

HRP Subscription & Services Change Policy

Microsoft Dynamics 365 Business Central HR & Payroll

1. Purpose

This policy defines the process, requirements, and conditions for customers requesting changes to their subscription packages, add-on modules, billing cycles, or service status (pauses) for Integrity Data's Microsoft Dynamics 365 Business Central HR & Payroll solutions.

2. Scope

Applies to all customers with active subscriptions, including Payroll NOW, Essentials, Full Lifecycle packages, and any associated add-on modules (for example, Time Management, ACA Filing, Outsourced Payroll Tax Filing).

3. Definitions

Primary Subscription Package: The core plan a customer is subscribed to (e.g., Payroll NOW, Essentials, Full Lifecycle).

Add-on / Optional Subscription: Additional modules or services subscribed alongside the primary package (e.g., Time Management, ACA Filing, Outsourced Payroll Tax Filing).

Billing Frequency: Monthly or Annual.

Prepayment: Payment made upfront for a defined future period (typically 12 months on annual plans).

4. Policy Statements

4.1 Timing of Changes

All subscription changes—including upgrades, downgrades, add-on adjustments, billing cycle changes, or pauses—must occur at the beginning of the next monthly billing cycle after the Change Order has been signed. No pro-rating for partial months will be provided, except where expressly noted for Annual add-on alignment.

4.2 Notification & Request Process

Customers must email billing@integrity-data.com or customersuccess@integrity-data.com to request changes. A representative will contact the customer to gather information, understand the reason and requested timing, and guide next steps.

4.3 Change Order Requirement

For any subscription change, a formal Change Order must be prepared and signed by the customer before implementation. The Change Order must specify the change description, effective date (start of next monthly cycle), financial implications (charges, credits, new billing terms), and any impact to services. Signed Change Orders must be retained for compliance and recordkeeping.

4.4 Prepaid Amounts & Credits

If a subscription change results in unused prepaid amounts, those amounts will be applied as credits toward future invoices. Prepaid subscription amounts are not refundable. Prepayment discounts remain applied to the prepaid portion; no retroactive adjustments are made.

4.5 Billing Cycle Changes: Annual ↔ Monthly

- **Annual to Monthly:** Changes from annual prepaid subscriptions to monthly subscriptions may occur at the time of the renewal. Notice must be provided by the customer at least 60 days prior to the renewal date.
- **Monthly to Annual:** Changes from Monthly to Annual are allowed. Prepayment for the next 12 months is required. Prepayment discounts may be applied unless other discounts (e.g., volume) are already in effect. Changes will occur at the beginning of the next monthly billing cycle after the Change Order has been signed.

4.6 Package Upgrades & Downgrades

Annual subscription downgrades normally take effect at renewal. Mid-term downgrade requests may be considered on an exception basis. Approved changes take effect as specified in the applicable Change Order. Any prorated amounts that have already been paid will be credited to the customer's account. Any prorated amounts the customer is required to pay will be due at the time the change order is signed.

4.7 Add-on / Optional Subscriptions

Frequency Alignment: Add-ons must have the same billing frequency as the primary package.

Adding Add-ons — Monthly Plans: Requested via standard process; effective at the start of the next monthly cycle.

Adding Add-ons — Annual Plans: Prorated to align with the annual renewal; the prorated amount must be prepaid. At renewal, the annual prepayment includes all active subscriptions.

Removing Add-ons — Monthly Plans: Effective at the start of the next monthly cycle via standard process.

Removing Add-ons — Annual Plans: The downgraded amount is prorated from the beginning of the next billing period through the renewal date; any remaining prepaid amount is applied as a credit to the account (no refunds).

4.8 Pause Policy

Customers may request to pause their subscription if their project experiences a delay. A 30-day advance notice is required. Software functionality will be disabled during the pause; professional services will be paused and must be rescheduled based on resource availability. Reuse of the software automatically triggers a restart of subscription fees. Services resume upon rescheduling.

5. Scenario Summary

Quick reference for common change scenarios and required actions.

Scenario	When It Takes Effect	Financial Handling	Documents Required
Upgrade/Downgrade (Monthly)	Start of next monthly cycle	No proration; bill new rate from effective date	Signed Change Order
Upgrade (Annual)	Start of next monthly cycle	Align charges; remaining prepay credited; no refunds	Signed Change Order
Downgrade (Annual)	Renewal-only unless Integrity Data-approved exception	If exception: prorate from next period; credit remaining prepay	Signed Change Order
Annual → Monthly	Start of next monthly cycle	Convert remaining prepay to credit; bill monthly	Signed Change Order
Monthly → Annual	Start of next monthly cycle	12-month prepayment; apply prepay discount (unless other discounts)	Signed Change Order
Add-on (Monthly)	Start of next monthly cycle	Bill add-on per monthly rate; no proration	Signed Change Order
Add-on (Annual) — Add	Start of next monthly cycle	Prorate to renewal; prepay prorated amount	Signed Change Order

Add-on (Annual) — Remove	Renewal-only unless approved by Integrity Data as a mid-term exception	If mid-term: prorate to renewal; credit remaining prepay	Signed Change Order
Pause	Start of next monthly cycle (with 30-day notice)	Fees paused; functionality disabled; services paused	Signed Change Order