INTERNEL
e-commerce logistics

## THE INTERNEL SERVICE PROMISE – STANDARD KPI

| # | Category Process | KPI threshold performance level - description and reporting | Malus for non-performance |
|---|---|---|---|
| 1 | Operational effectiveness **Receiving** | **≥ 90% of all deliveries received until 1 PM are handled within 1-day, later arrivals: next business day**<br>1. Delivery receipt of products, QC & storage within max. 24 hours upon arrival<br>2. Excl. non-advised deliveries, deliveries with non-conformities<br>3. Daily reporting for UNITS, latest 1 business day following a service day | None |
| 2 | Operational effectiveness **Shipping** | **≥ 90% of all D2C orders received until 1 PM are handed over to carrier, later arrivals: next business day**<br>1. Outbound order processing & carrier hand-over until EOB<br>2. Excl. orders with data and/or quality problems or other non-conformities<br>3. Daily reporting for ORDERS/PARCELS, latest 1 business day following a service day | PLN 20 or € 5 per order |
| 3 | Operational effectiveness **Delivery time** | **≥ 90% of all received orders until 1 PM are delivered to a customer, pick-up point or parcel locker station within 2 business days, balance: 3 business days**<br>1. Customer order receipt or first delivery attempt (even if unsuccessful) or parcel delivery to pick-up point/parcel locker station<br>2. Excl. orders with quality problems, damaged in transit, wrong addresses/contact details<br>3. Daily reporting for ORDERS/PARCELS, latest 1 business day following a service day | None |
| 4 | Operational effectiveness **Return handling** | **≥ 75% of all returns received until 1 PM are handled latest next day, later arrivals: maximum 2 business days**<br>1. Customer return receipt, QC & storage or disposal EOB of the following business day<br>2. Excl. returns with missing return from/order details, unknown sender/returned products<br>3. Daily reporting for ORDERS/PARCELS, latest 1 business day following a service day | |
| 5 | Operational effectiveness **Pick & pack accuracy** | **≥ 99.5% of all shipped D2C orders were not returned due to picking errors of Internel**<br>1. Customer complaints due to Internel picking errors vs. all monthly orders sent<br>2. Excl. wrong items sent due to order/data transmission/product identification errors<br>3. Case by case monthly reporting for ORDERS/PARCELS, latest 5 business days following a service month | PLN 100 or € 25 per order |
| 6 | Operational responsiveness **VAS requests** | **100% of all VAS requests are answered within 3 business days**<br>1. Customer request for special services in line with Internel scope of work<br>2. Excl. VAS for which due to their complexity process mapping is required and VAS which may be denied by Internel<br>3. Monthly reporting for VAS REQUESTS, latest 5 business days following a service month | None |
| 7 | Operational responsiveness **Internel server availability** | **≥ 99% Internel server availability for order receipt**<br>1. Sever availability; calculation (1 - duration of monthly downtime in hours : 720) x 100<br>2. Excluding server maintenance advised to customer min. 3 days prior to server inability<br>3. Monthly reporting for HOURS, latest 5 business days following a service period | None |
| 8 | Quality management **Complaint handling** | **100% of all complaints related to Internel are answered within 2 business days**<br>1. Customer complaints related to Internel services are answered within 48 hours upon receipt<br>2. Excluding complaints attributable to a carrier service performance<br>3. Monthly reporting for COMPLAINTS, latest 5 business days following a service period | PLN 100 or € 25 per complaint |

We report KPI daily and/or in agreed time intervals – and should we in exceptional circumstances not perform as agreed, we will apologise and explain within 1 business days, pay the agreed penalties and fix the issue immediately.