

Category Split	Definition	Complaints	% of complaints vs deliveries made
Delivery timelines	Late Delivery and RDT Changes	4	0.00%
Returns management	Non-collection of Returns	1	0.00%
Delivery quality	Shortages, incorrect delivery location, condition of supplies and driver issues	5	0.00%
Invoicing	Credit/Delivery Notes and non-receipt of paperwork	1	0.00%
Customer Service	Communication issues and Complaint Handling	1	0.00%
Order and Supplies	availability of titles or excess supplies	0	0.00%
Voucher processing	discrepancies	1	0.00%
		13	0.002%