eONE RENEWAL

AEP

GUIDE

AEP GUIDE

Everything you need to know about
eOne's Annual Enahancement Plan

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Need some AEP help or have
other questions?
Email us:
renewals@eonesolutions.com

eonesolutions.com

Introduction to AEP

Since 2001, eOne Solutions has provided superior products and services to help customers customize, integrate, automate and report on their ERP and CRM Data.

eOne's Annual Enhancement Plan (AEP) is a required yearly fee for customers utilizing eOne products under the perpetual license model.

I.

How Does AEP Work?

When a customer initially purchases an eOne perpetual license or SmartConnect site license, they are also required to purchase their 1st year annual enhancement plan. Each year, customers renew their annual enhancement plan in order to stay current on their licensing, receive their annual enhancement benefits and avoid incurring late fees.

eOne's Annual Enhancement Plan Benefits Include:

① Regular Hotfixes

If an urgent need arises to fix an issue affecting a large amount of customers, eOne Solutions releases a hotfix as soon as possible.

② Service Packs

If there's a need to release new functionality and multiple fixes on product release, eOne will address those together and issue a service pack at an appropriate time.

③ Functional Releases

Routinely scheduled product releases which provide new features and address any known issues.

④ Support Incidents

Two support incidents per year. Additional eOne Support Hours and Plans may be purchased at the eOne Shop.

⑤ Support & Services

The ability to work with eOne's support and services team.

II.

How is AEP Calculated?

Annal Enhancement Plans are calculated at 20% of the current retail perpetual license price. For example, with a retail list price of $7000, AEP is calculated as: $7000 * 20% = $1400. So, for the license price year 1 and after:

Year 1: The price is based on the perpetual product retail license price + year 1 annual enhancement. In the scenario of an item with a price of $7000:

License Price:	$7000
1st Year Annual Enhancement Plan:	$1400
Total:	**$8400**

Year 2 & After (the next annual renewal)**:** The annual enhancement plan price is based on 20% of the current list price. In the scenario of an item with a price of $7000:

Annual Enhancement Plan Renewal Total:	$1400

How Do Late Fees Incur?

Once a customer is past due on their annual renewal date, late fees start accruing and accrue up to 30% of your AEP each year. We strongly encourage our customers to renew their AEP in advance to their expiry date to avoid late fees and be able to access their AEP benefits.

Two Ways to Access eOne Solutions' Retail List Pricing:

- At the eOne Shop

- On eOne's Quarterly Price List, which includes regional pricing. Available here.

How Do I Renew the AEP for my eOne Products?

III.

We've Made it Easy!

① Login to our Website

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www.eonesolutions.com

Have questions? Email us:
renewals@eonesolutions.com

② Pay the customer's renewal online with a credit card

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③ Step by step renewal directions

View the Directions

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IV.

Renewal Notifications via a Monthly Report

The billing contact will receive a monthly AEP report, which provides renewal details including:

- Customer renewals due in 120, 90, 60, 30 days
- Customer renewals expired or past due
- Amount due per product per customer

Sample Renewal Notifications Report linked here.

V.

FAQs

Can I adjust my next renewal date?

Yes, when you add your renewal item to your cart, we provide the option to align and choose your next renewal date for your AEP. By default, it's an annual renewal.

Why is it required to be current on my licensing in order to work with eOne's support and services team?

eOne Solutions is actively investing in, developing and enhancing SmartConnect, Popdock, Extender, Smartlist Builder, SmartView, Nodebuilder, SmartPost, and Flexicoder. For a number of them, we also offer additional templates and service offerings, which require the most current version of our software. Being able to access the most current version of our products is also important for scenarios that require a newer feature, a hotfix or different release.

If I need more than two incidents of support, what's recommended?

Of course. Additional eOne Support Hours and Plans may be purchased at the eOne Shop. We do offer unlimited support plans for every product, which will ensure you're covered for any questions that come up.

What if I'd like help building out a solution?

Any time customers or partners would like eOne's help to build a solution, we consider that services. We have a defined process to ensure projects are well-scoped, structured and successfully delivered. We'd love to help, so contact our sales team at renewals@eonesolutions.com or give us a call at +1-888-319-3663 to discuss your project and get a quote.

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