



## Account Management System

### Current Business Rules

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- Orders for new service submitted with start dates of the 2<sup>nd</sup> through 31<sup>st</sup> of current month will have “official start date” of first day of the next month, i.e. order submitted on 10/15/2011 with a start date of 10/15/2011 will show start date as 10/15/2011, but will calculate expiration as though 11/1/2011 was the start date.
- Expiration date will calculate as the first day of the month, of month of expiration, i.e. order submitted on 10/15/2011 with 10/15/2011 start date will calculate expiration date as 11/1/2012.
- New orders submitted with future start date will not be active until that specific date. If you want a new order to start “ahead of time”, make the start date today and add the additional time difference to the end of the subscription term.
- Subscriptions terms equal the number of paid months of service for a specific product, i.e. terms of 12 months = 12 months of access to a product(s) that customer is being billed for.
- Free months of service cannot be included in the terms, i.e. terms of 14 months = 14 months of paid service; not 12 months paid + 2 months free. Free months of service must be separately added using the Free Month Drop-down menu.
- Start date for renewal order will show the expiration date of previous service as the start date for the renewal service, i.e. current product(s) show current expiration of 11/30/2011, submitted renewal order will show 11/30/2011 as the start date (order will calculate the expiration as 12/1/2012).
- Trial Extensions and “Grace Period” Subscription Extensions cannot exceed a maximum total limit of 90 days per product for that account.