



**SLA**

# Support Team

Item	SLA
Products Complaints	Within 1- 5 Working days
Hacked account / Disabled by admin	Within 1-2 Working days
E-Payment Complaints	Within 1 working hour
Password / Login	On the spot
Change Email	On the spot
Change Name	On the spot
Change Mobile no.	On the spot
Inactive account	Within 1hr to 24hr
Block customer's account request	Withing 1hr to 24hr
Reseller notification and requests	Send notification on spot

### Merchant team SLA

S	Item	Description
1	Internal Communication with OneCard internal Merchants Team	<p>*No Reminders on Friday / Saturday / Sunday Morning &amp; Public Holidays</p> <p>1st Day: Email to Merchant Team</p> <p><i>*Reminder every 24 Hours Unless there is agreement on certain cases.</i></p>
2	SLA (Service Level Agreement)	*Service level to be provided to the customer within 1-5 working days "Can be less"
3	* In case with no response with third reminder. Add Note on ticket asking leader for escalating case.	
4	New Merchant requests	<ul style="list-style-type: none"> <li>- Ask user to send email to "merchantsupport@onecard.net"</li> <li>- Inform him that Merchant team will check his request and contact him in case business will be in place.</li> </ul>
5	Current Merchants requests	<ul style="list-style-type: none"> <li>- Refer them to "merchantsupport@onecard.net"</li> <li>If we are contacted back from them informing us that they did address merchant support with no answer we will follow below: <ul style="list-style-type: none"> <li>- Ask the External Merchant about the "Merchant Group"</li> <li>- Ask the External Merchant about his e-mail registered in his account.</li> </ul> </li> <li>- Send Notification emails to the Merchant support Team with External Merchant contact details and requests.</li> </ul>

### Technical team SLA

S	Item	Description
1	Internal Communication with OneCard internal Technical Team	*No Reminders on Friday / Saturday / Sunday Morning & Public Holidays
		1st Day: Email to Technical Team  <i>*Reminder every 24 Hours Unless there is agreement on certain cases.</i>
2	SLA (Service Level Agreement)	*Service level to be provided to the customer within 1-5 working days "Can be less"
3	* In case there is no reply or Delay ,note that with the 3rd Reminder , Escalation will be done to: Support Manager	

### Marketing team SLA

S	Item	Description
1	Internal Communication with OneCard internal Marketing Team	*No Reminders on Friday / Saturday / Sunday Morning & Public Holidays
		1st Day: Email to Marketing Team  <i>*Reminder every 24 Hours Unless there is agreement on certain cases.</i>
2	SLA (Service Level Agreement)	*Service level to be provided to the customer within 24 working hours "Can be less"
3	* In case there is no reply or Delay ,note that with the 3rd Reminder , Escalation will be done to: Support Manager	

### Distribution team SLA

S	Item	Description
1	Internal Communication with OneCard internal Distribution Team	*No Reminders on Friday / Saturday / Sunday Morning & Public Holidays
		1st Day: Email to Distribution Team  <i>*Reminder every 24 Hours Unless there is agreement on certain cases.</i>
2	SLA (Service Level Agreement)	*Service level to be provided to the customer within 1-5 working days "Can be less"
3	* In case there is no reply or Delay, note that with the 3rd Reminder, Escalation will be done to: Support Manager	

### Accounting team SLA

S	Item	Description
1	Internal Communication with OneCard internal Accounting Team	*No Reminders on Friday / Saturday / Sunday Morning & Public Holidays
		1st Day: Email to Accounting Team  <i>*Reminder every 24 Hours Unless there is agreement on certain cases.</i>
2	SLA (Service Level Agreement)	*Service level to be provided to the customer within 1 working day.
3	* In case there is no reply or Delay, note that with the 3rd Reminder, Escalation will be done to: Support Manager	

### E-Payment Team

S	Item	Description
1	Internal Communication with OneCard internal E-Payment Team	<p>*No Reminders on Friday / Saturday / Sunday Morning &amp; Public Holidays</p> <p>1st Day: Email to BT/CC Team</p> <p><i>*Reminder every 24 Hours Unless there is agreement on certain cases.</i></p>
2	SLA (Service Level Agreement)	**Service level to be provided to the customer within 1-24 working hours "Can be less"
3	* In case there is no reply or Delay, note that with the 3rd Reminder, Escalation will be done to: Support Manager	