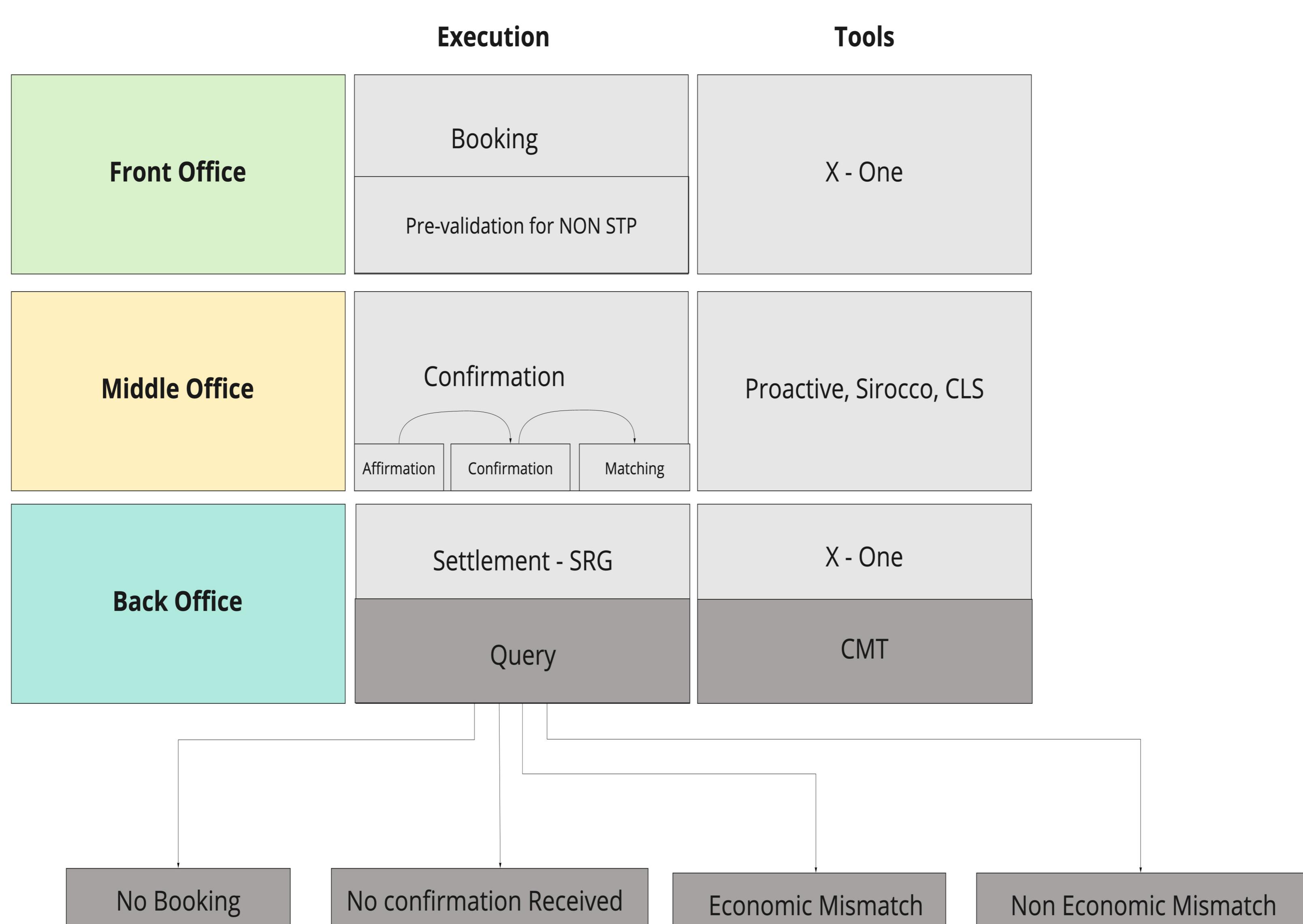


FX: Query & Dispute Resolution

Initial Process Maps

