

DTR		Oct-19	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	1	0.001%
Delivery quality	Shortages, incorrect delivery location, condition of supplies and driver issues	31	0.020%
Invoicing	Discrepancies on Credit/Delivery Notes and non-receipt of paperwork	4	0.003%
Customer Service	Communication issues and Complaint Handling	2	0.001%
Order and Supplies	Supply issues affecting availability of titles or excess supplies	1	0.001%
Voucher processing	Voucher scanning discrepancies	3	0.002%

45

0.029%