



USER GUIDE

Logilab ELN Cloud SaaS – Refund Request by Customer



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1 Process Overview

The Customer can request for update of subscription or cancellation which may result in difference in subscription amount that needs to be refunded, if the payment has already been completed and processed.

For example, a customer may choose to downgrade the plan or request to reduce the number of users. In such cases, difference in amount can be requested by the customer to be refunded instead of opting to adjust in the subsequent invoices.

The following is the process that needs to be followed by the customer:

Pre-requisite: The subscription must have been updated or cancelled such that it must have resulted in refund to be processed.

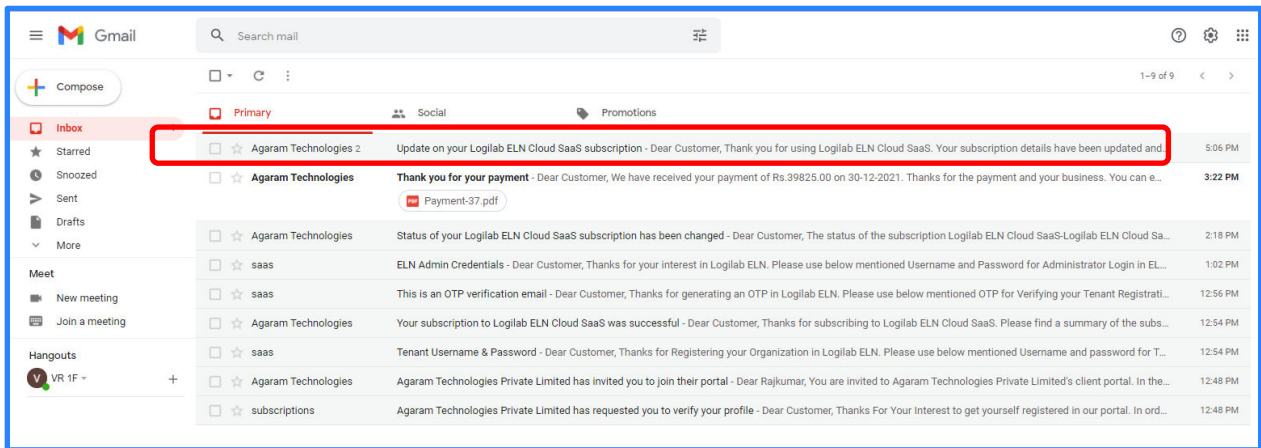
1. Customer to login to customer portal and send the request to Receivables Admin to process the refund.
2. Receivables Admin must refund the amount either by bank transfer or cheque payment (outside the Subscription system)
3. Receivables Admin must record the refund in Zoho Subscription.
4. Customer on successful refund processing by Receivables Admin, will receive the refund notification to the email

The step-by-step tasks of steps 1 & 4 are described in detail in the following sections

