Manage License Billing and Renewal

Qbitec processes payments and subscriptions via the stripe service, one of the biggest financial service providers.

Stripe offers a customer portal, which allows you to:

- View your customer details
- View and download your past invoices
- View and change your current subscription
- Cancel your subscription
- Change your payment methods

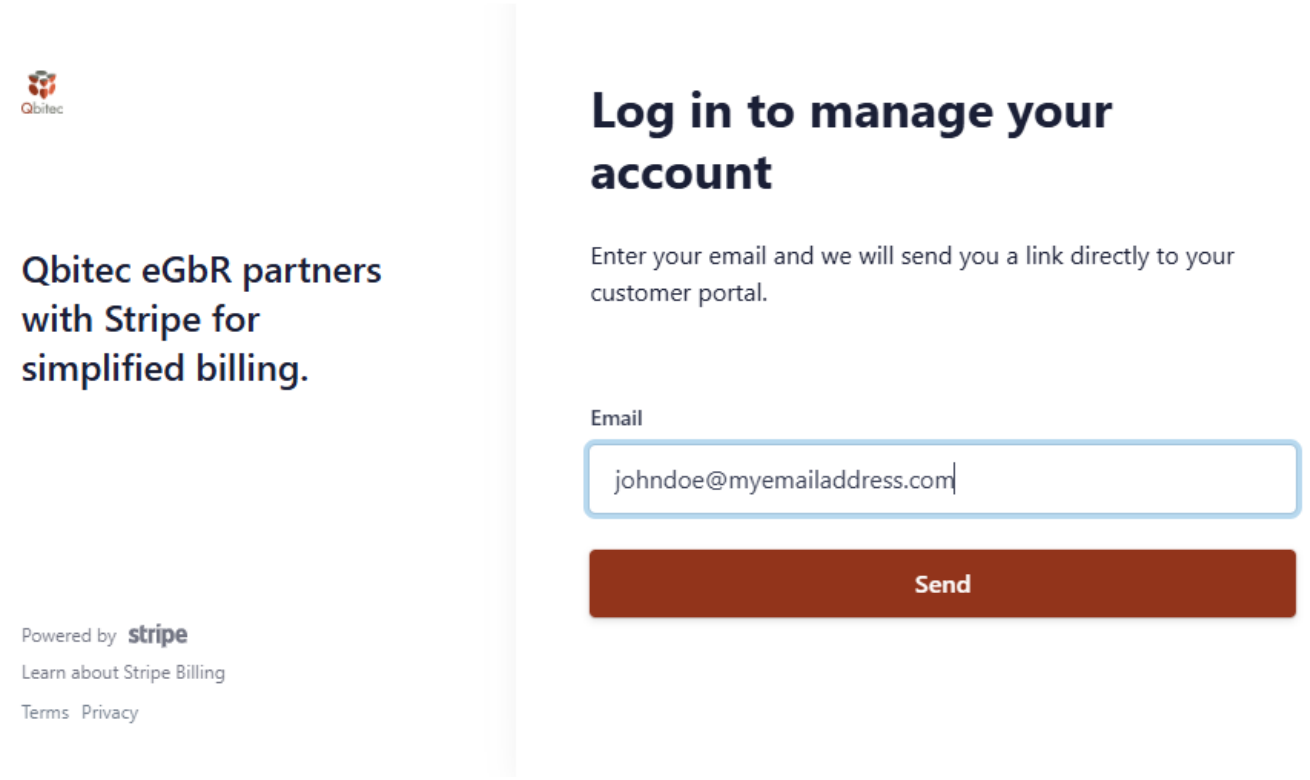
Accessing the customer portal

You can access the portal by using the link that was sent to you in the same email that contains your license credentials. The address is:

