**CHANGE ORDER No. 0009**

**(Amendment no. 0009)**

**TO**

**WORK ORDER No. CW2103139 (ZOHO) dated 1-Sep-2020 and CW2100578 dated 1-Jan-2020**

**BETWEEN:**

(1) WNS Global Services (UK) Limited, a company incorporated in the UK with the registered number 2292251, having its registered office at Acre House, 11-15 William Road, London NW1 3ER, UK (**“**WNS”), and

(2) Koninklijke Luchtvaart Maatschappij N.V. (also known as KLM Royal Dutch Airlines), registered in the Trade register of the Chamber of Commerce and Industry of Amsterdam under number 33014286, having its registered office and principal place of business at Amsterdamseweg 55, 1182 GP Amstelveen, (the “Client”)

**Validity**: **Effective Date:** **Jan-2023**

1. **Details of Change:**

Post Go-Live, there was a business need from the AFKL team to implement 1 additional department for “PTP Alusta Europe” team in Zoho Desk.

* 1. **PTP Europe Zoho Desk Design:**

Through the PTP Europe department, the customers can send requests for Invoice Processing, Approver back-up creation to the PTP Europe Team. The Sender of the ticket needs to fill the required fields on the customer portal and attach the necessary supporting documents to it. Based on the information received through the ticket, the PTP Europe Team will reach out to internal stakeholders to process and close the tickets in Zoho Desk. In case additional information is needed, the Team requests the missing information from the Sender of the ticket, by sending the reply back.

* + 1. **Department Details:**

|  |  |  |  |
| --- | --- | --- | --- |
| **Department Name** | **Zoho Desk email id** | **AFKL email ID** | **Customer Portal Integration Required** |
| **PTP Europe** | apeurope@afklm.zohodesk.com | **NA** | **Yes** |

Note: As confirmed by the AFKL team, AFKL mailbox will not be setup. The requestors are expected to submit the requests from the customer portal only. Response on these tickets/requests will be sent from Zoho Desk using above mentioned email id.

* + 1. **SLA/Due Date:**

**Business Hours:**

* **Shift** – Monday to Friday (5 days) – **2:30 to 22:00 CET, GMT+1:00**
* **Time Zone** – CET (Central European Time)

|  |  |  |  |  |
| --- | --- | --- | --- | --- |
| **Zoho Desk Department name** | **Trigger Criteria** | **Condition** | **Resolution SLA (business hours)** | **Comments** |
| **PTP EUROPE** | **Ticket Creation** | Priority is Normal | 2 Business Days | Due date will be calculated considering Ticket creation date & time |
| Priority is Urgent | 1 Business Day |
| Priority is Escalation |
| **Customer Reply** | [Priority is Normal] AND [Ticket Status Closed] | 2 Business Days | SLA will be reset on customer reply time and due date will be pushed by 2 business days based on customer reply time |
| [Priority is Escalation or Urgent] AND [Ticket Status Closed] | 1 Business Day | SLA will be reset on customer reply time and due date will be pushed by 1 business day based on customer reply time |

* + 1. **Holiday List:**

Existing holidays list of 2023 will be applicable. Every Year's Holiday list will have to be reconfigured in Zoho Desk.

* + 1. **Zoho Desk Users list who will have access to PTP Europe Department:**

|  |  |  |  |  |  |
| --- | --- | --- | --- | --- | --- |
| **S.No** | **First Name** | **Last Name** | **E-mail Address** | **UAT User (Y/N)** | **User role** |
| 1 | annamaria | szabonevari | [annamaria.szabonevari@klm.com](mailto:%20annamaria.szabonevari@klm.com) | Y | Manager |
| 2 | Tunde | Kensley | [Tunde.Kensley@klm.com](mailto:Tunde.Kensley@klm.com) | Y | Manager |
| 3 | roberta | wagner | [roberta.wagner@klm.com](mailto:roberta.wagner@klm.com) |  | Agent |
| 4 | Ildiko | Hegedus | [Ildiko.Hegedus@klm.com](mailto:Ildiko.Hegedus@klm.com) |  | Agent |
| 5 | reka | czentye | [reka.czentye@klm.com](mailto:reka.czentye@klm.com) |  | Agent |
| 6 | timea | valachiszabo | [timea.valachiszabo@klm.com](mailto:timea.valachiszabo@klm.com) |  | Agent |
| 7 | krisztina | volkova | [krisztina.volkova@klm.com](mailto:krisztina.volkova@klm.com) |  | Agent |
| 8 | helga | bedeg | [helga.bedeg@klm.com](mailto:helga.bedeg@klm.com) |  | Agent |
| 9 | andrea | arvay | [andrea.arvay@klm.com](mailto:andrea.arvay@klm.com) |  | Agent |
| 10 | annamaria | albert | [annamaria.albert@klm.com](mailto:annamaria.albert@klm.com) |  | Agent |
| 11 | dorka | Tasi | [dorka.tasi@klm.com](mailto:dorka.tasi@klm.com) |  | Agent |

