



SERVICE LEVEL AGREEMENT

Alexander Lumber Co.

A **Service Level Agreement (SLA)** is an agreement between two or more parties, where one is the customer and the other is a service provider. Our **SLA** to our customers is as follows:

- 1. Delivered Orders** – Based on required date in BisTrack
 - a. First AM – Orders are delivered and completed by the driver by 9:00 AM.
 - b. AM – Orders are delivered and completed by the driver by 12:00 PM.
 - c. PM – Orders are delivered and completed by the driver after 12:00 PM and by the end of the business day. (may be after normal business hours)
 - d. Any – Orders are delivered and completed by the driver anytime during the day.
 - e. All orders of any size that are called in by noon today will be delivered by the end of the next day.

- 2. Hot Shot Deliveries**
 - a. Any order entered into BisTrack by 10:00 AM that will fit safely in a pickup truck or on a 1-ton flatbed will be delivered sometime during that same business day (Monday through Friday).

- 3. Materials to be returned to Alexander Lumber Co.**
 - a. Our drivers will ask our customers every time they deliver products to their jobsite if they have any materials to return.
 - b. When our customers request that we pick up material from the job, we will do so within 48 hours of the required date in BisTrack.
 - c. Credit will be issued to the customer's account within 72 hours of the material being returned to the yard.

We measure our performance using the metric on time and in full (OTIF). Our commitment to our customer is:

95% of the time or greater, we will deliver our customer's orders on time and in full.