

			Copies Distributed
Category Split	Definition	Complaints	% of complaints vs deliveries made
Delivery timelines	Late Delivery and RDT Changes		0.000%
Returns management	Non-collection of Returns		0.000%
Delivery quality	Shortages, incorrect delivery location, condition of supplies and driver issues	2	0.002%
Invoicing	Discrepancies on Credit/Delivery Notes and non-receipt of paperwork	1	0.001%
Customer Service	Communication issues and Complaint Handling		0.000%
Order and Supplies	Supply issues affecting availability of titles or excess supplies		0.000%
Voucher processing	Voucher scanning discrepancies		0.000%
		3	0.0004%