## ADDEON.

# **Tutorial of Renewing Your Subscription**

Appeon provides two ways for you to renew your subscription: a manual renewal process and an automatic renewal process (i.e. the <u>Appeon Auto-Renewal Program</u>).

You can enroll in the Appeon Auto-Renewal Program at the time of placing a new order, which is the default setting. You may also enroll some or all of your active subscriptions in the Appeon Auto-Renewal Program up to 30 days before the expiration date of the applicable subscriptions.

If you miss this enrollment deadline, you may manually renew a subscription before it expires.

#### 1. Manual Renewal

Users who choose to manually renew a subscription can submit the renewal request at any time before the subscription expires.

1. Log in to the <u>User Center</u> and go to the <u>Renew Subscriptions</u> under the Orders & Subscriptions

menu.								
User Center								
嶜 User Profile		Renew Subscriptions						
Billing Information								
🕹 Downloads		Renewal Method Auto	▼ Sear	Reset				
I Orders & Subscriptions				ically renewed 30 days prior to the expiration date. This	option will be lock-down 30	days prior to the exp	iration date and you	can
Order History		switch your renewal method be	fore that.					
Valid Subscriptions		Order Number	Quantity	Subscription	Valid Period	Auto-Renewal	Renew To	
Valid Subscriptions Purchase Subscriptions		Order Number + AO18000144	Quantity	Subscription PowerBuilder Standard				•
			<b>Quantity</b> 1		Valid Period 02/25/2018~02/24/2019	Auto-Renewal	Renew To Standard	Ŧ
Purchase Subscriptions			Quantity 1 1					T T
Purchase Subscriptions Renew Subscriptions	•	+ AO18000144	Quantity 1 1	PowerBuilder Standard	02/25/2018~02/24/2019	Auto	Standard	
Purchase Subscriptions Renew Subscriptions Upgrade Subscriptions	•	+ AO18000144	Quantity 1 1	PowerBuilder Standard	02/25/2018~02/24/2019	Auto	Standard	

2. Ensure the Renewal Method is set to Manual and click the Search button. All subscriptions that can be manually renewed will be listed in this page.

📽 User Profile	Renew Subscription	ons					
Billing Information							
🕹 Downloads		anual 🔻 Seal	Reset				
III Orders & Subscriptions	Vou can manually t	ito		te you may be required to purchase new sul			
Order History	renewal method to Aut date and you can switc			of using your subscriptions. This option will	be lock-down 30 da	ays prior to the expir	ation
Valid Subscriptions	uate and you can swite	n your renewar method	belore that.				
	Order Number	Quantity	Subscription	Valid Period	Auto-Renewal	Renew To	
Purchase Subscriptions		-					
Purchase Subscriptions Renew Subscriptions	+ 🗷 AO18000149	3	PowerBuilder Standard	02/26/2018~02/25/2019	Manual	Standard	٣
		3	PowerBuilder Standard	02/26/2018~02/25/2019	Manual	Standard	Ŧ
Renew Subscriptions		3	PowerBuilder Standard PowerBuilder Universal	02/26/2018~02/25/2019	<u>Manual</u>	Standard Universal	T T
Renew Subscriptions Upgrade Subscriptions	+   AO18000149 +   AO1800090	3					

3. Find the subscription that you want to renew. You can select multiple subscriptions (even if across multiple orders) and renew them at one time. If you want to upgrade or downgrade your subscription level you can change the subscription level specified in the "Renew To" column. Any such upgrade or downgrade will take effect when the current subscription period expires.