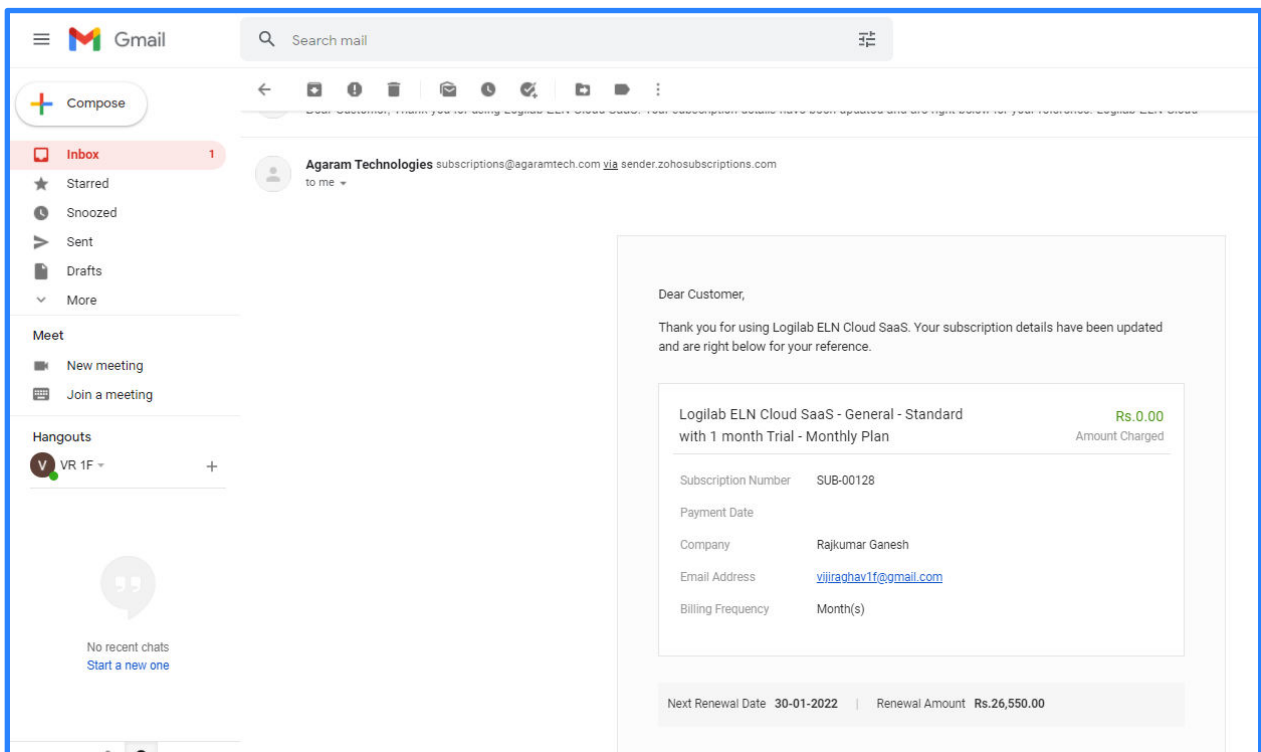
2 Process Details

2.1 Customer User to request for refund

Login to email and look for the update of the subscription that will result in refund.



