

Od: [XXXXXXXXXXXXXXXXXXXXXXXXXXXX](#)
Komu: [XXXXXXXXXXXXXXXXXXXXXXXXXXXX](#)
Kopie: [XXXXXXXXXXXXXXXXXXXXXXXXXXXX](#)
Predmet: Fwd: [GraphPad Prism] Re: Price for 13 seats
Datum: ctvrtek 4. dubna 2024 12:45:28

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----- Preposlaná zpráva -----

Predmet:[GraphPad Prism] Re: Price for 13 seats
Datum:Tue, 02 Apr 2024 10:45:33 +0000
Od:Jack Tormis (GraphPad Support) <support@graphpad.com>
Adresa pro odpoved:GraphPad Support <support@graphpad.com>
Komu:[XXXXXXXXXXXXXXXXXXXXXXXXXXXX](#)
Kopie:[XXXXXXXXXXXXXXXXXXXXXXXXXXXX](#)

##- Please type your reply above this line -##

Your ticket (631535) has been updated. To respond, reply to this email.

Jack Tormis (GraphPad Prism)

Apr 2, 2024, 3:45 AM PDT

Hello Lenka,

We would like to check with you regarding the renewal of your Prism group subscription with 13 activations.

To process your renewal at the soonest possible time, please provide us with a copy of the payment confirmation for invoice number 44468760.

Thank you.

Kind regards,
Jack
GraphPad

Jack Tormis (GraphPad Prism)

Mar 25, 2024, 3:19 AM PDT

Hello xxxxxxxxxxxx,

Thank you for your response. Attached is your proforma invoice number 44468760 for the renewal of Prism Group Academic Yearly Subscription, 13 activations in the amount of \$2,600.00 USD.

Kind regards,

Jack

GraphPad

xxxxxxxxxxxxx

Mar 25, 2024, 3:04 AM PDT

Dear Jack,

yes I would opt for the cancellation of the auto-renewal. The credit card used to pay the licence is my own (not institutional), and I cannot afford now to use it for these purposes. So the invoice is a better option now for my team.

Thank you very much,

Lenka

Dne 3/25/2024 v 11:00 AM Jack Tormis (GraphPad Support) napsal(a):

Jack Tormis (GraphPad Prism)

Mar 25, 2024, 3:00 AM PDT

Hello Lenka,

Thank you for your email.

According to our records, your group subscription license is enrolled in auto-renewal.

Unfortunately, we cannot provide an invoice if the license is in auto-renewal. If you wish to obtain an invoice, I will have to remove the automatic billing from this license. Please note that once auto-billing is disabled, you will need to renew the license manually moving forward to continue using Prism beyond your license term.

Let me know if you have any questions.

Kind regards,
Jack
GraphPad

Lenka Rossmeislova

Mar 25, 2024, 2:48 AM PDT

Dear GraphPad,

I will need to renew my subscription of GraphPad by April 24. I would like to increase the number of seats from to 13 and ideally use an invoice instead of credit card payment.

Would you let me know the exact price for 13 seats (academic) so I could ask then for an invoice?

Thank you very much,

Kind regards,

Lenka Rossmeislova

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