

Pacer Health, Inc

Pacer for Teams Subscription Delayed Payment Option

It's often difficult to commit to a user plan when you don't know how many users might take part. We at Pacer are dedicated to making your virtual challenge experience fun and easy by offering flexible payment options. Not sure how many will join? We'll wait to see how many do. Do you want to upgrade to a higher tier or extend your subscription? No problem at all - we can make that happen without interrupting your virtual challenge(s).

Please take a few minutes to review the following details. This will ensure smooth account activation and payment processes. Share this information with your key payment person too.

For more information, contact your Pacer rep or email teams@mypacer.com.

Service Contract

We do not require customers to sign and complete a formal subscription agreement. If your organization requires a quote, statement of work, or service contract, please contact your Pacer rep or email teams@mypacer.com.

Account Activation

Your Pacer for Teams organization (P4T org) will be manually upgraded by your Pacer rep on an agreed-upon date. You can then create your challenge(s) in the P4T system, create teams, etc. You can also invite participants through the 3 possible methods: your org's QR code, invite link, or org code.

If you have not registered a P4T org, you can register one at www.mypacer.com/teams > Start Free Trial. Please share your org code with your Pacer rep so they can manually upgrade your org from the free trial mode to Enterprise.

Subscription Period

We calculate your total subscription time by the number of months required to hold your virtual challenge(s). We also add two (2) free weeks for pre-challenge onboarding and post-challenge data access. When your subscription is active, you have full access to all P4T admin features: challenge and team creation, Invite and Data Reports menu access, etc.

Example

Challenge Dates: October 1 - November 30 (2 months)

Subscription Dates: September 19 - December 3 (2 months plus 2 free weeks)

You do not have to use the two free weeks at the beginning of the subscription - you could use one week before and one week after. Use the two weeks however you want.

Your challenge start and end dates must fall between your subscription start and end dates. If you create a challenge that ends after your subscription end date, the P4T system will not allow you to publish it. You will also receive a message.

1. Challenge Info

2. Challenge Rules

3. Challenge Details

Basic Info

Challenge Title

Walktober & Movember Challenge

Start & End Dates [?]

Oct 1, 2022 - Nov 30, 2022 (61 days)



Challenge end date should be less than your Enterprise plan end date (Nov 22, 2022).

Start & End dates cannot be modified after your challenge is published.

You can view your subscription end date at any time in your P4T org's admin settings > Plan & Billing. The displayed day is the last calendar day you have access to all P4T admin features.

The screenshot shows the Pacer Health P4T Demo admin interface. On the left is a dark sidebar with a gear icon circled in red. A red arrow points from this gear icon to the 'Plan & Billing' section of the main content area. The 'Plan & Billing' section displays the following information:

Plan & Billing	Enterprise	Change
Current Usage	27 Participants / 100 Participant Limit	
Expiration Date	May 25, 2023	
Expect more than 1000 participants? Contact Us		

Account Billing Details

You must provide your company's billing details for invoicing purposes before your subscription is activated.

Official Business/Organization Name

Official Business/Organization Address

Payment Contact Person

Payment Contact Email (for invoices)

Payment Contact Phone

Payment Method (Credit Card, ACH, Wire Transfer, Check)

VAT# (if applicable)

You [can access the billing information form here](#) if you have access to Google Forms.

Nonprofit organization billing addresses must match the address listed on the nonprofit status documentation.

Invoices can be issued to private individuals.

Credit card billing addresses do not have to match invoice billing addresses

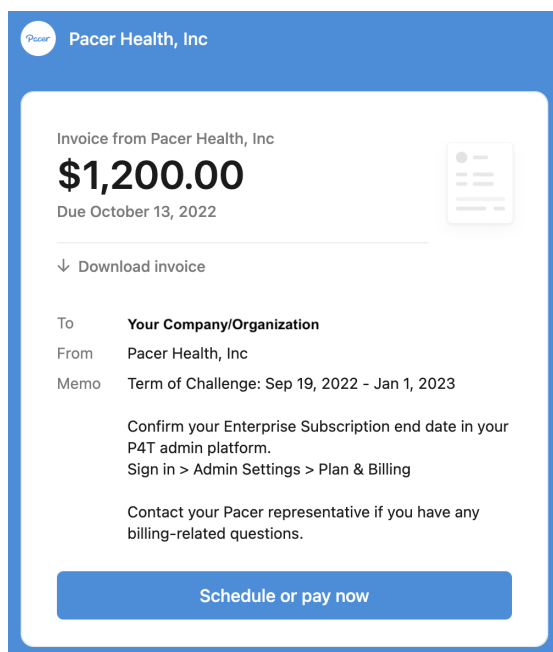
User Count Confirmation & Invoicing

Your Pacer rep will confirm your active user counts on an agreed-upon date. It will most likely be 1 calendar week after your challenge begins. We calculate your subscription price based on our existing price tier structure. Pricing is [available on our website](#), or contact your Pacer rep.

