

Support Announcement—March 31, 2020

April Support Payments

One last reminder for those of you who have support payments due April 1 (tomorrow)—if you have not contacted us to make changes in your plan, we will run your payment as usual to your card on file, and will credit 20% of that payment towards future training/consulting, as outlined in the Tech Tip of March 17, but repeated below.

If the only change you make is that you'd like to pay us monthly, rather than quarterly, we will still credit 20% of that payment toward future training/support.

If you need more information, or need to make a change, please contact Caralyn at Caralyn@liverycoach.com or (610) 296-7800 x7007. If we do not hear from you and also do not receive payment, and your support expires, we will not be able to provide support.

This is a difficult time for all of us, but together we will get through it. Thank you for understanding.

A regular Tech Tip will return next week.

Support cost and options:

As you are aware, your support cost is based on your system's total value. By eliminating unused licenses or modules, the system value decreases, along with your support payment. Options for changing the configuration are:

Option A (*the existing option*) – You may permanently drop any combination of licenses/modules. The items will be removed from your system and your annual support will be recalculated based on the new configuration. Should you wish to add any dropped licenses/modules in the future, you will need to repurchase them. While normally this option is only available at annual support renewal, we are temporarily waiving this restriction.

Option B (*new option*) – You may temporarily suspend licenses/modules you are not using during the crisis. For up to one year the license/module will be idled for one half the normal charge. Idled licenses/modules cannot be used during this time, but at your request, they will be reactivated, and support costs will adjust to the previous level.

Option C (*new option, with no configuration change*) – Defer a portion of your support payment. Your system configuration will remain the same and you'll continue to receive full support on the entire system, but you can reduce your payment by up to 35%. The portion deferred will still be due, but you'll have up to one year to catch up. Note that Option B and Option C cannot be used together.