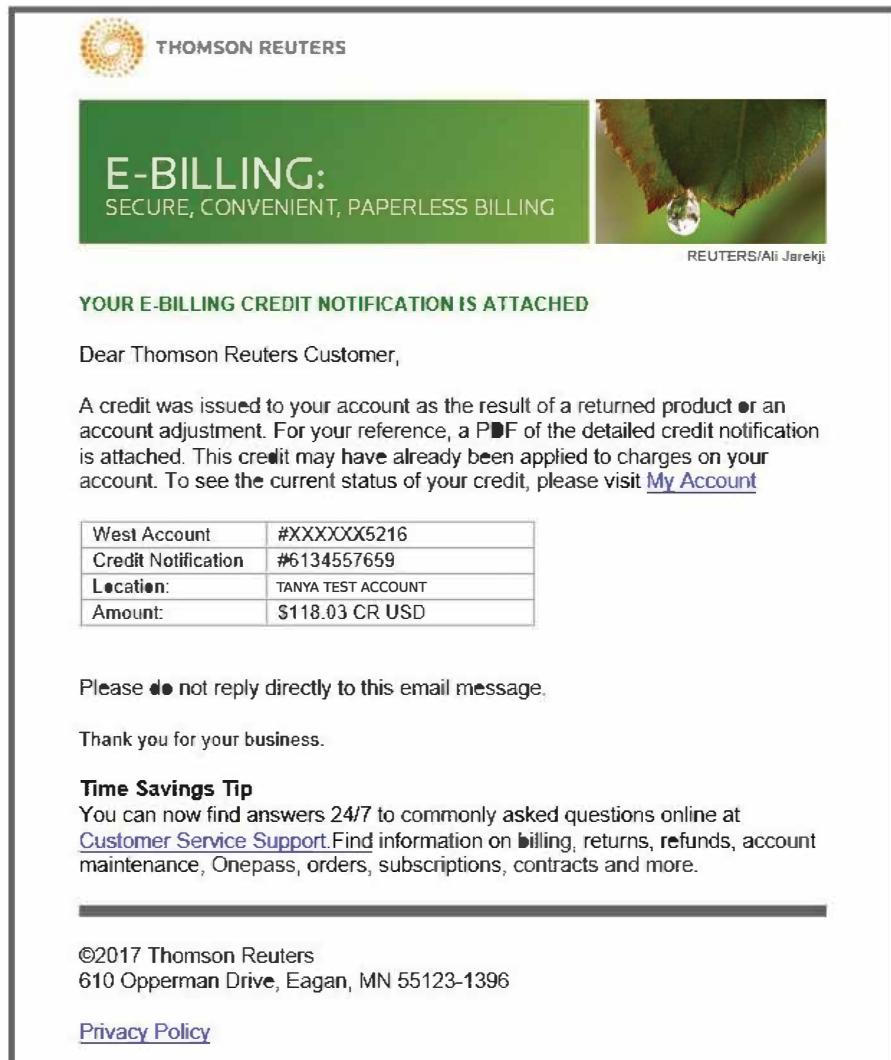


## Existing Credit Notification Email

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



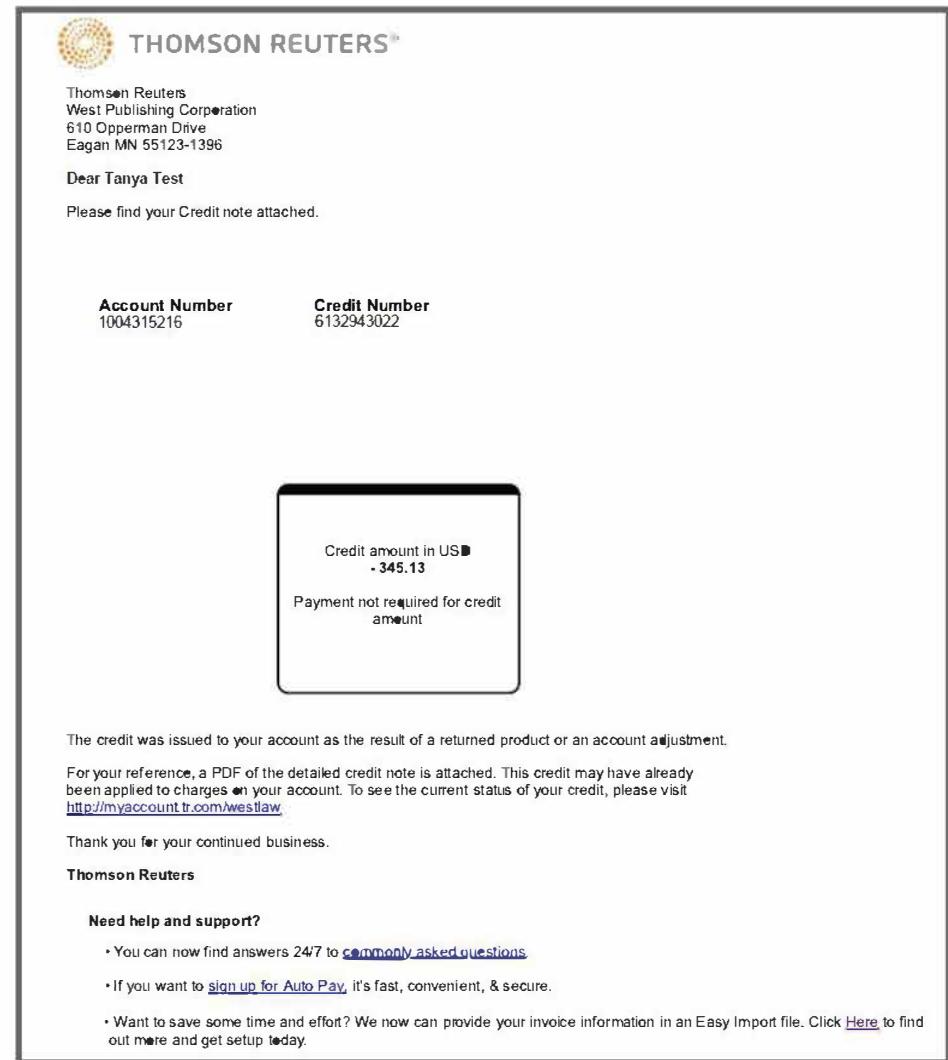
The screenshot shows an email from Thomson Reuters. The header features the Thomson Reuters logo and a green banner with the text "E-BILLING: SECURE, CONVENIENT, PAPERLESS BILLING". Below the banner is a photograph of a leaf with a water droplet. The main content area starts with "YOUR E-BILLING CREDIT NOTIFICATION IS ATTACHED". It then addresses the recipient as "Dear Thomson Reuters Customer," and explains that a credit was issued due to a returned product or account adjustment. It provides a link to "My Account" to check the current status. A table below lists account details: West Account #XXXXXX5216, Credit Notification #6134557659, Location: TANYA TEST ACCOUNT, and Amount: \$118.03 CR USD. The email concludes with a "Time Savings Tip" about finding answers online, and ends with a copyright notice for 2017 Thomson Reuters and a link to the 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



The screenshot shows an email from Thomson Reuters. The header features the Thomson Reuters logo and the text "THOMSON REUTERS®". Below the logo is the company address: Thomson Reuters, West Publishing Corporation, 610 Opperman Drive, Eagan MN 55123-1396. The email is addressed to "Dear Tanya Test" and includes the message "Please find your Credit note attached." Below the message are the "Account Number" (1004315216) and "Credit Number" (6132943022). A large rectangular box contains the credit information: "Credit amount in US" (345.13) and "Payment not required for credit amount". The email concludes with a note about the credit being issued due to a returned product or account adjustment, a link to the "Commonly Asked Questions" page, and a "Need help and support?" section with links to "My Account", "Auto Pay", and "Easy Import".