

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

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0.001%