**CHANGE ORDER No. 0008**

**(Amendment no. 0008)**

**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:** **1st week of Nov-2022**

1. **Details of Change:**

Post Go-Live, there was a business need from the AFKL team to implement 1 additional process “Local Credit Card” in Zoho Desk and have 20 additional full user licenses.

* 1. **Local Credit Card Zoho Desk Design:**

Through the Local Credit Card department, the different Establishments can send requests for Central credit card Refund, Local credit card Charge back, Local credit card Payment reconciliation, etc. to the Local Credit Card Team. The Sender of the ticket needs to fill the required fields on the portal and attach the necessary supporting documents to it. Based on the information received through the ticket, the Local Credit Card 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 ticket back.

* + 1. **Department Details:**

|  |  |  |
| --- | --- | --- |
| **Department Name** | **Zoho Desk email id** | **AFKL email ID** |
| **OTC - Local credit card** | [Local.CreditCard@afklm.zohodesk.com](mailto:Local.CreditCard@afklm.zohodesk.com) | **Local.CreditCard.FSSC@klm.com** |

* + 1. **Custom Fields for LCC:**

|  |  |  |  |  |  |
| --- | --- | --- | --- | --- | --- |
| **Field Label Name** | **Field Type** | **Values** | **Mandatory** | **Automatic / Manual** | **Required in Customer Portal** |
| Source | Picklist | None (by default)  Local.CreditCard.FSSC@klm.com | No | Manual | No |
| Priority | Picklist | Normal (by default)  Urgent  Escalation | Yes | Manual | Yes |
| Request Type | Picklist | Input (by default)  Query  Unsatisfied answer | Yes | Manual | Yes |
| Process Type | Picklist | Central credit card Refund  Local credit card Charge back  Local credit card Payment reconciliation  Local credit card Refund  Local credit card Reports  Other | Yes | Manual | Yes |
| Company Code | Picklist | Refer Field Dependency Mapping file below | Yes | Manual | Yes |
| Company Name | Picklist | Yes | Automatic | Yes |
| Country Name | Picklist | Yes | Automatic | Yes |
| Division | Picklist | Yes | Automatic | Yes |
| Controller | Picklist | Yes | Automatic | Yes |
| Region | Picklist | Yes | Automatic | Yes |
| Period Start Date | Date | Select date from Calendar | No | Manual | Yes |
| Period End Date | Date | Select date from Calendar | No | Manual | Yes |

**Note:** Standard fields for LCC will remain same as for OTC department.

* + 1. **Field Dependency for LCC:**

|  |  |  |
| --- | --- | --- |
| **Sr. No.** | **Parent Field** | **Dependent Field** |
| 1 | Company Code | Company |
| 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.



* + 1. **Values to be removed from OTC**

|  |  |  |
| --- | --- | --- |
| **Field Label Name** | **Field Type** | **Value which needs to be removed** |
| Team Type | Picklist | Local Credit Card |
| Process Type | Picklist | Central credit card Refund  Local credit card Charge back  Local credit card Payment reconciliation  Local credit card Refund  Local credit card Reports |

* + 1. **Workflow Rules for LCC:**

**All the rules mentioned will be executed on new record creation only.**

|  |  |  |
| --- | --- | --- |
| **S No.** | **Rule Name** | **Rule Description** |
| 1 | Set Default Priority Normal | If Priority is empty, then set default priority as Normal |
| 2 | Priority Escalation | If the email has a subject ‘Escalate’ or ‘escalation’ then automatically o Priority - **Escalation** |
| 3 | Process Type LCC Refund | If the email has a subject “ARN” or “Payment status query” then automatically update  o Process Type: **Local Credit Card Refund** |
| 4 | Process Type LCC Reports | If the email has a subject “Arquivos Sirax AFKLM” then automatically update  o Process Type: **Local credit card Reports** |
| 5 | If the email has a subject “Airlines Statement for” then automatically update o Process Type: **Local credit card Reports** |
| 6 | If the email has a subject “Air France ARC Daily Files” then automatically update  o Process Type: **Local credit card Reports** |
| 7 | Process Type LCC Payment recon. Company Code | If the email has a subject “ESTADO DE CUENTA DIARIO AIR FRANCE PUJ” then automatically update  o Process Type: **Local credit card Payment reconciliation**  o Company code: **2580** |
| 8 | Process Type LCC Payment recon. | If the email has a subject Statement for “Merchant MID” then automatically update  o Process Type: **Local credit card Payment reconciliation** |
| 9 | If the email has a subject “MRS\_MswipeLiveReport\_SOA” then automatically update  o Process Type: **Local credit card Payment reconciliation** |
| 10 | If the email has a subject “SOA Payment Details with” then automatically  o Process Type: **Local credit card Payment reconciliation** |

