

Invoice

miro

Invoice number 759C288E-0005
Date of issue January 13, 2024
Date due January 13, 2024

RealtimeBoard Inc. dba Miro
201 Spear Street Suite 1100
San Francisco, California 94105
United States
billing_requests@miro.com
US EIN 46-3921926

Bill to
Senado Federal
-
70165900
Brazil
nainova@senado.leg.br

\$225.36 USD due January 13, 2024

[Pay online](#)

To get in contact with our Support team, please reach out to us here <https://help.miro.com/hc/en-us/requests/new>
All \$ amounts shown are in USD unless specified

Description	Qty	Unit price	Amount
Remaining time on 11 × Business_2022_monthly after 05 Jan 2024 Jan 5 – Jan 13, 2024	11		\$58.92
Unused time on 10 × Business_2022_monthly after 05 Jan 2024 Jan 5 – Jan 13, 2024	10		-\$53.56
Business_2022_monthly Jan 13 – Feb 13, 2024	11	\$20.00	\$220.00
Subtotal			\$225.36
Total			\$225.36
Amount due			\$225.36 USD

Henrique de Campos Porath

De: Chisaki Kim (Miro Support) <customer_support@miro.com>
Enviado em: terça-feira, 30 de janeiro de 2024 20:00
Para: Henrique de Campos Porath
Assunto: [Miro Support] Re: RE: [Miro Support] Re: RE: [Miro Support] Re: RE: Question about subscription renewal
Anexos: Refund-3339-1677 (1).pdf
Prioridade: Alta

- Please type your reply above this line -##

Hey there! Your request [#663574](#) has been updated. To add additional comments, reply to this email.



Chisaki Kim (Miro Support)

Jan 30, 2024, 23:00 UTC

Hi Henrique,

I hope you had a great vacation!

In regards to the Invoice, you can see the record from the refund receipt which I attached.

I've already processed it on mid-January, you should be able to see in your bank account. Just for your info, the ARN for your reference.

Acquirer Reference Number (ARN): **24492164017000021598925**

We hope it will help.

Refund

Invoice number 759C288E-0005
Receipt number 3339-1677
Date issued January 16, 2024
Payment method Visa - 0113

RealtimeBoard Inc. dba Miro
201 Spear Street Suite 1100
San Francisco, California 94105
United States
billing_requests@miro.com
US EIN 46-3921926

Bill to
Senado Federal
-
70165900
Brazil
nainova@senado.leg.br

\$25.36 refunded on January 16, 2024

To get in contact with our Support team, please reach out to us here <https://help.miro.com/hc/en-us/requests/new>
All \$ amounts shown are in USD unless specified

Description	Qty	Unit price
Remaining time on 11 × Business_2022_monthly after 05 Jan 2024 Jan 5 – Jan 13, 2024	11	
Unused time on 10 × Business_2022_monthly after 05 Jan 2024 Jan 5 – Jan 13, 2024	10	
Business_2022_monthly Jan 13 – Feb 13, 2024	11	\$20.00

Subtotal

Total

Amount paid

Refunded on January 16, 2024

Total refunded without credit note

Kind regards,

Chisaki
Miro

[Check out our Help Center](#) | [Join Miro Community](#)



Henrique Porath

Jan 29, 2024, 13:11 UTC

Hi, Chisaki.

I am today returning from long vacations. Answering your question, yes, I am referring to the business plan in use at the Senate. Now everything seems to be in place. My only doubt is how to be processed the refund, since it is not at the invoice list and the next payment is shown as the whole US\$200 monthly paid. Can you please explain how it is gonna happen?

Thanks again,

Henrique Porath

Facilitador no Nainova
Núcleo de Apoio à Inovação

Senado Federal, Bloco 14
70165-900 Brasília - DF
Fone: + 55 (61) 3303-4080



Chisaki Kim (Miro Support)

Jan 17, 2024, 00:55 UTC

Hi Henrique,

I hope you are well!

To make sure, are you referring to the same subscription with the previous case, **Senado Federal Business Plan**?

As you mentioned, indeed the team size has been increased to 11 on 5/January, but you have successfully reduced the team size back to 10 licenses already- excellent work! In general, the payment will be credited for the next payment. However, according to the system, you were not using the extra added licenses for this time, so I processed the **refund** for you. I hope it helps.

To prevent accidental team expansion in the future, as you know, feel free to configure Invitation settings: go to **Team settings > Permissions** and restrict the ability of non-admin users to invite new people. Learn more in the article: [Invitation settings](#).

If that is still not enough, I can suggest you set the subscription to [cancel](#). This means that no more payments will be made within the subscription = cannot increase the number of licenses unless you re-activate the subscription to make the arrangement.

Even the subscription is set to cancel, it won't be blocked until the next subscription renewal day. More information can be found here: [What happens when a subscription expires](#).

I hope it works for you.

Please feel free to let us know if you have any other questions!

Kind regards,

Chisaki

Miro

[Check out our Help Center](#) | [Join Miro Community](#)

Attachment(s)

[Refund-3339-1677.pdf](#)



Henrique Porath

Jan 16, 2024, 13:01 UTC

Hi Chisaki,

Hope you are well. It looks like our billing process is working out. However, one extra license keeps showing up without me authorizing. After the reduction to 10 we processed last year, I did disable the possibility of anyone adding up members, bur apparently it hasn't been enough. Could you please check out what's happening? Because of this mistake the payment processed in January was of \$225, instead of the \$200 I was expecting. This will get me in trouble, since it was not agreed. How can we fix it?

Henrique Porath

Facilitador no Nainova

Núcleo de Apoio à Inovação

Senado Federal, Bloco 14

70165-900 Brasília - DF

Fone: + 55 (61) 3303-4080



This email is a service from Miro Support.

Refund

miro

Invoice number 759C288E-0005
Receipt number 3339-1677
Date issued January 16, 2024
Payment method Visa - 0113

RealtimeBoard Inc. dba Miro
201 Spear Street Suite 1100
San Francisco, California 94105
United States
billing_requests@miro.com
US EIN 46-3921926

Bill to
Senado Federal
-
70165900
Brazil
nainova@senado.leg.br

\$25.36 refunded on January 16, 2024

To get in contact with our Support team, please reach out to us here <https://help.miro.com/hc/en-us/requests/new>
All \$ amounts shown are in USD unless specified

Description	Qty	Unit price	Amount
Remaining time on 11 × Business_2022_monthly after 05 Jan 2024 Jan 5 – Jan 13, 2024	11		\$58.92
Unused time on 10 × Business_2022_monthly after 05 Jan 2024 Jan 5 – Jan 13, 2024	10		-\$53.56
Business_2022_monthly Jan 13 – Feb 13, 2024	11	\$20.00	\$220.00
		Subtotal	\$225.36
		Total	\$225.36
		Amount paid	\$225.36
		Refunded on January 16, 2024	\$25.36
		Total refunded without credit note	\$25.36

Refund instructions

Your refund has been issued by RealtimeBoard Inc. dba Miro. It may take about 5 to 10 days to appear on your statement, if it takes longer please contact your bank for assistance.