

## Tech Tip Tuesday—May 6, 2025

### **IMPORTANT NOTICE--Billing and Payment procedures changing soon**

While we've been part of the Fullsteam family of companies for a while now, to this point we have continued to handle our own billing and collection for support payments, purchases, etc.

We are excited to announce that this will be changing soon!

Our team has been receiving training in Fullsteam's account system (NetSuite). Together with Fullsteam, we are streamlining the process so that, starting June 1, invoices will be sent from NetSuite, and payments will be collected by Fullsteam via NetSuite.

What that means is that your invoices will have a new look and will come from a new email address.

### **How will I make support payments going forward, or pay an invoice?**

Invoices will be sent directly from our new system, and will contain a clickable link where you can pay your invoice via credit card or ACH. In some cases we were able to port over your existing credit card on file from our billing system, but if you prefer to pay by ACH or a different credit card, you will have the ability to update that information securely. NetSuite uses a system called Paystand that allows you to maintain your preferred payment method on file.

### **What if I pay by physical paper check?**

For efficiency and security reasons, Fullsteam discourages the mailing of paper checks, as they can be less secure and increase costs for everyone. If you still have a need to pay by physical check in the short term, please contact us for instructions. At some point after the transition we will not be able to accept checks payable to Livery Coach and mailed to our West Chester, PA address.

### **Does this mean my billing contacts at Livery Coach will change?**

No! Madeline will still be sending out invoices for your support, purchases, etc. and will be our contact person for questions or changes, and can still be reached at [accounting@liverycoach.com](mailto:accounting@liverycoach.com).

### **A note about Sales Tax**

Because Fullsteam has a presence across the United States, their billing system will automatically add the appropriate sales tax for your services, based on the billing address. If software or SAAS is normally taxable in your state, but shouldn't apply to you (for example, in Pennsylvania, companies subject to Public Utility Commission regulations are exempt from sales tax), then please email your sales tax exemption form to [taxes@fullsteam.com](mailto:taxes@fullsteam.com)

Thank you for your cooperation and continued support as we navigate through this process.