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|------------------------------|--------------------------|--|--|----------------------------|---------------------------------|---------------------------------------|---|--|-----------------------------------|--|---|---|--------------------------------|------------------------|--------------------|--------------------|---------------------|------------------------|---------------------|--|
| LOB X - Process Steps | Weekly work order review | Query all Accounts | Select account and invoice period | Run initial invoice report | 0 | Adjust invoice per IC/DC instructions | Export data from operational system | Import table preprocessor | Pre-processor error handling | Import to GFS Billing table and create pro forma invoice | Review pro form invoice by Onshore Billing team | Adjust pro forma per Onshore instructions | Submit for government approval | Print invoice | Post to AR | Mail paper invoice | Send e-invoice data | Update billing reports | Create credit memos | Re-bill corrections to previous periods |
| LOB Y - Process Steps | 0 | 0 | Select billing groups, dates, and invoice number range | Run initial invoice report | Convert invoices in text format | Edit invoices | Generate invoice summary | Import table preprocessor | Pre-processor error handling | Import to GFS Billing table and create pro forma invoice | Review pro form invoice by Onshore Billing team | Adjust pro forma per Onshore instructions | Submit for government approval | Print invoice | Post to AR | Mail paper invoice | Send e-invoice data | Update billing reports | Create credit memos | Re-bills corrections to previous periods |
| LOB Z - Process Steps | ANZ: Weekly health check | ANZ: Custom Process Jobs, Auto Charges etc..Weekly | 0 | 0 | 0 | 0 | Export data from hand-held middleware app | charges through the month (ANZ: Workorder process daily) | ANZ: Export billing file from VRP | Import to GFS Billing table and create pro forma invoice | 0 | 0 | 0 | Manually print invoice | Post to AR/Billing | Mail paper invoice | Send e-invoice data | Update billing reports | Create credit memos | Re-bills corrections to previous periods |

| Line of Bus | Region | Country | Billing Issue ID | Billing Issue ID | Billing Issue ID | Billing Issue ID | Billing Issue ID | Billing Issue ID | Billing Issue ID | Billing Issue ID | Billing Issue ID | Billing Issue ID | Billing Issue ID | Billing Issue ID | Billing Issue ID | Billing Issue ID | Billing Issue ID | Billing Issue ID | Billing Issue ID | Billing Issue ID | Billing Issue ID |
|-------------|----------|-------------|-----------------------------------|--|------------------|------------------|----------------------|------------------------|--------------------------------------|------------------------|------------------|---|------------------|------------------|--|--|--|--|------------------|--|--|
| X | Americas | US | B70/B71 | B24 | B84 | B18/B25/B19 | B46 | B45/B46 | B36/B79/B98/B07/B60 | B61/B69 | B36 | B77/B28/B29/B12/B30/B32/B36/B82/B88/B31/B03 | B10/B14 | B13 | B72/B73/B82/B88/B85/B03/B13 | B02 | B37 | B37 | | | |
| X | Americas | Mexico | B37 / B18 / B09 / B53 / B56 / B58 | B16 / B32 | B84 | B18 / B25 / B19 | B46 | B45 / B46 | B16 | | | | | | | | | | | | |
| X | Americas | Brazil | B37 / B18 / B25 / B58 | B84 | B18 / B25 / B19 | B46 | B45 / B46 | | | | | | | | | | | | | | |
| X | Europe | UK | B15/B100/B37/B78/B97/B98/B19/B58 | B15/B100/B37/B78/B97/B98/B19/B58/B51/B52/B63/B86 | B41/B36/B109 | B41/B36/B109 | B104/B12/B30/B45/B61 | B104/B12/B30/B45/B61 | B28/B29/B41/B12/B32/B73/B20/B38/B102 | B109/B103/B01 | B109/B103/B01 | B61/B69 | B61/B69 | B61/B69 | B28/B29/B41/B12/B32/B73/B72/B88/B31/B38/B102/B81 | B28/B29/B41/B12/B32/B73/B72/B88/B31/B38/B102/B81 | B28/B29/B41/B12/B32/B73/B72/B88/B31/B38/B102/B81 | B28/B29/B41/B12/B32/B73/B72/B88/B31/B38/B102/B81 | B10/B77/B108 | B28/B29/B41/B12/B32/B73/B72/B88/B31/B38/B102/B81 | B28/B29/B41/B12/B32/B73/B72/B88/B31/B38/B102/B81 |
