

	Sales, Customer Service, Operations, Finance and Claims Service Level Agreement		Document Number: SLA-SAL-12.01
	Department: Sales	Effective Date: June 19, 2017	Revision No 0

Agreements:

1. Sales to provide presentation and join the business review and conduct reconciliation meeting at least once a month.
2. Sales to include Finance and Claims matter in business review.
3. Finance to Conduct monthly AR reconciliation.
4. In the SOP, include processing of outright deduction and checklist from Claims.
5. Sales to discuss Standard Operating Procedure (SOP) to concern departments at least one (1) day prior initial shipment.

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

Please refer to printed files for signatures of approvers.

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