

		Copies Distributed	
Category Split	Definition	Complaints	% of complai
Delivery timelines	Late Delivery and RD1 Changes	6	0.004%
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	1	0.001%
Customer Service	Communication issues and Complaint Handling	0	0.000%
Order and Supplies	Supply issues affecting availability of titles or excess supplies	1	0.001%
Voucher processing	Voucher scanning discrepances	0	0.000%
Total		9	0.001%