

JAMES AND JAMES

Service Level Agreement

At James and James Fulfilment we want to deliver the best service possible. This is why we are happy to be clear and transparent with our service level agreement.

The below illustrates the service levels we aim to achieve as a business.

What you can expect from us

Adherence to SLAs will be based on monthly statistics and will exclude non-working days where these are planned and announced in advance.

	SLA	Lower limit
Goods In	Booked in within 24 hours	95%
Order Despatch	Order prepared and labelled by courier collection time	98%
Picking Accuracy	Correct items picked (units)	99.5%
Service Uptime	Online services available, excluding scheduled maintenance	99.9%

Subject to compliance with the main SLA by the client and excluding factors outside of the control of James and James, including but not limited:

- Goods In
 - Incorrect labelling
 - Missing/incorrect barcodes
 - No pre-advice or delivery booked
 - Unidentifiable products
- Order despatch
 - Lack of stock

- Incorrect address (declined by couriers)
- Orders with manual amendments
- Incorrect labelling
- Missing/incorrect barcodes
- Inconsistent product weight
- Pick Accuracy
 - Incorrect labelling
 - Missing/incorrect barcodes

Service Uptime

Keeping our systems up and running is essential, therefore we aim for our systems to be available at least 99.9% of the time with the exception of scheduled maintenance. We'll make sure we have technical staff on hand to resolve issues should anything unexpected happen. We will provide details on the current service availability at:

<http://status.ecommercelandment.com>

We will keep an up-to-date disaster recovery plan in addition to:

- maintaining adequate redundancy of all core equipment and systems
- maintaining and regularly testing back-ups of all systems and data
- regularly reviewing system security

Scheduled Maintenance

From time to time we will need to carry out system maintenance work which may result in scheduled downtime. We'll always do this work outside of core business hours whenever possible and we will endeavour to provide you with at least 48 hours notification.

Booking-in Process

We will book-in your consignments within 24 hours from the time we receive it, however, if you are sending us your first consignment or additional new lines, then please see below as this may take longer. This assumes that your products are sent to us in accordance with our delivery requirements, pallet and container deliveries are booked in and that the products received are already set-up in Control Port.

New Lines and First Receipt

The first time we receive a product line we weigh, measure and photograph the item. This process usually takes an additional 24 hours, but depending on the number of items this could take 3-5 days. Where there are more than 100 new lines at once, we will agree a timescale with you.

Order Capture & Processing

We understand how important it is that your orders make their way to your customers as quickly as possible. It is our aim to ensure that all orders placed before your cut-off time are processed and dispatched on the same day.

Order Picking Capacity

On occasion you may find that you experience a period of exceptionally high sales. When this happens, we commit to dispatching up to 150% your standard order volumes within the same day. For higher volumes, we'll commit to dispatching up to 200% your normal daily order volumes given 3 days notice and 10 times given one week's notice.

Warehouse Capacity

To make sure that we always have space for your business to expand, we will always run our warehouse part empty and it will never be our aim to fill it to capacity. Once we get to more than 75% full, we will seek out additional space or facilities.

Assembly/Rework Requests

Where you ask us to build specific product kits (known to us as manual assemblies), we agree to schedule this work base on the criteria below

Assuming all of the component products are currently in stock, then the following timelines are applicable:

Up to 200 assemblies - 72 hours

200-500 assemblies - 96 hours

500-1000 assemblies - 120 hours

2000+ assemblies - please ask us to confirm timelines with you

Stock Taking

We agree to carry out an internal stock-take on our entire warehouse on a continual basis with each product being checked at least on an annual basis. We will make available reports of inventory for any date in the past for annual accounting purposes.

Safe & Clean Storage

We will make sure that we take reasonable steps to protect your products whilst they are within our facility. As such we agree to store your items in an environment that is

- Kept secure, be that by physical devices or personnel
- Dry, off the floor and free from flies and vermin

- Compliant with the relevant legislation regarding the type of product (e.g. Food Hygiene Standards, Organic Standards)
- Kept clean, tidy and orderly

Compliance

We are committed to making sure that our business complies with all relevant and necessary legislation.

