FAQs

How do I obtain a quote or pro-forma invoice?
Contact Customer Support for specific instructions.

How do I pay for my software?
The SSI Shopping Cart requires prepayment by credit/debit card (MasterCard, VISA, or American Express). SSI, Inc. does not accept purchase orders. If prepayment by credit/debit card is not possible at all, prepayment by check based on a pro-forma invoice is accepted. Contact Customer Support for specific instructions.
If a bank transfer is the only possible payment method, contact Customer Support for specific instructions.

How quickly will I receive my software?
Software licenses are delivered via email on the same or the next business day (from 9 AM until 5 PM Central US time).

Do the license prices include manuals/user’s guides?
Yes.

Do you charge for delivery and handling?
The email delivery cost and the activation cost are included in the license prices.

Do you add any taxes to the cost?
No, except for Illinois residents who must pay 10% sales tax, unless they have a valid Illinois tax-exempt number.

Do you offer academic pricing?
The license prices for AUXAL, HLM, LISREL, and SuperMix are the same for academic and non-academic end users. SSI, Inc. offers academic and non-academic licenses for BILOG-MG, IRTPRO, and PARSCALE.

Do you offer site licenses or network pricing?
No.

Is your software available for Linux and Unix?
No.

Are Mac editions of your software products available?
No.
Mac end users run the Windows editions of the software products on the Windows 7, Windows 8, and Windows 10 editions of Windows Parallels or Bootcamp on Mac computers.
The applications are not compatible with Crossover Mac and Windows XP editions on Mac computers.

How do I obtain the latest version?
Contact Customer Support with the serial number (CD-key) or activation code.

Is your software compatible with Windows 10?
Yes.

Are 64-bit editions of your software available?
HLM and IRTPRO are 64-bit applications.
The LISREL GUI, which interfaces with 64-bit statistical applications, is a 32-bit application
AUXAL, BILOG-MG, PARSCALE, and SuperMix are 32-bit applications that are compatible with 32-bit and 64-bit editions of Windows XP, Windows Vista, Windows 7, Windows 8, and Windows 10.
Do you offer discounts for graduate students?
No. Rental licenses were introduced in 2002 specifically with graduate students in mind.