



Mekorma Enhancement Plans

Subscriptions to the Mekorma Payment Hub, PowerApprovals, Payroll or MEM Connector Enhancement Plans (EP) entitles subscribers to registration keys, UNLIMITED* technical support, access to product updates and version upgrade files during the period for which has been paid. Support for the Enhanced ePayments is covered under your paid Payment Hub subscription and signed outsourcing contract. EP Subscribers can contact Support by opening a support case on our [Online Portal](#) as well as find helpful information in our [Knowledge Base](#) and [User Guides](#), all located on our [website](#). Our toll-free number is 888-MEKORMA (635-6762).

EP subscription renewal fees for the Payment Hub, Payroll, and MEM Connector is equal to 20% of the current suggested retail price of the module(s) at the time the subscription period begins. The PowerApprovals subscription is renewed at the full product price each year. Subscription fees can be pro-rated at a portion of a year (6 months minimum required) to accommodate adjustments of the expiration date for the subscription period.

EP subscribers are only eligible to receive product updates publicly released to the Mekorma website while the subscription is current. [Mekorma Downloads Page](#)

EP subscriptions must be maintained consecutively in order to maintain valid software registration keys. To remain current, subscriptions must be renewed no more than 30 days after the current subscription period ends.

Reactivating Lapsed EP

Should the EP not be renewed within thirty days after the current subscription expires, it will be considered lapsed. Depending on the version and build of Mekorma you are running at the time the plan lapses, here is what will be needed in order to renew:

- ***Clients on a version and builds x78, x178, x478 or older:***

To reactivate an elapsed plan all past, unpaid subscription periods must be paid at the current rate plus a ten percent (10%) late fee. The future months of the current subscription period will be billed at the regular current rate.

- ***Clients on a version and builds x80, x180 or newer:***

Registration Keys for newer builds will expire 30 calendar days after a client's product expiration date has passed. The Mekorma software will stop working and payment must be made in order to renew the EP plan and received new registration keys.



Premium Support Fee

Tier 1. If you are running Dynamics GP 2018, or the modern lifecycle (GP18.2 / 18.3), access to full support is included in your basic maintenance plan, billed at the time of renewal.

Tier 2. If you are on Dynamics GP 2016 or previous versions, you will be charged Mekorma's Premium Support Fee (PSF) each calendar year in addition to your basic maintenance plan fee. PSF is an additional \$750 billed at the time of renewal, to account for the time, training and costs of supporting Mekorma products running on unsupported versions of Dynamics GP.

**Please note, Mekorma's PSF will also apply to customers running GP2018 after January 10, 2023, as Microsoft will stop supporting that version at that time. We will continue to align with Microsoft's support schedule.*

Professional Services

Mekorma offers new product and upgrade implementation services for all our products. These services are quoted and billed separately from a subscribers yearly enhancement plan. To schedule a call with a member of our team or find out more about the services we provide, visit our [Implementation page](#) on our website.

SPLA

SPLA or monthly subscription pricing includes software licensing and enhancement. There is no separate enhancement charge.

****Unlimited Technical Support - Terms and Conditions***

The unlimited technical support included with the Annual Enhancement agreement, includes unlimited calls, emails and web-form submissions to the Mekorma Technical Support team during normal Mekorma business hours regarding issues covered under the definition of Standard Mekorma Technical Support. Issues outside of Standard Mekorma Technical Support and support offered outside of normal Mekorma business hours may incur additional charges. Please request a copy of our Support Plan document for more information about what is covered under Standard Mekorma Technical Support.