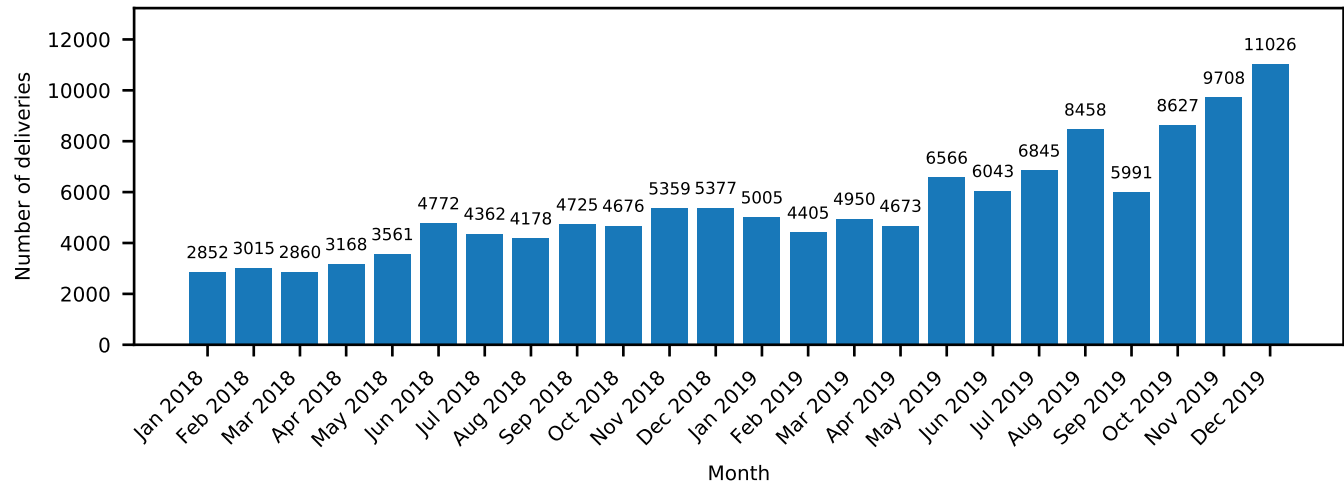# PARGO

MONTHLY REPORT
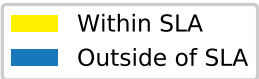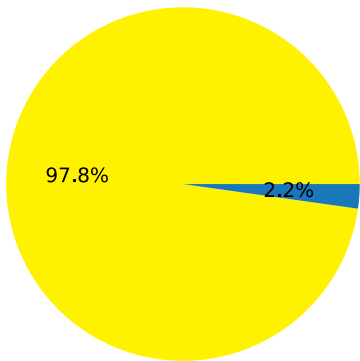### FOR ONEDAYONLY

DECEMBER 2019

OVERVIEW

The statistics below displays an overview of the services provided by Pargo for OneDayOnly for the month of December 2019. The data sets include information on deliveries, collections and Pick-up Points.

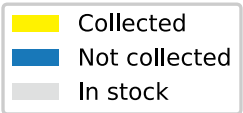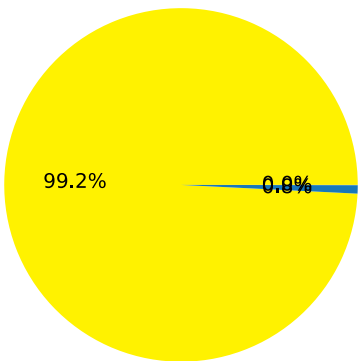AN OVERVIEW OF THE TOTAL NUMBER OF DELIVERED PARCELS PER MONTH

NUMBER	STORES	VOLUME
1	Clicks Westville	85
2	Clicks Bryanston	84
3	Clicks Douglasdale	83
4	Clicks Edgemead	74
5	Clicks La Lucia	73
6	Ink Station Claremont	70
7	Clicks Welgemoed	68
8	Clicks South Downs	66
9	Clicks Gardens	65
10	Clicks Soneike	65