| X | Europe | Germany | B58 / B110 | B99 / B61 / B84 / B34 | B32 / B106 / B24 | B93 / B103 | B30 / B88 / B40 | B14 / B94 / B63 / B101 | B30 / B88 / B40 | B14 / B94 / B63 / B101 | B30 / B88 / B40 | B14 / B94 / B63 / B101 | B30 / B88 / B40 | B30 / B88 / B40 | B30 / B88 / B40 | B30 / B88 / B40 | B30 / B88 / B40 | B30 / B88 / B40 | B30 / B88 / B40 | B30 / B88 / B40 | B30 / B88 / B40 |
| X | Europe | Denmark | B36/B05/B52/B54/B53/B10 | B2077/B38 | B15/B18 | B32/B33/B24 | B93 | B109/B07 | B93 | B109/B07 | B93 | B109/B07 | B93 | B109/B07 | B93 | B109/B07 | B93 | B109/B07 | B93 | B109/B07 | B93 |
| X | Europe | Norway | B36/B05/B52/B54/B53/B10 | B2077/B38 | B15/B18 | B32/B33/B24 | B93 | B109/B07 | B93 | B109/B07 | B93 | B109/B07 | B93 | B109/B07 | B93 | B109/B07 | B93 | B109/B07 | B93 | B109/B07 | B93 |
| X | Asia | India | B02 / B16 / B17 | B02 / B16 / B17 | | | | | B28 / B08 | | | | | B32 | B31 | | | | | | B29 / B30 |
| X | Asia | Taiwan | B01 | B01 | B15 | B12 | B11 | B02 | B01 / B41 / B43 / B44 | B06/B06 | B13 | | | B30 | B31 | B30 / B40 / B42 | B40 / B42 | | | | |
| X | Asia | Singapore | B18 | B14 | B15 | B12 | B11 | B02 | B01 / B41 / B43 / B44 | B06/B06 | B13 | | | B30 | B31 | B30 / B40 / B42 | B40 / B42 | | | | |
| X | Asia | Hong Kong | B18 | B14 | B15 | B12 | B11 | B02 | B01 / B41 / B43 / B44 | B06/B06 | B13 | | | B30 | B31 | B30 / B40 / B42 | B40 / B42 | | | | |
| X | ANZ | Australia | B33/B76/B06/B63/B24/B25 | | | | | | B03/B19/B64 | | | | | B26/B07/B106 | | B04/B85/B01/B38/B79 | B12/B72/B22 | B12/B72/B22 | B35/B48/B11 | B21 | |
| X | ANZ | New Zealand | B33/B76/B06/B63/B24/B25 | | | | | | B03/B19/B64 | | | | | B26/B07/B106 | | B04/B85/B01/B38/B79 | B12/B72/B22 | B12/B72/B22 | B35/B48/B11 | B21 | |
| Y | Americas | US | B37 / B18 / B09 / B53 / B56 / B58 | B16 / B32 | B84 | B18 / B25 / B19 | B46 | B45 / B46 | B16 | | | | | | | | | | | | |
| Y | Americas | Mexico | B37 / B18 / B09 / B53 / B56 / B58 | B16 / B32 | B84 | B18 / B25 / B19 | B46 | B45 / B46 | B16 | | | | | | | | | | | | |
| Y | Americas | Brazil | B37 / B18 / B25 / B58 | B84 | B18 / B25 / B19 | B46 | B45 / B46 | | | | | | | | | | | | | | |
| Y | Europe | UK | B15/B100/B37/B78/B97/B98/B19/B58 | B15/B100/B37/B78/B97/B98/B19/B58/B51/B52/B63/B86 | B41/B36/B109 | B41/B36/B109 | B104/B12/B30/B45/B61 | B104/B12/B30/B45/B61 | B28/B29/B41/B12/B32/B73/B20/B38/B102 | B109/B103/B01 | B109/B103/B01 | B61/B69 | B61/B69 | B61/B69 | B28/B29/B41/B12/B32/B73/B72/B88/B31/B38/B102/B81 | B28/B29/B41/B12/B32/B73/B72/B88/B31/B38/B102/B81 | B28/B29/B41/B12/B32/B73/B72/B88/B31/B38/B102/B81 | B28/B29/B41/B12/B32/B73/B72/B88/B31/B38/B102/B81 | B10/B77/B108 | B28/B29/B41/B12/B32/B73/B72/B88/B31/B38/B102/B81 | B28/B29/B41/B12/B32/B73/B72/B88/B31/B38/B102/B81 |
| Y | Europe | Germany | B58 / B110 | B99 / B61 / B84 / B34 | B32 / B106 / B24 | B93 / B103 | B30 / B88 / B40 | B14 / B94 / B63 / B101 | B30 / B88 / B40 | B14 / B94 / B63 / B101 | B30 / B88 / B40 | B14 / B94 / B63 / B101 | B30 / B88 / B40 | B30 / B88 / B40 | B30 / B88 / B40 | B30 / B88 / B40 | B30 / B88 / B40 | B30 / B88 / B40 | B30 / B88 / B40 | B30 / B88 / B40 | B30 / B88 / B40 |
| Y | Europe | Denmark | B36/B05/B52/B54/B53/B10 | B2077/B38 | B15/B18 | B32/B33/B24 | B93 | B109/B07 | B93 | B109/B07 | B93 | B109/B07 | B93 | B109/B07 | B93 | B109/B07 | B93 | B109/B07 | B93 | B109/B07 | B93 |