**Note**: If keywords in the subject do not match exactly, then the workflow will not be triggered.

* + 1. **Zoho Desk Users list who will have access to LCC (Local Credit Card) Department:**

|  |  |  |  |  |  |  |  |
| --- | --- | --- | --- | --- | --- | --- | --- |
| **S.No** | **First Name** | **Last Name** | **E-mail Address** | **UAT User (Y/N)** | **User role** | **Department Access** | **Team** |
| 1 | Andrea | Arvay | [andrea.arvay@klm.com](mailto:andrea.arvay@klm.com) | Y | Agent | Local Credit Card - OTC |  |
| 2 | Balazs | Varjas | [balazs.varjas@klm.com](mailto:balazs.varjas@klm.com) | Y | Manager | Local Credit Card - OTC |  |
| 3 | Reka | Balogh | [reka.gyurcsik@klm.com](mailto:reka.gyurcsik@klm.com) | Y | Agent | Local Credit Card - OTC |  |
| 4 | Zsofia | Haag | [zsofia.haag@klm.com](mailto:zsofia.haag@klm.com) | Y | Agent | Local Credit Card - OTC |  |
| 5 | Regina | Totok | [regina.totok@klm.com](mailto:regina.totok@klm.com) | Y | Agent | Local Credit Card - OTC |  |
| 6 | Erika | Brayerne Pinter | erika.brayernepinter@klm.com | Y | Agent | Local Credit Card - OTC |  |
| 7 | Ildiko Mariann | Babudne Vinek | ildikomariann.babudnevinek@klm.com | Y | Agent | Local Credit Card - OTC |  |
| 8 | Barbara Reka | Czibula | barbara.czibula@klm.com | Y | Agent | Local Credit Card - OTC |  |

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

The SLA/Due Date for Local Credit Card department will be dependent on the Priority field and will be as follows.

* **Resolution SLA** to be calculated based on “**Ticket Creation Time**” and this will be triggered as soon as the ticket is created in the system.
* **Shift** – Monday to Friday (5 days) – **2:30 to 22:00 CET**
* **Time Zone** – CET (Central European Time)

|  |  |  |
| --- | --- | --- |
| **Zoho Desk Department name** | **Priority** | **SLA (Business hours)** |
| **OTC - Local Credit Card** | Normal | 2 Business Days |
| Empty |
| Urgent | 1 Business Day |
| Escalation |

* + 1. **Holiday List:**

|  |  |
| --- | --- |
| **Holiday list - 2022** | |
| **Date** | **Name** |
| 1-Jan | New Year’s Day |
| 15-Mar | Day of Revolution |
| 2-Apr | Good Friday |
| 5-Apr | Easter |
| 27-Apr | King's Day |
| 1-May | Labor Day |
| 5-May | Liberation Day |
| 8-May | Victory 1945 |
| 13-May | Ascension Day |
| 23-May | Pentecost |
| 24-May | Pentecost Monday |
| 14-Jul | Bastile Day |
| 15-Aug | Assumption Day |
| 20-Aug | St. Stephen's Day |
| 23-Oct | Day of Republic |
| 1-Nov | All Saints Day |
| 11-Nov | Day 1918 |
| 24-Dec | Holy Night |
| 25-Dec | Christmas |
| 26-Dec | Christmas |