* + 1. **Ticket Fields for PTP EUROPE:**

|  |  |  |  |  |  |  |
| --- | --- | --- | --- | --- | --- | --- |
| **Sr No.** | **Field Label Name** | **Field Type** | **Values** | **Mandatory** | **Automatic / Manual** | **Required in Customer Portal** |
| 1 | Department | Picklist | All AFKL departments will display here in the Picklist | Yes | Manual | Yes |
| 2 | Secondary Contacts (CCs) | Text Area |  | No | Manual | Yes |
| 3 | Reminder Level | Picklist | * None (by default) * Request * Reminder * Escalation | Yes | Manual | No |
| 4 | Request Type | Picklist | * Input (by default) * Query * Unsatisfied answer | Yes | Manual | Yes |
| 5 | Contact Name | Text |  | Yes | Manual | No |
| 6 | Email | Email |  | No | Manual | No |
| 7 | Priority | Picklist | * Normal (By Default) * Urgent * Escalation | Yes | Manual | Yes |
| 8 | Reason for Escalation | Picklist | * None (By default) * Not Applicable * Risk to flight operations * Risk of substantial fines * Risk of legal action | Yes | Manual | Yes |
| 9 | Channel | Picklist | * WNS (By Default) * Chat * Email * Facebook * Feedback Widget * Field Finance * Forums * Phone * Twitter * Web | No | Manual | No |
| 10 | Status | Picklist | * Open (default) * In Progress (open type) * Waiting on client (On Hold type) - Fallback to open on customer reply * Waiting on Internal team (On Hold type)- Fallback to open on customer reply * Re-Opened (open type) * Closed (Closed type) | Yes | Manual | No |
| 11 | Ticket Owner | Picklist |  | No | Manual | No |
| 12 | Invoice Language | Picklist | * English * Spanish * Portuguese * Dutch * French * Swedish * Danish * Norwegian * Finnish * Lithuanian * German * Polish * Hungarian * Czech * Croatian * Slovenian * Japanese * Slovakian * Romanian * Serbian * Albanian * Greek * Turkish * Bulgarian * Italian * Latvian * Esthonian | No | Manual | No |
| 13 | Supplier Number | Text Area |  | No | Manual | Yes |
| 14 | Company Code | Picklist | Refer Field Dependency Mapping file (Country Master\_3Nov.xlsx) | Yes | Manual | Yes |
| 15 | Division | Picklist | Yes | Manual | Yes |
| 16 | Company Name | Picklist | Yes | Automatic | Yes |
| 17 | Country Name | Picklist | Yes | Automatic | Yes |
| 18 | Controller | Picklist | Yes | Automatic | Yes |
| 19 | Region | Picklist | Yes | Automatic | Yes |
| 20 | Subject | Text Area |  | Yes | Manual | Yes |
| 21 | Description | Text Area |  | No | Manual | Yes |
| 22 | Process Type | Picklist | * Select Value (By Default) * Invoice Processing * Approver back-up creation | Yes | Manual | Yes |
| 23 | Sub-Process Type | Picklist | * Select Value (By Default) * Coding Instruction * Invoice status query * Technical issue | Yes | Manual | Yes |
| 24 | Comment | Text Area |  | No | Manual | Yes |
| 25 | Due Date | Date |  | No | Manual | No |
| 26 | Attachment |  |  | No | Manual | Yes |