🕹 Downloads	Renewal Method M	anual <b>v</b> Search Re	set			
IIII Orders & Subscriptions	-		ne before they expire. Please note you may be requ	· · · · · · · · · · · · · · · · · · ·		
Order History Valid Subscriptions		to will make sure the renewal occ ch your renewal method before th	ur on time with no interruption of using your subs nat.	riptions. This option will be loc	k-down 30 days pri	or to the expiration
Purchase Subscriptions	Order Number	Quantity	Subscription	Valid Period	Auto-Renewal	Renew To
Renew Subscriptions	- 🖉 AO18000149	3	PowerBuilder Standard	02/26/2018~02/25/2019	Manual	Standard •
Upgrade Subscriptions 歸 License Management	♥ ● Online	Unassigned				Standard •
🍄 My Trial Licenses	✓ Online	Unassigned				Standard 🔻
🝽 Conference Management	♥ ● Online	Unassigned				Standard Cloud Universal
	Online	Unassigned				Standard 🔻
	+ 🗹 AO18000090	1	PowerBuilder Universal	11/13/2019~11/12/2020	<u>Manual</u>	Universal •
	+ 🗐 AO18000089	0	PowerBuilder Universal	02/03/2021~02/02/2022	Manual	Universal •
			Checkout and Submit Payment	I		

- 4. Then click the Checkout and Submit Payment button.
- 5. Follow the online process to complete your purchase.

#### 2. Auto-Renewal Program (at Time of Purchase)

- 1. Place either a new or a manual renewal order on the Appeon website.
- 2. Keep the "Renew my product subscriptions and bill me automatically" option selected, accept the order terms and conditions, and click the Place order button to proceed.

Subscription		Item Price	Quantity	Discount	Total Price
PowerBuilder	Standard	\$3.00	1	\$297.00	\$3.0
					TOTAL \$3.00
Billing Info	ormation		Choose Payment Me	ethod	
Name	test han		Wire Transfer		
Email			<ul> <li>Check</li> <li>Credit Card</li> </ul>		
Company	test		Choose Renewal Me	thod	
Address	deqf		Renew my product sub	oscriptions and bill me autor	matically
Country	Australia		By selecting this option, y	you are enrolling all subscrip	ptions in this order i
			Appeon Subscription Aut	to-Renewal Program, and in	accordance with th
			terms and conditions.		
			I have read and accept	ed the terms & conditions	
				Place order	

3. As soon as your order is processed you will be able to locate and verify your subscriptions enrolled in the Appeon Auto-Renewal Program under the <u>Renew Subscriptions section of the Appeon website</u>.



