

DTR		Jun-20	Copies Distributed
Category Split	Definition	Complaints	% of complaints vs deliveries made
Delivery timelines	Late Delivery and RDT Changes	2	0.001%
Returns management	Non-collection of Returns	2	0.001%
Delivery quality	Shortages, incorrect delivery location, condition of supplies and driver issues	10	0.007%
Invoicing	Discrepancies on Credit/Delivery Notes and non-receipt of paperwork	9	0.007%
Customer Service	Communication issues and Complaint Handling	0	0.000%
Order and Supplies	Supply issues affecting availability of titles or excess supplies	2	0.001%
Voucher processing	Voucher scanning discrepancies	3	0.002%

28

0.019%