

Relay Eval Attachment

Annual contract invoice

high-annual-refund-1

Attachment Summary

Shows the annual prepayment amount and renewal date for the current term.

Customer Message

Ethan from Northstar Labs. We renewed annually last month, but procurement now wants the whole contract cancelled and refunded. The invoice was for well over our monthly spend. What can support do here?

Evidence

Refund authority policy: Annual contract cancellations and refunds above the support threshold require finance or account-management review.

Contract snapshot: The workspace renewed on an annual commitment with an amount above frontline support authority.

Review band: Escalation required

Confidence: 49%