



December 16, 2013

## **HFS Billing Updates and Changes**

To All HFS Billing Contacts:

Earlier this year we made a change to our billing process and began emailing invoices rather than sending them via US mail. It is our hope this change was an improvement for our clients. In an effort to make processing invoices for payment a little smoother, we will be making another change to our billing process beginning in January, 2014.

To provide clients additional processing time for annual renewal invoices, we will be changing our billing process from Net 30 Days (clients have 30 days to pay the invoice) to Net 60 Days (clients will have 60 Days to pay the invoice). Invoices outstanding after 60 days will be considered Past Due and may be placed on hold. Statements will continue to be sent out monthly as a gentle reminder if payment has not been received.

This change will be made to all client accounts. However, resellers of our software will be provided additional time to contact their clients.

In order to achieve this, prebilling forms for January and February renewals will be sent out in December, with renewal invoices for both months being emailed out on January 1, 2014. January renewal clients will be given an additional 30 days to February 28, 2014 to process the invoice for payment. Renewals for February clients will also be due February 28, 2014. Then in January we will continue with this schedule, sending the prebilling forms out two months in advance of license expiration and then invoicing one month in advance of license expiration. Our goal is to give our clients more time to obtain Purchase Orders or any other kind of authorization needed in order to make the payment process as easy as possible.

Many of our clients are licensed for multiple products which are billed for separately during the year. If you are interested in merging all product billings into one annual renewal, please contact [billing@hfssoft.com](mailto:billing@hfssoft.com) to discuss the options available.

If your company has ACH/Direct Deposit capability please have the registration form sent to [billing@hfssoft.com](mailto:billing@hfssoft.com) for processing.

We continue to look for ways to provide excellent customer service to our clients and hope this change will do that.

Please don't hesitate to contact Linda Nishimoto, Linda Briggs or Irene Maffei at [billing@hfssoft.com](mailto:billing@hfssoft.com) if you have any questions or concerns.