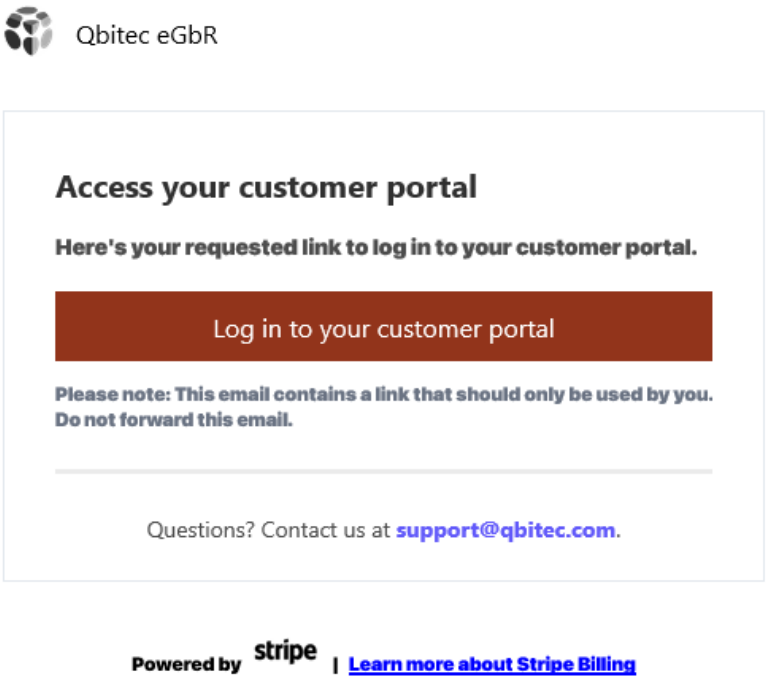
https://billing.stripe.com/p/login/6oE6oL2EUfMPbgQdQQ

Please follow these steps to log in:

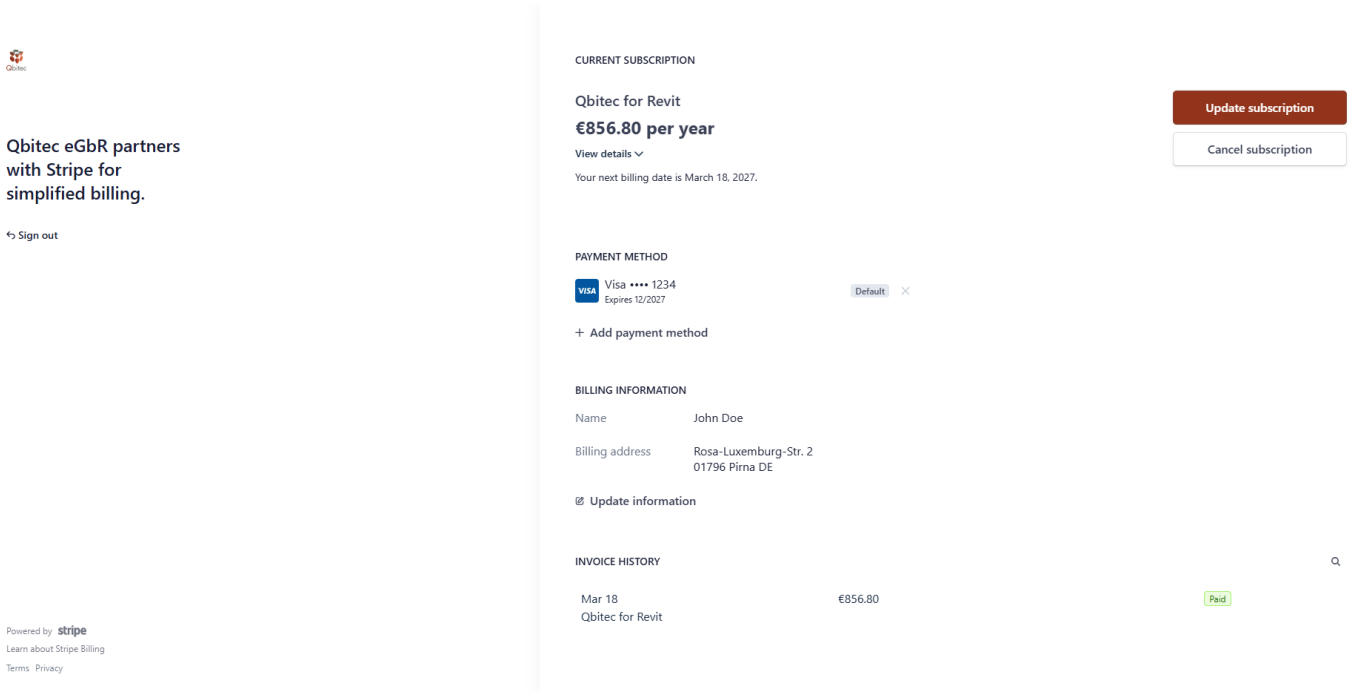
1. Enter the same email address you made the purchase with and click "Send"