Visiting Us

We welcome site visits from our clients and should you ask to view our facility, we promise to make ourselves available to you within 2 working days of your request.

Service Reviews

We understand how important it is to maintain an outstanding level of customer service, therefore we commit to providing you with an annual service review to be conducted at our facility, at a mutually agreeable date.

Continuous Improvement

We're committed to providing industry leading service. Our in-house development team will continue to enhance and develop our range of products and services based on the feedback provided by our customer community.

Order Issue Notification

From time to time there may be a problem with dispatching an order due to something as simple as an unrecognisable address. In these cases we will let you know the same day, and we'll help to resolve the issue so that any delay is minimised.

Support Ticket Initial Response Time

Some queries we can resolve very quickly, others take a little more time to investigate, but whatever problem you're facing we'll acknowledge and start to process your enquiry within 24 hours of receiving it.

Dispute Resolution

Should you raise a dispute with us for any reason, we commit to providing you with a clear and transparent path of escalation as follows:

Escalation Path	Expected Resolution Timescale
Client Services Manager Response	5 days
Senior Management (If Required)	10 days
Board of Directors (If Required)	45 days

Claims Processing

Should for any reason you need to lodge a claim for items which have been lost in transit or misplaced during the delivery process, we commit to lodging your claim with the carrier in question within 48hrs of receiving notification and the required documentation from you. We are only able to process claims subject to carriers' terms and there may be deadlines for making a claim.

What we expect from you

Product SKUs

A SKU is defined as a product that is identifiably physically different from another (e.g. for the same design a small T-Shirt must have a different SKU from a medium). As such, you agree to ensure that each of your products has a unique SKU number assigned to it.

New Product Lines

To ensure our goods-in team can prepare for your shipments, you agree to provide complete details of each new SKU you wish to stock with us. These details should be provided in the specified format (a template for which is available within Control Port) at least 48hrs before you send us the stock.

Receipt Of Goods

You agree that all goods sent to us will meet the requirements of our Goods In Guidelines, which are available online in ControlPort. This includes (but is not limited to) making sure:

- That goods supplied are safely and suitably packed in sturdy boxes
- You let us know when deliveries are expected to arrive by booking them in via ControlPort
- Loose fill (eg, polystyrene peanuts) is not used
- That there is reasonably detailed and accurate paperwork accompanying the shipment
- That each box within a consignment is clearly labelled as to its contents, including a batch code and BBE date where appropriate
- That goods are not contaminated with any substance
- That all items are barcoded and that each product has a unique barcode

Helping Us to Help You

We ask that you help us to help you. You can do this by:

- Sending all queries by support ticket in the first instance to support@jamesandjames.com
- Providing enough detail within support tickets to allow us to properly investigate
- Reading FAQs and articles like this to find out the basics
- Allowing us reasonable time to respond before calling to chase progress
- Prioritising your requests - e.g. instead of writing “URGENT” in the subject, phoning us when it’s actually urgent!
- Allocate points of contact in your company so we know who to deal with and can have one, clear conversation
- Tell us when you aren't happy - otherwise we can't fix things for you.
- Remaining professional and respectful towards our staff at all times - we will cease to provide assistance if calls or emails become abusive.

Insurance

You agree to keeping valid insurance for the goods which you store with us and acknowledge that we do not hold insurance for any of your products. We will provide comprehensive details of our facilities' security and structure for your insurance purposes on request.

Importing

You agree to obtain any necessary import licences or permits necessary for the entry of your goods into the territories in which they are to be shipped. You also agree that you will be the importer of record and will be responsible for any customs duties, clearance charges, taxes, brokers' fees and other amounts payable in connection with the importation and delivery of your goods.

Orders

You agree to send your orders in a continuous flow over a 24-hour period and not to batch-release large quantities of orders at any one time without our express agreement. You acknowledge that releasing large numbers of orders at your cut-off time may result in your account being temporarily suspended to protect other clients.

Compliance

You agree to inform us of any products that you wish to store with us that contain hazardous material or are likely to have any special handling requirements.

House-Keeping

You agree to keep your eCommerce integrations with us free from excessive errors and to take action when we inform you of any technical issues that may be related to your channel(s).