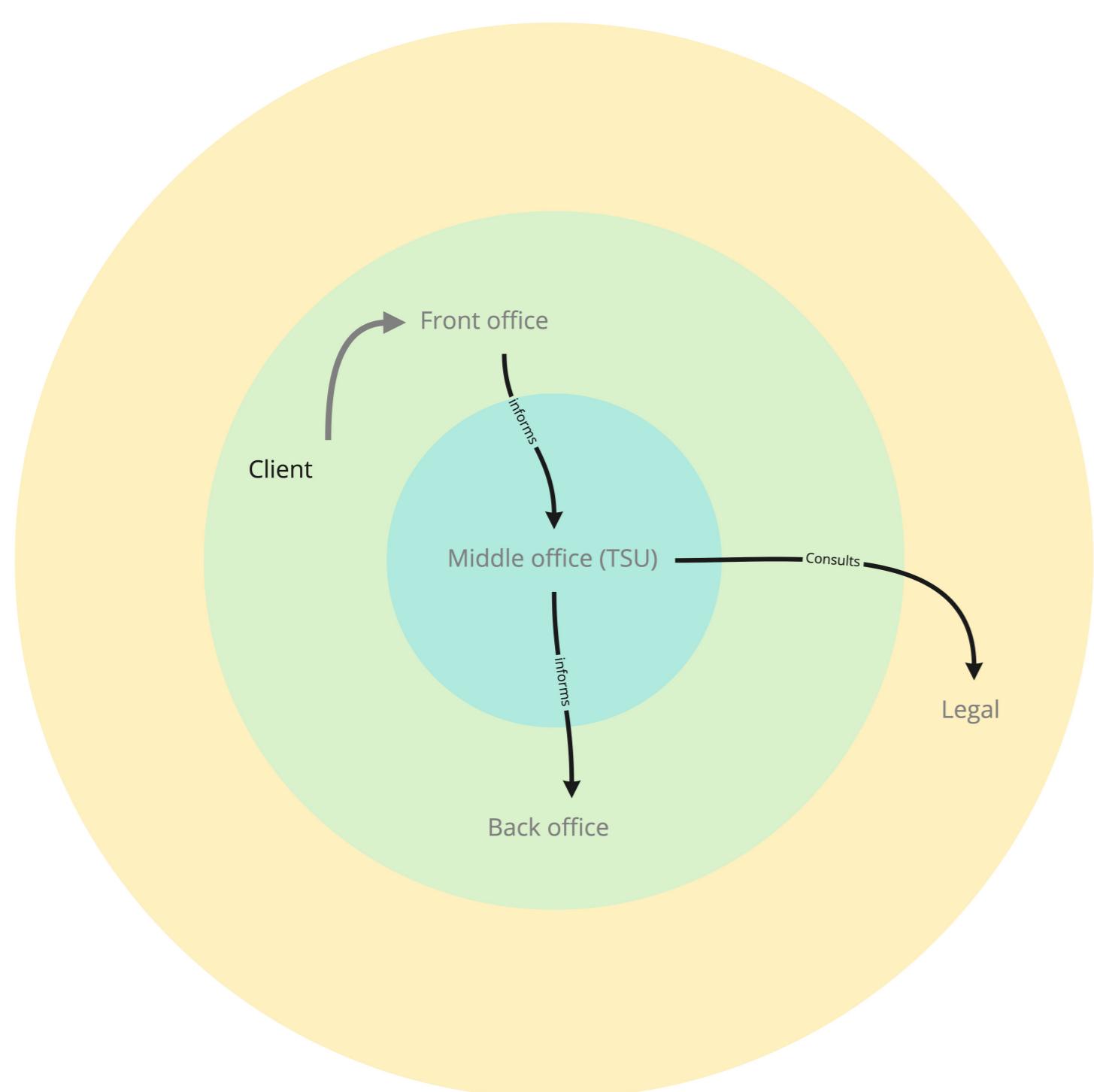
STP/Non STP (The STP or NON STP is chosen by the client)



