

Internal Credit Memo - CM-2026-0078

CREDIT MEMO

Credit Memo #: CM-2026-0078

Date: January 12, 2026

Customer: CloudServ LLC

Account: ACCT-7892

Original Invoice: INV-2025-1245

Original Payment: \$5,000.00

Credit Details:

Reason: Service Level Agreement Credit

Credit Amount: \$1,000.00

Applied To: Account Balance

Approved By: Sarah Chen, Finance Manager

Date Approved: January 12, 2026

Note: Credit issued for Q4 2025 SLA breach.

Downtime exceeded 99.9% uptime guarantee.

Refund Method: Return to original payment method

Expected Processing: 5-10 business days