

Switch from monthly to annual billing

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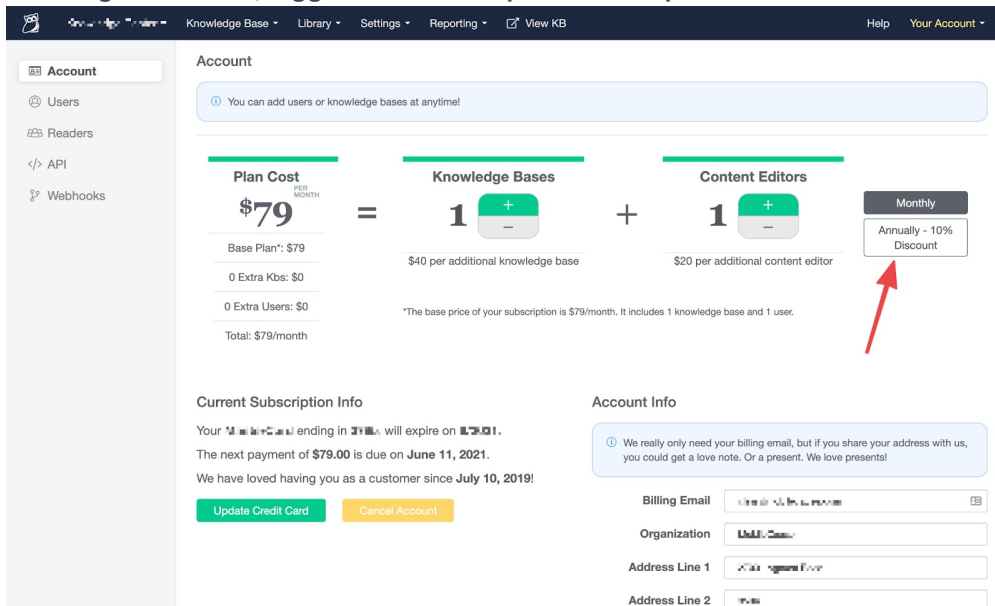
How do I make the change?



Please note: You will only be able to switch from monthly to annual billing if you are an Admin user on your account. If you don't see **Your Account > Account** in the app, you are not an Admin, and will need to contact an Admin user on your account to switch from monthly to annual billing.

You can switch from monthly to annual billing at any time. Once logged into the app:

1. Go to **Your Account > Account**.
2. On the right hand side, toggle from **“Monthly”** to **“Annually - 10% discount”**.



The screenshot shows the 'Account' page in the KnowledgeOwl app. The top navigation bar includes 'Knowledge Base', 'Library', 'Settings', 'Reporting', 'View KB', 'Help', and 'Your Account'. The left sidebar has 'Account', 'Users', 'Readers', 'API', and 'Webhooks'. The main content area is titled 'Account' and contains a message: 'You can add users or knowledge bases at anytime!'. Below this is a pricing breakdown: 'Plan Cost PER MONTH' is \$79, 'Knowledge Bases' is 1 (with a '+' button), and 'Content Editors' is 1 (with a '+' button). A red arrow points to the billing toggle switch, which is currently set to 'Monthly' and can be switched to 'Annually - 10% Discount'. Below the pricing is 'Current Subscription Info' and 'Account Info' with various input fields.

3. Then click on **“Upgrade”** to finalize the change. A confirmation pop-up will appear which will show your yearly total. The actual amount charged may be less than this total if you are part-way through your billing month (please see **"If I switch to annual, how soon will I be billed?"** below).

The screenshot shows the 'Account' page in the KnowledgeOwl application. The main content area displays a pricing breakdown for an annual subscription. On the left, under 'Plan Cost', it shows a total of \$853 per year, which includes a 10% annual discount of \$85 from a base plan of \$948. The breakdown is as follows:

- Base Plan: \$948
- 0 Extra Kbs: \$0
- 0 Extra Users: \$0
- 10% Annual Discount: \$85
- Total: \$853/year

In the center, under 'Knowledge Bases', it shows 1 knowledge base included, with an option to add more at \$40 per additional knowledge base. On the right, under 'Content Editors', it shows 1 content editor included, with an option to add more at \$20 per additional content editor. A red arrow points to a green 'Upgrade' button. Below this, 'Current Subscription Info' indicates the current plan ends on 6/2021 and the next payment of \$79.00 is due on June 11, 2021. There are buttons for 'Update Credit Card' and 'Cancel Account'. On the right side, 'Account Info' includes fields for 'Billing Email' and 'Organization'.

If I switch to annual, how soon will I get billed?

Right away! If you choose to switch from monthly to annual billing, you will be charged immediately for a full year of service with a 10% discount. However, if you are part-way through a month of service that you've already paid for, our system will generate a prorated refund for the unused time on the monthly charge, and offset that against the annual charge.

Will I be billed for a full year from today's date?

You will be billed for a full year from the date you make the switch, and that date will become your new annual renewal date. You will be charged for an additional year of service each year on that date.

Is the 10% discount one-time or recurring?

Once you've made the switch, it's all yours! You will continue to receive a 10% discount for as long as you stay on an annual plan. If you move away from annual billing, you will no longer be eligible to receive the 10% discount.

Can I switch back to monthly at a future date?

Absolutely! Please email us at billing@knowledgeowl.com if you would like to switch back to a monthly subscription. If you choose to switch back from annual to monthly billing, our system will generate a prorated refund for the unused time on the annual charge. That can be held in credit on your account, or refunded back to your payment method, whichever you prefer. However, bear in mind that if you switch back to monthly billing you will no longer be eligible to receive the 10% discount.

If I switch to annual, am I locked in for a full year?

No matter whether you subscribe to monthly or annual billing, you are free to cancel your account at any time. You can do this in the app by going to Your Account > Account and clicking on the yellow "Cancel Account" button. Please email us at billing@knowledgeowl.com for a prorated refund of any unused time on your

annual subscription.

The screenshot displays the 'Account' page in the KnowledgeOwl software. The top navigation bar includes 'Knowledge Base', 'Library', 'Settings', 'Reporting', 'View KB', 'Help', and 'Your Account'. A left sidebar lists 'Account', 'Users', 'Readers', 'API', and 'Webhooks'. The main content area is titled 'Account' and features a notification: 'You can add users or knowledge bases at anytime!'. Below this, a pricing breakdown shows a 'Plan Cost' of \$79 per month, which is composed of a 'Base Plan' of \$79, '0 Extra Kbs' at \$0, and '0 Extra Users' at \$0. The total is \$79/month. This is broken down into '1 Knowledge Base' at \$40 each and '1 Content Editor' at \$20 each. A toggle switch is set to 'Monthly', with an option for 'Annually - 10% Discount'. A note states: '*The base price of your subscription is \$79/month. It includes 1 knowledge base and 1 user.' Below the pricing, 'Current Subscription Info' shows the subscription ending on 11/11/2021, with the next payment of \$79.00 due on June 11, 2021. A message says 'We have loved having you as a customer since July 10, 2019!'. There are two buttons: 'Update Credit Card' and 'Cancel Account', with a red arrow pointing to the latter. 'Account Info' includes fields for 'Billing Email', 'Organization', 'Address Line 1', and 'Address Line 2', with a note: 'We really only need your billing email, but if you share your address with us, you could get a love note. Or a present. We love presents!'.

What are my payment options?

If you switch from monthly to annual billing, your annual charge will be made to the same card you have registered on your account for your monthly payments. We also offer invoiced billing - see below for details.

Can I pay by invoice?

Yes! We offer payment by invoice on all annual accounts. Please email us at billing@knowledgeowl.com to request the switch.