

Synerex Renewal + Grace Policy Matrix

Program	Plan	Renewal Notice	Payment Due	Grace Window	Suspend Trigger	Behavior During Grace Period
EM&V	Baseline/Pro/Enterprise	30 days before term end	By term end (or Net term end)	Offline work allowed up to 7 days after cure period; Overdue payment after 7 days triggers suspension.	May trigger suspension if payment is late.	Sync/suspend
Tracking	Basic/Pro/Enterprise	30 days before term end	By term end (or Net term end)	Online grace 5 minutes; Offline grace 5 minutes; Overdue payment after 5 minutes triggers suspension.	May trigger suspension if payment is late.	Sync/suspend

*Offline grace for EM&V; is configurable; recommended 7 days max before requiring online validation for sealing/submission.