

Relay Eval Attachment

Current invoice PDF

mid-proration-credit-1

Attachment Summary

Shows the downgraded plan on the invoice, but the amount still reflects the prior seat count.

Customer Message

Hello, Ava at Northstar Labs. We downgraded seats mid-cycle and expected a prorated credit, but the invoice still looks high. Can support issue the difference or clarify the credit timing?

Evidence

Billing policy section 4.1: Mid-cycle downgrades create credits on the next invoice, but support may need to explain the timing before any manual Plan change log: The workspace changed from the higher seat count to the lower seat count during the current cycle.

Review band: Borderline review required

Confidence: 71%