

What is a Service Level Agreement (SLA)?

- SLA refers to the amount of time we estimate it will take to ship freight from our warehouses to the final destination, starting from the time the freight shipping cost is paid in full.
- SLA estimates do not reflect delays caused by the temporary interruption of air service, such as flight delays or cancellations due to weather or other operational reasons.
- SLAs are a guideline and for reference only. They do not constitute a guarantee delivery time frame. In most situations, freight is delivered well before the SLA expires.

Commodity	Hours	Days
Bank Bag	12	0.5
Building Materials	120	5.0
Cake/Tray	24	1.0
Cash Pouches	18	0.8
Chips	480	20.0
Clothing	96	4.0
Documents	24	1.0
Electronics	120	5.0
Exempt Human Specimen	18	0.8
Fast Food	24	1.0
Fish	72	3.0
Funeral Items	24	1.0
Furniture	240	10.0
Furniture Bulky	480	20.0
Groceries-Dry	72	3.0
Groceries-Freezer	72	3.0
Groceries-Fridge	72	3.0
Household Goods	120	5.0
HSC	8	0.3
Human Remains	12	0.5
Live Animals	12	0.5
Mail-Bulk	18	0.8

Commodity	Hours	Days
Mail-First Class	18	0.8
Mail-Priority	18	0.8
Meds Regular	18	0.8
Meds Urgent	8	0.3
Meds Urgent - Fridge	8	0.3
Newspapers	12	0.5
Office Supplies	96	4.0
Paper Products	96	4.0
Parts	72	3.0
Personal Goods	96	4.0
Pop	120	5.0
Samples	24	1.0
Tobacco	24	1.0
Tools & Equipment	96	4.0
Weapon Firearm	72	3.0
WRHA Nutrition	0	-