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

|  |  |  |  |  |  |
| --- | --- | --- | --- | --- | --- |
| **Zoho Desk System Email Notification** | | | | | |
| **Notification**  **for** | **Notifications type** | **Notification detail** | **Yes/No** | **Email Subject** | **Email Content** |
| Requestor | Receiving a new ticket | Notifies the requester that their ticket has been received | 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 ${Cases.Subject}.  We are working on it and will get back to you soon.  Please Note: Going further, you will receive a response from {MailboxID}.  Regards, Support Team {Team Name} |
| Requestor | Receipt of ticket reply | Notifies the requester that their ticket response has been received | Yes | [##${Cases.Request Id}##] Receipt of reply in a ticket. | Dear ${Cases.Recipient Name},  A new reply received for your ticket [##${Cases.Request Id}##] -  ${Cases.Subject} from ${Cases.Recipient Name}.  The content of the reply is as follows:  ${Cases.Recent Thread Content}  ${Cases.CUSTOMER\_PORTAL\_BUTTON}  Reply to this email if you have any questions or clarifications.  Regards,  Support Team {Team name}. |
| Requestor | Closing a ticket | Notifies the requester that their ticket has been closed | Yes | [##${Cases.Request Id}##] Your ticket has been ${Cases.Status} | Dear ${Cases.Contact Name},  Your ticket ${Cases.Request Id} for ${Cases.Subject} has been ${Cases.Status}.  We hope that we've helped you to the best of your satisfaction. If you are satisfied with the resolution, no further action is required from your side.  If you are not satisfied with the resolution provided, please contact {Team Name} by replying to this email to re-open the ticket.  Please Note: Going further, you will receive a response from {MailboxID}.  Regards,  Support Team {Team Name} |
| Requestor | Adding a public comment | Notifies the requester that a public comment is added to their ticket | No |  |  |
| Requestor | Editing a public comment | Notifies the requester that a public comment is edited in their ticket | No |  |  |
| Requestor | Deleting a public comment | Notifies the requester that a public comment is deleted from their ticket | No |  |  |
| Requestor | CC'd users on receiving a ticket | Notifies CC'd users on a ticket that their ticket has been received | No |  |  |
| Agent | Assigning a ticket | Notifies the agent who has been assigned to a ticket of the new assignment. | Yes | [##${Cases.Request Id}##] A new ticket from ${Cases.Contact Name} has been assigned to you | Dear${Cases.Case Owner},  You have been assigned a ticket from ${Cases.Contact Name}. Please initiate the resolution on this ticket in order of priority.  #Ticket ID: ${Cases.Request Id}  Subject: ${Cases.Subject}  Ticket Description: ${Cases.Recent Thread Content}  Regards  {Team Name} |
| Agent | Receiving a ticket reply | Notifies the assignee that their ticket has received a new response | Yes | [##${Cases.Request Id}##] ${Cases.Contact Name} has replied to you | Dear ${Cases.Case Owner},  You have received a reply for #Ticket ID:${Cases.Request Id} from ${Cases.Contact Name}.  Please initiate the resolution on this ticket in order of priority.  #Ticket ID:${Cases.Request Id}  Subject:${Cases.Subject}  Ticket Description:${Cases.Recent Thread Content}  Regards,  {Team Name} |
| Agent | Receiving ticket for review | Notifies the reviewer that a ticket is pending review | No |  |  |
| Agent | Adding a comment | Notifies the assignee when a comment is added to their ticket | No |  |  |
| Agent d | Editing a comment | Notifies the assignee when a comment is edited in their ticket | No |  |  |
| Agent | Deleting a comment | Notifies the assignee when a comment is deleted from their ticket | No |  |  |
| Agent | Assigning a task | Notifies the agent who has been assigned to a task of the new assignment | No |  |  |
| Agent | Completing a task | Notifies the assignee when the task created for their ticket is closed | No |  |  |

* 1. **Business Process**

1. This process will initiate when the Supplier/Vendor sends an email on **Local.CreditCard.FSSC@klm.com** or submit the ticket from the customer portal for **LCC.**

