

**NOTE:**  
Brand Error Rate -> Errors per Total Volume (Brand Box count)  
Operational Errors(UK) -> Errors Per Volume (Specific to the view) Ex: DC view considers DC Box count of DPD, Day view considers each individual day box volume. (Distinct complaints/Box Volume)  
Operational Errors(Global) -> Errors based on Global calculation. Error Rate based on number of orders. (Distinct complaints/Distinct orders)  
Compensation per Box = Compensation Amount / Total Box volume

Time Period Parameter	Time Range Parameter	week	Error Rates	Mapped Complaint	Mapped Error Subcategory	Courier	Snapshot Week Type	Brand
Week	6	All	Operational Errors(UK)	All	All	DPD	(T-2) Display only complete ti...	All

DPD- Key Metrics Summary

Total Boxes 580,064	Errors 49,700	Error Rate 3.42%	Compensation Per Box £0.86
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