

New Retail Access System Issues Report

Please see the attached list of New Retail Access System Issues.

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ID	Issue Description	Impact	Resolution	ETA
13	Delay in when the enrollment and drop transactions were processed in the billing system.	There was a discrepancy in enrollment/drop dates between its billing system (CC&B) and its Retail Access systems (i.e., RAIS and TCIS) that resulted in a delay in when the enrollment and drop transactions were processed. In most cases, this discrepancy led to one to two months where the customer was billed under the incorrect supplier.	Under review to determine impact and resolution. .	TBD