DELIVERY TIMES

97.8% Within SLA
2.2% Outside of SLA

CURRENT PARCEL STATUS

99.2% Collected
0.0% Not collected
In stock

SPLIT MAIN/REGIONAL

25.3% Regional
74.7% Main
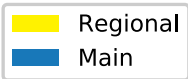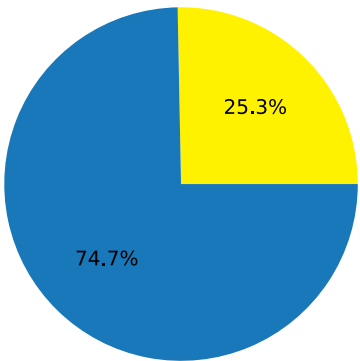
DELIVERY TIMES

The statistics below displays an overview of the services provided by Pargo for OneDayOnly for the month of December 2019. The data sets include information on deliveries: delivery times to both regional and main areas, as well as the delivery of parcels within Pargo's SLA.

SPLIT MAIN/REGIONAL

Regional: 25.3%
Main: 74.7%

DELIVERY TIMES

Business days	Percentage of parcels
6+	1%
5	1%
4	5%
3	8%
2	22%
1	58%
0	1%

DATA ON THE HISTORICAL NUMBER OF DELIVERIES WITHIN SLA

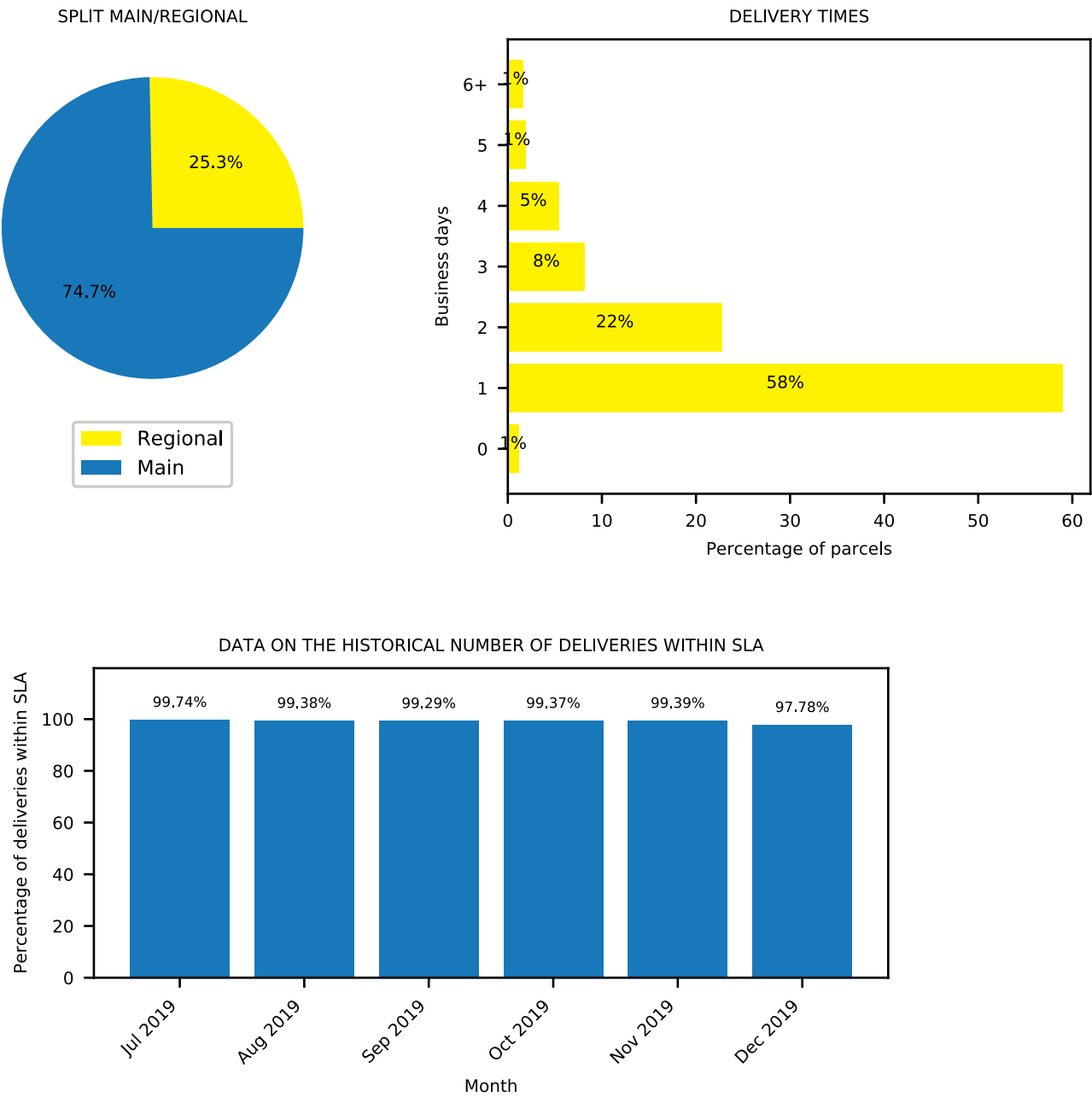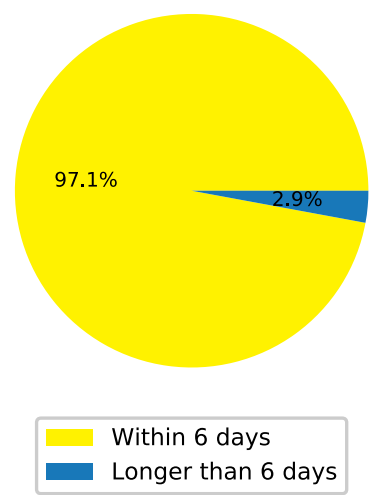| Month	Percentage of deliveries within SLA
Jul 2019	99.74%
Aug 2019	99.38%
Sep 2019	99.29%
Oct 2019	99.37%
Nov 2019	99.39%
Dec 2019	97.78%

