

# Supplier Service Level Agreement

Date: [Insert Date]

To: [Supplier Name]

Address: [Supplier Address]

## **Subject: Service Level Agreement for Logistics and Transportation**

Dear [Supplier Contact Name],

This letter serves as a formal Supplier Service Level Agreement (SLA) regarding logistics and transportation services between [Your Company Name] and [Supplier Name]. The purpose of this SLA is to outline the expectations and responsibilities related to the services provided.

### **1. Scope of Services**

[Detailed description of the logistics and transportation services to be provided.]

### **2. Performance Metrics**

- On-time delivery rate: [Specify percentage]
- Damage rate during transportation: [Specify percentage]
- Response time for inquiries: [Specify time frame]

### **3. Responsibilities**

[Outline the responsibilities of both parties.]

### **4. Reporting**

[Specify how performance will be tracked and reported.]

### **5. Review Process**

[Describe the process for reviewing SLA performance.]

We appreciate your cooperation and look forward to a successful partnership. Please sign and return a copy of this agreement to confirm your acceptance of these terms.

Sincerely,

[Your Name]  
[Your Title]  
[Your Company Name]  
[Your Contact Information]

Accepted By:

[Supplier Contact Name]  
[Title]  
[Supplier Name]

Signature: \_\_\_\_\_