If your user count is close to the next price tier, and you expect more users, your Pacer rep might suggest waiting a few extra days to confirm the final count.

You can remove inactive users in your P4T org (Manage Teams Menu) to remain in your current user tier.

After confirmation, we (Pacer Health) will issue an invoice via email to the key payment person's email. We use the Stripe global payment system. The email contains Pay Now options both for credit card and ACH payments, along with the invoice in a PDF file.

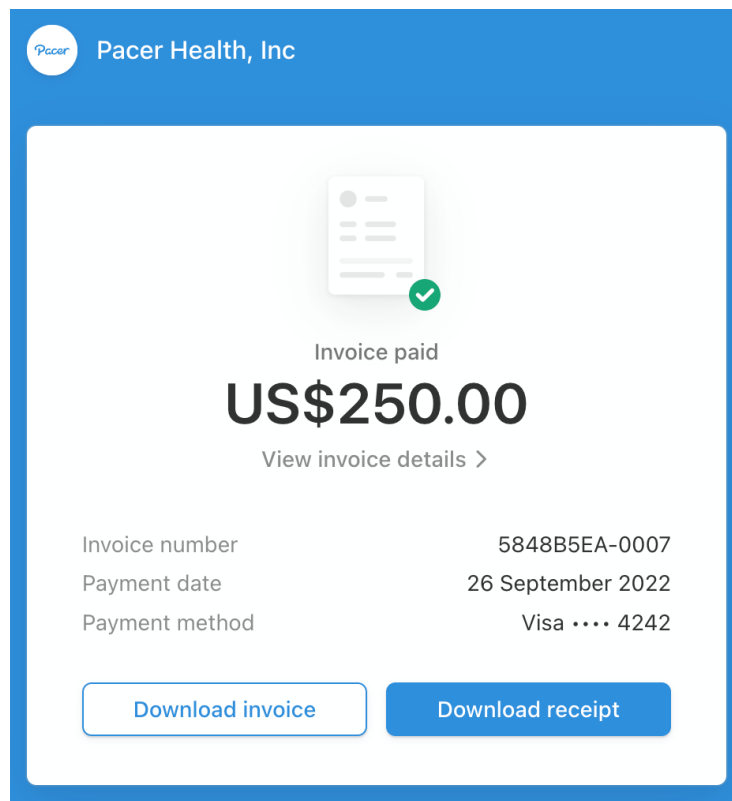


Payment Methods & Currency

We prefer credit card or ACH payment in US Dollars (USD), which can be arranged quickly and securely in the Stripe payment invoice platform.

We do accept bank-to-bank transfers and physical checks too. Please confirm this payment method with your Pacer rep. See below for more details.

Once you pay with a credit card or ACH, you will receive a payment confirmation email with the following details. You can download the invoice and a receipt as required.



ACH & Bank-to-Bank Wire Transfers

If you choose this payment option, additional fees may apply:

- Bank transfer fee (\$25 USD).
- Currency exchange fee (5% of invoice value based on real-time interbank rate if you request in another currency).

Stripe uses Wells Fargo's virtual bank accounts for payment collection. They change on a regular basis and might change while your payment is in process. In this case, your wire transfer might be sent to an old account and delay payment.

If you are a recurring customer, please have your finance department confirm your Pacer Health vendor info documents, including any updated bank account details. You should also confirm that the bank account details match the account details on the new P4T subscription invoice. Failure to do so may result in payment delays and temporary subscription suspensions.

PAY \$1,200.00 WITH ACH OR WIRE TRANSFER

Bank transfers, also known as ACH payments, can take up to five business days. To pay via ACH, transfer funds using the following bank information.

Bank name	WELLS FARGO BANK, N.A.
Routing number	121000248 EXAMPLE
Account number	40630179456884557
SWIFT code	WFBIUS6S

If your company intends to pay via bank-to-bank wire transfer, and your finance department requires Pacer Health bank account proof/verification, please notify us in advance for invoice purposes. The following Pacer Health company and banking information should be included in your company's vendor info and will be listed on your P4T subscription invoice.

