

eCommerce Enhancements August 2020 India FAQs

For Internal and External Use

Description of Changes to PMI.org Storefront for Customers in India

- Customers from India will now have a seamless purchase eCommerce experience in Indian Rupees. Rather than using a currency conversion, the prices are established via a fixed price list to achieve pricing parity for our India customers.
- The new India storefront will be in English.
- When navigating to the storefront, your IP address will automatically direct you to the appropriate store unless you are logged in, in which case you will be directed to the appropriate store based on the country in the primary address in your *myPMI* profile.
- Order, Quote, Refund and Order Confirmation emails will be in INR.
- Donations to PMI EF on the regional store sites will also reflect local currency.
- Once you have transacted on the India storefront, you will see a summary section of the taxes you were charged on your Order Confirmation email.
- Existing PMI Memberships enrolled in auto renew will continue to auto renew in USD only (until December 2020).

India Storefront FAQs

Local Storefront and Pricing Questions

- **Why am I seeing a price in INR that is not the converted equivalent of the USD price I saw previously?** Prices are aligned with the regional pricing strategy but there is no direct currency conversion. Pricing is determined based on a fixed price list that aims achieve pricing parity in certain products for our India customers.
- **Will the price of products in INR change daily depending on the exchange from USD?** No. Pricing is determined based on a fixed price list that aims achieve pricing parity for our India customers and is updated at least once a year.
- **Why am I not able to see my local currency on PMI.org?** The only currencies currently supported are US Dollars, Indian Rupees, and Brazilian Reals. If your local currency is not yet enabled, you will need to transact in USD.
- **I am a customer in India, how do I change my currency from USD to INR?** The currency reflects the country in your primary home address in your *myPMI* Profile. Once your primary home address/Country is changed to India, your preferred storefront will be set to India and the currency should update appropriately.
- **In the shopping cart, I noticed that the currency was not correct. What should I do?** You may change your store at any point during shopping or checkout by updating your primary home address in your *myPMI* Profile; however, if you change your store and you already have

products in you Cart, your Cart will be cleared when redirected to the correct store. You will then need to re-add all products to your Cart. All prices should display in the appropriate currency once the store is updated.

- **I am a customer in India and I have never been charged tax before for this product. Why am I now being charged tax?** All products sold by PMI are subject to tax in India per taxing authorities.
- **Why are Events not in the INR product list?** Unfortunately Events are not available in the INR currency at this time.

Membership Questions

- **Why are prices for Members lower than for Non-Members?** Please refer to the benefits on the [Become a Member](#) page.
- **I renew my membership manually every year, do I have to do something different?** No. The next time you renew your membership, the price will be in INR.
- **I participate in a program where I pay 65USD for my membership. Will I be able to pay in INR?** Yes, you will be able to pay your membership in INR.
- **I have auto renewal for my PMI and/or Chapter membership? Will it change automatically to INR?** It depends on your date of membership renewal. Due to legal and operational restrictions, if your membership ends within the first three months after the transition to local currency (Sept, Oct and Nov 2020), there is a transition period so your renewal will continue in USD for this billing cycle and will update to INR in the next year billing cycle. Starting December 2020, auto renewal will change to INR.

Chapter Membership Auto Renewal Changes (Global Change)

- Similar to a PMI Membership, when you complete a Chapter Membership purchase, you will now be automatically opted-in for auto renew.
- If you are a current PMI Member (and enrolled in auto renew), and you complete a purchase for a new Chapter Membership, then the Chapter Membership will automatically be enrolled in auto-renew.
- Your Chapter Membership will move onto the same cycle as your existing PMI Membership renewal cycle.
- **Note:** If you purchase a Student or Retiree PMI Membership, auto renew is not an option; these products require a manual renewal.
- **Opt-Out:** If you wish to opt out of the auto renew post-purchase, you must opt out in your *myPMI* profile.
- Opting out of Chapter Membership auto renewal will cancel auto renewal for Chapter Membership only.
- Opting out of auto renewal for PMI Membership will cancel auto renewal for **both** your Chapter Membership and PMI Membership.

- If you opt-out and later return to renew your PMI Membership, you should NOT receive the auto renew messaging during checkout. You will not be required to save your payment details to complete checkout.
- Existing Chapter Memberships and PMI Memberships will continue to auto renew in USD only (until December 2020).

Chapter Membership Auto Renewal FAQs

- **Am I able to complete a purchase without opting in for auto renew?** No, you may not complete your purchase without opting in. If you wish to opt out of the auto renew, you may do so in your *myPMI* profile after purchase.
- **Am I able to opt out of the auto renew after purchase?** Yes, you may opt out at any point after your purchase is complete. You can navigate to your *myPMI* profile and cancel the auto renew for both Chapter and PMI Membership.
- **Can I opt out of Chapter Membership auto renewal but stay opted in for PMI Membership auto renewal?** Yes, in your *myPMI* profile you can cancel the auto renewal for Chapter and keep PMI Membership auto renewal. However, if you opt out of PMI Membership auto renewal, it will automatically opt you out of Chapter Membership auto renewal.
- **What happens if my Auto Renewal payment does not go through?** Please note that members receive two notifications via email prior to Auto Renewal Process: a Legal Reminder Email 62 days before expiration date and an Auto Renewal Charge Email 30 days prior before expiration date. If you are having trouble with a payment, please Contact Customer Care.
- **I have auto renewal in my Chapter Membership? Will it change automatically to INR?** It depends on your date of membership renewal. Due to legal and operational restrictions, if your membership ends within the first three months after the release (Sept, Oct and Nov 2020), there is a transition period so your renewal will continue in USD for this billing cycle and will update to INR in the next year billing cycle. Starting December 2020, auto renewal will change to INR.

Chapter Membership Purchase Restrictions (Global Change)

To prevent a customer from buying a Chapter Membership twice or purchasing a Chapter Membership for an undesired short duration, there are new rules to restrict Chapter Membership purchases and improve the Chapter Membership experience.

- When you attempt to purchase or renew a Chapter Membership you will be restricted from purchasing/renewing a Chapter Membership if you do not hold an active PMI Membership and/or do not have a Membership product in your Cart.
- If you are a PMI Member who is eligible for renewal (i.e. in last 3 months of your current membership), you must have a PMI Membership renewal product in the Cart in order to purchase any Chapter Membership.

- If you purchase a Chapter Membership after purchasing a PMI Membership, its renewal cycle will automatically align to the PMI Membership auto renewal cycle.

Chapter Membership Purchase Restrictions FAQs

- **I already am a member of Chapter A. Why am I not able to purchase a Chapter Membership for Chapter B?** In order to purchase a Chapter Membership, you must be a PMI Member concurrently. If you are within the renewal period for your PMI Membership, which is the last 3 months of the term, you need to renew your PMI Membership or have a PMI Membership product in the Cart to be able to purchase a new Chapter Membership.
- **Why am I being prevented from renewing my Chapter Membership?** It may be too early to renew your Chapter Membership. The renewal period for your Chapter Membership is during the last 3 months of the membership term. If this is the case, since you are a current member of the Chapter, you may not renew the Chapter Membership until your eligible renewal period.
- **Why did I lose my the contents of Cart when I removed a PMI Membership product?** If your Cart had both a PMI Membership and a Chapter Membership and you removed the PMI Membership, your Cart may have cleared if you are in the renewal period for your PMI Membership (i.e. within the last 3 months) and are thus not eligible to purchase a Chapter Membership unless you also have a PMI Membership renewal product in your cart.