

DTR
Category Split
Delivery timelines
Returns management
Delivery quality
Invoicing
Customer Service
Order and Supplies
Voucher processing

Definition	Complaints
Late Delivery and RDT Changes	2
Non-collection of Returns	1
Shortages, incorrect delivery location, condition of supplies and driver issues	3
Discrepancies on Credit/Delivery Notes and non-receipt of paperwork	4
Communication issues and Complaint Handling	0
Supply issues affecting availability of titles or excess supplies	0
Voucher scanning discrepancies	3
Total	13

Copies Distributed
% of complaints vs deliveries made
0.001%
0.001%
0.002%
0.003%
0.000%
0.000%
0.002%
0.001%