

2021 CorrigoPro Membership Price Change FAQ

Why is Corrigo increasing fees for CorrigoPro customers?

- We've developed and improved CorrigoPro a great deal in the last 10 years, providing features to help you operate more efficiently, manage your performance, and add value to your clients.
- In over a decade, we have not raised our membership level fees for our service provider customers.
- To continue to reinvest into the CorrigoPro offering, we need to implement a nominal fee increase for our CorrigoPro customers.
- Even with the small increase, we continue to be one of the best values in the facilities platform space and we will continue to innovate and improve our offering for you and your client's benefit.

What fees are increasing for CorrigoPro customers?

- Effective April 1st, 2021, Corrigo is changing the CorrigoPro fees for all US and Canada-based Service Providers utilizing the CorrigoPro network. The amount of monthly increase for CorrigoPro providers depends on the membership level they are enrolled in and how many Services they provide.
 - **Per Work Order plan (CONNECTED Membership)**
 - A \$5 monthly membership fee will be added for Service Providers in the **CONNECTED** membership level.
 - We are implementing a fee for each Service selected by the provider (ex. HVAC, Carpet Cleaning, Drywall)
 - One Service is included in your CorrigoPro membership. Additional Services are \$2.50 per Month.
 - **Monthly Flat Fee plan (PRO Membership)**
 - Monthly membership fee for Service Providers in the **PRO** membership level will increase from \$30 to \$50 per month. The **PRO** membership level provides for an unlimited number of workorders each month.
 - We are implementing a fee for each Service selected by the provider (ex. HVAC, Carpet Cleaning, Drywall)
 - One Service is included in your CorrigoPro membership. Additional Services are \$2.50 per Month.
 - **CorrigoPro Direct Membership**
 - Service Providers using **CorrigoPro Direct** will now have Services fees, when applicable, but the monthly membership fee will not change.
 - We are implementing a fee for each Service selected by the provider (ex. HVAC, Carpet Cleaning, Drywall).
 - One Service is included in the CorrigoPro membership. Additional Services are \$2.50 per Month.

What are Services? Why is there a new fee for Services I select?

- Services that you select identify the trade, specialty, or offering you focus on in your business.
- The fee goes towards enhancements in promoting your business to new clients searching for your designated service or trade. Also, this encourages thoughtful categorization of services by our providers, ensuring the right type of work request goes to the right expert provider.

Why are the correct Smart Zone and Services designations important?

- A “Smart Zone” is the geographical area you serve. Selecting relevant Smart Zones will ensure that our network of Corrigo Enterprise clients can find YOUR COMPANY to perform work at based on their facilities location.
- “Services” enables prospective clients to identify YOUR COMPANY as the right fit for the job – ensuring the best use of your expertise and the best outcome for your client.
- Both Smart Zones and Services allow Corrigo Enterprise users to search for new service providers when they have new work, allowing you to be found and grow your business with new clients.
- Note, Smart Zones and Services do not affect the ability to receive work from your existing, connected customers.

What providers are out-of-scope for the April 1st increase to membership level fees?

- Service Providers based outside of the United States and Canada are out of scope for this increase.
- Monthly membership fees for **CorrigoPro Direct** are out of scope for this increase.
- Service Providers using **Corrigo Enterprise** are out of scope for this increase.

Are Smart Zone fees increasing on April 1st?

- No, there is no change to our Smart Zone pricing structure.

Are CorrigoPro Direct monthly membership fees increasing on April 1st?

- Service Providers using **CorrigoPro Direct** will now have Services fees, when applicable, but the monthly membership fee will not change.
- One Service, included with a **CorrigoPro Direct** membership, remains free of charge. Any additional Services are \$2.50 per month.

Will your clients be notified of the increase to Service Provider fees?

- Yes, the clients you are connected to via Corrigo are being notified of the increase in Service Provider membership level and Services fees.

When will the CorrigoPro price increase take effect?

- April 1, 2021– membership plans in effect and Services enabled for April will be subject to the new pricing. The April bill will arrive in early May 2021 and will be the first bill to reflect the new pricing.

When will I receive my first bill with the increased CorrigoPro fees?

- Your April 2021 bill will arrive in early May 2021 and will be the first bill to reflect the new pricing structure.

Do the increased CorrigoPro fees change the billing date?

- No, there will be no change to your billing date or cycle.

Plan Structure

How can I determine my current CorrigoPro membership level?

- Your Account Administrator can access your membership information by logging into [CorrigoPro Desktop](#) and accessing the **Membership Tile** (My Corrigo Billing Account) to review or adjust your membership level. See picture of Membership Tile below.



If you need further help on this topic, please visit our [CorrigoPro help page](#).

When are work orders recognized for billing in the CONNECTED (per Work Order) membership plan?

- Work orders are recognized in the month they are accepted. This is how work orders are currently recognized for billing and remains unchanged with the April 1st fee increase.

In the CONNECTED (per Work Order) PLAN will the \$5 monthly membership fee be waived if there are no work orders accepted that month?

- No, the \$5 monthly membership fee applies regardless of the **CONNECTED** provider's work order volume.
- \$5 a month is now the minimum monthly fee a **CONNECTED** provider must pay for CorrigoPro access.

In the CONNECTED (per Work Order) PLAN will the \$5 monthly membership fee be waived if there is significant volume?

- No, the \$5 monthly membership fee applies regardless of the **CONNECTED** provider's work order volume.

Will the \$50 monthly membership fee for Monthly unlimited work order plan (PRO) providers be waived if there are no work orders accepted that month?

