

## INSTRUCTIONS FOR FILLING OUT THE FORM

**STEP 1: PRINT** out the form on Page 4.

**STEP 2: Completely FILL-OUT THE FORM.** ALL INFORMATION IS REQUIRED so nothing should be left blank. Any missing information will cause delays and possible rejection.

**STEP 3: SEND** the completed form with proof the company address or phone number changes are for the registered user of the software.

*NOTE: You do not need to include these instructions with your submission.*

## HOW DO I SEND ADKAD THE FORM & PROOF?

**FAX:** 1 - 661 - 749 - 2528  
**EMAIL:** SUPPORT@ADKAD.COM

**MAIL TO:** ADKAD TECHNOLOGIES  
565 HERRICK ROAD  
DELANSON, NY 12053

## WHY DO I HAVE TO DO THIS?

The following procedure is necessary for the security and protection of your company's customer database, as well as deterring illegal distribution of our software products. Adkad Technologies, Inc. retains the intellectual property rights to its software products as described in the End User License Agreement, and may reject its use to any unauthorized users, or former employees. This registration process allows the software to be used on multiple computers without having to purchase multiple copies, being that it is registered to a person, and not to a computer, as is many other software products.

## WHY MUST I PROVIDE PROOF?

Because the software is licensed to an individual person we must have proof that the requested changes to the company address and/or phone number match the registered user.

**IMPORTANT: YOUR REQUEST WILL BE REJECTED IF WE DO NOT RECEIVE ADEQUATE 3RD PARTY DOCUMENTS AS PROOF INCLUDED WITH THE COMPLETED FORM.**

## WHAT DOCUMENTS ARE CONSIDERED PROOF?

**THIRD PARTY DOCUMENTS.** A 3rd party document is defined as any bill/document from a source independent of the first (your business) and second parties (Adkad Technologies).

**IMPORTANT: CIRCLE THE NEW PHONE NUMBER AND/OR ADDRESS ON THE 3RD PARTY DOCUMENTS.** Do not use a highlighter.

We show examples below of 3rd party proof marked up as required for a registered user named Kyle Adams changing his address to 123 Mybiz Avenue - Anytown, US 12345 and phone to (555) 555 - 5555.

The image shows two utility bills. The left bill is from AT&T and the right bill is from National Grid. Both bills have red circles around the customer name, address, and phone number to illustrate the required proof.

**AT&T Bill:**

- Customer Name: KYLE ADAMS
- Address: 123 MYBIZ AVE, ANYTOWN, US 12345
- Phone Number: 555 555-5555

**National Grid Bill:**

- Customer Name: KYLE ADAMS
- Address: 123 MYBIZ AVE, ANYTOWN, US 12345
- Phone Number: 555 555-5555

## IMPORTANT INFORMATION ON 3RD PARTY DOCUMENTS SENT AS PROOF

- Supporting documents must be **RECENT**, and in the name of the registered licensee of the software, and not just a company name or corporation alone.
- **ANY AND ALL CHANGES TO COMPANY PHONE NUMBER AND OR COMPANY ADDRESS MUST SHOW A REFERENCE TO THE NAME,(A Person), OF THE REGISTERED LICENCEE OF THE SOFTWARE**, and be reflected in the 3rd party documents. The name of your business is irrelevant because the software is licensed to a person and not the company under a **SINGLE USER LICENSE**.
- Supply adequate documentation that shows a relationship of the registered/licensed owner to the new address/phone. Example: If you are changing your address and company phone number and are submitting a phone bill as proof, the phone bill must show the registered **PERSONS NAME**, the new phone number, and the new address on the document.
- You may need to submit multiple 3rd party documents that show a relationship between the registered user and **ALL** changes to the company information. Example: If your new address is a PO Box and it is in the company name than you must also provide another document showing the registered/licensed user's name associated with the PO Box.
- If you cannot provide adequate proof, you will need to purchase an additional license for the software.
- Only 3rd party documents will be accepted. We cannot accept a company letter head, business cards, pictures of logos on trucks, etc as proof.
- As a rule, each change you're making requires 1 document as proof. For example, if you're changing both your address and phone number you will need one 3rd party document to prove the new address and a second 3rd party document to prove the new phone number. The exception is if you have a phone bill that shows both the new address and new phone number on 1 document.

