

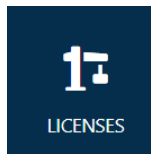


## Billing and License Management

How to modify billing information.....	2
How to purchase more or downgrade licenses .....	4
How to cancel a subscription.....	8

## How to modify billing information

1. As owner of the organization, access the billing under the license tab on the left-hand side of the web portal



Licenses

Renewal Date : May 30, 2021

[Manage Billing](#)

2. The pop up below will appear:



### SmartUse Enterprise Cloud licence

**\$0.00** Billed every year

Annual Enterprise SmartUse Cloud license for a unlimited number of users usable under the terms and conditions in force. >

Organization Information

Billing Address

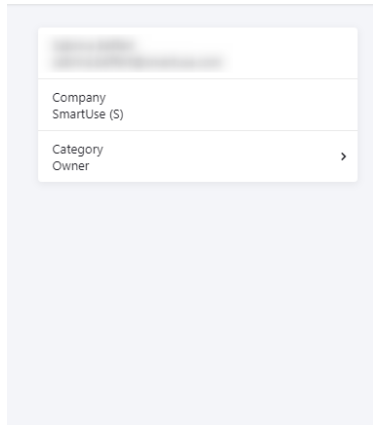
Payment Methods

Billing History

Questions? Our Support Team would be glad to help

## Organization Information – Organization owners' information, company name and category

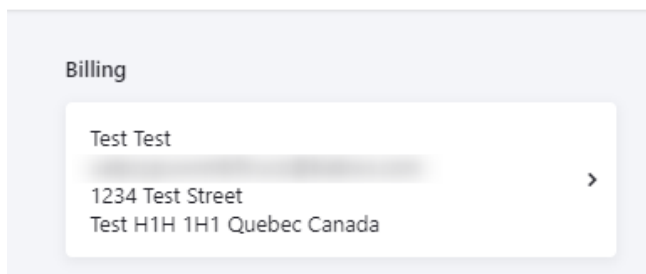
< Organization Details



A screenshot of the 'Organization Details' form. It features a header with a back arrow and the text 'Organization Details'. Below this is a light blue box containing a blurred profile picture at the top. Underneath the picture are two rows of text: 'Company SmartUse (S)' and 'Category Owner' with a right-pointing chevron.

## Billing Address – modify the billing information for your company

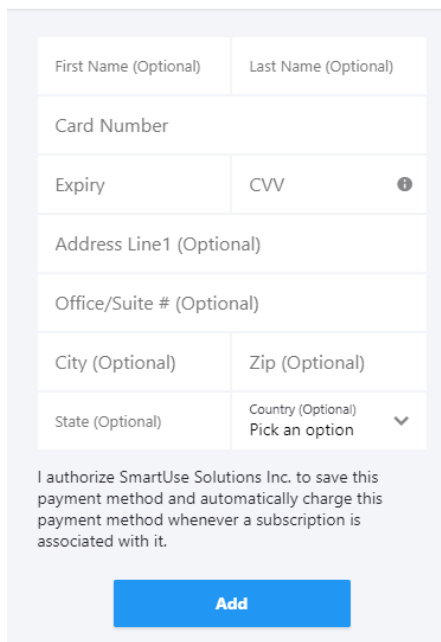
< Billing Address



A screenshot of the 'Billing Address' form. It has a header with a back arrow and the text 'Billing Address'. Below is a light blue box with the title 'Billing'. Inside this box is a white card containing the text 'Test Test' at the top, followed by '1234 Test Street' and 'Test H1H 1H1 Quebec Canada' on the next line. A right-pointing chevron is located to the right of the address text.

## Payment Methods – modify or add another method of payment

< Add a payment method



A screenshot of the 'Add a payment method' form. It features a header with a back arrow and the text 'Add a payment method'. The form is contained within a light blue box and consists of several input fields: 'First Name (Optional)', 'Last Name (Optional)', 'Card Number', 'Expiry', 'CVV' (with an information icon), 'Address Line1 (Optional)', 'Office/Suite # (Optional)', 'City (Optional)', 'Zip (Optional)', 'State (Optional)', and 'Country (Optional) Pick an option' (with a dropdown arrow). Below the form is a paragraph of text: 'I authorize SmartUse Solutions Inc. to save this payment method and automatically charge this payment method whenever a subscription is associated with it.' At the bottom of the form is a blue button labeled 'Add'.