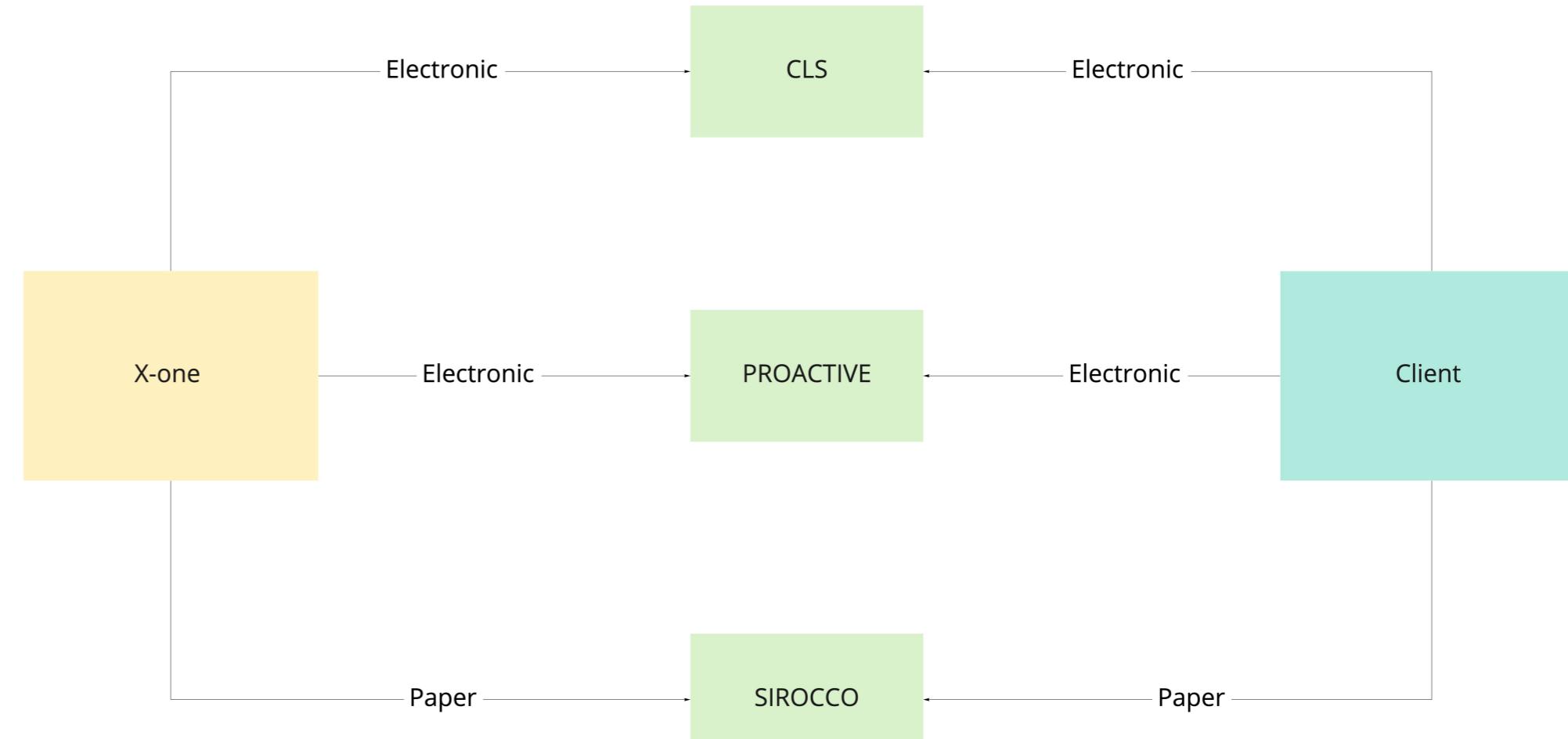
Project Kickoff Workshop

| Objective | Risk/Constraints | Benefits |
|--|------------------|----------|
| <ul style="list-style-type: none">Classification of Queries and corresponding corrective actionEfforts-TimeFinalizing recommendation | | |

Stakeholders Map



High Level Process Map



Type of mismatch:
1. Economic mismatch - 60%.
2. Missing Booking - 10%.
3. Non economic - 20%.
4. Miscellaneous - 10%.