

	<h1>Operations and Customer Service</h1> <h2>Service Level Agreement</h2>		Document Number: SLA-OPS-09.01
	Department: Operations	Effective Date: June 19, 2017	Revision No 0

Agreements:

1. Operations to submit Incident Report to CSR within 24 hours upon discovery of actual incident (cc: claims).
2. Operations to give first update to Customer Service 5am, Second Update 1pm (Pick up & Delivery Updates) through SMS.

DDC: This Document is already Approved and Posted on Intranet.

Please refer to printed files for signatures of approvers.

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