DELIVERIES

The statistics below displays an overview of the services provided by Pargo for OneDayOnly for the month of December 2019. The data sets include information on deliveries: delivery times to both regional and main areas, as well as the delivery of parcels within Pargo's SLA.
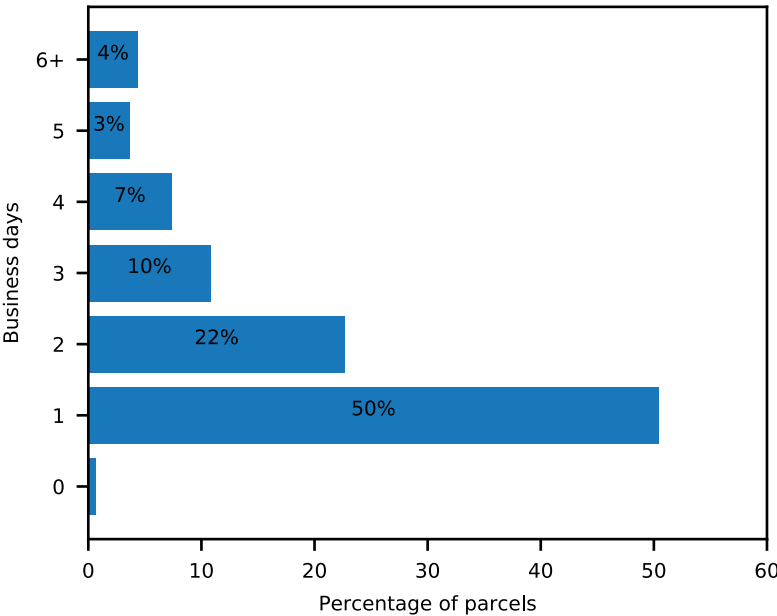
REGIONAL DELIVERY TIMES IN 5 DAYS

