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| |  | | --- | | **TARGET**  The Service Provider must adhere to the required collection and banking schedules as well as reporting standards. | | | | | | | | | | | | |
| **Column 1** | **Column 2** | | | **Column 3** | | **Column 4** | | | | **Column 5** | |
| **#** | |  | | --- | | **Service Level Descriptions** | | | | |  | | --- | | **Service Level Failures** | | | |  |  | | --- | --- | | **The Amount at Risk shall be determined at 25 percentage of the amount invoiced in month the Service Level Failure occurred.** | **Other measures** | | | | | | |
| 1. **Adherence to collection schedule** | | | | | | | | | | | |
|  | | The Service Provider must adhere to collection schedule in all awarded sites.. | | One (1) incident of failure to adhere to the agreed collection schedule in any month. | | 80% of the Amount at Risk |  | | | | |
| A second incident of failure to adhere to the agreed collection schedule in the same month as the month of the occurrence of the first incident. | | 100% of the Amount at Risk | SARS also reserves the right to terminate the Agreement or a portion of the Services | | | | |
| 1. **Adherence to banking schedules** | | | | | | | | | | | |
|  | | The Service Provider must bank cash and/or cheques on the same date of collection | | One [1] incident of failure to bank on the collection date in any month | | 80% of the Amount at Risk | | |  | | |
| A second incident of failure to bank on the collection date in the same month as the month of the occurrence of the first incident.. | | 100 % of the Amount at Risk | | | SARS also reserves the right to terminate the Agreement or a portion of the Services | | |
| 1. **Reporting** | | | | | | | | | | | |
|  | The Service Provider must deliver its Monthly Performance Report within seven (7) Business Days after the end of the month. | | Report submitted two [2] Business after the due date | | 20% of the Amount at Risk | | |  | | |
| Report submitted three [3] Business after the due date | | 40 % of the Amount at Risk | | |  | | |
| Report submitted five [5] Business after the due date | | 60 % of the Amount at Risk | | |  | | |