2. In your email inbox find an email called "Your customer portal login link" from "Qbitec eGbR".



3. Click the button "Log in to your customer portal" to access the main page of the portal.



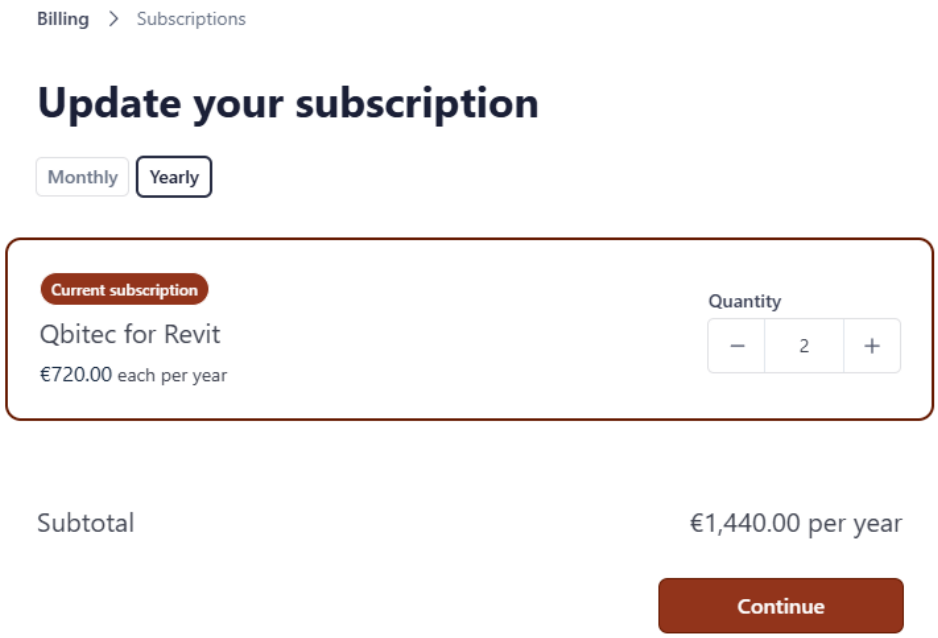
This page shows your current subscription, your currently active payment method, invoice address information and the invoice history, along with buttons to change or add information.

Updating your subscription

Clicking "Update subscription" on the main portal page opens a dialog to

- Update the quantity of your licenses and
- To change the billing cycle between annual licenses and monthly licenses

Before any changes take effect, you can review the effects on the licenses and the costs.



Updating the quantity

Clicking the "+" button will increase the number of licenses, while the "-" decreases the number of licenses.

If you **increase the quantity**, your new licenses will be available immediately. Your new licenses will be synchronized with the existing billing period and prorated (to the exact seconds).

For example: You start a yearly subscription on Feburary 12 for one license, which will be valid until Feburary 12 at the same time the following year. On May 10, you increase the amount to two licenses. Now both licenses will be valid until Feb 12 in the following year and then renew automatically. You will be charged the remaining amount until the end of the billing period (Feb 12), and then from the next period forward, both licenses will be charged fully. That means, if your first license started on Feb 12, 12:00 and the second license starts on May 1, 12:00, the remaining 278 days will be charged. For a yearly subscription cost of 720 EUR, this makes 720 * (278 / 365) = 548.38 EUR.

If you **decrease the quantity**, your current licenses will be available until the end of the current billing period. The amount of licenses you decreased will not be renewed for the next billing period.

For example: You start a monthly subscription on January 12 for two licenses. On Jan 26 you decrease that amount to one license. Both licenses will still be usable until including Feb 12 (at the same time you started your subscription), and from then, only one license will be available and you will be charged this one license going forward.

