



PERFORMANCE EXPECTATIONS & SERVICE LEVEL AGREEMENTS

ORDER PLACEMENT

DOCUMENT REVIEW:

3-5 DAYS

BACKGROUND CHECKS:

3-5 DAYS

DRUG TESTS:

NEGATIVE RESULTS
2 DAYS | NON-NEGATIVE RESULTS
5 DAYS

CUSTOMER EXPERIENCE

WRITTEN COMMUNICATION:

2 DAYS

VOICEMAIL:

1 DAY

USER EXPERIENCE

WRITTEN COMMUNICATION:

2 DAYS

CALL BACK QUEUE:

**SAME DAY
RESPONSE**