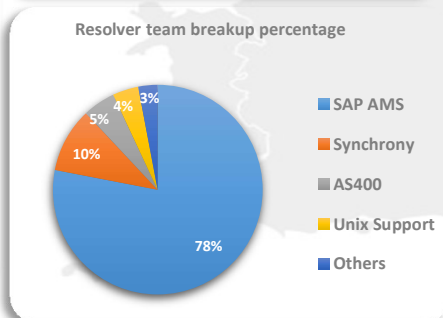
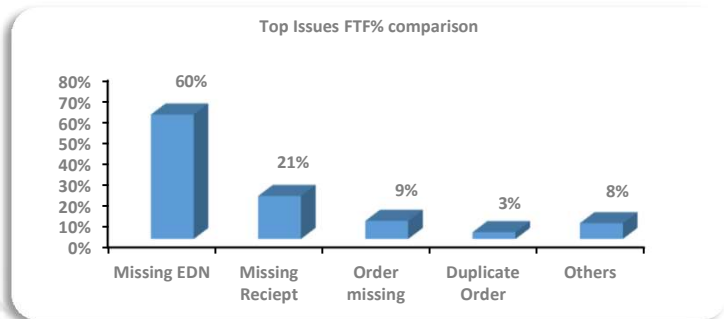
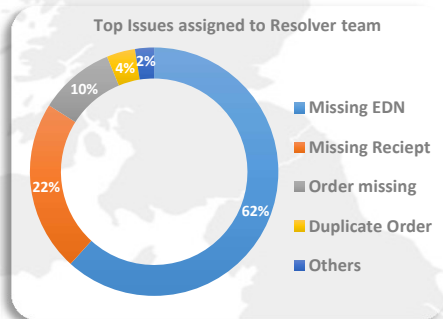
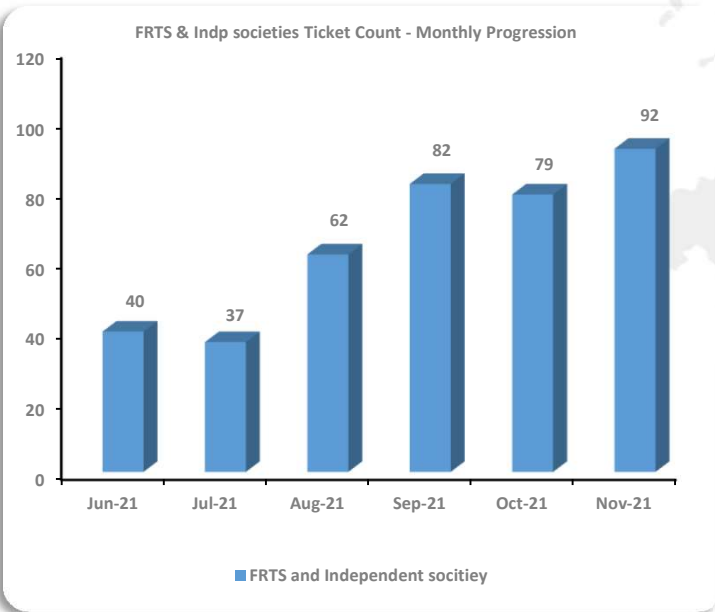
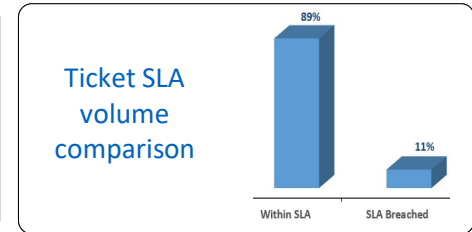
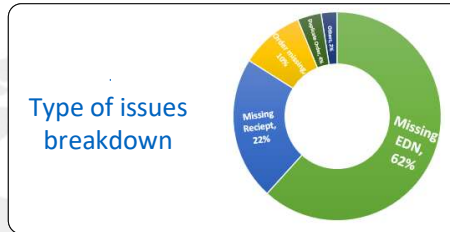
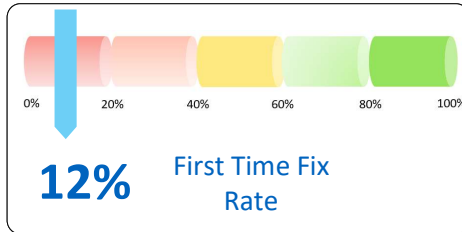


# Independent Societies monthly trend – Nov'21

**92**  
Incidents logged by ISMs in Nov'21

**↑**  
13 calls more than Oct'21

**↑**  
Overall vol. is 16% higher than Oct'21



- 78% of the calls are related SAP orders, EDNs or receipts.
- High Impacting issues**
- MI- 4169106 (P2) - was logged as there were missing SAP orders for 2 Societies
  - MI- 4181016 (P2) – was logged as B2Bi team identified 990 failures for Independent stores due to a connection timeout between B2Bi and SAP
  - MI- 4197957 and 4195835 (P2) – was logged as 1 Society reported missing i122 acknowledgement files for orders they placed.

