




Existing Credit Notification Email

Customers currently signed up for e-Invoicing will continue to receive an email format for Online credits. The email explains that a credit has been issued to the account due to a returned product or an account adjustment.

Existing Functionality

- Credit notification PDF is attached to email

 **THOMSON REUTERS**


REUTERS/Ali Jarekji

YOUR E-BILLING CREDIT NOTIFICATION IS ATTACHED

Dear Thomson Reuters Customer,

A credit was issued to your account as the result of a returned product or an account adjustment. For your reference, a PDF of the detailed credit notification is attached. This credit may have already been applied to charges on your account. To see the current status of your credit, please visit [My Account](#)

West Account	#XXXXXX5216
Credit Notification	#6134557659
Location:	TANYA TEST ACCOUNT
Amount:	\$118.03 CR USD

Please do not reply directly to this email message.

Thank you for your business.

Time Savings Tip
You can now find answers 24/7 to commonly asked questions online at [Customer Service Support](#). Find information on billing, returns, refunds, account maintenance, Onepass, orders, subscriptions, contracts and more.

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[Privacy Policy](#)

New Credit Note Email

Customers currently signed up for e-Invoicing will receive an e-Invoicing email format for their Print credits.

Enhancements

- New simplified format
- Hyperlinks throughout the document:
 - View current status of your credit - linked to My Account
 - Commonly Asked Questions - linked to Customer Support Site
 - Sign up for Auto Pay - linked to Auto Pay sign up or updates
 - Privacy Policy - linked to the policy

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Dear Tanya Test

Please find your Credit note attached.

Account Number 1004315216	Credit Number 6132943022
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Credit amount in US\$
- 345.13

Payment not required for credit amount

The credit was issued to your account as the result of a returned product or an account adjustment.

For your reference, a PDF of the detailed credit note is attached. This credit may have already been applied to charges on your account. To see the current status of your credit, please visit <http://myaccount.tr.com/westlaw>

Thank you for your continued business.

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Need help and support?

- You can now find answers 24/7 to [commonly asked questions](#)
- If you want to [sign up for Auto Pay](#), it's fast, convenient, & secure.
- Want to save some time and effort? We now can provide your invoice information in an Easy Import file. Click [Here](#) to find out more and get setup today.