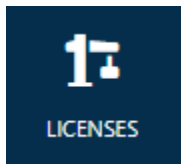
## Billing History – access and download your billing history in PDF format

< Billing history

- SmartUse Enterprise Cloud licence  
\$0.00 Nov 11, 2020 [Download](#)

## How to purchase more or downgrade licenses

1. As owner of the organization, go to the **Licenses** tab



2. Click to **Manage License Quantity**

Licenses

Renewal Date : May 30, 2021 [Manage Billing](#)

NAME	AVAILABLE QUANTITY	ACTIONS
SmartUse Cloud - Full License	10 license(s) available of 21 11 used (2 pending invitation(s))	<a href="#">Manage license quantity</a> ...

3. Enter all the required information (\*) if it has not already been entered previously. Click **Next**

### Organization Infos

Organization Name (\*)

Category (\*)

Country (\*)

Address (\*)

Office / Suite #

City (\*)

State / Province (\*)

Zip / Postal Code

Next

4. Enter the total number of licenses that you wish to have, including any that you currently have for a yearly or monthly basis. The price will be adjusted accordingly in the next tab. Click **Next**

### Licenses

Billing Interval

↩ ~16% OFF



CAD \$42

Per user / per month

Number of licenses

5. A summary of your order will appear, if everything looks good click **Proceed to Checkout**



- SmartUse Cloud license (CAD) \$50.00

Monthly individual SmartUse Cloud license for one user usable under the terms and conditions in force.

[Apply coupon](#)


Pay now \$57.49  
Next charge on Jan 3, 2021 \$57.49


[Proceed To Checkout →](#)


6. Select your payment method. We accept all major credit cards, checks or bank transfers. For payments that require a follow up, someone from our finance department will be in touch.

#### Add your payment details

Select a payment method

 Credit Card >

 Check >

 Bank Transfer >

7. Once you have entered your payment information. Review it one last time and then click **Pay & Subscribe**.



Pay now \$57.49 >  
Next charge on Jan 3, 2021 \$57.49 >

Apply coupon

Account  
Test Test Edit →

Company Test  
Category Other

Payment  
VISA ending 4242 Edit →

**Pay \$57.49 & subscribe**

Secure Checkout by Chargebee

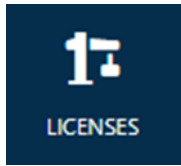
8. You should then see the pop up that the payment has been completed successfully and will receive the invoice shortly by email

**Operation completed successfully** ×

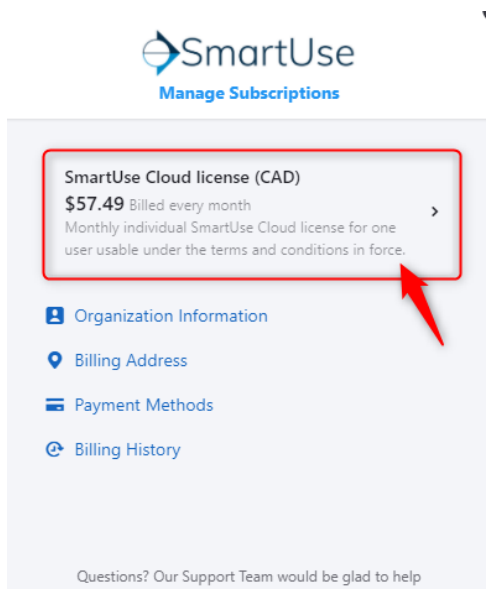
Payment completed

## How to cancel a subscription

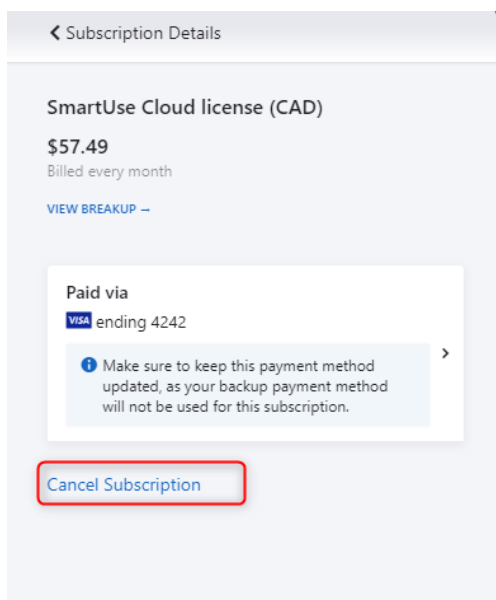
1. As owner of the organization, access the billing under the license tab on the left-hand side of the web portal



2. The following pop up will appear. Click on your current subscription:



3. Click **Cancel Subscription** at the bottom of the pop up





4. The date on which your subscription will be cancelled will appear. If you wish to cancel before this date, please contact [support@smartuse.com](mailto:support@smartuse.com). If not, you may add a reason for the cancellation (this is optional) and then click **Confirm Cancellation**

← Cancel Subscription

Your subscription will be  
cancelled on Jan 3, 2021

Reason for cancellation

**Confirm Cancellation**