**How to upgrade a user from Pro-Trial - to Pro**

Explanation and process:

This is something we're displaying for them at the top of the web pages:

1) If you get such requests, you can reply to the person that

To keep using the company administration capabilities, he has to pay for [Pro user license](http://www.telemessage.com/pricing/) (it's monthly recurring for the admin and the users he manages below him).

How many Pro users licenses would you like to buy?

We'll email you an invoice for the total sum with a link to insert your credit card/Paypal details."

2) once he replies, Bob will issue them an invoice and request to pay via Paypal.

3) After they pay, we'll change their user settings -> update max number of users they purchased in the admin, and remove the notice

Check slide 45 in

C:\Users\%userprofile%\Google Drive\Sales and Marketing\Marketing\Lead Generation\Sales process\Training September 2014\B2B Sales process actions - part 2-1.pptx

4) If they don't agree to pay, they can not keep using the admin, and we need to downgrade the admin and all users below him (change service level) to Developer.

If anything not clear - please come and I'll explain.

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Best regards,

Gil