

| | | | Copies Distributed |
|-----------------------|---------------------------------------------------------------------------------|-------------------|-------------------------------------------|
| Category Split | Definition | Complaints | % of complaints vs deliveries made |
| Delivery timelines | Late Delivery and RDT Changes | 0 | 0.000% |
| Returns management | Non-collection of Returns | 1 | 0.001% |
| Delivery quality | Shortages, incorrect delivery location, condition of supplies and driver issues | 0 | 0.000% |
| Invoicing | Discrepancies on Credit/Delivery Notes and non-receipt of paperwork | 0 | 0.000% |
| Customer Service | Communication issues and Complaint Handling | 0 | 0.000% |
| Order and Supplies | Supply issues affecting availability of titles or excess supplies | 0 | 0.000% |
| Voucher processing | Voucher scanning discrepancies | 0 | 0.000% |

1

0.00%