

## How to change your billing cycle

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All ScheduleOnce payments are recurring.

Your account can be billed on a monthly basis or annually. When you purchase ScheduleOnce for the first time, you will choose your preferred billing cycle. When the annual billing cycle is selected, you get a 10% discount.

### How to change your billing cycle

1. In the top navigation menu, click on the gear menu and select **Billing**.
2. On the right hand side, next to your billing cycle, select to switch your cycle.

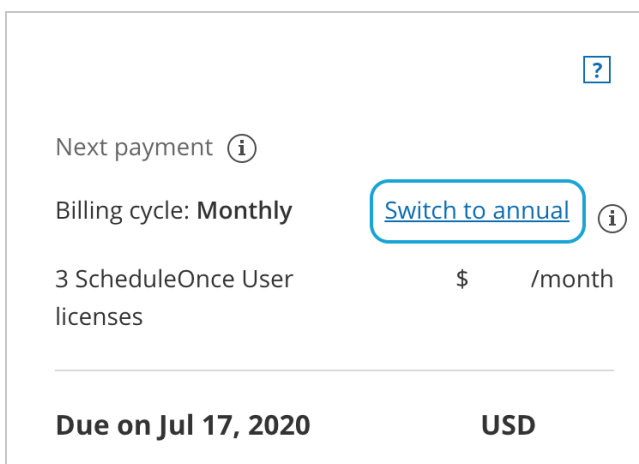


Figure 1: Switch your billing cycle

3. You will see a popup. Follow the directions to apply the changes to your account.

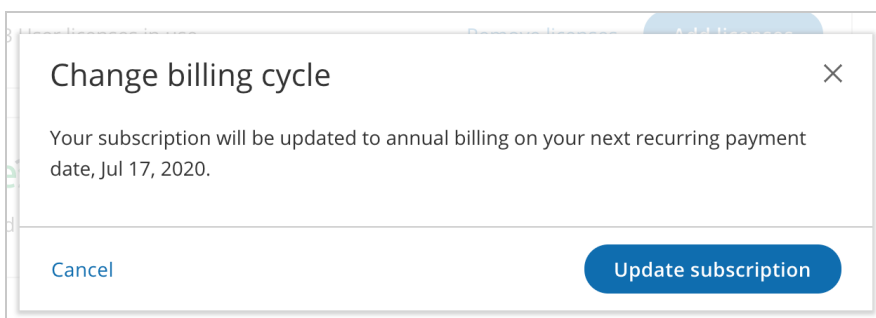


Figure 2: Change billing cycle popup - This example changes the cycle from monthly to annual

### How does it work?

#### 1. Changing monthly to annual billing

- When you change to an annual billing cycle, the annual cycle will start only when the current monthly cycle ends and will renew on a yearly basis thereafter. Your account will be charged for the next annual cycle on your next

scheduled billing date.

- For example, let's assume that you currently pay \$36 for three ScheduleOnce licenses on a monthly basis. You pay on the 1st of each month and your next scheduled billing date is October 1. Today is September 15 and you decide to change your billing cycle to annual billing. You can change your billing cycle to annual billing today in your account and you are not charged. On October 1, your next scheduled billing date, you will be charged \$324 for three ScheduleOnce licenses on an annual basis (10% off for annual commitment). Subsequently, you will be charged \$324 on October 1 of each year.
- You can revert back to the original billing cycle any time before the new billing cycle is processed on your next scheduled billing date (in the above example, any time between September 15 - October 1).
- If you add licenses to your subscription **after** changing your billing cycle but **before** your next scheduled billing date:
  - The prorated cost, based on your **current billing cycle**, will be added to your next invoice and charged on the scheduled billing date (in the above example, on October 1).

## 2. Changing annual to monthly billing

- When you change to a monthly billing cycle, the monthly cycle will start only when the current annual cycle ends and will renew on a monthly basis thereafter. Your account will be charged for the next monthly cycle on your next scheduled billing date.
- For example, let's assume that you currently pay \$324 for three ScheduleOnce licenses on an annual basis (twelve months plus 10% off for annual commitment). You pay on December 1 of each year. Today is September 15 and you decide to change your billing cycle to monthly billing. You change your billing cycle to monthly billing today in your account and you are not charged. On December 1, your next scheduled billing date, you will be charged \$36 for three ScheduleOnce licenses on a monthly basis. Subsequently, you will be charged \$36 on the 1st of each month.
- You can revert back to the original billing cycle any time before the new billing cycle is processed on your next scheduled billing date (in the above example, any time between September 15 - December 1).
- If you add licenses to your subscription **after** changing your billing cycle but **before** your next scheduled billing date:
  - The prorated cost will be charged on the day you add the licenses (in the above example, on September 15). The charge is based on the **current annual billing cycle**, and **not** the monthly billing cycle starting on your next scheduled billing date.