## HOW MUCH IS THE FEE & HOW DO I PAY?

Provide payment to Adkad Technologies for the **\$25.00** fee via one of the following ways:

**FAX:** Print the form, fill out the card info on the form, and fax it.

**CALL US:** Call us at 518-875-9276, (press option 4), and provide a card for payment.

**IMPORTANT: ADKAD TECHNOLOGIES CANNOT ISSUE A NEW REGISTRATION NUMBER UNTIL PAYMENT HAS BEEN RECEIVED.** The fee covers printing, postage, correspondence and administrative costs.

## WHAT TO EXPECT NEXT? WHEN & HOW WILL ADKAD RESPOND?

### **IF YOUR APPLICATION IS APPROVED:**

You will receive your new Registration number via **EMAIL** and Registration Certificate via **MAIL**. The email will arrive within 1-7 business days of receipt of your change request. Your new Registration Certificate will arrive via mail to your NEW Company address within 2-12 business days.

### **IF YOUR APPLICATION IS REJECTED:**

You will receive an **EMAIL** from Adkad Technologies outlining the reason(s) for rejection. The email will arrive within 1-3 business days of receipt of your change request.

*NOTE: Be sure to check your spam/junk email folders in case our response ends up there.*

## REASONS FOR REJECTION

The following is a list of possible reasons why your request for a new registration number may be rejected. Cause for rejection may or may not be limited or inclusive to the following.

1. Fraudulent document(s).
2. Administrative fee. Payment or Credit Card information missing or incomplete.
3. The documents we receive are illegible.
4. 3rd party document(s) do not reflect the registered software owner's name.
5. Missing or incomplete 3rd party document(s).
6. 3rd party document(s) reflect only one of the Phone Number or Address changes.
7. We have no record of software purchase for the person listed on the 3rd party documents.
8. The new address or phone was previously registered under this user, prior to a subsequent change.
9. The user does not hold a license for the particular product version stated. (No Upgrade on record)

## WHAT TO DO IF YOU RECEIVE A REJECTION

Review the reason(s) for rejection and resend the form and documents with the corrections required.

## WHAT TO DO IF YOU'RE LOCKED OUT

If you are currently receiving a **REGISTRATION ERROR #7** - Change your company address and phone back to what it was prior to receiving this error.

## WHAT TO DO AFTER YOU GET YOUR NEW REGISTRATION NUMBER

**STEP 1:** From the MAIN MENU, open the **COMPANY MAINTENANCE** screen and **MAKE SURE YOUR ADDRESS AND PHONE NUMBER REFLECT YOUR NEW CHANGES.**

(If it appears, ignore any Registration Errors by **CLOSING** the TROUBLESHOOTER popup.)

**LAST STEP:** Open the **ORDER/REGISTER** screen and **ENTER THE NEW REGISTRATION NUMBER** you've received. Click the **ACCEPT** button.

The image shows two screenshots from a software registration application. The top screenshot is the 'Company Maintenance' window. It has a 'COMPANY PHONE NUMBER' field with the value '(555) 555 - 5555' and a 'COMPANY ADDRESS' section with '123 Mybiz Avenue', 'Anytown', 'US', and '12345'. A green box with the text 'STEP 1: Enter your new Address - Phone' has arrows pointing to these fields. The bottom screenshot is the 'Order Information/Enter Registration Number' window. It shows a 'REGISTRATION NUMBER' field with the value '1234567890' and an 'ACCEPT REG' button. A green box with the text 'LAST STEP: Enter your new Registration #' has an arrow pointing to the registration number field. Another green box with the text 'ACCEPT REG' has an arrow pointing to the button. A yellow box at the bottom of the second screenshot contains the text 'Enter your Registration Number and Click the ACCEPT REG button.'