- 97.1% Within 6 days
- 2.9% Longer than 6 days

DELIVERY TIMES IN REGIONAL

Business days	Percentage of parcels
6+	4%
5	3%
4	7%
3	10%
2	22%
1	50%
0	

MAIN DELIVERY TIMES IN 3 DAYS
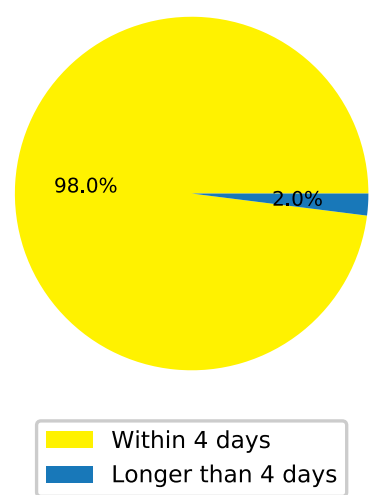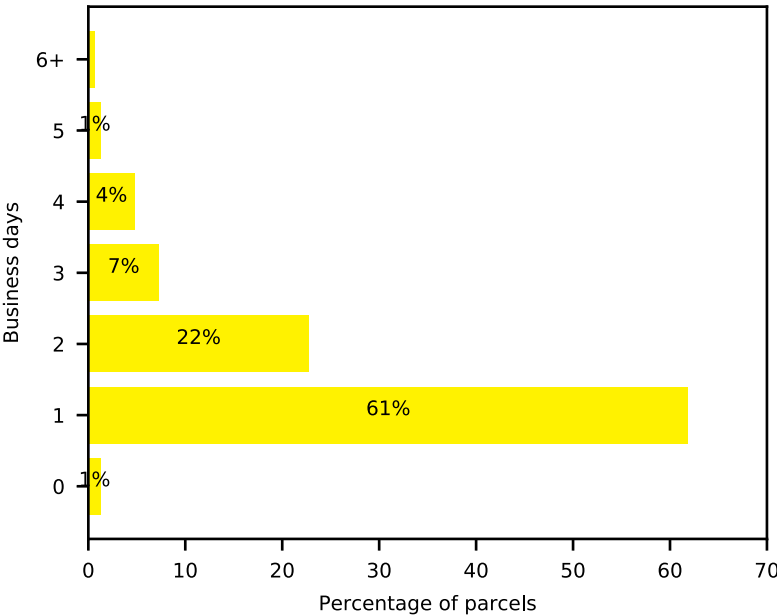
- 98.0% Within 4 days
- 2.0% Longer than 4 days

DELIVERY TIMES IN MAIN

Business days	Percentage of parcels
6+	
5	1%
4	4%
3	7%
2	22%
1	61%
0	1%

COLLECTIONS

The statistics below displays an overview of the services provided by Pargo for OneDayOnly for the month of December 2019. The data sets include information on collections: collections per day of month, collection times within a day, and the number of days it takes customers to collect.

COLLECTION PER WEEKDAY

Weekday	Collections
Monday	1795
Tuesday	1964
Wednesday	1519
Thursday	1867
Friday	2143
Saturday	1022
Sunday	434