#### 3. Auto-Renewal Program (After Purchase)

1. Log in to the <u>User Center</u> and go to the <u>Renew Subscriptions</u> under the Orders & Subscriptions menu.

Renew Subscript	ions					
Renewal Method	Manual 🔻 Sear	Reset				
<ul> <li>You can manually ren</li> </ul>	ew all your subscriptions	at any time before they expire. Pleas	e note you may be required to purchase new sul	bscriptions if you let	t them expire. Set the	2
			tion of using your subscriptions. This option will	be lock-down 30 da	ays prior to the expira	ation
Order Number	Quantity	Subscription	Valid Period	Auto-Renewal	Renew To	
+ 🗷 AO18000090	1	PowerBuilder Universal	11/13/2019~11/12/2020	Manual	Universal	
+ 🗷 A018000089	1	PowerBuilder Universal	02/03/2021~02/02/2022	Manual	Universal	
+ 🗷 A018000088	1	PowerBuilder Universal	02/02/2020-02/01/2021	Manual	Universal	
+ 🖉 A018000038	1	PowerBuilder Standard	02/02/2018-02/01/2019	Manual	Standard	
	Renewal Method [ Vou can manually rer renewal method to A date and you can swi Order Number + 2 A01800089 + 2 A01800088 + 2 A01800088	You can manually renew all your subscriptions renewal method to Auto will make sure the re date and you can switch your renewal method cate.           Order Number         Quantity           + @ A018000090         1           + @ A018000090         1           + @ A018000090         1           + @ A018000090         1           + @ A018000090         1	Renewal Method       Manual       Cearch       Reset         You can manually renewal your subscriptions at any time before they expire. Please renewal nethod to Auto will make sure the renewal accur on time with no interrup date and you can switch your renewal method before that.       Image: Content of the subscription of the sub	Renewal Method       Manual       Search       Reset         You can manually renew all your subscriptions at any time before they expire. Please note you may be required to purchase new su memory actual with no interruption of using your subscriptions. This option will date and you can switch your renewal method before that.       Voider Number       Quantity       Subscription       Valid Period         + @ Ac018000059       1       PowerBuilder Universal       11/13/2019-11/12/2020         + @ Ac018000058       1       PowerBuilder Universal       02/03/2021-02/02/2022         + @ Ac018000058       1       PowerBuilder Universal       02/02/2020-02/01/2021	Renewal Method       Manual       Search       Reset         You can manually tenewall your subscriptions at any time before they expire. Please note you may be required to purchase new subscriptions if you let for while before that.       Vou can manually tenewall your subscriptions at any time before they expire. Please note you may be required to purchase new subscriptions. This option will be lock-down 30 did date and you can switch your renewal method before that.         • Order Number       Quantity       Subscription       Valid Period       Auto-Renewal         + © Act08000090       1       PowerBuilder Universal       11/13/2019-11/12/2020       Manual         + © Act08000090       1       PowerBuilder Universal       02/03/2021-02/02/2022       Manual         + © Act08000089       1       PowerBuilder Universal       02/02/2020-02/01/2021       Manual         + © Act08000088       1       PowerBuilder Universal       02/02/2020-02/01/2021       Manual	Renewal Method       Manual       Search       Reset         You can manually renew all your subscriptions at any time before they expire. Please note you may be required to purchase new subscriptions if you let them expire. Set the renewal method to Auto will make sure the renewal accur on time with no interruption of using your subscriptions. This option will be lock-down 30 days prior to the expire date and you can switch your renewal method before that.         Image: Creder Number       Quantity       Subscription       Valid Period       Auto-Renewal       Renew To         Image: Image

2. Ensure the Renewal Method is set to Manual and click the Search button. All subscriptions that are set to manually renew are listed here.

User Center							
불 User Profile	Renew Subscriptions						
Billing Information	1.						
🕹 Downloads	Renewal Method Manual	▼ Sear	ch Reset				
I≣ Orders & Subscriptions	You can manually Auto		at any time before they expire. Please note you		1 A A A A A A A A A A A A A A A A A A A		
Order History	date and you can switch your re		newal occur on time with no interruption of using	g your subscriptions. This option will	be lock-down 30 da	ys prior to the expirat	tion
Valid Subscriptions			belore that				
Purchase Subscriptions	2. Order Number	Quantity	Subscription	Valid Period	Auto-Renewal	Renew To	
Renew Subscriptions	+ 🗹 AO18000090	1	PowerBuilder Universal	11/13/2019~11/12/2020	Manual	Universal	•
Upgrade Subscriptions	L						
I License Management ▼	+ 🗷 AO18000038	1	PowerBuilder Standard	02/02/2018~02/01/2019	Manual	Standard	Ŧ
🛈 My Trial Licenses 👻			Checkout and Subm	nit Payment			
P Conference Management 🗸							

3. Locate the subscription or group of subscriptions that you want to enroll in the Appeon Auto-Renewal Program. Click the Manual link. In the pop-up window change your renewal method from Manual to Auto and click the Save button.

User Profile	Renew Subscriptic	ons					
Billing Information		Change Renewa	al Method	×			
Downloads	Renewal Method Ma	nenewar metric	Manual				
Orders & Subscriptions	You can manually renew		out any interruption. Payment will be automatically cha	arged 30 days prior			them expire. Set the
Order History	renewal method to Aut date and you can switc		ons expiration date if your payment method is credit ons will be sent to you 30 days prior to the subscripti		ons. This option will	be lock-down 30 da	iys prior to the expira
Valid Subscriptions			nethod is Wire Transfer and Check.				
Purchase Subscriptions	Order Number	By choosing the R	enewal Method to Auto, you are enrolling all the subsc	criptions in <u>Appeon</u>	eriod	Auto-Renewal	Renew To
Renew Subscriptions	+ 🗹 AO18000090	Subscription Auto	-Renewal Program, and in accordance with the terms a	ind conditions.	2019~11/12/2020	Manual	Universal
Upgrade Subscriptions			Save Cancel				
License Management	+ 🗹 AO18000089				2021~02/02/2022	<u>Manual</u>	Universal
My Trial Licenses	+ ☑ AO18000088	1	PowerBuilder Universal	02/02	/2020~02/01/2021	Manual	Universal
	+ 🗷 AO18000038	1	PowerBuilder Standard	02/02	/2018~02/01/2019	Manual	Standard