**Note: Data from Country Master sheet (Country Master\_3Nov.xlsx) will be populated into the Zoho Desk for Company Code, Division, Company Name, Country Name, Controller, Region.**

* + 1. **Field Dependency for PTP Europe:**

|  |  |  |
| --- | --- | --- |
| **Sr. No.** | **Parent Field** | **Dependent Field** |
| 1 | Company Code | Company Name |
| 2 | Company Code | Country Name |
| 3 | Company Code | Division |
| 4 | Division | Controller |
| 5 | Division | Region |

Below is the Field mapping file (**Field Dependency Mapping File**) for reference.



|  |  |
| --- | --- |
| **Priority** | **Reason for Escalation** |
| Normal | Not Applicable |
| Urgent | Not Applicable |
| Escalation | None Not Applicable Risk to flight operations Risk of substantial fines Risk of legal action |

|  |  |
| --- | --- |
| **Process Type** | **Sub-Process Type** |
| Select Value | Select Value |
| Invoice Processing | Select Value Coding Instruction Invoice status query Technical issue (only on Agent portal) |
| Approver back-up creation | Not Applicable |

**Note**: Process Type values are same for each Request Type, so we do not need “Request Type to Process Type” Field Dependency.

* + 1. **Workflow Rules for PTP EUROPE:**

|  |  |  |  |
| --- | --- | --- | --- |
| **S No.** | **Rule Name** | **Execute** | **Rule Description** |
| 1 | DefaultInvoiceLanguageValue | Execute the rule when new record is created | If the invoice language is empty, then automatically set  o Invoice Language Default value as English |
| 2 | ReopenTicketOnCustomerReply | Execute the rule on customer Reply | If ticket status is closed, the change status to Re-opened and make IsReopen to true |

* + 1. **Email Notifications and Templates**

|  |  |  |  |  |  |
| --- | --- | --- | --- | --- | --- |
| **Zoho Desk System Email Notification** | | | | | |
| **Notification**  **for** | **Notifications type** | **Notification detail** | **Yes/No** | **Email Subject** | **Email Content** |
| Requestor | New ticket creation | Notifies the requestor that their ticket has been created. | Yes | [##${Cases.Request Id}##] Your ticket has been created | Dear ${Cases.Contact Name},  Thank you for contacting ${Cases.Department}.  Your ticket has been created with the ticket ID ${Cases.Request Id} for subject ${Cases.Subject}.  We are working on it and will get back to you soon.  Please Note: Going further, you will receive a response from apeurope@afklm.zohodesk.com  Regards, Support Team ${Cases.Department} |

**Note**: No other email notifications has been requested by AFKL.

* 1. **Business Process**

**For Field if they open a ticket**

1. As an end Customer / client opens a AFKL portal link
2. User register into the AFKL portal to setup an account
3. Then he / She Sign In Into the portal to send a query / request
4. User lands to 'Home' screen and click on 'Tickets' to add a ticket
5. User selects a department as 'PTP Europe' on which query needs to be sent.
6. User selects “Request type”
7. User select the ‘Priority’ from drop down list
8. User select the ‘Reason for Escalation’ from drop down list, in case the 'Priority' is Escalation.
9. User Select the ‘Company code’ from drop down list.
10. Basis the 'Company code', 'Country' and 'Company name' list to be auto-filled.
11. User select the ‘Division’ from drop down list, basis 'Company code'
12. Basis the 'Company code' and 'Division', 'Controller' and 'Region' is filled.
13. User enters Subject (Company Code - vendor ID - invoice (if applicable) - short request description) and description of the query
14. User select the 'Process type' from drop down list.
15. User select the 'Sub-Process type' from drop down list.
16. User click on 'attach' icon to upload the documents
17. User click on Submit button to submit the ticket

**Zoho Desk Application for BUD AGENTS**

1. Agent opens the AFKL Zoho Agent portal.
2. Agent chooses the PTP Europe department for working.
3. Agent chooses their own Custom view.
4. Agent chooses the first ticket to work on.
5. Agent opens the ticket.
6. Agent assigns the ticket to themselves if not yet assigned
7. Agent handles the request based on the ticket contents and changes the status to 'In-Progress'.
8. In case additional information is required from the Client for solving the case, the Agent replies the ticket and sets the ticket status as 'Waiting on Client'.
9. In case help is required from another department/team for solving the request, then the Agent contacts the other department and sets the ticket status as 'Waiting on Internal team'.
10. Once the case is successfully resolved, the Agent replies to the Client and closes the ticket.
    1. **User License Break-up:**

Detailed break-up of user license count across 5 years post purchase of these additional full user licenses is mentioned below.