COLLECTION RATES PER MONTH

Month	Collection rate
Jul 2019	98.13
Aug 2019	97.97
Sep 2019	98.27
Oct 2019	98.53
Nov 2019	98.93
Dec 2019	99.23
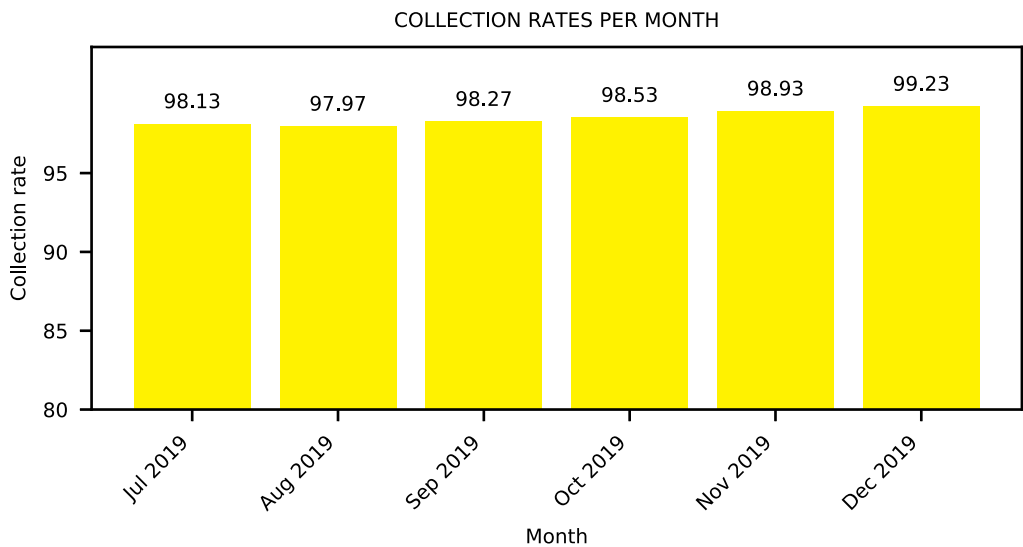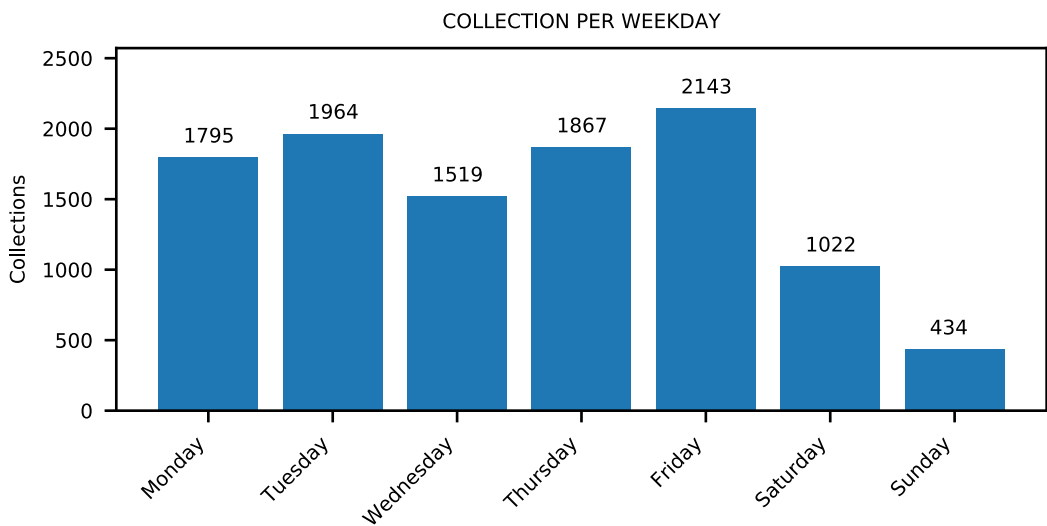
COLLECTION OFFICE HOURS

- 65.2% Within office hours
- 34.8% Outside of office hours

CSAT (CUSTOMERS SATISFACTION) SCORE

Avg. = 3.56

- 1 = Poor — 5.0%
- 2 = Neutral — 4.5%
- 3 = Good — 20.4%
- 4 = Excellent — 70.1%

