

IMPORTANT INFORMATION – ACTION REQUIRED

Renewal of EXO Licenses for next 12 months.

If you are not the person responsible for code expirations and renewals please forward this notice together with the renewal Invoice to the correct staff member.

Your EXO license is now due for renewal, an Invoice has been sent by mail and is due for payment by the due date shown. Your expiry date is listed on your Invoice.

Codes can not be issued until the your Invoice has been paid, **please advise of payment** by emailing your remittance to wendy@horizonbiz.com.au. Code renewals are processed once a week and can take up to 48 hours. All Overdue Accounts must be paid prior ro code renewal.

Why do we send this up to 2 months in advance? This ensures that access to your software is never compromised. We can not renew your codes until the Invoice has been paid.

WHAT YOU NEED TO DO

1. Advise us of any changes you may wish to be made to your current license configuration (reduction of licenses, discontinuation etc) before renewal, as MYOB do not issue credits for renewed licenses. A new Invoice or credit will be sent to reflect any changes.
2. Ensure **any outstanding amounts** on your account **are paid** according to our trading terms, codes can not be issued until all outstanding amounts are cleared.
3. If no changes are required pay the attached Invoice by the due date, and advise when payment is made.

FAQ:

Q: Do I need to advise non-renewal?

A: If you could please let us know in writing of your intention not to renew so we can cancel your license, A credit will be issued for the Annual License Renewal Invoice upon notification.

Q: What happens if I do not wish to renew all my licenses?

A: Just advise us of the license configuration required as soon as possible so we can arrange this.

Q: If I cancel my licenses this year can I renew them again next year?

A: You can reinstate any licenses that you currently own BUT must pay for the back license or re-purchase the software in full to regain use.

Q: What happens if I do not renew?

A: Your Exonet software has a grace period of 30 days from the expiry date, after this date you will have NO access to the software. Please note Payroll software does not have any grace period.

Once all the steps above are completed, your codes will be updated by our support desk and you will be notified, if support do not have access to your database codes and instructions on how to update will be sent to you.

We thank you for your continued support.

Regards,

Wendy Jones

Office Manager

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