Switching plans

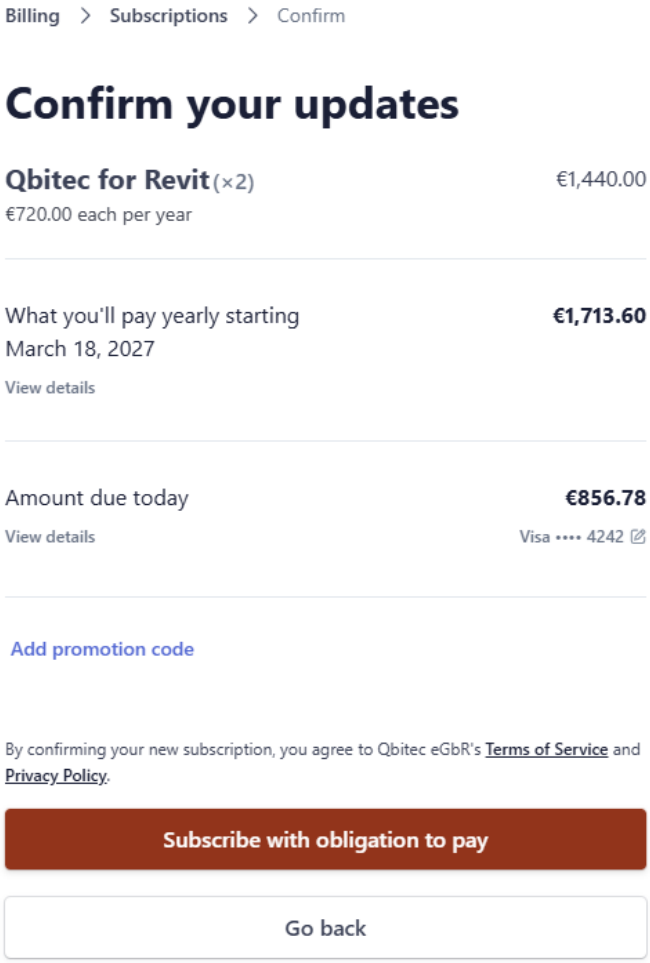
You can switch between the monthly and the yearly plan by clicking either "Monthly" or "Yearly" below the headline "Update your subscription". Beginning from the *next billing period* of the current plan, the changes will take effect. The new plan starts after the current plan ended.

For example: You start a monthly subscription on January 1. On Jan 15 you switch to a yearly subscription. On Feb 1, that means after the end of the billing cycle of your current monthly plan, the yearly plan starts taking effect and you will be charged 720 EUR for a yearly license that starts on Feb 1 until Jan 31 of the following year.

Reviewing and confirming your changes

After making modifications to your plan click the "Continue" button which leads you to a confirmation page. This page details:

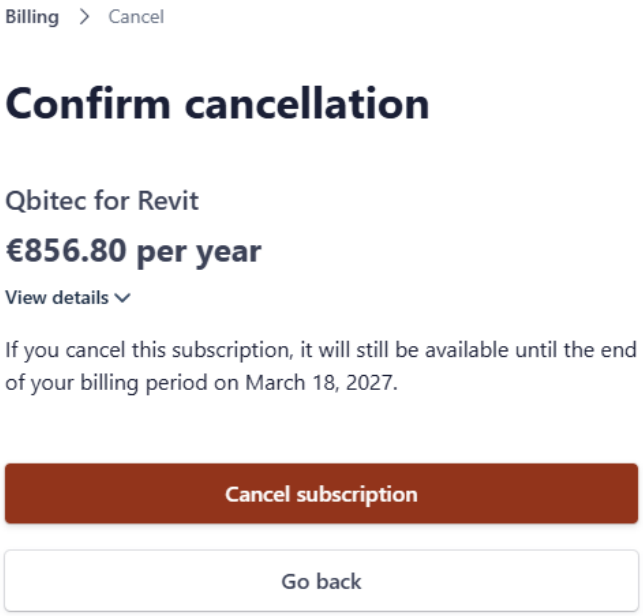
- What the changes will be,
- When the changes will take effect,
- What you will be charged,
- When you will be charged.



To confirm the changes click the button "Subscribe with obligation to pay" or click "Go back" to make further changes or cancel the process.

Cancelling your subscription

You can issue a cancellation of your subscription by clicking "Cancel subscription" from the portal's main page. Before the cancellation is issued, you can review the effects and the effective date of the cancellation.



