



**1,007** reports were issued to customers in March, within the prescribed SLA period.

This enabled customers to operate processes smoothly within their organisations.

**2,237** invoices were issued in March, to support NTS Gemini invoices and Transportation invoices.



In March 2024 **1,933** operational queries were actioned, with **98%** being resolved right first time.

Queries were raised on key processes such as Invoicing, RGMA, SPA and AQ.