

Subject: Scribe - an update on pricing for Edith Weston Parish Council

Date: Friday, 21 October 2022 at 10:48:06 British Summer Time

From: Jo Peters

To: ewpcclerk@gmail.com

Hi,

I hope this message finds you well. I have been taking a look back at what Scribe has achieved for our customers over the past 2 years:

- 40 new features added (including budgeting and lots of reports)
- 2 new products were released (facility bookings and allotments)
- 850 AGAR submissions (£100M income managed)
- 200 live training events
- 6,000 support requests, 80% responded within 2 hrs
- 9.5 customer satisfaction score (out of 10)

Looking forward, we are reviewing the inclusion of new features highlighted in our recent customer survey, such as

- Transactions with multiple transaction items
- Bank reconciliation improvements
- Further reporting improvements (customise your own)
- Further Email integration
- Improved usability
- New potential products - Agendas and minutes, Asset manager

To continue investing in making Scribe products and customer service better for you we need to increase our prices.

But prices won't change right away

New prices come into effect from 1st November, but we know that price changes can be challenging so the increase will not come into effect until your next renewal date on or after the 1st of April 2023.

We wanted to let you know now rather than at your renewal date as we know that you will shortly be discussing your budget for 2023.

Your subscription increases by £4.80 per month

All subscriptions will increase from the 1st of April and for you, your current monthly subscription fee will increase by £4.80 per month for **Accounts** used by **Edith Weston Parish Council**. This gives you a new monthly subscription of **£28.80 per month** (paid annually as per usual).

Thank you for being an integral part of the Scribe mission to save time to enable our Councils to have a greater impact on their community, these changes will help ensure that we continue to improve Scribe for years to come.

If you have any questions at all, let me know. All replies go directly to me.

Kind Regards,

Jo Peters

P.S. If this materially impacts your council, please let me know and we can work something out.



Jo Peters (CiLCA)

Customer Success Manager

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