



## VAR Maintenance Invoicing FAQs

### Who is impacted by this change?

This change will impact any VAR that is financially responsible for annual maintenance charges.

### What is changing?

As per our transition to a new CRM and billing system, we are no longer able to provide renewal quotes 60 days in advance of the End User's maintenance expiration date. Moving forward, an invoice for the annual maintenance charges will be issued on the first day of the month in which the contract renews. If you plan to discontinue a maintenance contract for any reason, 60 days advance notice is required. Otherwise, you will receive an invoice for the full amount.

Our new billing system separates invoices into 3 categories:

1. One-Time fees (Licenses/Services/etc.)
2. Subscriptions/Maintenance
3. Transactional Services (eMEDIX/RCM/etc.)

Please note that a separate invoice will be generated for each End Customer.

### Where can I track my end users' maintenance renewal date?

You are now able to view all invoices through the CGM Partner Portal.

Once the "Contracts" section is added to the Portal, you will also have visibility to each subscription line item for your End Customers along with the corresponding renewal date(s). Until this feature is available, feel free to contact Customer Operations for a list of End Users with their maintenance expiration dates.

### When should I expect my invoice?

<i>Contract Ending Date</i>	<i>Invoice Issued</i>
<b>January 1 – January 31</b>	January 1
<b>February 1 – February 29</b>	February 1
<b>March 1 – March 31</b>	March 1
<b>April 1 – April 30</b>	April 1
<b>May 1 – May 31</b>	May 1
<b>June 1 – June 30</b>	June 1
<b>July 1 – July 31</b>	July 1
<b>August 1 – August 31</b>	August 1
<b>September 1 – September 30</b>	September 1
<b>October 1 – October 31</b>	October 1
<b>November 1 – November 30</b>	November 1
<b>December 1 – December 31</b>	December 1

CONFIDENTIAL – FOR VAR INFORMATION ONLY

CompuGroup Medical US • 10901 Stonelake Blvd. • Austin, TX 78759 • T +1 (877) 564-4414



Synchronizing Healthcare



### Who should I contact with questions?

If you have any questions or comments, please contact Customer Operations at 855-653-5010 Option 8, or [customerops@emds.com](mailto:customerops@emds.com).

### Maintenance Invoice Sample

Invoice				
CompuGroup Medical - EMDS, Inc 10901 Stonelake Blvd Suite 200 Austin, TX 78759				
Professional Installs LLC 123 Peachtree Atlanta, GA 30003		<b>Invoice Date:</b>	08/21/2023	
ABC Pediatrics 1111 Honor Lane Cumming, GA 30040		<b>Invoice-No.:</b>	9090005379	
		<b>Customer No.:</b>	13145667	
		<b>Phone Number:</b>	(855) 653-5011	
		<b>E-mail:</b>	AR@emds.com	
Item	Description	Quantity	Price (USD)	Amount (USD)
10	SOW monthly - July 23 ( 46667x0,039) - or mth min 1250	1 PC	1,820.01	1,820.01
<b>Sub-total</b>				<b>1,820.01</b>
<b>Net Total</b>				<b>1,820.01</b>
<b>Total Amount</b>				<b>1,820.01</b>
Payment terms:		Due upon receipt		
ePayment Information				
Reference	Amount in USD			
9090005379	1,820.01			
<a href="https://paygate.novalnet.de/nn/phi2e79xf6pd9eq9acficiecf">https://paygate.novalnet.de/nn/phi2e79xf6pd9eq9acficiecf</a>				
Please note - If this invoice is not disputed in writing within 10 days, all balances are due in full. Effective September 1, 2023 all Credit Card payments will be subject to a 3.5% processing fee.				