

# Online Store Service Level Agreement

## 1. Forms

- 1.1. Forms must be received 10 working days before actual date of event.
- 1.2. All mandatory information must be completed before submission.
- 1.3. The minimum quantity of a product/service to be sold is five.
- 1.4. We aim to fulfil all requests within 10 working days.
- 1.5. Student based activity will be a priority for set up within the store, particularly during busier periods.
- 1.6. If multiple variations of a product are required, contact us on [ntuonlinestore@ntu.ac.uk](mailto:ntuonlinestore@ntu.ac.uk) or call 0115 848 8717.
- 1.7. The GL finance code must be valid and accurate. If you are unsure, check with your Management Accountant [Finance Business Partnering \(sharepoint.com\)](https://sharepoint.com).

## 2. Images

- 2.1. Images must not exceed 250 kb in size, where possible.
- 2.2. Images must be equal proportions horizontal and vertical axis (max of 460 x 460 pixels).
- 2.3. Photographs that are not within these limits may be returned or manipulated by Online store staff to ensure conformity.
- 2.4. If the image is protected, please ensure you have permission to use the image.
- 2.5. All products must display an Image. When an image is not provided, a default image will be applied.

## 3. Reports

- 3.1. Reports can only be sent to the designated primary or backup contact.
- 3.2. Reports can only be requested once a product has gone live.
- 3.3. Only transaction reports based on online purchases can be provided. We are unable to provide any further information other than customer responses from a questionnaire (see point 4.1).
- 3.4. We aim to fulfil all report requests within 10 working days.

## 4. General

- 4.1. Questionnaires can be set up to record user responses. A questionnaire can contain a maximum of 16 questions; however, questionnaires can be stacked (multiple questionnaires linked to a single product).
- 4.2. Email templates can be customised, where requested.
- 4.3. Products can be hidden from general view and only accessed by a unique link, where requested.