

## DSCOVERY PRO Annual Renewal Frequently Asked Questions

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

**Public Schools:** 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. Like your P.O. #, renewal option selected, billing info etc. If you have your purchase order email it to us at [discoverypro@icloud.com](mailto:discoverypro@icloud.com). If you don't have a purchase order yet you may need our quote to give to your purchasing Dept to get your P.O. Login to 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.

**Private Schools:** You can view your quote and renew Discovery Pro from the School Settings Form.

**2. My subscription is about to expire. I am a public school. 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. A receipt will be sent to you via email.

**3. My software has already expired. What should I do now?**

Discovery Pro will take you directly to the renewal form where you can renew using credit card. If you need a quote see paragraph #1 above.

**4. If my subscription expires, will my data be deleted?**

No. 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?**

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). [www.americassoftware.com](http://www.americassoftware.com) has our current pricing and it will appear on your quote.

**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.