# Request for New Registration Number

Company Address/Phone Number Change

FILL OUT **COMPLETELY** AND FAX BACK WITH SUPPORTING DOCUMENTATION TO (661) 749 – 2528  
Or by US Postal Mail to: Adkad Technologies Inc. 565 Herrick Rd. Delanson, NY 12053

**>>>>>> Please follow instructions on page 1 <<<<<<<**

**PRODUCT VERSION NUMBER** \_\_\_\_\_ (Click on the **ABOUT** button from the Main Menu to display this information)

**NUMBER OF PAGES:** \_\_\_\_\_ (Including a Cover Sheet) **TODAY'S DATE:** \_\_\_\_\_

\* **REGISTERED USERS NAME:** \_\_\_\_\_ **YOUR NAME:** \_\_\_\_\_

\* **THE REGISTERED USER'S NAME IS REQUIRED INFORMATION THAT MUST MATCH OUR RECORDS.**

**CURRENT REGISTRATION NUMBER:** \_\_\_\_\_

Retrieve the current Registration Number from the ORDER/REG screen of the software.

## OLD COMPANY INFORMATION:

Enter the current information from the COMPANY MAINTENANCE screen; which verifies how the software was originally registered.

**COMPANY NAME:** \_\_\_\_\_

**NUMBER & STREET** or PO BOX: \_\_\_\_\_

**CITY:** \_\_\_\_\_ **STATE:** \_\_\_\_\_ **ZIP:** \_\_\_\_\_

**COMPANY PHONE NUMBER** ( ) \_\_\_\_\_ - \_\_\_\_\_ (Top Phone# of the COMPANY MAINTENANCE screen)

**EMAIL ADDRESS:** \_\_\_\_\_

## NEW COMPANY INFORMATION:

**THE SUBMITTED 3<sup>rd</sup> PARTY DOCUMENTS MUST REFLECT THIS ADDRESS AND OR COMPANY PHONE NUMBER CHANGE.**  
Repeat any information that is staying the same so that we know it is not changing.

\*\*\*\*\* Enter the new information EXACTLY as you want it to appear in the COMPANY MAINTENANCE screen \*\*\*\*\*

**COMPANY NAME:** \_\_\_\_\_

**NUMBER & STREET** or PO BOX: \_\_\_\_\_

**CITY:** \_\_\_\_\_ **STATE:** \_\_\_\_\_ **ZIP:** \_\_\_\_\_

**COMPANY PHONE NUMBER:** ( ) \_\_\_\_\_ - \_\_\_\_\_ (Top Phone# of the COMPANY MAINTENANCE screen)

**EMAIL ADDRESS:** \_\_\_\_\_

## ADMINISTRATIVE FEE FOR REGISTRATION CHANGE: \$25.00

**NAME ON CARD:** \_\_\_\_\_ **\*\* SIGNATURE:** \_\_\_\_\_

**CREDIT CARD NUMBER:** \_\_\_\_\_ **EXP DATE:** \_\_\_\_ / \_\_\_\_

**STREET ADDRESS YOUR CREDIT CARD BILL IS RECEIVED AT:** \_\_\_\_\_

**ZIP/POSTAL CODE YOUR CREDIT CARD BILL IS RECEIVED AT:** \_\_\_\_\_

**SECURITY CODE:** (MC/VISA/DS - 3 Digit number on Back of Card) (AX – 4 Digit on Front of Card) \_\_\_\_\_

**Upon verification of information and payment, a new Registration Certificate will be sent via email and US mail.**

For faster service, make sure you have included your email address. When your new Registration Number arrives:

(1) Change address/phone in the COMPANY MAINTENANCE screen. (2) Enter your new Registration number in the ORDER / REGISTER screen & click ACCEPT REG.

\*\* Your signature warrants that all information given herein is true and to the best of your knowledge Factual.