

Consolidated Service Level Agreement (SLA) for Landside Activities (Domestic Cargo Operations)			
Scope of Handling	Activity	OUTBOUND (EST. TIME)MINS	INBOUND (EST. TIME)MINS
Cargo Delivery to agent- Inbound	VCT /Release Note after airline Delivery Order (DO)		15 mins
	Physical Cargo Handover to agent (includes retrieval, security check)		
	1. 0 to 50 pieces		30 mins
	2. 50 to 100 pieces		45 mins
	3. > 100 pieces		60 mins
Cargo acceptance at Truck Dock- Outbound	Weight- Volume Check verification		
	1. 0 to 50 pieces	25 mins	
	2. 50 to 100 pieces	40 mins	
	3. > 100 pieces	60 mins	
	VCT creation and acceptance in system	10 mins	
	Screening of the cargo		
	1. 0 to 50 pieces	20 mins	
	2. 50 to 100 pieces	45 mins	
	3. > 100 pieces	> 50 mins	

Conditions

- 1 Inbound starts from actual handover by airlines from ramp
 - 2 Outbound starts once shipment received in RFC condition
- Shipment received with marking and AWB labelling