



SpinetiX ARYATM

Subscription Management Guide

SpinetiX sells and operates subscriptions through an indirect two-tier distribution channel.
End customers purchase from resellers who purchase from distributors who ultimately purchase from SpinetiX.
This guide is therefore intended to share some key information to help you operate at best with our different stakeholders.

Click on the action you want to learn more about

NEW ACCOUNT

Create an Account



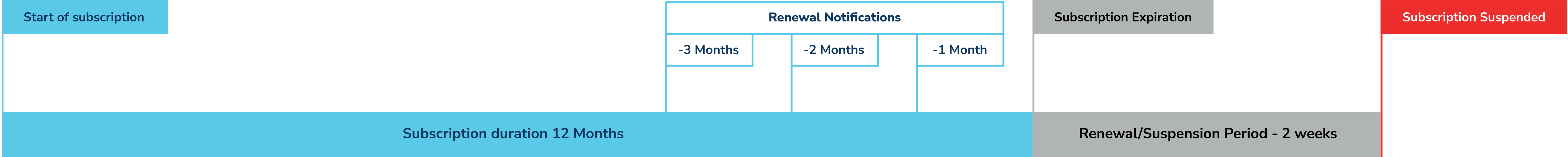
MANAGE EXISTING ACCOUNT

↺ Renew Subscription

+ Add Capacity

↑ Upgrade Subscription

Timeline of subscription



CREATE AN ACCOUNT

Submission Checklist:

- ✓ **Account name:** we recommend using the end-user company name.
- ✓ **Country:** location from where the end user manages the subscription
- ✓ **Subscription Plan:**
 - SpinetiX ARYA Enterprise
 - SpinetiX ARYA WIDGETS
 - SpinetiX ARYA KIOSK
 - SpinetiX ARYA SYSTEMS
- ✓ **Account Capacity:** Maximum number of players that can be paired in the account.
- ✓ **Subscription Expiration Date:** by default the expiration date is set to the 1st of next month, in 1 year following the creation date. If you prefer a different date, you can specify another month and year but not less than 1 year or more than 3 years following the creation date.
- ✓ **1st Account Administrator:** name and e-mail address of the person responsible to connect first to the account and manage the initial user invitations and permissions.

Subscription notification modes:

Every new subscription is set to a default notification mode. If you prefer a different approach, we offer two alternative notification modes that can be enabled upon request to your distributor.

Note: As a reseller, to enable a special notification mode, you must provide your distributor with an email address (preferably an alias) that we can use to correctly send all notifications.

Standard Mode (Default)

- Who gets notified: Admins + Reseller
- When notifications are sent: 3, 2, 1 months before expiration day, and 15 days after expiration (suspension day).

Ideal if you want full visibility and time to take action well in advance.

Silent Mode

- Who gets notified: Admins + Reseller
- When notifications are sent: on the expiration day and 15 days after expiration (suspension day)

A minimal approach, perfect if you prefer fewer reminders but still want to be alerted at key moments.

Managed Services Mode

- Who gets notified and when:
 - Reseller: Receives all notifications (3, 2, 1 months before expiration day, and at suspension day)
 - Admins: Only notified on expiration day and suspension day

This mode is designed for resellers who actively manage subscriptions on behalf of customers.

For Glossary, click here



RENEW SUBSCRIPTION

Submission Checklist:

- ✓ **Account ID:** Account ID can be found in SpinetiX ARYA settings under account info. For more info, click [here](#).

ACCOUNT ID

bRrYcuSv0as1tHFghsWncrD4ydeXaoMcTPfj 

- ✓ **Account Capacity:** Maximum number of players that can be paired in the account.

Renewal at a glance:

Once SpinetiX receives the purchase order from the distributor, our store team will process the account renewal for an additional period of minimum 1 year and send a confirmation email to the distributor.

Suspension

If SpinetiX doesn't receive a purchase order, the account will be suspended 15 days after the expiration date. Suspensions never occur on weekends or Swiss public holidays, in such cases, the suspension will take place on the next available business day.

After Suspension

If an account is suspended, SpinetiX may reinstate it subject to specific conditions. If reinstated, the renewal will be billed starting from the original expiration date.

ADD CAPACITY

Submission Checklist:

- ✓ **Account ID:** Account ID can be found in SpinetiX ARYA settings under account info. For more info, click [here](#).

ACCOUNT ID

bRrYcuSv0as1tHFghsWncrD4ydeXaoMcTPfj 

- ✓ **Extended Account Capacity:** Number of players the customer wants to add to its current capacity.