- No, the \$50 monthly membership fee applies regardless of the **PRO** provider's work order volume.

Will the \$50 monthly membership fee for Monthly unlimited work order plan (PRO) providers be waived if they have significant volume?

- No, the \$50 monthly membership fee applies regardless of the **PRO** provider's work order volume.

What are the recommended work order volumes for each membership level?

- The following are the optimal work order count ranges for the **CONNECTED** (per work order) and **PRO** (unlimited work orders) membership levels.
 - Per Work Order plan (**CONNECTED**) – 9 or less work orders each month.
 - Monthly Flat Fee plan (**PRO**) – 10 or more work orders each month.
 - Please consider seasonality when determining which membership level is best for your business.

As a Provider, do I need to select a “new” membership level prior to April 1st?

- No, Corrigo is not introducing any new membership levels on April 1st.
- You can always review your historical and current work order volume to confirm that you are enrolled in the plan that provides the best value for you.
- To change your plan, your Account Administrator can access your membership plan information by logging into [CorrigoPro Desktop](#) and accessing the Membership Tile (My Corrigo Billing Account) to review or adjust your membership level. If you need further help on this topic, please visit our [CorrigoPro help page](#).

Account Maintenance**How can I determine my current CorrigoPro membership level?**

Your Account Administrator can access your membership plan information by logging into [CorrigoPro Desktop](#) and accessing the Membership Tile (My Corrigo Billing Account) to review or adjust your membership level. If you need further help on this topic, please visit our [CorrigoPro help page](#).

How can I change my current CorrigoPro membership selection?

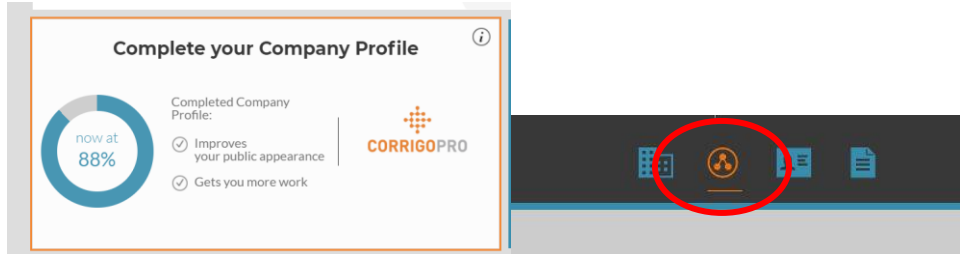
- Your Account Administrator can update your membership plan information by logging into [CorrigoPro Desktop](#) and accessing the Membership Tile (My Corrigo Billing Account) to adjust your membership level. If you need further help on this topic, please visit our [CorrigoPro help page](#).
- Through March 2021, the membership plans displayed in the Membership Tile (My Corrigo Billing Account) will show the current fees of \$5 per Work Order for CONNECTED, and \$30 a month for PRO. After April 1st, the Membership Tile will be updated to reflect the new fees.

Who can update a Service Provider’s plan type?

- Your membership plan can only be updated by your Account Administrator.

How can I update my Smart Zone and Services selections?

- The Account Administrator can update Smart Zone and Services selections by logging into [CorrigoPro Desktop](#) and accessing the Company Profile, then selecting the Branches icon in the upper right corner. See pictures below for Company Profile Tile and Branches icon.



If you need further help on this topic, please visit our [CorrigoPro help page](#).

Who can update my Smart Zones and Services?

- Your Smart Zone and Services selection can only be updated by your Account Administrator.

If I update my membership plan in CorrigoPro Desktop, when will it take effect?

- Any changes made to your membership level on or before the last day of the month will be effective for that current month.

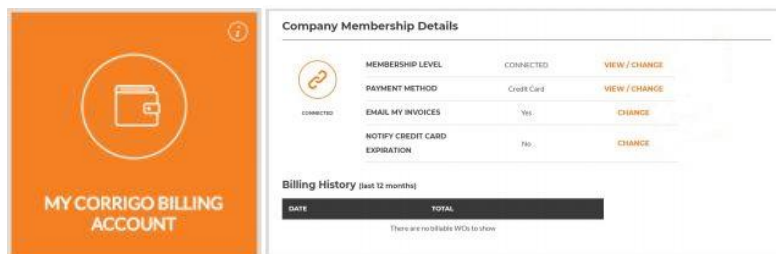
If I no longer wish to continue with CorrigoPro service, how do I deactivate?

- Your administrator must contact Corrigo Support at profes@corrigo.com.

Payment Handling

How do I view or update my current payment method?

- You can view or update your payment method in [CorrigoPro Desktop](#).
 - CorrigoPro Desktop > My Corrigo Billing Account > Payment Method > View/Change*



- The two payment options are credit card payment or electronic funds transfer (EFT)
- Only your Account Administrator can update the payment method.
- If you need further help on this topic, please visit our [CorrigoPro help page](#).

Can I update an expired credit card via CorrigoPro Desktop?

- Yes – expired credit cards can be updated via [CorrigoPro Desktop](#).
 - *CorrigoPro Desktop > My Corrigo Billing Account > Payment Method > View/Change*
- Only your Account Administrator can update the payment method, whether current or expired.
- Note, payments cannot be updated on the CorrigoPro mobile application
- If you need further help on this topic, please visit our [CorrigoPro help page](#).

When will my credit card or EFT update be effective?

- Updates for your payment type via [CorrigoPro Desktop](#)– credit card or EFT – will be effective immediately.