

DTR	
Category Split	Definition
Delivery timelines	Late Delivery and RDT Changes
Returns management	Non-collection of Returns
Delivery quality	Shortages, incorrect delivery location, condition of supplies and driver issues
Invoicing	Discrepancies on Credit/Delivery Notes and non-receipt of paperwork
Customer Service	Communication issues and Complaint Handling
Order and Supplies	Supply issues affecting availability of titles or excess supplies
Voucher processing	Voucher scanning discrepancies