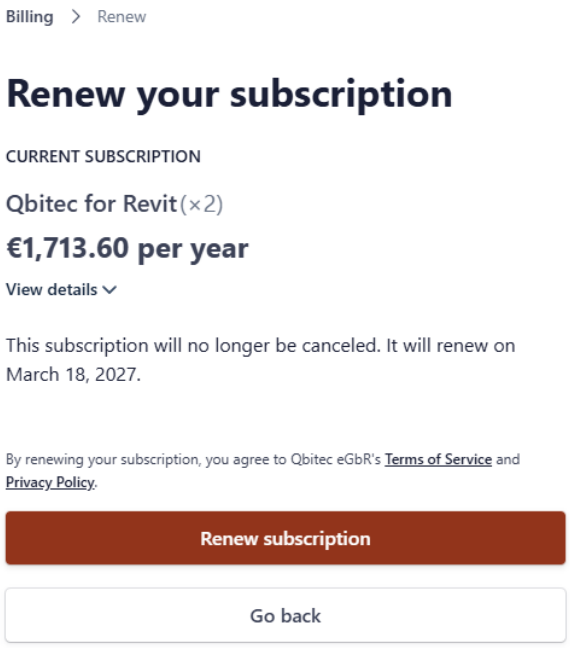
Cancellation takes effect *after the current billing cycle*, this means monthly subscriptions will be cancelled on the same day and the same time of the next month (exact to the second), and yearly subscriptions will be cancelled on the same day and the same time of the next year.

For example: You started a monthly subscription on January 12 and on September 20 you cancel your subscription. Your license will be valid until including October 12 and turn invalid at the same time of the day.

Pressing "Cancel subscription" confirms the cancellation.

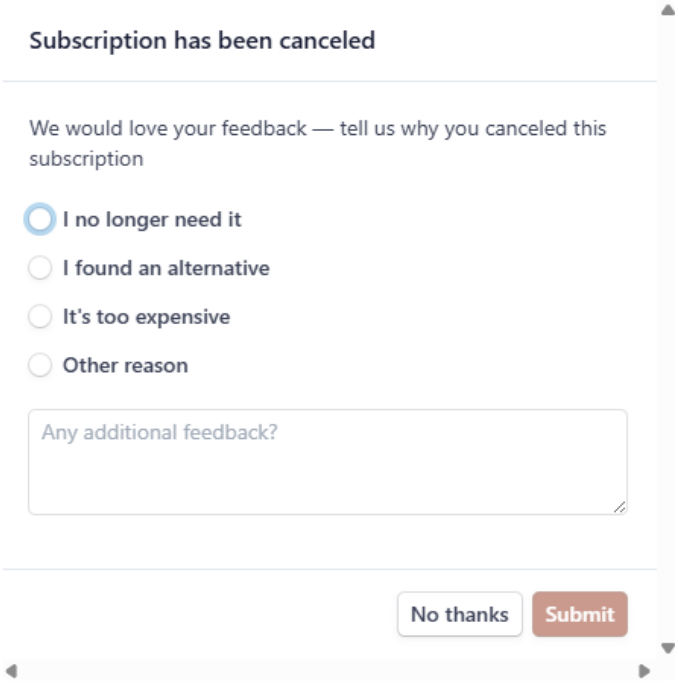
Revoking your cancellation

As long as your subscription is still active, you can revoke your cancellation. After your subscription has been cancelled, the "Cancel subscription" button on the portal's main page turns into a new button called "Don't cancel subscription". Clicking this button shows you a summary of the changes and effectively re-activates your subscription. Click "Renew subscription" to confirm.



Please help us make our addin better

We would love to understand better, how we can improve our product and our offer. After pressing "Cancel subscription" you will be asked to give optional feedback.



We would truly appreciate you letting us know what your reasons were and how we can improve. Also, feel free to always drop us an email. Thank you!

