

PantoneLIVE and ColorCert FAQ sheet

FAQs

My customer bought a license at the old price. Do they get a refund?

- No, but license renewals can use the new prices and site license prices.
- Contact them as they might be interested in the economy of a site license.

Can customers use a Design license PLV-DES to obtain PantoneLIVE access in a Production software like ColorCert or Ink Formulation?

- No. Design licenses only allow access to PantoneLIVE ColorBook and Viewer.

Can customers use a Production PLV-PRD license to gain PantoneLIVE access in Design software like PantoneLIVE ColorBook & Viewer?

- Yes. The more expensive Production license can be used to access PantoneLIVE within PantoneLIVE ColorBook and Viewer.

What is the SaaS expiration email all about and why might I get one?

- Occasionally X-Rite modifies the SaaS (Software as a Service) agreement to expand the scope of the document or to consider new use cases. We will be modifying this next week to account for “site licenses” and to consider the scope of the new PantoneLIVE Portal.

When do part number and pricing changes take effect?

- January 26, 2015

Where's the price list for this stuff?

- Pricing is located in the My X-Rite Resource Room and available to users who have an X-Rite or reseller My X-Rite account.

Can we still use the legacy part numbers and prices?

- No. They are no longer available for sale in Mapics.

What about quotes that reference legacy parts and higher prices?

- Account manager should work with customers to adjust quotes. Prices are now lower. Site license prices are also available.
- Any orders that arrive with legacy parts will be replaced with the new part numbers (this gives the customer the exact same functionality) and the new prices (so the customer invoice will be less than PO).

How will customers know what product to renew?

- X-Rite has changed the identity of all current licenses in the PantoneLIVE cloud. My X-Rite now reflects the new part numbers.
- All reminder emails also now reference the new part numbers.

Will customers know what license is used with each software type?

- Yes. The code for each application is now listed for any used licenses in My X-Rite. It is shown on the My PantoneLIVE page.

Can customers re-assign a Production license to another user, workstation or application?

- Yes. License Owners can use My X-Rite to deactivate a code. It can then be re-applied to another workstation, application or user.

Can one license be used for Quality Control software AND Ink Formulation software at the same time?

- No. Production licenses are universal but can only be used on one workstation for one application at a time.

Will the IFS 90-day promotion change based on the new part numbers?

- The legacy part numbers will be issued for this promotion until further notice (PLV-VFSMFR-M, PLV-VFSPRQ-M, PLV-VFSBAS).
- Once the 90-day license is claimed, it will convert to a production license the following day.
- Any renewal of this license will be via a production license (PLV-PRD).

Can customers distribute licenses purchased as a site license to their other locations, customers and suppliers?

- No. This is a violation of the X-Rite site license and SaaS terms and conditions.
- Customers can purchase affordable site licenses for each of their locations and for each customer and each supplier location.

Can customers add more licenses to a site license after a few months?

- Site license discounts only apply to items purchased on the same order

What is the discount on a site license for dealers and ink suppliers?

- Qualified resellers can obtain a discount of up to 15% (requires approval with Regional VP Sales)

Is the site license price the same if a site needs more than 25 Production or 50 Design licenses?

- No. For these very large installations there is an incremental price per license for more than the 25 Production or 50 Design thresholds. Please work with Frank or Iain for help with these large proposals.