

We migrate everything to Zuora for our billing. We let Zuora know how much we charge the client on a monthly basis and let Zuora handle everything else. Most of the clinics pay on a monthly basis but a few pay on a yearly basis as well. The subscription fee depends on how many user quota they have. But some of the clinics actually have some discount on top of that, meaning the price we charge for the user quota and also if they have SMS and/or if clinic use Pet care services as well. Our billing system through Zuora is automated. One issue is the user quota, the price is fixed at Zuora. When users update their user quota, lets say that have 9 user quota and the clinic increases the user quota to 10 the discounted price automatically gets removed and that causes a huge increase in fees for the client.