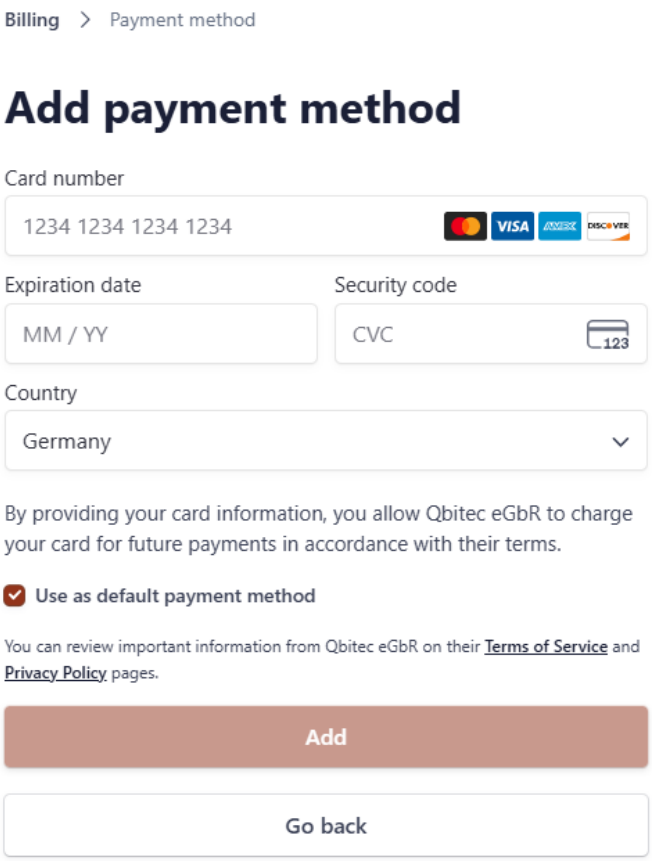
Reviewing and updating your payment methods

On the portal's main page you see your currently set up payment methods and their status. Here you can

- Change a payment method
- Add or remove payment methods
- Set a default payment method

Adding a payment method

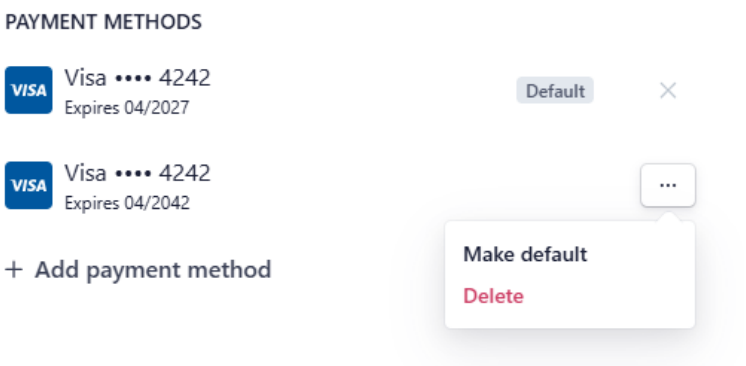
Below your listed methods click the "Add payment method" button. A new page opens with a credit card details form.



If you want to use this method as your default for the next billing, check "Use as default payment method". Once all details have been added, click "Add".

Removing a payment method

From the portal's main page click the "..." button next to one of the payment methods, then select "Delete". Note that you cannot delete your currently active default payment method.



Changing the default payment method

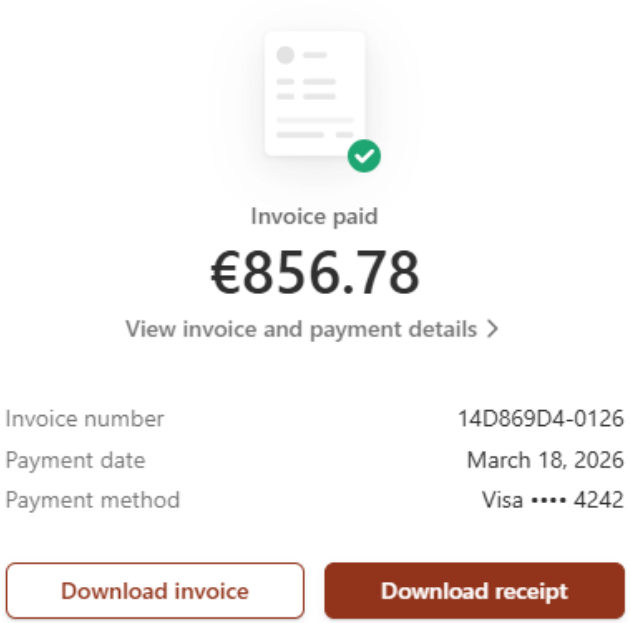
From the portal's main page click the "..." button next to one of the payment methods, then select "Make default".

Viewing and downloading your Invoices

On the very bottom of the portal's main page you find a section called "Invoice history".



Clicking one of the rows opens a new browser window, allowing you to download the invoice or the receipt as a PDF document.



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