

Category Split	Definition	Complaints	Copies Distributed deliveries made
Delivery timelines	Late Delivery and RDT Changes		0.00%
Returns management	Non-collection of Returns		0.00%
Delivery quality	Shortages, incorrect delivery location, condition of supplies and driver issues		0.00%
Invoicing	Discrepancies on Credit/Delivery Notes and non-receipt of paperwork		0.00%
Customer Service	Communication issues and Complaint Handling		0.00%
Order and Supplies	Supply issues affecting availability of titles or excess supplies		0.00%
Voucher processing	Voucher scanning discrepandines	2	0.002%
		2	0.00%