

DTR			Copies Distributed
Category Split	Definition	Complaints	made
Delivery timelines	Late Delivery and RDT Changes	1	0.001%
Returns management	Non-collection of Returns	1	0.001%
Delivery quality	Shortages, incorrect delivery location, condition of supplies and driver issues	5	0.003%
Invoicing	Discrepancies on Credit/Delivery Notes and non-receipt of paperwork	7	0.005%
Customer Service	Communication issues and Complaint Handling	0	0.000%
Order and Supplies	Supply issues affecting availability of titles or excess supplies	4	0.003%
Voucher processing	Voucher scanning discrepancies	3	0.002%
		21	0.02%