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April, 2018
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SUBJECT: Allison DOC® Subscription Renewal Process

Introduction:

Each of the Allison DOC® software offerings (Allison DOC® Premium, Allison DOC® Premium (H 40/50 EP™), Allison DOC® Fleets and Allison DOC® Fleets (FuelSense®) are subscriptions that must be renewed annually. Allison DOC® software will display a notice informing you of the license key expiration beginning 30 days prior to the expiration date. The Allison DOC® license can be renewed in two ways: Credit Card auto-renewal or by contacting Noregon to order the renewal. You cannot renew licenses by placing an order on the Allison webstore.

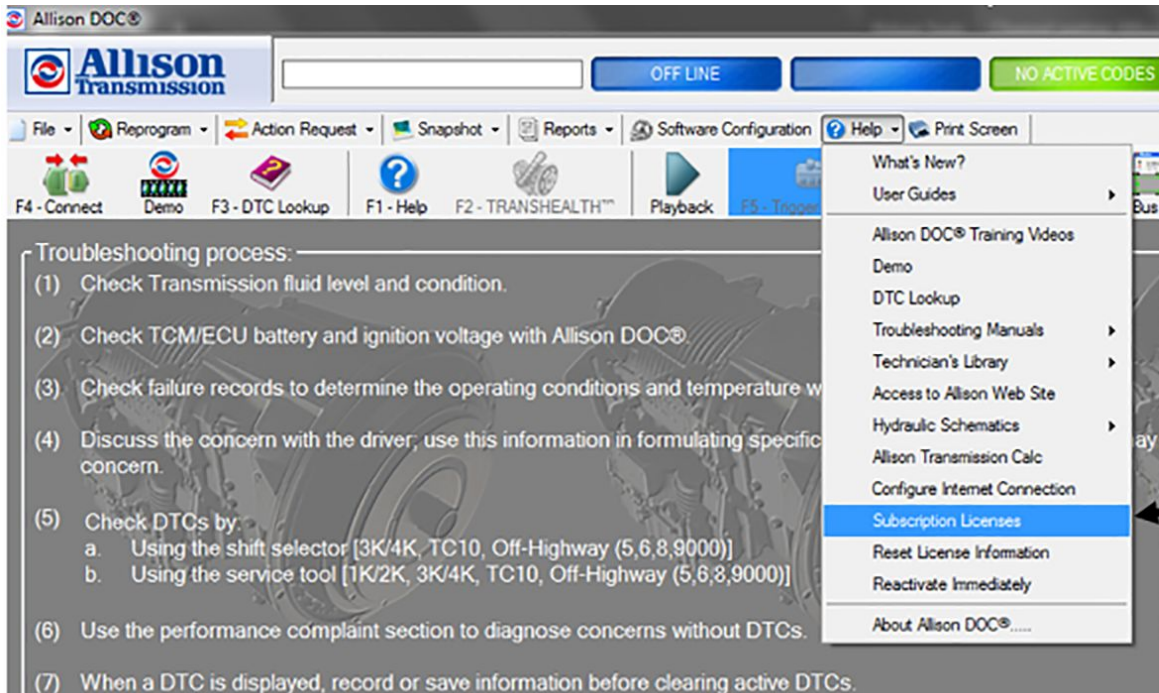
Credit Card Purchase:

If the Allison DOC® subscription is purchased with a Credit Card and is enrolled in the subscription auto-renewal program, the Allison subscription will automatically renew on the renewal date when the Credit Card used on the original purchase is charged. If the Credit Card has changed, the customer must update the Credit Card information on the Allison Store prior to the renewal billing. If the credit card is expired or declined upon the renewal billing, the customer must contact Noregon to provide an updated payment method. If payment is not obtained, the license(s) will expire on the renewal/expiration date.

Contact Noregon to renew the licenses:

To renew the software, follow the steps below:

1. Open the Allison DOC® software and select “Help” and then select “Subscription Licenses”.



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2. Copy or write down any license key(s) for each subscription you will renew. The license keys are unique per computer. If you are renewing the licenses for multiple work stations, collect all the licenses keys.

Please call 877-659-6913 (US/Canada) or 1-336-970-5534 (International) for assistance.

Customer Information:

Install Image Information

Version 2017.4 Serial Number

PC Information

PC Name

IP Address

PC Serial

Subscription Licenses

Allison DOC® Premium Expires 1/2/2019

Allison DOC® Fleets

Allison DOC® Fleets (FuelSense®)

Allison DOC® Premium (H 40/50 EP™)

Reset License Info History Internet Connection Exit Reactivate

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3. With your payment method ready, please call Noregon at 877-659-6913 (US), or 1-336-970-5534 (International). Operating hours are Monday through Friday from 8AM and 5PM EST. Do NOT send Credit Card information through email.
4. Please note that once your renewal order is placed, the order will be processed and the license key(s) will be renewed in approximately 24 hours. There is no need to input a license key into Allison DOC® to renew. You can authenticate the license renewal by opening Allison DOC® when connected to the internet and clicking the “reactivate” button as shown above.