CURRENT PARCEL STATUS

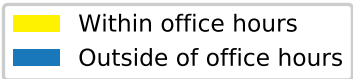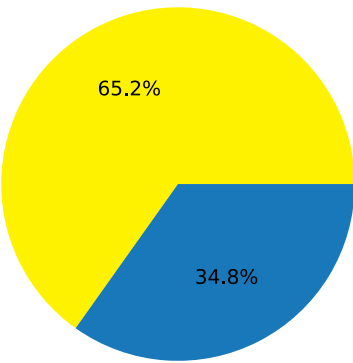- Collected — 99.2%
- Not collected — 0.0%
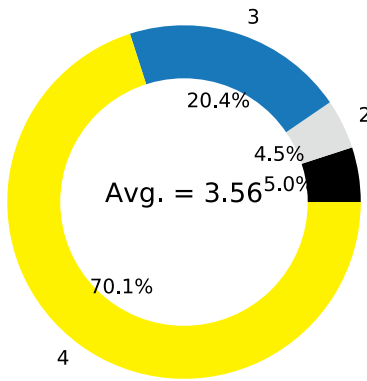- In stock

COLLECTIONS

The statistics below displays an overview of the services provided by Pargo for OneDayOnly for the month of December 2019. The data sets include information on collections: collections per day of month, collection times within a day, and the number of days it takes customers to collect.
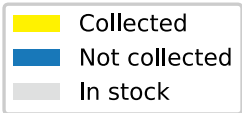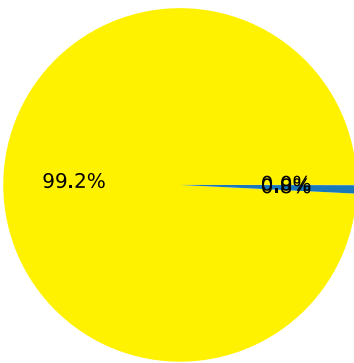
THE NUMBER OF COLLECTIONS PER DAY OF THE MONTH

