

eKey UPGRADE/DOWNGRADE/CANCEL

— FOB Exchange

STAFF USE ONLY:
 Location: _____
 Date processed in SupraNET: _____
 Staff name: _____
Must be completed by staff person

Member Name: _____ Member# or License#: _____

FIRM Name: _____ Firm#: _____

Cancel eKey Services: Keyholder may be due a refund prepaid fees provided member is in good standing*

eKey Serial #	Software license is inactivated upon Cancellation
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FOB is DEFECTIVE: Replacement issued under warranty if returned within one year from initial purchase.
FOB is Lost/Stolen/Damaged: replacement FOBS that are lost, stolen, or damaged must be purchased at the then current price.

Change Service Level:	Upgrade	Downgrade
Current Service		New Service
dKey - Returned serial # _____		dKey—Enter Serial # _____
Returned Cradle# _____		Enter Cradle# _____
eKey basic - Enter Serial # _____		eKey Basic—Enter Serial _____
		Already Has FOB Purchasing FOB
		Pin #: _____

FOB's are not required for eKey Service but strongly suggested. Separate payment is required.

Upgrading service level requires payment of prorated annual fee for that service level less credit for prepaid fees at current service level with no additional deposit or setup fee. Next annual billing will be at upgraded service rate. Keycard user fees run from July 01 - June 30. eKey professional users must prepay annual differential and complete an auto debit agreement for monthly fees beginning on next annual service year.

Upgrade service amount due: _____

Downgrading service from eKey Pro requires payment of prorated annual fee for the new service level (using next month's proration, as the current month is prepaid with no credit due).

TOTAL AMOUNT DUE AT SIGNING: _____

Paid by: Check # _____ Cash Visa MC Discover AMEX

Credit Card # _____ Exp Date: ____ Billing Zip Code: _____

Note: _____

Member Signature : _____ Date: _____

Keyholder Address for refund (if applicable): _____

Accounting Use Only: Change Bill Type to: _____ Amount of Refund: _____ Processed by: _____ Date: _____	<input type="checkbox"/> Refund Approved Process by: _____ Amount of Refund: _____ Date: _____ GL Code: _____ Vendor Code: _____
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***All refunds are subject to verification by accounting. Allow 4-6 weeks for delivery.**