

# Synerex Renewal + Grace Policy Matrix

Program	Plan	Renewal Notice	Payment Due	Grace Window	Suspend Trigger	Behavior During Grace
EM&V	Baseline/Pro/Enterprise	30 days before term end	By term end (or Net term)	Offline work allowed up to 7 days	Over 7 days after cure period; May not suspend	May continue offline; sync/scale
Tracking	Basic/Pro/Enterprise	30 days before term end	By term end (or Net term)	Online grace 5 minutes	Over 5 minutes cure period; Boat continues scaling	Boat continues scaling

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