

We've identified that your station was impacted by weather / an uncontrollable event in WK 37. In collaboration with your Station's leadership, we've proactively adjusted your WK 37 DCR from 98.25% to 98.32% to account for this impact. Please reach out to your OTR lead in case you have any questions.

## DSP Delivery Excellence Performance

GSHP at HDY1  
Week 37  
2023

### Week 37 Performance

Overall Standing	Key Focus Areas	Top Drivers
<b>Great</b> <i>See details on next page</i>	<ol style="list-style-type: none"><li>1. Sign/Signal Violations Rate</li><li>2. Contact Compliance</li><li>3. Delivery Success Behaviors</li></ol>	<ol style="list-style-type: none"><li>1. Benjamin Bemus <b>Fantastic</b></li><li>2. Chunesha Folley <b>Fantastic</b></li><li>3. Elizabeth Focht <b>Fantastic</b></li><li>4. John Williams <b>Fantastic</b></li><li>5. Michael Giambri <b>Fantastic</b></li></ol>

### Announcements

#### Reminder to Regularly Monitor Health of Netradyne Devices

DSPs are able to monitor the health status of each Netradyne device installed in their fleet at any time through the Netradyne portal, and initiate a case with Netradyne for repairs if necessary. Regularly maintaining the health of Netradyne devices will help ensure that all trips taken in vehicles with Netradyne installed will provide the expected data to the Scorecard. Please reference pages 12 and 13 in the DSP [Netradyne Resource Guide](#) for instructions on how to monitor device health and initiate repairs, with additional information included on pages 18-24

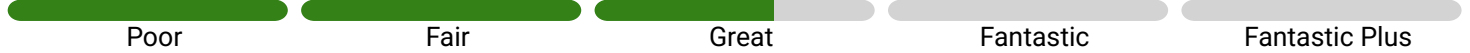
#### Questions?

- Discuss with your On-Road Area Manager.
- Leverage the resources in the links above.
- [Access DSP Support Hub](#)
- [Delivery Excellence Performance Program Guide](#)
- [Scorecard SOP](#)
- [Data Disputes Resource Guide](#)

# DSP Scorecard

GSHP at HDY1  
Week 37  
2023

Overall Standing: **Great**



Note: In order to earn a 'Fantastic' or 'Fantastic Plus' Overall Standing, you must achieve 'Fantastic' in Safety and Compliance. You can only achieve an Overall Standing less than or equal to your Safety and Compliance score.

Safety and Compliance: **Great**



**i On-Road Safety Score\***

- i* Seatbelt-Off Rate **0.0 events per 100 trips | Fantastic**
- i* Speeding Event Rate **20.1 events per 100 trips | Fair**
- i* Sign/Signal Violations Rate **88.6 events per 100 trips | Poor**
- i* Distractions Rate **18.1 events per 100 trips | Poor**
- i* Following Distance Rate **10.1 events per 100 trips | Fair**

**Fair Compliance**

- (These metrics do not currently reflect all areas of DSP Compliance)
- i* Breach of Contract **Compliant**
  - i* Comprehensive Audit (CAS) **Compliant**
  - i* Working Hour Compliance **100.0% | Fantastic**

Quality: **Great**



**Customer Delivery Experience**

- i* Customer Escalation Defect DPMO **0 | Fantastic**
- i* Customer Star Rating **5.00 | Fantastic**
- i* Customer Delivery Feedback **87.85% | Poor**

- i* Delivery Completion Rate **98.32% | Great**
- i* Delivery Success Behaviors **669 | Great**
- Standard Work Compliance** **Fair**
  - i* Photo-On-Delivery **98.13% | Fantastic**
  - i* Contact Compliance **92.81% | Poor**

Team: **Fantastic**



- i* High Performers Share **90.32% | Fantastic**
- i* Low Performers Share **0.00% | Fantastic**
- i* Tenured Workforce **87.50% | Great**

## Recommended Focus Areas

1. Sign/Signal Violations Rate
2. Contact Compliance
3. Delivery Success Behaviors

Improving Sign/Signal Violations Rate, Contact Compliance, and Delivery Success Behaviors scores would improve your Overall Standing.

## Current Week Tips

1. Instruct drivers to fully stop at stop signs, do not attempt to "beat" a yellow light, and avoid illegal U-turns.
2. Educate drivers to call the customer anytime they have marked a package as UnableToLocate, UnableToAccess, or NoSafeLocation.
3. Have drivers check address and delivery notes in the Rabbit device.

\*The On-Road Safety Score is a rating partly derived from third party metrics. The third party metrics provide indicators of safe driving behaviors available to us today from third party services.

# GSHP at HDY1 - Week 37

## DA Current Week Performance

Abbreviations Key		
SSVR: Sign/Signal Violations Rate	SOR: Seatbelt Off Rate	DR: Distractions Rate
DSB: Delivery Success Behaviors	DCR: Delivery Completion Rate	FDR: Following Distance Rate
CC: Contact Compliance	SER: Speeding Event Rate	POD: Photo-On-Delivery
CDF: Customer Delivery Feedback		

