

For those who are subscribing a paid plan with invoice (deposit)

From September 1st, 2023, the deposit system will be abolished and shifted to a ticket system.

What is Ticket System

In the ticket system, users purchase tickets for the basic plan and additional users in advance and pay the monthly usage fee by the ticket.

1 plan ticket = 1 month basic plan fee

1 additional user ticket = 1 additional user fee for 1 month

※1) Tickets are valid for use within one year from the date the ticket is granted (the date of our confirmation of payment).

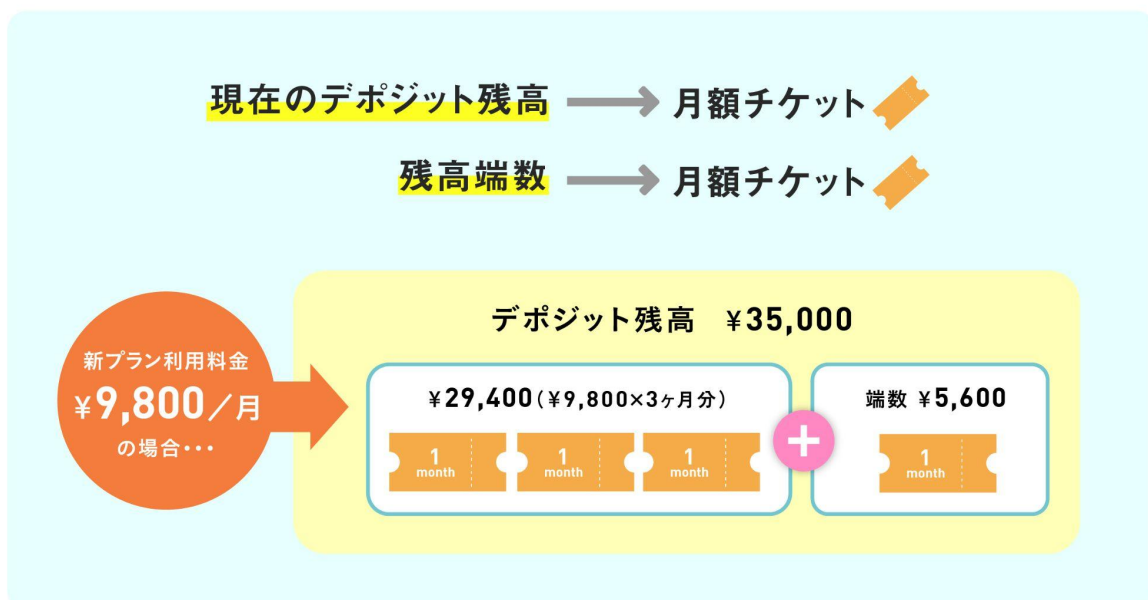
※2) Tickets for each plan cannot be converted to other plans' tickets or additional user tickets of other plans.

Example) Use the Lite Plan with 2 additional users for 1 month

1 Light Plan ticket and 2 additional user tickets for the Light Plan are required.

If you have deposit balance as of August 31st, 2023

Deposits remaining as of August 31st, 2023 will be automatically converted to tickets for the new plan and additional users at the time of contract renewal on September 1st, 2023. (Any fractional amount will be rounded up and given as a ticket for one month's worth of new plan and additional users.)



If no deposit balance as of August 31st, 2023

If no deposit remains on August 31, 2023, please purchase tickets for the new plan by August 31, 2023.

Frequently Asked Questions

Q: I have a deposit balance of JPY 15,000 as of August 31, 2023. I'd like to use the Lite Plan with no additional users from September. How will the tickets be granted?

A: 2 Light Plan tickets will be granted.

(1 Light Plan ticket (JPY 9,800) will be granted first. Then the remaining balance of JPY 5,200 will be rounded up and converted to 1 Light Plan ticket. In total, you will get 2 Light Plan tickets.)

Q: I have a deposit balance of JPY 10,000 as of August 31, 2023. I'd like to use the Full Plan with 2 additional users from September. How will the tickets be granted?

A: One Full Plan ticket and two additional user tickets for the Full Plan will be granted.

(The fee for the Full Plan with 2 additional users is 45,800 yen. The entire balance of JPY 10,000 will be rounded up to the total cost and you will receive one Full Plan ticket and two additional user tickets for the Full Plan).

Q: I'd like to change my plan from the Lite Plan to the Full Plan. I have one unused Light Plan ticket. Can I convert it to a Full Plan ticket?

A: You cannot convert a ticket you have already purchased to another plan.