

Billing	<b>Where can I see my invoice details?</b>	The 'Invoices' section of the Lely portal shows all your Horizon invoices along with the details.
Billing	<b>What type of payment methods are offered?</b>	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.
Billing	<b>Why does Lely use automated payment (direct debit and credit card) as payment options?</b>	<p>Once they get used to automatic collection, customers very rarely want to go back*</p> <ul style="list-style-type: none"> <li>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.</li> <li>The feeling of 'loss of control' or 'unwillingness' is mostly caused by lack of awareness or fear of the unknown.</li> <li>Customer reticence tends to completely disappear once they see that: <ul style="list-style-type: none"> <li>bills come in regularly and can be easily found online;</li> <li>- in case of issues, payments can be reversed up to 8 weeks with a single click and</li> <li>- there is no more hassle having to remember to pay every month in the space of 2 weeks.</li> </ul> </li> </ul>
Billing	<b>Is it safe to pay via direct debit or credit card?</b>	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 than you have with normal bank payments which only provide 2 weeks' payment notice.
Billing	<b>Is it possible to pay manually?</b>	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.
Billing	<b>Does the monthly payment of the subscription package include the use on all platforms?</b>	There is only one payment per month. If you have the Control or Advance package, this also covers the use of mobile devices.
Portal & profile	<b>Will the Lely portal be for all customers using Horizon?</b>	All Lely customers using the Horizon management system and invoiced directly by Lely can use <a href="http://www.lelyportal.com">www.lelyportal.com</a> . 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.
Portal & profile	<b>Can I access Horizon and the Lely portal from any online device?</b>	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".
Portal & profile	<b>How do I obtain the right log-in details?</b>	To log in via <a href="http://www.lelyportal.com">www.lelyportal.com</a> , 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.
Portal & profile	<b>I have a new e-mail address, but I want to keep my current password. Can I do this for the Lely portal?</b>	Yes, this is possible. You can change your email address and other personal information at <a href="http://www.lelyportal.com">www.lelyportal.com</a> .
Portal & profile	<b>I see an error message when logging into the Lely portal. What should I do?</b>	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.
Portal & profile	<b>Despite multiple attempts I cannot succeed in logging in to the Lely portal; what should I do?</b>	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.
Portal & profile	<b>If I am logged into <a href="http://www.lelyportal.com">www.lelyportal.com</a> for a longer period, but I don't perform any transactions, I have to log in again after a while. Why?</b>	This is for security reasons. You will be taken back to the login screen where you can log back in again.
Portal & profile	<b>How do I activate the Lely portal?</b>	To activate Lely portal you need your customer number and a personal registration code. You will receive these from your Lely Center.
Portal & profile	<b>How do I request an account for the Lely portal?</b>	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.
Portal & profile	<b>Can I activate Horizon in the Lely portal?</b>	No, Lely portal is your personal environment where you can manage your preferences and payment details.
Portal & profile	<b>What details are held in my 'User profile'?</b>	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.
Portal & profile	<b>Can I go directly to the Lely portal when I'm working in Horizon itself?</b>	No, this is not possible. The Lely portal is a completely different application with other login details.
Portal & profile	<b>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?</b>	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 <a href="https://communications.lely.com/horizon">https://communications.lely.com/horizon</a> to help you choose which would be the best option for you.
Portal & profile	<b>Can I switch in packages when I'm still in the Trial period?</b>	Yes, this is possible. This can be done in the Lely portal.
Portal & profile	<b>After registration in the Lely portal, when will my T4C not be available anymore?</b>	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.
Portal & profile	<b>Can anyone on my farm log on to the Lely portal?</b>	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.
Portal & profile	<b>What can I do if I have forgotten my password?</b>	To get a new password, please click on the 'Forgotten password' button. An entry screen will appear where you can enter your e-mail address. Please make sure you use the e-mail address with which you always log on (under the 'Username' entry field.) Lely will also use this email address to communicate with you. After you have sent the request for a new password, it is sent to you by an e-mail. You can then log on with the password you have received. For security reasons, you are asked to change this password immediately and keep it at a safe place.
Portal & profile	<b>Can someone else activate Horizon for me?</b>	No, that is not possible. The Lely portal is your personal environment where you can manage your preferences and payment details. This is something you have to manage yourself.
Portal & profile	<b>What should I do when I think someone else has accessed my portal without my permission?</b>	Please contact your Lely Center immediately.
Portal & profile	<b>I am already a customer using T4C, what can I expect?</b>	Together with your Lely Center we will help migrate you to Horizon. Depending on your personal situation, we will prepare a step-by-step migration. Before the end of 2021, you will hear more from us.
Portal & profile	<b>How will I be supported during the migration from T4C to Horizon?</b>	To facilitate a smooth transition to working with the new Horizon interface and its functionalities, we have developed several online training sessions in our 'Farmers Academy'. You have access to these services via a banner at the top of your T4C. You can, for example, explore new possibilities for decision support, or the way in which task-oriented routines are presented to you. We also have a large group of specialists available at your Lely Centers that can support you in your migration process.

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