4. You will now be returned to the previous page. Ensure the Renewal Method is set to Auto and click the Search button to see all subscriptions enrolled in the Appeon Auto-Renewal Program. This confirms that you have successfully enrolled.

User Center								
🐮 User Profile	Renev	v Subscriptions						
Billing Information	1.							
🕹 Downloads	Renew	val Method Auto	▼ Search	Reset				
I Orders & Subscriptions		Auto subscriptions in uns ist wi		ally renewed 3) days prior to the expiration date. This	option will be lock-down 30 (	days prior to the exp	iration date and you c	an
Order History	switch	n your renewal method befo	re that.					
Valid Subscriptions	2. Order	r Number	Quantity	Subscription	Valid Period	Auto-Renewal	Renew To	
Purchase Subscriptions	+ A018	3000090	1	PowerBuilder Universal	11/13/2019~11/12/2020	Auto	Universal	•
Renew Subscriptions								
Upgrade Subscriptions	+ AO18	8000088	1	PowerBuilder Universal	02/02/2020~02/01/2021	Auto	Universal	•
器 License Management	•							
🛱 My Trial Licenses	•							



### 4. Cancel Enrollment in the Auto-Renewal Program

1. Log in to the <u>User Center</u> and go to the <u>Renew Subscriptions</u> under the Orders & Subscriptions menu.

📽 User Profile	Renew Subscriptions	<					
Billing Information	Renewal Method Manu		ch Reset				
Orders & Subscriptions	-	vill make sure the rer	newal occur on time with no interruption o	te you may be required to purchase new sub of using your subscriptions. This option will	1 A A A A A A A A A A A A A A A A A A A		
Valid Subscriptions Purchase Subscriptions	Order Number	Quantity	Subscription	Valid Period	Auto-Renewal	Renew To	
Renew Subscriptions	+ 🖉 AO18000090	1	PowerBuilder Universal	11/13/2019~11/12/2020	Manual	Universal	
		1	PowerBuilder Universal	02/03/2021~02/02/2022	Manual	Universal	
	+ 🗷 AO18000089						
License Management		1	PowerBuilder Universal	02/02/2020~02/01/2021	Manual	Universal	
Upgrade Subscriptions & License Management My Trial Licenses Conference Management	▼ +	1	PowerBuilder Universal PowerBuilder Standard	02/02/2020~02/01/2021	<u>Manual</u> <u>Manual</u>	Universal	

2. Set the Renewal Method to Auto and click the Search button. All subscriptions enrolled in the Appeon Auto-Renewal Program will be listed here.

User Center							
🖀 User Profile	Renew Subscriptions						
Billing Information	1.						
🕹 Downloads	Renewal Method Auto	▼ Sear	ch Reset				
I Orders & Subscriptions	All the subscription Auto		tically renewed 30 days prior to the expiration date. T	his option will be lock-down 30	days prior to the ex	piration date and you can	l.
Order History	switch your renewal method b	pefore that.					
Valid Subscriptions	Order Number	Quantity	Subscription	Valid Period	Auto-Renewal	Renew To	
Purchase Subscriptions	+ AO18000089	1	PowerBuilder Universal	02/03/2021~02/02/2022	Auto	Universal	v
Renew Subscriptions							
Upgrade Subscriptions	+ AO18000088	1	PowerBuilder Universal	02/02/2020~02/01/2021	Auto	Universal	•
Upgrade Subscriptions III License Management		1	PowerBuilder Universal	02/02/2020~02/01/2021	<u>Auto</u>	Universal	*
	•	1	PowerBuilder Universal	02/02/2020~02/01/2021	<u>Auto</u>	Universal	Ŧ

3. Locate the subscriptions that you want to remove from the Appeon Auto-Renewal Program. Click the Auto link. In the pop-up window change your Renewal Method from Auto to Manual and click the Save button.