**Table 1:**

|  |  |  |  |  |  |
| --- | --- | --- | --- | --- | --- |
| **License requirement (with License Renewal cycle)** | **Year 1** | **Year 2** | **Year 3** | **Year 4** | **Year 5** |
| **till 16th Mar’21** | **(16th Mar’21 to 15th Mar’22)** | **(16th Mar’22 to 15th Mar’23)** | **(16th Mar’23 to 15th Mar’24)** | **(16th Mar’24 to 30th Apr’25)** |
| **Procured Full user licenses – WNS (SOW Phase 1)** | 48 | 40 | 32 | 27 | 25 |
| **Procured Full user Licenses – AFKL (SOW Phase 2 + CR0001)** | 65 | 65 | 65 | 65 | 65 |
| **Procured Full user Licenses – AFKL (CR0002)** | 6 | 6 | 6 | 6 | 6 |
| **Procured Full user Licenses – WNS (CR0003)** | 0 | 48 | 25 | 25 | 25 |
| **Procured Full user Licenses – AFKL (CR0004)** | 0 | 9 | 9 | 9 | 9 |
| **Procured Full user licenses – WNS (CR0005)** | 0 | 25 | 25 | 25 | 25 |
| **Additional Full user licenses required – AFKL (CR0006)** | 0 | 0 | 4 | 4 | 4 |
| **Additional Full user licenses required – AFKL (CR0007)** | **0** | **0** | **5** | **5** | **5** |
| **Additional Full user licenses required – AFKL (CR0008)** | **0** | **0** | **18** | **18** | **18** |
| **Support User** | **3** | **3** | **3** | **3** | **3** |
| **Revised Total Named User licenses** | **122** | **196** | **192** | **187** | **185** |
|  | | | | | |
| **Light agent User licenses – AFKL (SOW Phase 2 + CR0001)** | **5** | **5** | **5** | **5** | **5** |
| **Sandbox Environment** | **2** | **2** | **4** | **4** | **4** |
|  | | | | | |
| **Configured Departments for PTP, RTR and OTC (SOW)** | **7** | | | | |
| **Configured Department for Vendor MDM – AFKL (CR0004)** | **1** | | | | |
| **Configured Department for Local Credit Card – AFKL (CR0008)** | **1** | | | | |
| **Configured Department for PTP Europe– AFKL (CR0009)** | **1** | | | | |
| **Total Departments in Zoho Desk** | **10** | | | | |

1. **Clause Affected:**

* AFKL full users will be able to access and monitor PTP Europe department in the Zoho Desk instance.
* AFKL full users can also access various reports and dashboards present in Zoho Desk to review activities under PTP Europe department.
* AFKL Field users will be able to log into Customer Portal to submit their requests related to PTP Europe department.
* Email channel is not considered for ticket creation for PTP Europe department. apeurope@afklm.zohodesk.com mailbox of Zoho Desk is not mapped with AFKL domain email. All outbound emails and notifications will be sent from apeurope@afklm.zohodesk.com.

