



Frequently Asked Questions: AccountMate Subscription Licensing

AccountMate has introduced a new subscription licensing program. The new program is designed to provide customers with continued access to software updates, technical support, and future product enhancements through a subscription model.

Will this affect me right away?

For most customers, **no**.

If your AccountMate maintenance is current, you can continue with your existing maintenance plan until your next renewal date. Most customers will not see any immediate changes.

I have a perpetual license. What does this mean for me?

If you currently own a perpetual license, your options depend on the status of your maintenance plan.

- **If your maintenance is current:** You can renew your maintenance as usual at your next renewal.
- **If your maintenance expired within the last three months:** You may renew by paying for the missed maintenance period along with the next 12 months of maintenance.
- **If your maintenance has been expired for more than three months:**
If you currently have maintenance that expired more than three months ago, the standard maintenance renewal option is no longer available. But you do have until **September 30, 2026**, to get current.

Please contact your AccountMate Solution Provider to review the licensing options available for your account. If your maintenance remains expired beyond the grace period, you will no longer be eligible to renew maintenance under the legacy perpetual licensing program or purchase additional users or perpetual licenses. Your AccountMate Solution Provider will review the licensing options available for your account.

Your AccountMate Solution Provider can review your account and explain which option applies to you.



Can I still purchase additional users, modules, or source code?

Customers with active maintenance – or those who renew within the eligible grace period – remain eligible to purchase additional perpetual users, modules, and source code licenses.

If your maintenance has lapsed beyond the eligible renewal period, your Solution Provider will discuss the available subscription options with you.

What happens if I let my subscription lapse?

After the first year of a subscription, payments that become more than 30 days past due may result in the software being disabled until the account is brought current.

I'm considering purchasing AccountMate for the first time. How does licensing work?

New customers, including those upgrading from a competing ERP solution, will be enrolled in the AccountMate subscription licensing program.

Why is AccountMate introducing a subscription program?

The subscription model helps ensure customers continue to receive the latest product enhancements, security updates, regulatory changes, and ongoing product innovation while providing a more predictable licensing experience.

What do I need to do?

For most customers, there is nothing you need to do today.

When your maintenance renewal approaches, simply contact your authorized AccountMate Solution Provider. They can review your licensing status, explain your available options, and help you choose the best path forward.

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