MONTHLY SERVICE & SLA AUDIT REPORT

Managed Bookkeeping & ZATCA Phase 2 Close Service · Wafeq Cloud Accounting & Fatoora

Ref No: KAB-REP-2026-041-01 Date: 02 Nov 2026 Audit Cycle: October 2026

Client Legal Name	[redacted] Trading & Retail LLC (Riyadh, KSA)	**Commercial Reg (CR)**	CR: 1010-[redacted] (Unified #700[redacted])
Role Order Ref	RO-2026-041-01	**Measurement Period**	01 Oct 2026 – 31 Oct 2026
Master Agreement	KAB-MSA-2026-041	**Service Hours**	Sun–Thu, 09:00–17:00 KSA (UTC+3)
Service Delivery Ref	Unit #KAB-ACC-08 (Managed Service · Audited by Ops)		

1. Executive SLA Performance Scorecard

SLA Metric	Target	Achieved	Performance	Status
Riyadh-Hours Service Availability	≥ 90%	**96.4%**		PASS (Compliant)
On-Time Task Delivery in Connect	≥ 90%	**94.7% (36 of 38)**		PASS (Compliant)
Connect Chat Response Time	≤ 30m	**14 mins avg**		PASS (Compliant)
New Task Acknowledgment	≤ 60m	**28 mins avg**		PASS (Compliant)
Monthly QC Audit Sampling	≥ 10%	**15.8% (6 items)**		PASS (Compliant)
Formal Flags Raised	= 0	**0 Flags**		PASS (Compliant)

2. Operational Scope & Monthly Integrity

During October 2026 the Managed Bookkeeping & ZATCA Phase 2 Close Service was delivered remotely inside the client's Wafeq Cloud Accounting & Fatoora environment. All 38 work items were logged as numbered tasks in Connect (#26014-01 to #26014-38), delivered within agreed due dates, and sampled by our internal QC function under SLA Section 5.1(c). No formal Flags were raised and no service credits were triggered.

38 / 38	**SAR** [redacted]	**100%**	**0.0%**
Tasks Delivered	Reconciled Volume	Audit Ready	Service Credits

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3. Connect Platform Work Log (extract)

Task ID	Task Scope	Assigned	Due	Delivered	QC
#26014-01	Bank reconciliation – SNB main account	02 Oct	04 Oct	03 Oct, 13:10	AUDITED (Pass)
#26014-06	Supplier invoice posting (batch 1)	05 Oct	07 Oct	06 Oct, 14:16	Verified
#26014-11	Salla payout clearing	08 Oct	10 Oct	09 Oct, 15:22	AUDITED (Pass)
#26014-16	Mada/Tabby gateway matching	11 Oct	13 Oct	12 Oct, 16:28	Verified
#26014-21	VAT input register review	14 Oct	16 Oct	15 Oct, 13:34	AUDITED (Pass)
#26014-26	Fatoora e-invoice XML validation	17 Oct	19 Oct	18 Oct, 14:40	Verified
#26014-31	Accruals & prepayments journal	20 Oct	22 Oct	21 Oct, 15:46	AUDITED (Pass)
#26014-36	Month-end trial balance pack	23 Oct	25 Oct	24 Oct, 16:52	Verified

4. Month-End Workstream & Audit Summary

Workstream	Source Balance	Verified Balance	Variance	Status
Bank Reconciliation (SNB / Al Rajhi)	SAR [redacted]	SAR [redacted]	SAR 0.00	100% Matched
Accounts Payable Sub-ledger	SAR [redacted]	SAR [redacted]	SAR 0.00	Audit Ready
Accounts Receivable Sub-ledger	SAR [redacted]	SAR [redacted]	SAR 0.00	100% Matched
VAT Control Account (ZATCA)	SAR [redacted]	SAR [redacted]	SAR 0.00	Audit Ready

5. Supervisory Quality Sign-Off & IP Transfer Record (MSA Clause 7.1, 13.5 & SLA Sec 5, 6.1(h))

I certify that a formal supervisory audit of Service Delivery Unit #KAB-ACC-08 was completed for the October 2026 cycle. A sample of 15.8% (6 items) was inspected against the agreed scope; all remote service operations met the SLA targets above with no deficient work requiring re-performance.

DECISION	AUDITOR	SIGNED	SEAL
APPROVED — FULL SLA COMPLIANCE	[redacted], CA / Senior Audit Lead	02 Nov 2026, 14:30 KSA (2nd Business Day)	[AUDITED & VERIFIED]

IP Transfer (MSA Clause 13.5): Payment status: Invoiced. Full ownership of all October 2026 deliverables transfers to the Client upon invoice settlement.