**Table 2:**

|  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |
| --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- |
| **Zoho Desk License and Support Yearly Charges** | | | | | | | | | | | | | | |
| **WNS-AFKL All User Charges** | **License split** | | | | | | **Annual Rate / User (EUR)** | **Year 1 (1st Jan’20 to 31st Dec’20)** | **Year 2 (1st Jan’21 to 31st Dec’21)** | **Year 3 (1st Jan’22 to 31st Dec’22)** | **Year 4 (1st Jan’23 to 31st Dec’23)** | **Year 5 (1st Jan’24 to 31st Dec’24)** | **Year 6 (1st Jan’25 to 30th Apr’25)** | **Total**  **Charges** |
| **Y1** | **Y2** | **Y3** | **Y4** | **Y5** | **Y6** |
| **SOW Phase 1 (CW2100578) - Annual Recurring Charges (WNS)** | 53 | 45 | 37 | 32 | 30 | 10 |  | € 7,193 | € 26,806 | € 25,632 | € 25,998 | € 22,000 | € 14,203 | **€ 121,831** |
| **SOW Phase 1 (CW2100579) - One-Time Charges (WNS)** |  | | | | | |  | € 35,490 |  |  |  |  |  | **€ 35,490** |
| **SOW Phase 2 + CR0001 (CW2106114) - Full user Licenses (AFKL)** | 65 | 65 | 65 | 65 | 65 | 65 | € 134 | € 726 | € 8,710 | € 8,710 | € 8,710 | € 8,710 | € 2,903 | **€ 38,469** |
| **SOW Phase 2 + CR0001 (CW2106114) - Full User Support (AFKL)** |  | € 1,517 | € 17,642 | € 11,500 | € 11,500 | € 11,500 | € 3,833 | **€ 57,492** |
| **SOW Phase 2 + CR0001 (CW2106114) - Light User licenses (AFKL)** | 5 | 5 | 5 | 5 | 5 | 5 | € 48 | € 120 | € 240 | € 240 | € 240 | € 240 | € 80 | **€ 1,160** |
| **SOW Phase 2 + CR0001 (CW2106114) - Light User Support (AFKL)** | € 40 | € 17 | € 200 | € 200 | € 200 | € 200 | € 67 | **€ 883** |
| **SOW Phase 2 + CR0001 (CW2106114) - One-Time Charges (WNS)** |  | | | | | |  | € 15,054 |  |  |  |  |  | **€ 15,054** |
| **CR0002 - Full user Licenses (AFKL)** | 6 | 6 | 6 | 6 | 6 | 6 | € 134 | € 67 | € 804 | € 804 | € 804 | € 804 | € 268 | **€ 3,551** |
| **CR0003 - Full user Licenses (WNS)** | 0 | 48 | 25 | 25 | 25 | 25 | € 134 |  | € 5,092 | € 3,992 | € 3,350 | € 3,350 | € 1,117 | **€ 16,901** |
| **CR0003 - Support Charges (WNS)** | € 168 |  | € 5,187 | € 2,429 | € 679 | € 238 | € 56 | **€ 8,589** |
| **CR0004 - Full user Licenses (AFKL)** | 0 | 9 | 9 | 9 | 9 | 9 | € 134 |  | € 955 | € 1,206 | € 1,206 | € 1,206 | € 402 | **€ 4,975** |
| **CR0004 - Support Charges (AFKL)** | € 168 |  | € 1,197 | € 1,512 | € 1,512 | € 1,512 | € 504 | **€ 6,237** |
| **CR0004 - One-Time Charges** | 1 mailbox | | | | | |  |  | € 6,167 |  |  |  |  | **€ 6,167** |
| **CR0005 - Additional Full Licenses required (WNS)** | 0 | 25 | 25 | 25 | 25 | 25 | € 134 |  | € 2,094 | € 3,350 | € 3,350 | € 3,350 | € 1,117 | **€ 13,260** |
| **CR0005 - Additional Full Users Support Charges (WNS)** | € 168 |  | € 2,625 | € 4,200 | € 4,200 | € 4,200 | € 1,400 | **€ 16,625** |
| **CR0006 - Additional Full Licenses required (AFKL)** | 0 | 0 | 4 | 4 | 4 | 4 | € 134 |  |  | € 424 | € 536 | € 536 | € 179 | **€ 1,675** |
| **CR0006 - Additional Full Users Support Charges (AFKL)** | € 168 |  |  | € 532 | € 672 | € 672 | € 224 | **€ 2,100** |
| **CR0007 - Additional Full Licenses required (AFKL)** | 0 | 0 | 5 | 5 | 5 | 5 | € 134 |  |  | € 335 | € 670 | € 670 | € 223 | **€ 1,898** |
| **CR0007 - Additional Full Users Support Charges (AFKL)** | € 168 |  |  | € 420 | € 840 | € 840 | € 280 | **€ 2,380** |
| **CR0008 - Additional Full Licenses required (AFKL)** | 0 | 0 | 20 | 20 | 20 | 20 | € 134 |  |  | € 447 | € 2,680 | € 2,680 | € 893 | **€ 6,700** |
| **CR0008 - Additional Full Users Support Charges (AFKL)** | € 168 |  |  | € 560 | € 3,360 | € 3,360 | € 1,120 | **€ 8,400** |
| **CR0008 - One-Time Charges** | 1 mailbox | | | | | |  |  |  | € 6,167 |  |  |  | **€ 6,167** |
| **CR0009 - One-Time Charges** | 1 mailbox | | | | | |  |  |  | € 6,167 |  |  |  | **€ 6,167** |
|  |  |  |  |  |  |  |  | **€ 60,183** | **€ 77,719** | **€ 78,827** | **€ 70,507** | **€ 66,068** | **€ 28,869** | **€ 382, 171** |