INFORMATION ON THE TIMES OF THE DAY AT WHICH CUSTOMERS PICK UP PARCELS

INFORMATION REGARDING THE NUMBER OF DAYS AFTER WHICH CUSTOMERS COLLECT PARCELS
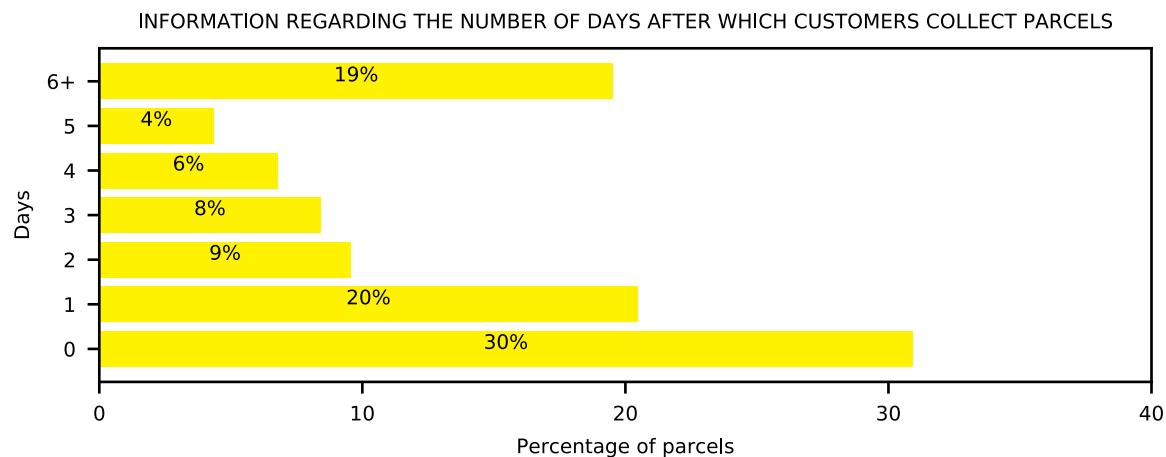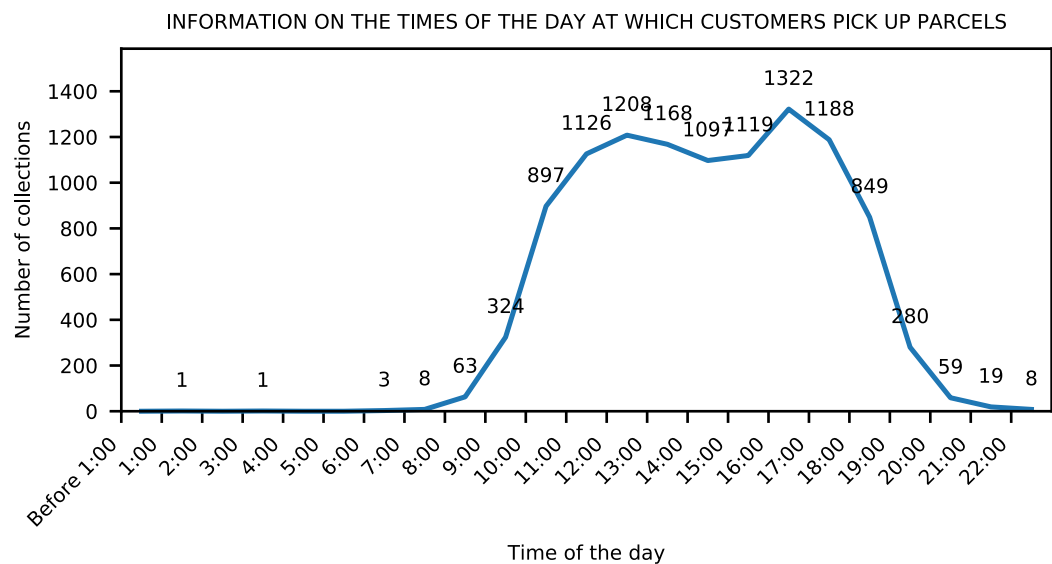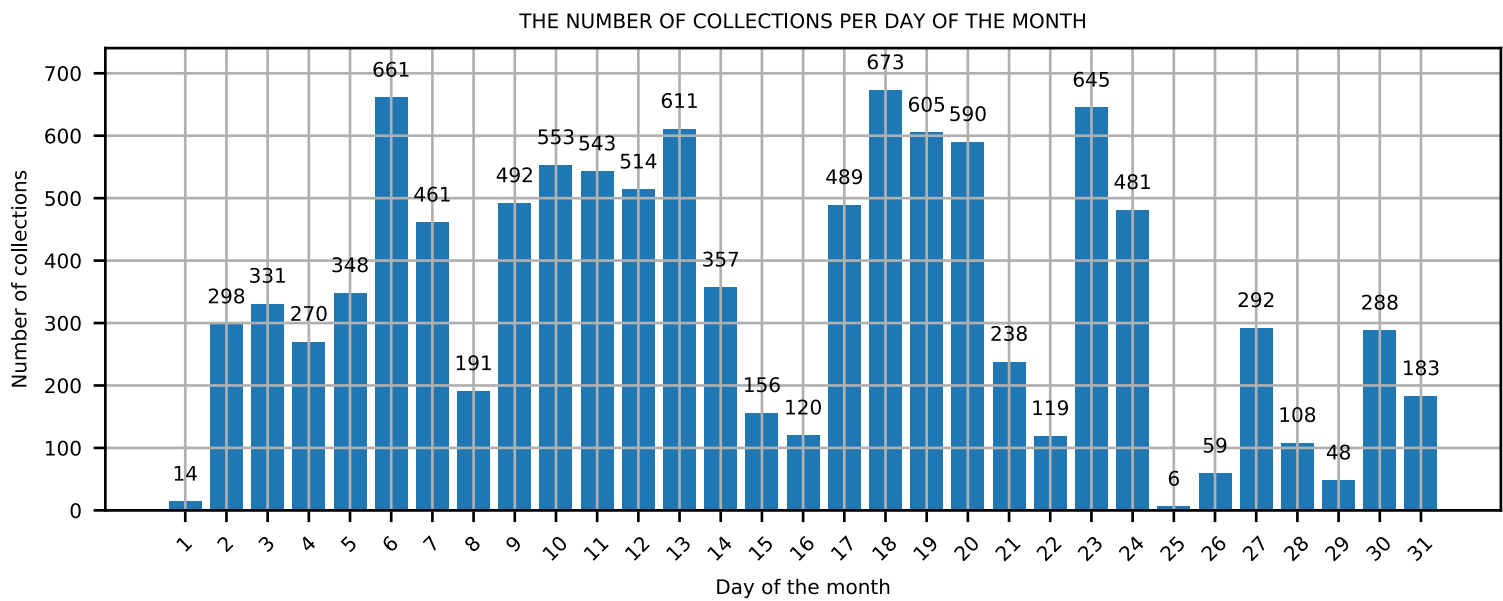
PICKUP−POINTS