Pacer Business Address

Pacer Health Inc.
303 Twin Dolphin Dr, 6th Floor
Redwood City, CA 94065 USA

Pacer Health Inc Bank Info

Silicon Valley Bank
3003 Tasman Drive
Santa Clara, CA 95054 USA
Routing Number: 121140399
Checking Account: 3301235722
SWIFT Code: SVBKUS6SXXX

VAT

Pacer Health Inc. is a US-registered corporation and thus does not participate in VAT.
US Tax ID: 35-2519756

Vendor Registration

If your company requires us to register as a vendor, please provide the vendor registration documents as soon as possible.

Failure to provide these could result in a challenge start delay and/or temporary account suspension.

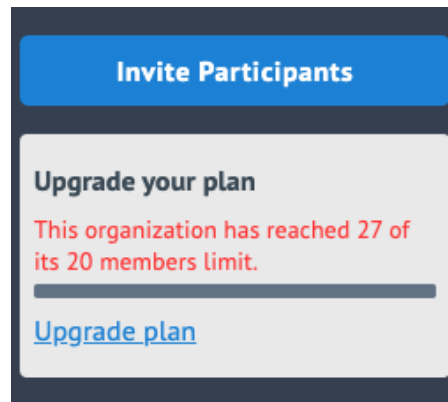
Recurring Billing

All P4T subscriptions are considered 1-time, lump sum payments. We do not arrange monthly recurring subscriptions unless you specify. Contact your Pacer rep for additional options.

User Count Increase & Closing Your Org to New Users

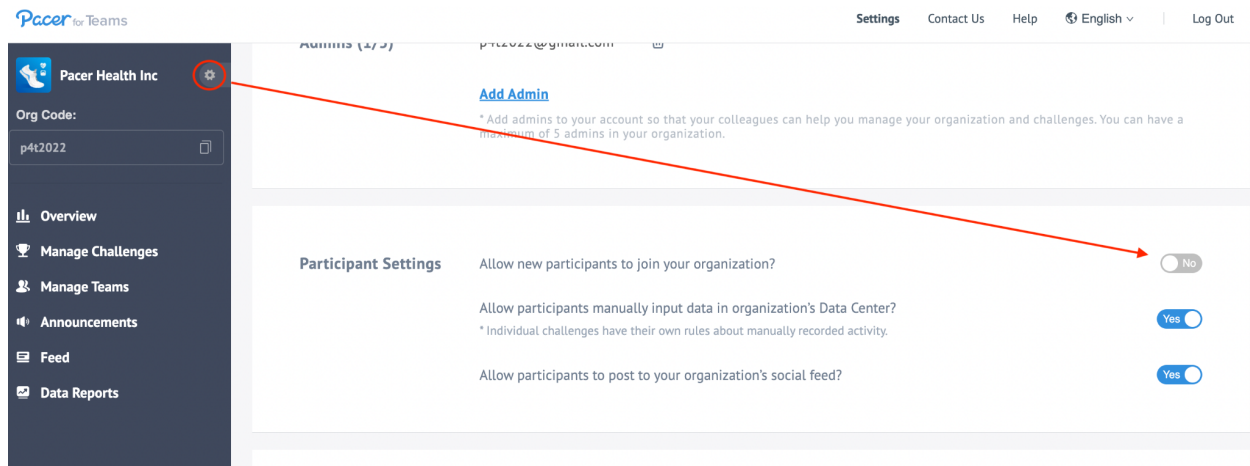
Your P4T org will allow users to join with the invite credentials (QR, link, org code) even if you have committed or paid for a particular user price tier. There is no automatic user cap at your tier limit.

If your user count exceeds your subscription commitment, you will receive a notification on the admin platform.



If your budget allows, you can choose to upgrade right away. Or, you can remove inactive users in the Manage Teams menu to stay in your current subscription tier.

You can close your P4T org to new users at any time in the Admin Settings > Participant Settings > No New Participants.



Those who try to join after will receive a notification that admins are not allowing new users. You can open the org at any time.

Subscription Extension

You can decide at any time to extend your P4T subscription in monthly increments. Please contact your Pacer rep to manually extend your subscription and arrange any additional payments.

Refunds

The delayed payment option prevents over-commitment to a higher price tier. We offer no refunds for unexpected user counts, lack of engagement, or unused subscription time.

We can issue a refund if P4T system interruptions severely destroy or distort your challenge data and user experience.

