



## Frequently Asked Questions (FAQ)

### **What is included in the subscription price?**

The subscription price includes 1 database, 1 budget administrator and the next version release of the application.

### **When is the earliest I can have the application installed?**

As soon as your subscription for 1<sup>st</sup> year is paid, the installation can be scheduled

### **How will the installation process work?**

A member of our WisePlanner team will schedule an installation appointment with you. This installation will take no longer than 1 hour and will not require any downtime in Sage 300.

### **Is installation mandatory by BAASS or can our internal IT complete the install?**

The installation must be completed by a member from the WisePlanner team.

### **When will I receive the user documentation?**

Once payment has been received and product is installed, the budget administrator will receive the user guide.

### **What if I think that something can be added to WisePlanner to make it more useful for my organization?**

We are always welcoming feedback and suggestions by our clients. Please submit your requests for enhancement online

### **How do I renew my subscription?**

Your subscription will be automatically renewed unless you send us an email for cancellation 60 days before your renewal date



### **Subscription cancellation policy**

To cancel the renewal for the following year, the client must notify BAASS 60 days before the end of their subscription date.

### **How will I get charged for support?**

On time and material basis