Guide to EloView subscription management on enterprise accounts

This guide is intended for Enterprise Customers and Elo Sales, to develop a flexible and simple billing plan for EloView. It will be helpful in situations where devices are being continually added as part of an extended rollout. It is Elo's goal to balances fairness (i.e. avoidance of overpayment or underpayment), with simplicity of billing.

This guide applies for customers who are on "enterprise billing" contracts where Elo is receiving a purchase order via an EloView subscription order form. If you are paying by credit card online, subscription management is done automatically every month with automated monthly invoices with no action from Elo Sales or Customers. Invoices will clearly indicate number of devices that are being billed and the EloView mode (Core, Connect or Control) selected.

Most enterprise customers purchase EloView for multiple years of use, with annual plans that are either automatically or manually renewed at the end of each year. The number of subscriptions purchased are active in the EloView account on the subscription start date. Adding additional devices is not possible, unless additional subscriptions are purchased. This allows for low invoicing and administrative load, but may create a problem if devices are being added later.

For additional devices being added, additional 1-year agreements can be created at a later date, but these agreements will end after the original agreement and in some cases this may cause many agreements with small number of devices, with different renewal dates.

Following steps are suggested in order to solve for minimal administrative workload for both parties.

1. Initial agreement should be for devices being installed on Day 1, plus all devices expected to be added in the first quarter. This agreement end date will be one year from start of subscription.
2. At the end of the first quarter, add any devices above the number in the initial agreement, plus half of the expected devices to be added in the following quarter. This will result in creation of a new agreement, which should be for nine months.
3. At the end of the second quarter, repeat above process — adding a third agreement, which should be for six months.
4. This process can be repeated at the end of the third quarter with a fourth agreement.
5. At the end of the year, all agreements will expire at one time. A renewal can then be processed with a single agreement.

6. During deployment, Elo personnel will manually extend the "maximum devices" cap in your account in order to ensure uninterrupted service.

The addition of half of the expected devices to the quarterly follow-on agreements ensures the subscription is not overpaid or underpaid, on average, assuming a relatively even spread of deployments. Quarterly true-ups will correct any occurrences of such.

Example: You have 2,000 devices on an account and expect to add 200 devices per quarter starting October 1, 2021. The actual device deployed count may vary.

Start of Subscription	**End of Quarter 1**	**End of Quarter 2**	**End of Quarter 3**	**End of Quarter 4**
Start a new subscription with 2,200 devices (2,000 current + 200 anticipated) ending Sep 30, 2022.	Deployed 240 devices. Expecting 240 devices in next. (40 devices above anticipated)	Total devices under subscription now 2,360. Deployed another 220 devices and expecting 240 next.	Added 240 (as expected) bringing up device total to 2,460 Expected devices this quarter is still 240.	Since deployment is nearing completion and last three quarters added 700 total, this quarter only adds 100 devices.
	Create a new nine month subscription for 40+120 = 160 devices. (120 is half of the anticipated next quarter quantity)	Create a new six month subscription for 100 (catch up) + 120 (half of anticipated) = 220 devices.	Subscription total is 2,580, so only 120 devices (expected for next Q) need to be added.	Total subscription count is 2,700 … but as the year ends total devices are 2,800. So a new 2,800 device contract for 2023 is created.

Note, subscriptions are not refundable. Using fewer devices than purchased in a subscription will not generate a refund, because discounted pricing is applied based on the number of subscriptions purchased at a time.