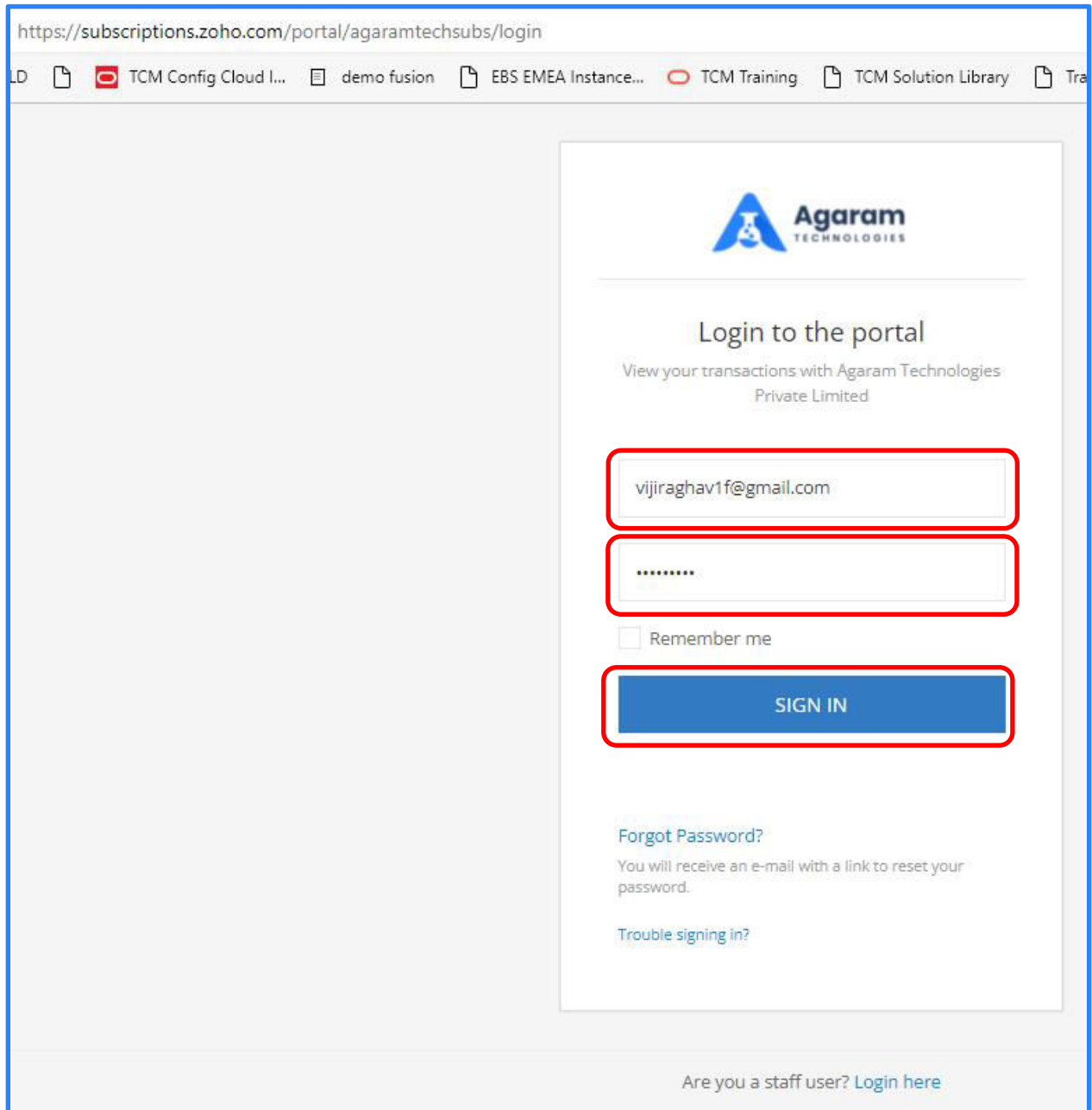
Note down the details of the changed amount which must be refunded by Receivables Admin.



Login to customer portal by entering username and password.


<https://subscriptions.zoho.com/portal/agaramtechsubs>

Click 'SIGNIN' button



https://subscriptions.zoho.com/portal/agaramtechsubs/login

LD TCM Config Cloud I... demo fusion EBS EMEA Instance... TCM Training TCM Solution Library Tra