* Below table captures the agreed Zoho Desk Support Charges basis discussion between WNS and AFKL.
* Given “Incremental Support charges” table to be applicable on a consolidated full user license count in all configured instances (CR#0003 onwards).

**Table 3:**

|  |  |  |
| --- | --- | --- |
| **Incremental Support Charges as per User Slabs agreed** | | |
| **User Slab** | **Incremental User Count** | **Per User Charge (All 5 Years)** |
| **Slab A** | **Next 100 (126-225)** | **€ 168** |
| **Slab B** | **Next 100 (226-325)** | **€ 155** |
| **Slab C** | **Next 100 (326-425)** | **€ 148** |

**Key points:**

* The commercial charges captured in this Change Order is related to the additional mailbox which we are setting up for the PTP Europe department/process. These have not been captured separately in any other change order or SOW.
* These charges are the over and above commercials specified in SOW Phase 1, SOW Phase 2, CR0001, CR0002, CR0003, CR0004, CR0005, CR0006, CR0007 and also CR0008. They have been highlighted in blue in Table 2.
* Annual Support coverage considered is 16x5 (Mon-Fri, 4:00 AM to 8:00 PM EST).
* We have **reached the limit of 10 mailboxes/department** in the Professional Edition of Zoho Desk. If there is a requirement to add any new mailbox/department in future, then we will have to upgrade to Enterprise Edition of Zoho Desk necessarily. Additional charges would be applicable
* Any new mailbox requirement will have separate one-time implementation charge (€ 6,167 per mailbox).
* Support Charges for Light Users are € 40 per user per annum.
* Zoho Desk Full User license Charges would be € 134 per user per annum and Light User license charges would be € 48 per user per annum.
* Type of Zoho edition considered is **Professional edition**.
* Licenses to be extended till Apr’25 as per the request from client.
* Premium edition of Zoho Analytics has been considered currently. This supports synchronization of 5 Million records/rows between Zoho Desk and Zoho Analytics. Once, these are exhausted, we will have to either upgrade the Zoho Analytics edition or purchase additional records/rows. There will be additional charges for this which will be calculated at the time of the request. If none of these two options is chosen, then the synchronization will stop for any record above 5 Million count.
* In case the contract is renewed beyond 5 years, then full annual license charges will be applicable, basis the total number of licenses and Zoho Desk edition during renewal from the month of Apr'25 onwards. Additional support charges will also be applicable basis the current user slab. There will be revision of license charges basis the current license rate specified by the vendor.
* The renewal cycle of these above licenses has been synced with previous license renewal cycle. The mailbox count has now increased to 10 mailboxes.
* Assumptions from all the previous contract and change order documents will be valid as applicable.

**3. Impact on Agreement Value:**

* Total estimate cost applicable is **€ 6,167**.

**APPROVED FOR AND ON BEHALF OF APPROVED FOR AND ON BEHALF OF**

**WNS Global Services (UK) Limited Koninklijke Luchtvaart Maatschappij N.V.**

Signed....................................................... Signed..............................................................

Name... Name...............................................................

Title........................................................... Title................................................................

Date............................................................ Date.................................................................

**APPROVED FOR AND ON BEHALF OF**

**Koninklijke Luchtvaart Maatschappij N.V.**

Signed..............................................................

Name...............................................................

Title................................................................

Date.................................................................