

DTR		Jan-20	Copies Distributed
Category Split	Definition	Complaints	% of complaints vs deliveries made
Delivery timelines	Late Delivery and RDT Changes	5	0.004%
Returns management	Non-collection of Returns	0	0.000%
Delivery quality	Shortages, incorrect delivery location, condition of supplies and driver issues	13	0.011%
Invoicing	Discrepancies on Credit/Delivery Notes and non-receipt of paperwork	8	0.007%
Customer Service	Communication issues and Complaint Handling	1	0.001%
Order and Supplies	Supply issues affecting availability of titles or excess supplies	1	0.001%
Voucher processing	Voucher scanning discrepancies	6	0.005%

34

0.029%