Based on Auto forward rule set by AFKL IT team, email will be forwarded to [Local.CreditCard@afklm.zohodesk.com](mailto:Local.CreditCard@afklm.zohodesk.com)

1. As soon as the query is received in Zoho Desk, it will trigger an email notification which will be sent automatically to the requestor stating that the query has been received and at the same time auto ticket will be created in Zoho Desk.
2. Resolution SLA criteria will be as defined in **Section 1.1.7 SLA/Due Date:**
3. After ticket creation, resolution SLA initiates and agent/manager will assign to ticket to own or another agent and the ticket status will be ‘**Open’**.
4. Email notification will be triggered from Zoho Desk to Agent at the time the ticket is assigned to an Agent.
5. In case the query is received in any other language apart from English, then the agent will manually use Google translator to understand the query and respond.
6. Agent who has been assigned the ticket will review the details sent by the requestor and update the mandatory / non mandatory custom fields in the ticket form available in the tool and update the ticket status manually to ‘**In-Progress’**.
7. After the relevant information is captured in the custom field in Zoho desk then Agent will check the requested information in ERP Tool.
8. If the requested details are available, Agents will share the requested details to the Requestor via Zoho Desk and close the ticket in the tool. Zoho Desk will auto-trigger email notification which will be sent to the requestor stating that the query has been closed and update the status manually to ‘**Closed’**.
9. If the information required to process a query is not available in ERP tool, Agent will request for the information from the requestor by sending an email through Zoho Desk and will update the status manually to ‘Waiting on client’ and hence ticket will be ‘**ON HOLD’** status.
10. If the information required to a process a query require some details from AFKL team and then agent can put the status manually to ‘waiting from internal’ and hence ticket will be in ‘**On HOLD’** status.
11. If the end requestor replies on ticket with “On Hold type status” having a same subject, email will get appended to the same ticket and ticket status will be changed to “Open” automatically. SLA clock for this ticket will resume and the revised due date will be calculated basis time the ticket was put on **ON HOLD.**
12. WNS will review details received from requestor or AFKL. If the details received are correct then the query will be processed further and the ticket will be closed in Zoho Desk else if the details received are not correct then the details will be asked again from the requestor. In this case also email notification will be auto-triggered by Zoho Desk to the Agent when the response is received on the assigned ticket and to the requestor when the ticket is closed and hence agent can put the status manually to ‘**Closed’**
13. If an end requestor replies on closed ticket having a same subject, email will get appended to same ticket and ticket will be reopened. SLA for this ticket will be reset on receiving customer reply. This setup is similar to the existing setup of **Account Receivable – OTC**.
    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** | | | | |
| **Total Departments in Zoho Desk** | **9** | | | | |

1. **Clause Affected:**

* AFKL full users will be able to access and monitor Local Credit Card department in the Zoho Desk instance.
* AFKL full users can also access various reports and dashboards present in Zoho Desk to review activities under Local Credit Card department.
* AFKL Field users will be able to log into Customer Portal to submit their requests related to Local Credit Card department.
* Local.CreditCard@afklm.zohodesk.com mailbox at AFKL side has been mapped to this Local Credit Card department in Zoho Desk. All manual and auto correspondence will happen from this email id.

**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** |
|  |  |  |  |  |  |  |  | **€ 60,183** | **€ 77,719** | **€ 72,660** | **€ 70,507** | **€ 66,068** | **€ 28,869** | **€ 376,004** |

* 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 20 full user licenses which were procured on the request from AFKL team on 1st week of Nov, 2022. These have not been captured separately in any other change order or SOW.
* For the license subscription period of 16 Mar’22 to 15 Mar’23, proportionate license and support charges for 4.5 months have been considered for these 20 full user licenses.
* 18 licenses will be added to the production instance while 2 licenses will be added to the sandbox instance.
* These charges are the over and above commercials specified in SOW Phase 1, SOW Phase 2, CR0001, CR0002, CR0003, CR0004, CR0005, CR0006 and also CR0007. 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).
* 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 9 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 **€ 21,267**.

**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.................................................................