

Billing Center: Credits

Can I have the credits automatically applied to cases or refunded?

Unfortunately, it's not that simple.

You will need to tell Envoy exactly what needs to be done by indicating the invoice, amount to be refunded, location for refund, etc.

Based on the request, the email to HR will explain what was done:

- ✓ The information will be sent to your CRM
- ✓ Your CRM will submit a request for the refund
- ✓ Envoy will refund based on available information.