

May 28, 2026

Certificate of Completion

Documents Tier 1: Follow-Up Email Protocol

This document certifies that **Dom Ryan Llagas** has completed the training "**Documents Mapping Guide for Tier 2 SMEs (Updated Process)**"

Course summary: ☐ Learn when and how to create, document, route, and resolve Docs: Follow-Up tickets via email within the 24-hour SLA to ensure consistent, accountable handling of unresolved requests.

Provided by Clipboard Documents Training Team

To check the authenticity of this document, please contact: Maureen Rose Calpito

