

DISCOVERY PRO Annual Renewal Frequently Asked Questions

1. How can I get an invoice for my annual renewal?

Invoices are created by us after we get your purchase order. We need the information from your purchase order in order to prepare the invoice. If you have your purchase order email it to us at discoverypro@icloud.com. If you don't have a purchase order yet here are the steps to get it:

Locate your annual renewal quote (we email it to your contact person 45 days prior to your renewal date **OR** you can download it by logging into Discovery Pro as an *ADMIN* user then pick **SETUP > SCHOOL SETTINGS** and click **DOWNLOAD QUOTE**). The price on the quote is generated at the time you print it based on # of active students in the database. Pick a renewal option on the quote and give the quote to your purchasing department. Your purchasing dept will create a Purchase Order and email it to us. We will use it to process your renewal and to create an invoice to submit to your school for payment. Your renewal date will be immediately updated upon receiving a purchase order, check or credit card payment.

2. My subscription is about to expire. How can I renew it without going through P.O. process?

Login to Discovery Pro using your ADMIN login and pick the **SETUP** menu option then pick **SCHOOL SETTINGS**. Click on **RENEW NOW** to renew your software using a credit card. The cost is calculated based on the number of active students in the database at the time you renew. The renewal will be processed immediately after your credit card is approved and a receipt will be sent to you via email.

3. My software has already expired. What should I do now? Discovery Pro will let you login one time after it expires. Use that one time login to renew using your credit card. A receipt will be sent to you via email. If you can no longer login and want to renew with credit card call us at 800-467-1170. If you need a quote see paragraph #1 above.

4. If my subscription expires, will my data be deleted? We only remove your data upon your request or 90 days after your subscription expires. Make sure you export your data via reports if you decide to leave us.

5. What is the annual renewal for? Rest easy knowing you're protected from viruses and unauthorized access with automatic security updates. We also back up your data regularly so you'll never lose data. The annual fee also covers the disk space and bandwidth you use on our servers, technical support & training.

6. How much is my annual hosting/support fee? This fee is based on the number of active students you have in your database (no withdrawal/graduation dates in profile). See paragraph 7 below for pricing.

7. Why is my annual support/hosting fee higher this year than last year? Your annual hosting/support fee is based on the number of *active* students in your database. Active students are students who have **NO** withdrawal or graduation date entered in their student profile. There is *no* charge for inactive students. To ensure you get the lowest renewal price, make sure you update the student's data profile when they leave the program by entering the date they left. Simply changing the students' enrollment status in the status drop down list **will not** make the student inactive. Our software looks at the **DATE FIELDS**. Entering a withdrawal/graduation date also benefits numerous reports such as enrollment surveys and prevents inactive students from appearing in student drop down lists throughout the software. If you don't think your price is accurate, look at your student list to see if you have students in need of deactivating. If so, deactivate them then download your quote again to see the adjusted price. **Renewal Fees:** Under 20 active students = **795.00**, 21-100 = **995.00**, 101-200 = **1495.00**, 201-300=**1995.00**, 301-400=**2495.00**.