User Center						
쓥 User Profile	Renew Subscription	าร				
Billing Information		Change Renewal Method				
🛓 Downloads	Renewal Method Au	Renewal Method* Auto				
I Orders & Subscriptions	All the subscriptions in t	Your subscriptions will Auto n continue to use the subscriptions without any interruption. Payment will be automatically charged <b>30 days prior</b>	ill be lock-down 30	days prior to the exp	piration date and you	ı can
Order History	switch your renewal me	to the subscriptions expiration date if your then-current payment method is credit card. Bills with payment instructions will be sent to you 30 days prior to the subscriptions expiration				
Valid Subscriptions	Order Number	date if your then-current payment method is Wire Transfer and Check.	eriod	Auto-Renewal	Renew To	
Purchase Subscriptions	+ AO18000089	By choosing the Renewal Method to Auto, you are enrolling all the subscriptions in Appeon	2021~02/02/2022	Auto	Universal	
Renew Subscriptions		Subscription Auto-Renewal Program, and in accordance with the terms and conditions.				
Upgrade Subscriptions	+ AO18000088	Save	2020~02/01/2021	<u>Auto</u>	Universal	*
器 License Management 🗸 👻						
🛱 My Trial Licenses 👻						
Conference Management						

4. You will now be returned to the previous page. Ensure the Renewal Method is set to Manual and click the Search button to see all subscriptions that are set to renew manually. Verify that the subscription(s) you wish to remove from the Appeon Auto-Renewal Program are listed here and that Manual is displayed in the auto-renewal column. This confirms that you have successfully cancelled enrollment in the Appeon Auto-Renewal Program for the applicable subscription(s).

User Center								
📽 User Profile		Renew Subscriptions						
Billing Information	1	L.						
🕹 Downloads		Renewal Method Manual Manual		Reset				
I Orders & Subscriptions	•				e note you may be required to purchase new su tion of using your subscriptions. This option will			
Order History		date and you can switch you			tion of using your subscriptions. This option will	be lock-down 50 da	lys prior to the expira	auon
Valid Subscriptions								
Purchase Subscriptions		Order Number	Quantity	Subscription	Valid Period	Auto-Renewal	Renew To	
Renew Subscriptions		+ 🗷 AO18000090	1	PowerBuilder Universal	11/13/2019~11/12/2020	Manual	Universal	*
Upgrade Subscriptions	1	2.						
BR License Management	•	+ 🗹 AO18000089	1	PowerBuilder Universal	02/03/2021~02/02/2022	<u>Manual</u>	Universal	<b>*</b>
🛱 My Trial Licenses	•			Checkou	it and Submit Payment			
Conference Management	•							



#### 5. Renewal Payment Method

The payment method used to place your most recent order will be set as the payment method for all future orders.

You can change your payment method in the <u>billing information</u> section of the Appeon website.

1. Select a payment method that you want to use for your future orders and click the Save button.



2. If you want to change your billing contact and/or address click the Edit Billing Information link and proceed to make the change and click the Save button.

User Center									
📽 User Profile	Billing Inform	Edit billing information							
Billing Information		First Name*	test	Last	t Name*	han			
🕹 Downloads	81	Email*	n						bd
I Orders & Subscriptions	₩ te ▼ \$5	Phone*	5184158184						
器 License Management	• @n	Company*	test						l
th My Trial Licenses	.åd ▼ Æ≣f	Address1*	deqf						
	A mai	Address2							l
Conference Management	* Edit	Zip Code*	12548514		City*	fqef			l
		Country*	Australia				¥		
		_	s	ave	Cancel			-	