



March 2026 | Monitoring Lifecycle Update

From: Christina Giordano Olsen
EMSuite Size Upgrades

Monitoring customers grow and shrink over time. EMSuite can adjust to match these changes.

Please note that all changes must be processed through the ordering team at Ellab Denmark. When adjusting the size of these part numbers, a negative sales invoice is registered in Business Central to offset previous purchase, and new item invoice is then issued for the new item code.

To handle the change within Business Central the purchase order, service items can have a -1 for the existing part numbers with the price adjusted to the original purchase value. Then a +1 for the replacement with the latest pricing applied. This ensures that the customer is charged the current price for the larger system, while the amount previously paid is deducted accordingly.

Typical items that will change as system sizes grow / shrink	
<u>EMSuite Purchase</u>	<u>EMSuite SaaS</u>
EMSuite Software Purchase: Up to XX Channels	1-yr SaaS: EMSuite Annual Subscription, w/ Ellab Essential Support: XX Channels
1-yr: EMSuite Essential Support Plan: XX Channels	1-yr SaaS: EMSuite Annual Subscription, w/ Ellab Compliant Support: XX Channels
1-yr: EMSuite Compliant Support Plan: XX Channels	1-yr Cloud Hosting: Add-on. Ellab MS Azure Cloud tenant for EMSuite SaaS: XX Channels
Add On: 1-yr EMSuite Premium Support Plan: XX Channels	Add-on: 1-yr EMSuite Premium Support Plan: XX Channels

Please ensure that the Ordering team at Ellab Denmark is provided with existing license key and the original invoice number when requesting an upgrade.

If this information is not submitted, the upgrade cannot be processed

Below is an example of an invoice for quotation purposes:

Invoice

Page 1 / 1

Invoice No.:		Document Date:	
Customer:		Due Date:	
Customer VAT No.:		Terms of Delivery:	
Our ref.:		Mode of Delivery:	
Payment Terms Code:		Package Tracking No.:	
Order No.:		Your Order:	
		Your Reference:	

No.	Description	Quantity	Unit	Unit Price	VAT %	Amount
33013561	EMSuite Software Purchase: Up to 10 Channels HS Code: 99999999 Country of Origin: DK	-1	PCS	687.50		-687.50
33013562	EMSuite Software Purchase: Up to 25 Channels HS Code: 99999999 Country of Origin: DK	1	PCS	1,406.90		1,406.90
33017670	1-yr: EMSuite Compliant Support Plan: ≤ 10 Channels HS Code: 99999999 Country of Origin: DK	-1	PCS	588.50		-588.50
33017671	1-yr: EMSuite Compliant Support Plan: ≤ 25 Channels HS Code: 99999999 Country of Origin: DK	1	PCS	724.90		724.90
Total Net Weight: 0.00 kg.						
Subtotal						855.80
Total (USD)						855.80

For any questions, please contact Brand management through the Pre-sales support hub.

Best Regards,
Brand Management
Ellab A/S