

Policy on Handling GP-Related Subscriptions for Customers Purchasing HRP for BC

Microsoft Dynamics 365 Business Central HR & Payroll

1. Purpose

This policy defines how GP-related subscriptions, billing, support, and access are handled when a customer purchases HRP for Business Central (“HRP for BC”). The goal is to provide a clear and consistent transition from GP-based solutions to HRP for BC.

2. Quick Summary

When a customer commits to HRP for BC:

- Annual GP subscriptions end upon commitment and are not renewed.
- Monthly GP subscriptions continue only until the HRP for BC effective date.
- GP access may continue temporarily at no charge under defined bridge-access rules.
- GP support after go-live is billable.
- Complimentary GP access has defined duration limits.
- Cancellations require a formal Cancellation Agreement.

3. Definitions

- **HRP for BC Commitment Date:** Date the HRP for BC subscription agreement is executed
- **HRP for BC Effective Date:** Contractual start date of the HRP for BC subscription
- **GP-Related Subscriptions:** GP enhancement, monthly, ACA, or similar GP-based subscriptions
- **Bridge / Legacy Access:** Complimentary, transitional access to GP functionality

4. GP Subscription Billing Upon HRP Commitment

4.1 GP Annual and Term-Based Subscriptions

Upon execution of an HRP for BC subscription:

- All GP annual and term-based subscription billing is terminated effective the HRP commitment date

- No renewals are permitted
- Existing prepaid GP subscription terms end upon commitment to HRP for Business Central. No refunds, credits, or prorated adjustments are provided.

4.2 GP Monthly Subscriptions

- GP monthly subscriptions will continue billing through the HRP for BC effective date
- GP monthly subscriptions terminate automatically on the HRP for BC effective date
- GP monthly subscriptions may not be extended beyond the HRP effective date

5. Handling of Advance GP Invoices

Some GP annual subscriptions may be invoiced in advance (e.g., 90 days prior to renewal).

5.1 Unpaid GP Renewal Invoices

- Any unpaid GP renewal invoices issued prior to HRP commitment are voided

5.2 Paid GP Renewal Invoices

- Paid GP invoices are not refunded
- Paid GP invoices are not credited toward HRP for BC subscription fees

6. GP Access Prior to HRP Effective Date (Bridge Access)

After HRP for BC commitment and prior to the HRP for BC effective date:

- Customers may continue to access GP-related functionality at no charge
- Bridge access does not reinstate GP billing or contractual obligations

7. Post Go-Live GP Access and Support

Once the HRP for BC subscription is active:

7.1 GP Access

- All GP-related subscriptions are terminated for billing purposes
- GP access may continue at no charge as legacy transitional access
- No new GP licenses, modules, or expansions are permitted
- GP access may be modified or sunset with reasonable notice

7.2 GP Support (Billable)

- All GP-related support provided post go-live is billable
- GP support services will be billed at the company's standard support services rates
- No GP-specific support SLAs are included as part of HRP for BC
- Support billing applies regardless of whether GP access is provided at no charge

GP access does not imply included support.

8. Bridge and Legacy Access Duration Limits

Complimentary GP access is capped at the later of:

- 12 months from the HRP for BC commitment date, or
- 6 months after the HRP for BC effective date

Access terminates automatically unless an approved exception is granted.

9. Project Delays and Go-Live Pushes

- HRP commitment and billing treatment do not change due to delays
- GP access may continue under bridge or legacy rules
- Access remains subject to duration caps

10. Cancellations

10.1 Cancellation Requirements

- Cancellation of an HRP for BC subscription requires a completed and executed Cancellation Agreement
- No cancellation is valid without this agreement

10.2 GP Subscriptions Upon Cancellation

- Handling of GP-related subscriptions will be determined case by case
- Decisions will be documented in the Cancellation Agreement
- No default entitlement to continued GP access or billing is implied

11. Re-Engagement After Cancellation

- GP subscriptions are treated as new purchases
- No prior bridge access, legacy access, or GP payments carry forward

12. Exceptions

- Integrity Data may approve exceptions to this policy on a case-by-case basis