

Category Split	Definition	Complaints	Copies Distributed deliveries made
Delivery timelines	Late Delivery and RDT Changes	0	0.0000%
Returns managemen	Non-collection of Returns	0	0.0000%
Delivery quality	Shortages, incorrect delivery location, condition of supplies and driver	0	0.0000%
Invoicing	Discrepancies on Credit/Delivery Notes and non-receipt of paperwork	0	0.0000%
Customer Service	Communication issues and Complaint Handling	1	0.0007%
Order and Supplies	Supply issues affecting availability of titles or excess supplies	2	0.0014%
Voucher processing	Voucher scanning discrepances	0	0.0000%
		3	0.0003%