| Y | Europe | Norway | B36/B05/B52/B54/B53/B10 | B2077/B38 | B15/B18 | B32/B33/B24 | B93 | B109/B07 | B93 | B109/B07 | B93 | B109/B07 | B93 | B109/B07 | B93 | B109/B07 | B93 | B109/B07 | B93 | B109/B07 | B93 |
| Y | Asia | India | B02 / B16 / B17 | B02 / B16 / B17 | | | | | B28 / B08 | | | | | B32 | B31 | | | | | | B29 / B30 |
| Y | Asia | Taiwan | B01 | B01 | B15 | B12 | B11 | B02 | B01 / B41 / B43 / B44 | B06/B06 | B13 | | | B30 | B31 | B30 / B40 / B42 | B40 / B42 | | | | |
| Y | Asia | Singapore | B18 | B14 | B15 | B12 | B11 | B02 | B01 / B41 / B43 / B44 | B06/B06 | B13 | | | B30 | B31 | B30 / B40 / B42 | B40 / B42 | | | | |
| Y | Asia | Hong Kong | B18 | B14 | B15 | B12 | B11 | B02 | B01 / B41 / B43 / B44 | B06/B06 | B13 | | | B30 | B31 | B30 / B40 / B42 | B40 / B42 | | | | |
| Y | ANZ | Australia | B33/B76/B06/B63/B24/B25 | | | | | | B03/B19 | | | | | B31 / B32 | | B04/B85/B01/B38/B79 | B12/B72/B22 | B12/B72/B22 | B11 | B21 | |
| Y | ANZ | New Zealand | B33/B76/B06/B63/B24/B25 | | | | | | B03/B19 | | | | | B31 / B32 | | B04/B85/B01/B38/B79 | B12/B72/B22 | B12/B72/B22 | B11 | B21 | |
| Z | Americas | US | rolled into LOB A | | | | | | | | | | | | | | | | | | |
| Z | Americas | Mexico | rolled into LOB A | | | | | | | | | | | | | | | | | | |
| Z | Americas | Brazil | B37 / B18 / B25 / B58 | B84 | B18 / B25 / B19 | B46 | B45 / B46 | | | | | | | | | | | | | | |
| Z | Europe | UK | no business | no business | no business | no business | no business | no business | no business | no business | no business | no business | no business | no business | no business | no business | no business | no business | no business | no business | no business |
| Z | Europe | Germany | no business | no business | no business | no business | no business | no business | no business | no business | no business | no business | no business | no business | no business | no business | no business | no business | no business | no business | no business |
| Z | Europe | Denmark | no business | no business | no business | no business | no business | no business | no business | no business | no business | no business | no business | no business | no business | no business | no business | no business | no business | no business | no business |
| Z | Europe | Norway | no business | no business | no business | no business | no business | no business | no business | no business | no business | no business | no business | no business | no business | no business | no business | no business | no business | no business | no business |
| Z | Asia | India | B02 / B16 / B17 | B02 / B16 / B17 | | | | | B28 / B08 | | | | | B32 | B31 | | | | | | B29 / B30 |
| Z | Asia | Taiwan | B01 | B01 | B15 | B12 | B11 | B02 | B01 / B41 / B43 / B44 | B06/B06 | B13 | | | B30 | B31 | B30 / B40 / B42 | B40 / B42 | | | | |
| Z | Asia | Singapore | B18 | B14 | B15 | B12 | B11 | B02 | B01 / B41 / B43 / B44 | B06/B06 | B13 | | | B30 | B31 | B30 / B40 / B42 | B40 / B42 | | | | |
| Z | Asia | Hong Kong | B18 | B14 | B15 | B12 | B11 | B02 | B01 / B41 / B43 / B44 | B06/B06 | B13 | | | B30 | B31 | B30 / B40 / B42 | B40 / B42 | | | | |
| Z | ANZ | Australia | B33/B76/B06/B63/B24/B25 | | | | | | B03 -> | B03 | | | | B31 / B32 | | B04/B85/B01/B38/B79 | B12/B72/B22 | B12/B72/B22 | B11 | B21 | |
| Z | ANZ | New Zealand | B33/B76/B06/B63/B24/B25 | | | | | | B03 -> | B03 | | | | B31 / B32 | | B04/B85/B01/B38/B79 | B12/B72/B22 | B12/B72/B22 | B11 | B21 | 0 |

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|------------|-------|-------|-------|-------|------------|----------------|
| Color Key: | App A | App E | App J | App M | Vendor app | not applicable |
| | App B | App F | App K | App N | Govt app | manual/excel |
| | App C | App G | App L | App P | | email |
| | App D | | App Q | | | |