Capacity extension at a glance:

When you increase the capacity during the year, the cost is prorated based on the remaining time until the expiration date.
Note: Prorated charges are always calculated starting from the 1st day of the following month after the change is made.

How to Calculate Prorated Charges for Capacity Increases

For Example:

- **Expiration date:** May 1, 2026
- **Extended Account Capacity:** 2 players to add
- **Date of request:** September 14, 2025
- **Prorated period:** October 1, 2025 to April 30, 2026 = 7 months
- **Annual license cost per player:** \$300

Prorated cost calculation:

$$\left(\frac{300 \times 7}{12} \right) \times 2 = \$350$$

$$\left(\frac{\text{Annual Price per Player} \times \text{Prorated Months}}{12} \right) \times \text{Number of Players} = (\$) \text{ Total Cost}$$

So, the total cost for adding 2 players for the remaining 7 months is \$350.

Your Purchase Order should look like this:

| Product Name | Quantity | Unit Price (\$) | Total Price (\$) |
|-----------------|----------|-----------------|------------------|
| SX-SUB-ARYA-ENT | 2 | 175.00 | 350.00 |

For Glossary, click [here](#)



UPGRADE

Submission Checklist:

- ✓ **Account ID:** Account ID can be found in SpinetiX ARYA settings under account info. For more info, click [here](#).

ACCOUNT ID

bRrYcuSv0as1tHFghsWncrD4ydeXaoMcTPfj 

- ✓ **Account Capacity:** Maximum number of players that can be paired in the account.

- ✓ **Plan Change:**

- **Upgrading from Trial:**
[Trial](#) → Enterprise / ARYA-WIDGETS / ARYA-KIOSK / ARYA-SYSTEMS
- **Upgrading from Demo:**
[Demo](#) → Enterprise / ARYA-WIDGETS / ARYA-KIOSK / ARYA-SYSTEMS
- **Upgrading from Enterprise:**
[Enterprise](#) → ARYA-WIDGETS / ARYA-KIOSK / ARYA-SYSTEMS

Subscription upgrade at a glance:

NOTE: The expiration date is set by default to 1 year from the 1st day of the next month after the upgrade. You can set up a different expiration date, as long as it falls within a period of 1 to 3 years from the 1st day of the month following the upgrade request.

When you upgrade your subscription plan, the price difference is calculated on a prorated basis, according to the remaining time before the expiration date.

For Example:

- **Plan Change:** Enterprise → ARYA SYSTEMS
- **Capacity:** 4 players
- **Expiration Date:** December 1, 2025
- **Date of Request:** August 20, 2025
- **Prorated Period:** September 1, 2025 to November 30, 2025 = 3 months

Annual Pricing:

ARYA SYSTEMS: \$450 - Enterprise: \$300 = Difference: \$150 /year

Prorated Calculation:

Per Player: $(150 \times 3) / 12 = \$37.50$

$$\left(\frac{(450 - 300) \times 3}{12} \right) \times 4 = \$150$$

$$\left(\frac{(\text{New Plan Price} - \text{Old Plan Price}) \times \text{Remaining Months}}{12} \right) \times \text{Capacity} = \text{Total Prorated Cost}$$

Your Purchase Order should look like this:

| Product Name | Quantity | Unit Price (\$) | Total Price (\$) |
|-----------------|----------|-----------------|------------------|
| SX-SUB-ARYA-SYS | 4 | 37.50 | 150.00 |

For Glossary, click here



Subscription

Subscription Plan: SpinetiX ARYA has multiple Plans available:

- SpinetiX ARYA Enterprise
- SpinetiX ARYA WIDGETS
- SpinetiX ARYA KIOSK
- SpinetiX ARYA SYSTEMS

Subscription Fees: are invoiced upfront as a single amount according to the account capacity and the subscription duration

Subscription Duration: Minimum 1 year and up to a maximum of 3 years.

Account

Account Capacity: the maximum number of players which can be paired to the SpinetiX ARYA account

1st Account Administrator: the person responsible to connect first to the account and manage the initial user invitations and permissions.

Account Name: is the name that all users of the account see directly in the Interface.

Account ID: It is unique identifier of an account that consists of multiple letters and numbers.

Dates

Creation Date: as soon as the account is created, subscription is getting charged on the 1st of the month after account creation. For example, if created on April 8th, billing starts on May 1st.

Expiration Date: The subscription expires on the 1st of a month. To continue using SpinetiX ARYA, customers must send a formal purchase order by the expiration date to renew.

Suspension Date: if no renewal is confirmed by the expiration date, SpinetiX suspends the subscription 15 days later (or the next business day if it falls on a weekend or Swiss holiday).