 **Agaram**
TECHNOLOGIES

Login to the portal

View your transactions with Agaram Technologies
Private Limited

vijiraghav1f@gmail.com

Remember me

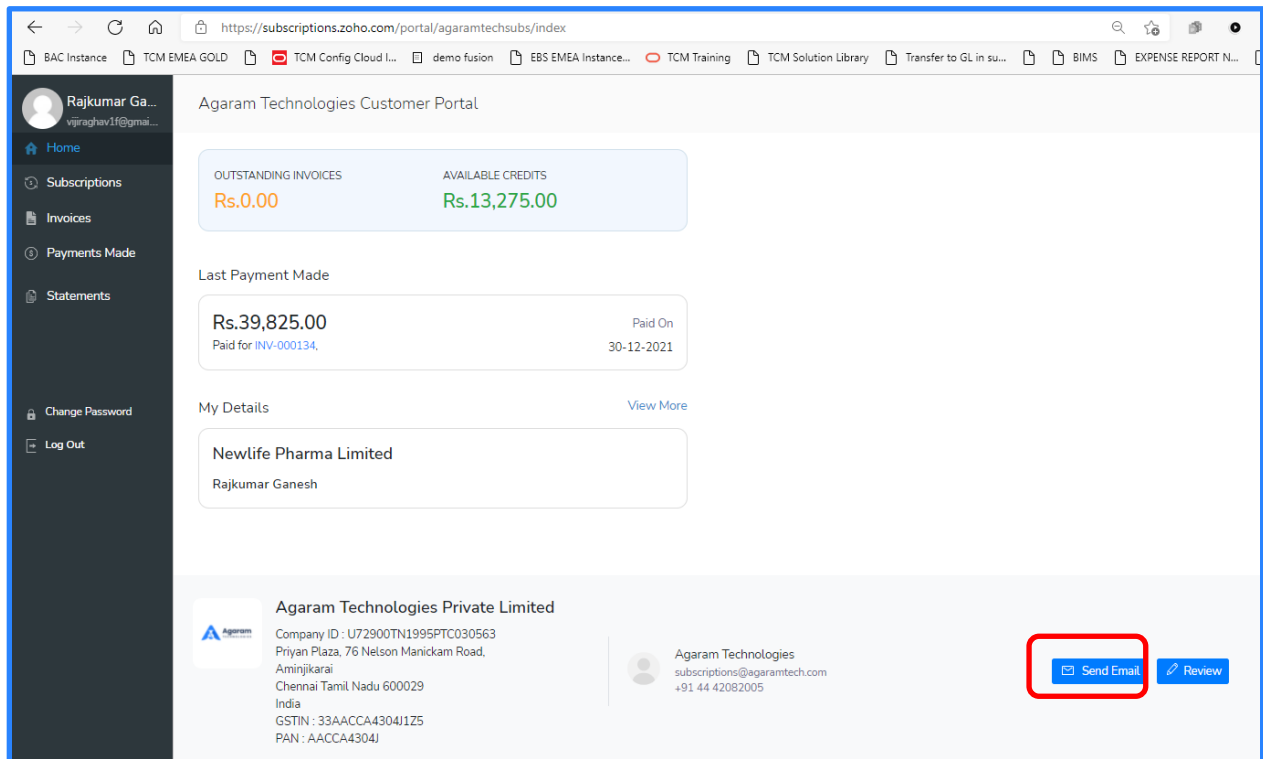
SIGN IN

[Forgot Password?](#)
You will receive an e-mail with a link to reset your password.

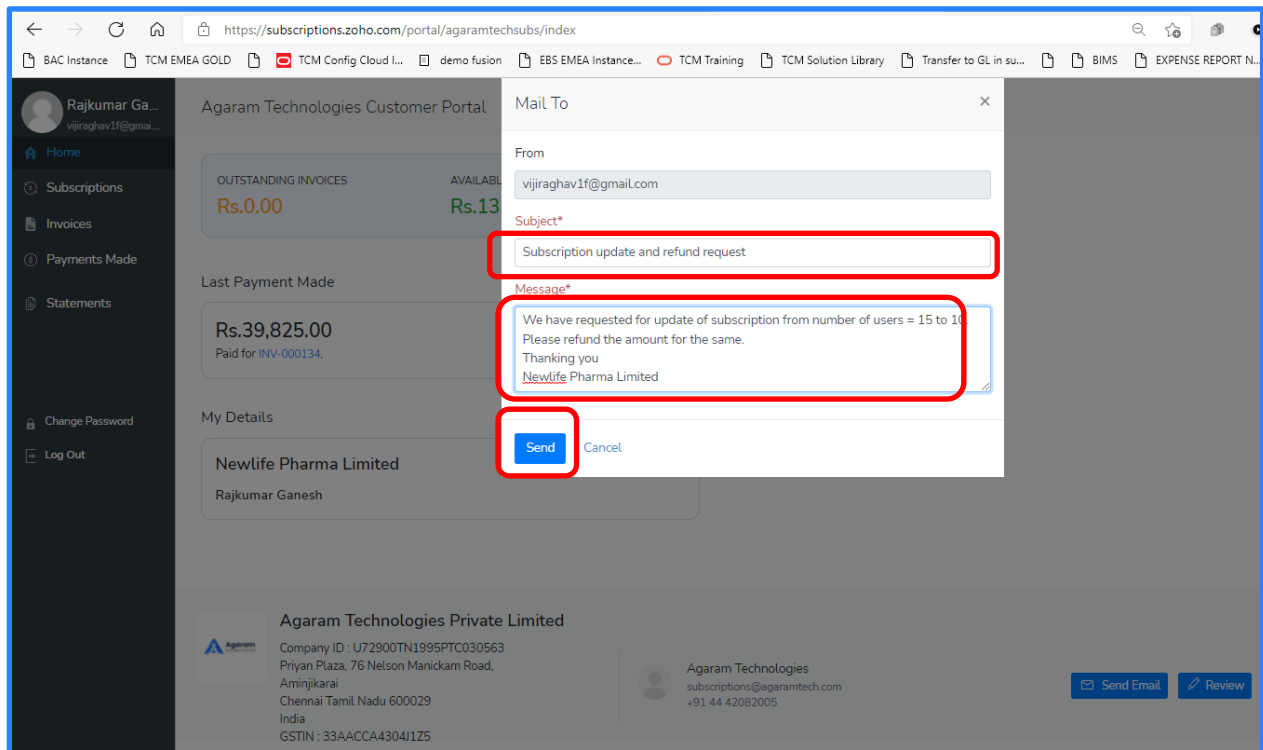
[Trouble signing in?](#)

