

DTR		
Category Split	Definition	Complaints
Delivery timelines	Late Delivery and RDT Changes	1
Returns management	Non-collection of Returns	0
Delivery quality	Shortages, incorrect delivery location, condition of supplies and driver issues	1
Invoicing	Discrepancies on Credit/Delivery Notes and non-receipt of paperwork	0
Customer Service	Communication issues and Complaint Handling	0
Order and Supplies	Supply issues affecting availability of titles or excess supplies	0
Voucher processing	Voucher scanning discrepancies	0

<b>Copies Distributed</b>
<b>% of complaints vs deliveries made</b>
0.001%
0.000%
0.001%
0.000%
0.000%
0.000%
0.000%
0.000%