

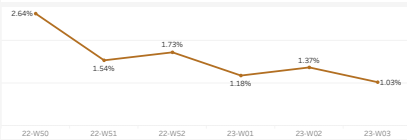
NOTE:
Brand Error Rate -> Errors per Total Volume (Brand Box count)
Operational Errors(UK) -> Errors Per Volume (Specific to the view) Ex: DC view considers DC Box count of DPD, Day view considers each individual day box volume. (Distinct complaints/Box Volume)
Operational Errors(Global) -> Errors based 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	Error Rates	Mapped Error Subcategory	week	Courier 1	Snapshot Week Type	Mapped Complaint	Brand
Week		6		Operational Errors(UK)	All	All	YODEL	(1-2) Display only co...	All	All

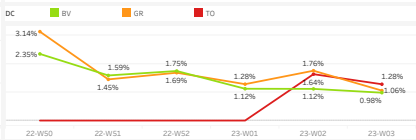
YODEL- Key Metrics Summary

Total Boxes 360,132	Errors 25,370	Error Rate 1.25%	Compensation Per Box £0.57
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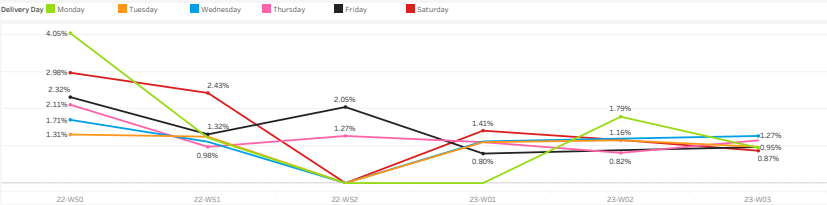
YODEL-Operational Errors(UK)



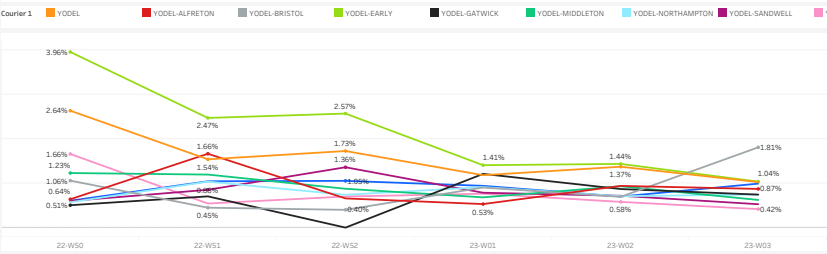
YODEL-Operational Errors(UK)-DC



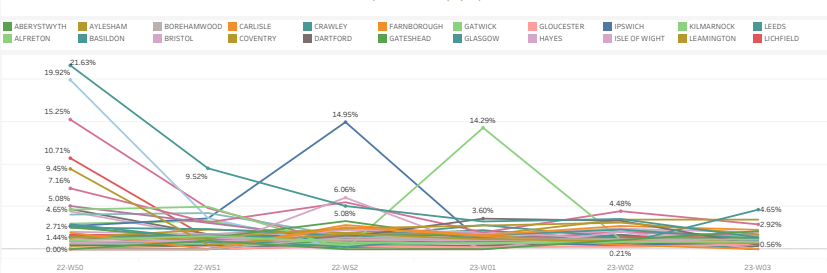
YODEL-Operational Errors(UK)-Delivery Day



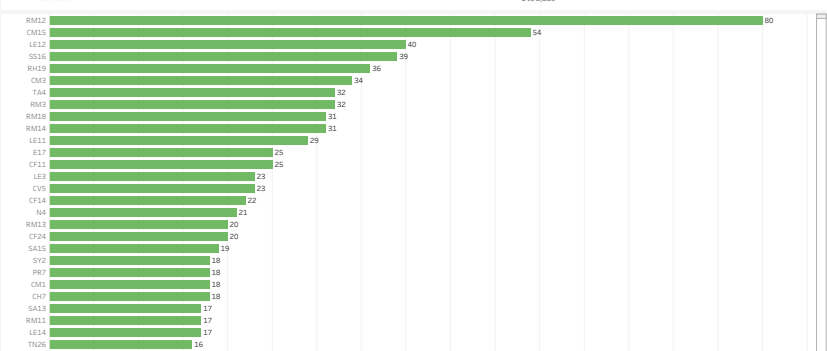
YODEL- Direct Injects- Operational Errors(UK)



YODEL-Operational Errors(UK)-Depot



YODEL-Operational Errors(UK)-Outcode



YODEL-Operational Errors(UK)-Error Categories

		Delivery Day											
Null	Null	Null	0										
	Delivery Issues	Damaged	Repackaged by Courier	1									
		Delivered To Wrong Address	-1	54									
		Driver Behaviour	Mishandled Box	2									
	Other		4										
	Rude or Inappropriate Behaviour		2										
	Driver Did not Follow Delivery/Label Instructions	Did Not Knock/Ring	3	34									
		Left in Wrong Place	-1	98									
		Left With Neighbour	1										
Early/Late Delivery	Early Delivery - Same Day	-1	12										
	Late Delivery - 1 Day	-1	146										
	Late Delivery - Same Day	-1	70										
No Delivery	Box Not Found but Marked as Delivered	No Photo or Signature provided	213										
		Photo	712										
		Signature	63										
	Courier Network Error	Left at Hub/Depot	125									1,580	
		Misroute											
		No Tracking manifest	1										
	Delivered to Wrong Address	-1	386										
	Driver Delivery Issues	Carded	119										
		Driver could not gain access	76										
		Driver Out of Time	24										
Driver Problem Encountered		32											