Are you a staff user? [Login here](#)

Customer Portal's Home page will be navigated to.



Enter the details in Subject and Message (as in the example below) and click on 'Send' button.



Now an email message will be generated and will reach the mailbox of Receivables Admin.

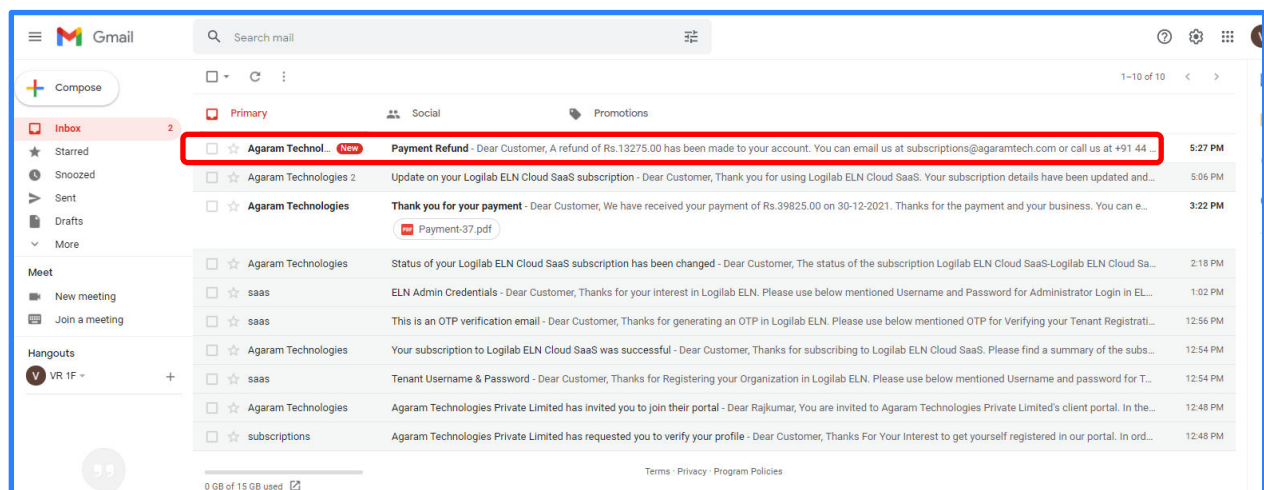
The Receivables Admin will remit the requested amount to the customer's bank Account or the payment will be arranged by any other mutually-agreed means.

The Receivables Admin will then record the refund in Zoho Subscription Management System.

2.2 Customer User to verify the email notification

After Refund is successfully completed and recorded in Zoho Subscription Management system by Receivables Admin, the system will generate an email notification to the customer's registered email id.

Now the customer can login to the email inbox and open the Refund notification mail.



This email will have the details of the refund that has been processed and recorded by Receivables Admin.

