

Billing	Where can I see my invoice details?
Billing	What type of payment methods are offered?
Billing	Why does Lely use automated payment (direct debit and credit card) as payment options?
Billing	Is it safe to pay via direct debit or credit card?
Billing	Is it possible to pay manually?
Billing	Does the monthly payment of the subscription package include the use on all platforms?
Portal & profile	Will the Lely portal be for all customers using Horizon?
Portal & profile	Can I access Horizon and the Lely portal from any online device?
Portal & profile	How do I obtain the right log-in details?
Portal & profile	I have a new e-mail address, but I want to keep my current password. Can I do this for the Lely portal?
Portal & profile	I see an error message when logging into the Lely portal. What should I do?
Portal & profile	Despite multiple attempts I cannot succeed in logging in to the Lely portal; what should I do?
Portal & profile	If I am logged into www.lelyportal.com for a longer period, but I don't perform any transactions, I have to log in again after a while. Why?
Portal & profile	How do I activate the Lely portal?
Portal & profile	How do I request an account for the Lely portal?
Portal & profile	Can I activate Horizon in the Lely portal?
Portal & profile	What details are held in my 'User profile'?
Portal & profile	Can I go directly to the Lely portal when I'm working in Horizon itself?
Portal & profile	If I would like to switch to a different subscription package for Horizon, can I see the details of the other subscription packages in the Lely portal?
Portal & profile	Can I switch in packages when I'm still in the Trial period?
Portal & profile	After registration in the Lely portal, when will my T4C not be available anymore?
Portal & profile	Can anyone on my farm log on to the Lely portal?

The 'Invoices' section of the Lely portal shows all your Horizon invoices along with the details.

We offer direct debit and credit card as accepted payment methods. The direct debit method used and supported in Europe is IBAN or SEPA. The method supported in North America is ACH.

Once they get used to automatic collection, customers very rarely want to go back*

- Based on the experiences of several industries such as telecoms, utilities (electricity, water, etc.) and TV providers, it is clear that customers prefer automated billing in the long run.
- The feeling of 'loss of control' or 'unwillingness' is mostly caused by lack of awareness or fear of the unknown.
- Customer reticence tends to completely disappear once they see that:
 - bills come in regularly and can be easily found online;
 - in case of issues, payments can be reversed up to 8 weeks with a single click and
 - there is no more hassle having to remember to pay every month in the space of 2 weeks.

Lely cannot just take your money. When customers give approval for direct debit, they maintain the right to revoke it, meaning they have the right to reverse a payment. Often this can be done simply in a banking app. With one click, the payment is reversed and the money is returned immediately to the customer's bank account. No questions asked. Customers can reverse payments at any moment immediately if Lely has made a mistake, although, of course, we would prefer a phone call to be able to resolve the issue. For SEPA (Single European Payment Area) bank cards, customers of any bank have the right to reverse a direct debit payment until 8 weeks after payment. For ACH (North America), this is 90 days. With just a single click in your banking app, the money will be returned to your account. No questions asked. This is a stronger guarantee then you have with normal bank payments which only provide 2 weeks' payment notice.

It is currently not possible to pay manually. Lely is working on a solution to also provide manual payment options in the future. This is expected to be available in Q4 2021.

There is only one payment per month. If you have the Control or Advance package, this also covers the use of mobile devices.

All Lely customers using the Horizon management system and invoiced directly by Lely can use www.lelyportal.com. If you are not yet a Horizon user/Lely customer, we would be delighted to welcome you as one. As a farmer, please contact your Lely Center to arrange access.

Yes, Horizon and the Lely portal (via a web browser) can be used from any online device. Horizon can only be used on any online device if you have an active subscription to "Control" or "Advance".

To log in via www.lelyportal.com, you will need your customer number and a personal registration code. This information will be provided by your Lely Center. For new customers: to log into Horizon, you will need to create specific Horizon login details. For existing customers: to log in to Horizon, you can use your existing T4C login details.

Yes, this is possible. You can change your email address and other personal information at www.lelyportal.com.

If an error message appears during login, this might mean that you have entered an incorrect username/password combination (or maybe a typo or incorrect use of upper and lowercase letters) by mistake. You will be requested – and given the opportunity – to log in again. If the error message persists, please contact your Lely Center.

If the system does not recognise the username/password combination you have entered, you will be shown an error message. You will be requested – and given the opportunity – to log in again. If you still cannot log on, we kindly ask that you contact your Lely Center.

This is for security reasons. You will be taken back to the login screen where you can log back in again.

To activate Lely portal you need your customer number and a personal registration code. You will receive these from your Lely Center.

Your Lely Center will provide you the details to activate your Lely portal if you are a new customer or an existing customer wanting to migrate to Horizon. Should you need activation details for another reason (e.g. if you've lost them), your Lely Center can request new activation codes from Lely.

No, Lely portal is your personal environment where you can manage your preferences and payment details.

We need a series of personal details (like name, address and payment details) in order to set up your ordering process correctly. You can view these details and update them using the 'User profile' button. We would like to reassure you that your personal and payment details are in safe hands. Lely strictly adheres to all privacy and security guidelines.

No, this is not possible. The Lely portal is a completely different application with other login details.

Horizon is available in two different packages: Control and Advance. For current Lely customers, we are also temporarily offering an entry-level package (Basic) which comes with limited functionality. You can compare the functionalities of the different packages at <https://communications.lely.com/horizon> to help you choose which would be the best option for you.

Yes, this is possible. This can be done in the Lely portal.

During the free trial, you can use Horizon alongside T4C to help make the transition smoother. At the end of the free trial, T4C will be uninstalled and you can continue in Horizon with your chosen subscription. Of course, you will also receive an e-mail from us a few weeks before your free trial ends so you can prepare for the end date.

No, only subscribers that have completed and verified their accounts can log onto the Lely portal. The Horizon software itself can, of course, be accessed by more than one person on the farm if you chose to do so.