The statistics below displays an overview of the services provided by Pargo for OneDayOnly for the month of December 2019. The data set includes information on Pick-up Points: which Pick-up Point handled the largest volume of OneDayOnly parcels.

NUMBER	STORES	VOLUME
1	Clicks Westville	85
2	Clicks Bryanston	84
3	Clicks Douglasdale	83
4	Clicks Edgemead	74
5	Clicks La Lucia	73
6	Ink Station Claremont	70
7	Clicks Welgemoed	68
8	Clicks South Downs	66
9	Clicks Gardens	65
10	Clicks Soneike	65
11	Clicks Plattekloof	64
12	Clicks Meadowridge	64
13	Clicks Sunninghill	64
14	Clicks Pinelands	61
15	Clicks Westcoast Village	61
16	Clicks Clear Water	60
17	Clicks The Santuary	59
18	Clicks Cavendish Square	55
19	Clicks Honeydew Village	54
20	Clicks Lyttleton	53
21	Clicks Waterstone Village	52
22	Clicks Cavendish Glen Shopping Centre	51
23	Clicks Sunninghill Village	51
24	Clicks Vincent Park	51
25	Clicks 6th Avenue Walmer	50
26	Clicks Edenmeadow	50
27	Van Heerden Pharmacy, Faerie Glen	49
28	Clicks Salt Rock	49
29	Clicks Castle Walk	49
30	Clicks Beacon	48
31	Clicks Woodlands Boulevard	48
32	Clicks Centurion Lifestyle	47
33	Clicks Pinehurst	47
34	Clicks Appleton's Village	47
35	Clicks Boskruin	46
36	Clicks Kensington Square	46
37	Clicks Canal Walk	46
38	Clicks Karaglen Mall	46
39	Clicks Hayfields	46
40	Clicks Monument Park	45
41	Clicks Menlyn Maine	45
42	Clicks Cornwall View	45
43	Clicks Musgrave	45
44	Clicks N1 City	45
45	Clicks Grey Owl Village	44
46	Clicks Tygervalley	43
47	Clicks The Mall at Reds	43
48	Clicks Cape Gate	43
49	Clicks Kloof	43
50	Caltex Gateway, Umhlanga Ridge	43
51	Clicks Cedar Road	43
52	Clicks Watermeyer	42
53	Clicks Sandton City	42
54	Clicks Irene Village Mall	41
55	Clicks Durbanville	41
56	Clicks Elridge Square	41
57	Clicks Blue Route	41
58	Clicks Valley Center	40
59	Clicks Bel Air Mall	40
60	Clicks Lonehill	40