			
PE JOGGING PANTS	450.00			
PE T-SHIRT	250.00			
COLLAR PIN	350.00			
ROTC/NSTP TEE SHIRT	280.00			
AISAT Jacket (Optional)	1,200.00			
Replacement ID	150.00			

For questions please email cashier@aisat.edu.ph



How do I check my account balance and grades?

Please use the online access at http://aisatportal.com.

Username: Your Student ID Number

(if your AISAT email address is 54321@aisat.edu.ph, your Student ID Number is 54321

Password : Birthdate (YYYY-MM-DD)

(if your birthdate is May 9, 2000, your password is 2000-05-09

For your payment and tuition fee concern please don't hesitate to email our accounting office at cashier@aisat.edu.ph



Will I be able to enroll if I have a pending balance from the previous semester?

No. All outstanding balances must be cleared before enrolling for the next semester. However, if you have valid reasons, you may apply for a payment extension at least 3 days before the last day (not counting late enrollment days) of enrollment by filling out the form at https://forms.gle/VYGdWbuWTRrHEE2X7 You will then be informed of the status of your application by the Office of the Student Affairs.



OSA:

When will the orientation be and how will it be conducted?

FIRST SEMESTER

Orientation will be conducted face to face, unless disallowed by health protocols. It will be conducted on July 29, 2022, 1:00pm at HOMITORI Maiz Function Room. 1st and 2nd year students are required to attend the orientation and it is optional for other students. A recording will be available for those who are not able to attend.

SECOND SEMESTER

A face-to-face orientation will be conducted on **January 9, 2023** from 1:00 PM- 4:00 PM at the **HOMITORI GYM**.

What scholarships are available?

- A. Student Assistance Scholarship (SAS) See Student Handbook for details
- B. Academic Scholarships See Student Handbook for details Available for 2nd semester of 2022-2023, based on scholastic achievement of 1st semester 2022-2023, with exams conducted face to face. The scholarship program as stated in the AISAT student handbook will then be applied.

C. CHED SCHOLARSHIP

- TES We don't have any TES grantees as of yet. Given the fact that these grantees are from the poorest of the poor and are part of the LISTAHANAN 2.0 from DSWD (4ps).
- 2. TDP-TES Since this is a congressional scholarship, you can apply directly to your LGU /District where you belong. They will provide a list of requirements for you to comply with, once complied with, your district will then forward your name to CHED, and CHED will evaluate your application. Once approved, your name will be posted at CHED Davao FB page. CHED will then notify the school for other requirements and the billing process.



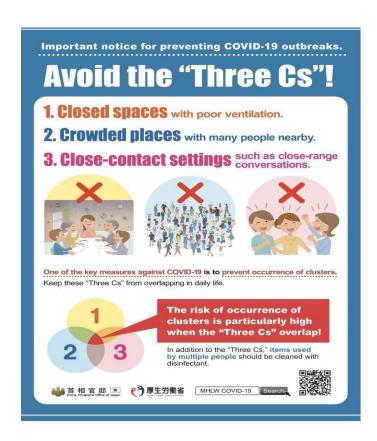
What information can I find on the AISAT website?

- A. School Calendar
- B. Student handbook
- C. Contact details of all personnel (email)
- D. Events and News write-ups
- E. Altitude Student Publication

How are school announcements made?

Announcements are made through AISAT's Facebook account at "<u>Aisat Davao</u>" please be alert for such announcements. You may also receive announcements through your AISAT email account, or through the Google Classroom named "Proof of Payment.

CLINIC:



For any COVID19 questions, please feel free to visit the CLINIC's FB GROUP PAGE, which can be accessed from the AISAT DAVAO FB page. For more details you can email Nurse Bianca at clinic@aisat.edu.ph. For face to face classes, basic prevention and hygiene practices will be followed. However, students with even the slightest symptom should stay home as they will not be allowed to enter the premises.



GUIDANCE:

Are you experiencing post-pandemic anxiety? Or perhaps you suffer from anxiety attacks? Join the GUIDANCE'S FB GROUP PAGE, which can be accessed from the AISAT DAVAO FB page. Or feel free to message our guidance counselor at guidance@aisat.edu.ph or message our Campus Minister, Pastor Mark Felipe at +639365773989 or mfelipe@aisat.edu.ph

LIBRARY:

Where can I find online resources for aviation?

Here are helpful online resources for aviation: https://www.faa.gov/regulations_policies/handbooks_manuals/aircraft/ or (the shorter url is): shorturl.at/xVWYZ Your instructors should also be able to give you more resources.

Other online resources (general topics)

- https://archive.org
- www.gutenberg.org
- https://library.si.edu/books-online

For any concern, please feel free to email our school librarian at rmanalo@aisat.edu.ph



FORMS:

Order Forms

Please use the following links to order the corresponding items. Please refer to the recommended uniform set or individual price tables above.

Order Forms	Links	Follow Up With	Processing Time	Releasing
ID Replacement	https://forms.gle/6YYPG1idp3UWHbKy5	it@aisat.edu.p h	7 working days	M - W - F 9am to noon
Uniform Order	https://forms.gle/hsu2vTDjPqMuJfnw5	procurement@ aisat.edu.ph	3 working days if in stock. For order basis items, please wait for our email	M - W - F 9am to noon
Credentials Order	https://bit.ly/3IShT5b	registrar@aisa t.edu.ph	10 working days	9am to 12 noon

Various Concerns and Request Forms

Please fill the forms in the links for your related concerns.

Student Portal Concern	https://forms.gle/QdSxtZv3FuqyKxVG6	it@aisat.edu.ph	Max 2 Working days
Google 2-Step Verification	https://forms.gle/nqTmJoKPgdXaq5FC6	it@aisat.edu.ph	Max 2 Working days
Google Password Reset	https://docs.google.com/forms/d/e/1FAlpQLScO89K XsvGKQJUPdSnBZpild4ZBGGZeZqq64BzcSi7ykcQ lmA/viewform	it@aisat.edu.ph	Max 2 Working days
Payment Extension Request	https://forms.gle/P9JniYXZdTvAE1ga6	osa@aisat.edu.p h	2 working days

For further information, please email helpdesk@aisat.edu.ph.



May I send someone to claim my requested item(s)?

YES, you may. Please email your authorization letter (with your signature) ahead of time to admin@aisat.edu.ph and use your assigned AISAT email account when doing so. Don't forget to tell the authorized person to bring one valid ID.

Who can I go to for various concerns?

Aviation OIC: Ed Ybanez : AVI@aisat.edu.ph
BS AvM OIC Karina Ingrid Theresa Rodillas : AVM@aisat.edu.ph
BS EMC Kaye Lodia-Bernaldez : IDT@aisat.edu.ph
Tuition and payment : cashier@aisat.edu.ph
Grades, Class codes, sections : registrar@aisat.edu.ph
Other general student concerns : osa@aisat.edu.ph

AISAT portal issues : IT@aisat.edu.ph

Helpdesk - all other concerns : helpdesk@aisat.edu.ph

What is the best way to communicate with other school personnel?

The best way is to contact them through GOOGLE CHAT or GOOGLE HANGOUTS. This is an app that you can download on your phone and use the person's email address as contact detail and username. You may find the email address of all AISAT personnel in AISAT's website http://aisat.edu.ph/email-list/. You may also contact them by email. We shall strive to answer your questions within 24 hours on weekdays.