

Delivery Performance Report



June 2024

Overall Performance	Royal Mail	Yodel	Evri	DHL	DPD	Diamond
Overall Delivery Performance (on Time)	86.20%	95.30%	93.01%	98.92%	97.63%	100.00%

Carrier Exception	Royal Mail	Yodel	Evri	DHL	DPD	Diamond
Late (Carrier Exception)	No Data	2.70%	3.20%	0.68%	1.83%	0.00%
Damaged	No Data	0.03%	1.58%	0.18%	0.36%	0.00%
Mis Sort	No Data	1.97%	2.21%	0.22%	0.18%	0.00%

Customer Exceptions	Royal Mail	Yodel	Evri	DHL	DPD	Diamond
Calling Card Left	No Data	1.56%	No Data	0.84%	2.65%	0.00%
No Access	No Data	0.52%	No Data	0.25%	0.08%	0.00%
Check of Address	No Data	0.79%	No Data	0.44%	0.15%	0.00%
Others	No Data	0.08%	No Data	0.23%	0.17%	0.00%

Delivery Descriptions	Royal Mail	Yodel	Evri	DHL	DPD	Diamond
Signed for at Delivery Point	No Data	59.19%	No Data	97.29%	95.70%	100.00%
Delivered to Alternative Address	No Data	2.91%	No Data	0.98%	0.50%	0.00%
Delivered to Safe Place	No Data	30.31%	No Data	0.22%	3.60%	0.00%
Collected	No Data	7.59%	No Data	0.48%	0.20%	0.00%