Color Key
Fantastic
Great
Fair
Poor

Drivers ranked by overall score, descending.						Safety - metrics are measured as events per trip at DA level														
#	Name	Transporter ID	Overall Tier	Delivered	Key Focus Area	Speeding Event Rate	Seatbelt Off Rate	Distractions Rate	Following Distance Rate	Sign/Signal Violations Rate	Star Rating	CDF	CED	DCR	DSB	SWC-POD	SWC-CC	DSB DNR	POD Opps.	CC Opps.
1	Benjamin Bemus	A2DPAYSA6J4UWV	Fantastic	79		0.0	0.0	0.0	0.0	0.0	Coming Soon	Coming Soon	0	100.0%	0	100.0%	100.0%	0	64	2
2	Chunesha Folley	A2QLZHIYK3U5L	Fantastic	94		0.0	0.0	0.0	0.0	0.0	Coming Soon	100.0%	0	100.0%	0	100.0%	100.0%	0	66	1
3	Elizabeth Focht	AMLY9DVVT8098	Fantastic	56		0.0	0.0	0.0	0.0	0.0	Coming Soon	100.0%	0	100.0%	0	100.0%	100.0%	0	48	2
4	John Williams	AX5L6D3HG3KI	Fantastic	52		0.0	0.0	0.0	0.0	0.0	Coming Soon	100.0%	0	100.0%	0	100.0%	100.0%	0	15	2
5	Michael Giambri	A2IWK6GU91TS1V	Fantastic	106		0.0	0.0	0.0	0.0	0.0	Coming Soon	100.0%	0	100.0%	0	100.0%	100.0%	0	74	9
6	Robert Martin	A11IMQHULLGHLD	Fantastic	69		0.0	0.0	0.0	0.0	0.0	Coming Soon	100.0%	0	100.0%	0	100.0%	100.0%	0	44	1
7	Zachary Pence	A1OT3QWWBL2254	Fantastic	11		Coming Soon	Coming Soon	Coming Soon	Coming Soon	Coming Soon	Coming Soon	Coming Soon	0	100.0%	0	Coming Soon	Coming Soon	0		0
8	Tyler Hall	A3RIAVM1H3L3Y5	Fantastic	80	POD	0.0	0.0	0.0	0.0	0.0	Coming Soon	100.0%	0	100.0%	0	98.5%	Coming Soon	0	68	0
9	Jeris Hoskins	A1AWFUEI97L22D	Fantastic	151	POD	0.0	0.0	Coming Soon	Coming Soon	Coming Soon	Coming Soon	100.0%	0	100.0%	0	92.6%	100.0%	0	95	10
10	Donald Robinson	A1RHHY83ZZ8NJT	Fantastic	139	DR	0.0	0.0	0.3	0.0	0.0	Coming Soon	100.0%	0	100.0%	0	98.3%	100.0%	0	121	15
11	Richard Beasley	A19T4QE4NUQLPW	Fantastic	91	FDR	0.0	0.0	0.0	1.0	0.0	Coming Soon	100.0%	0	100.0%	0	100.0%	100.0%	0	77	1
12	Alexander Wood	ALFAMPXLC8LED	Fantastic	85	DCR	0.0	0.0	0.0	0.0	0.0	Coming Soon	100.0%	0	97.7%	0	100.0%	Coming Soon	0	65	0
13	Wendell Rutledge	A1KR6ESPTN3D70	Fantastic	141	DCR	0.0	0.0	0.3	0.0	0.0	Coming Soon	100.0%	0	98.6%	0	100.0%	100.0%	0	98	6
14	Joshua Dailey	A1HXBA50BG28W	Fantastic	121	SER	1.0	0.0	0.0	0.0	0.0	Coming Soon	100.0%	0	100.0%	0	98.8%	100.0%	0	81	13
15	Michael Traylor	A2K5MYCQ8ZCSZX	Fantastic	115	SSVR	0.4	0.0	0.0	0.0	0.7	Coming Soon	Coming Soon	0	100.0%	0	98.8%	100.0%	0	84	13
16	Tremone Marshall	A22H4NSYZV8NO	Fantastic	82	DSB	0.0	0.0	0.0	1.5	0.0	Coming Soon	100.0%	0	100.0%	12195	100.0%	Coming Soon	1	59	0
17	Hunter HanlonTaylor	A2D6K3OIOHT4S8	Fantastic	83	CDF	0.0	0.0	0.0	0.0	0.0	Coming Soon	73.6%	0	100.0%	0	100.0%	100.0%	0	65	2
18	Kaylin Hines	A1IOYVVRT62BOT	Fantastic	91	DCR	0.0	0.0	0.0	0.0	0.0	5.0	Coming Soon	0	91.0%	0	100.0%	80.0%	0	57	5
19	Christine Hines	A6B3MS0W9YC3W	Fantastic	66	CDF	0.0	0.0	Coming Soon	Coming Soon	Coming Soon	Coming Soon	72.3%	0	98.5%	0	98.1%	100.0%	0	54	1
20	George Miller	ADIGF1E81L9C3	Fantastic	93	SSVR	0.0	0.0	0.3	0.0	4.0	Coming Soon	100.0%	0	93.9%	0	100.0%	100.0%	0	65	11
21	Ozro Studebaker	A2M1UVS0BG2MQL	Fantastic	132	CDF	0.0	0.0	0.0	0.3	0.7	5.0	75.6%	0	97.8%	0	95.6%	100.0%	0	68	22
22	Shayne Buttery	AYJLWGNDAO9P	Fantastic	55	CDF	0.0	0.0	0.0	0.0	0.0	Coming Soon	71.6%	0	100.0%	18182	100.0%	100.0%	1	42	1
23	Jeremy Schroeder	AQ0CJ17DNTWG	Fantastic	101	CDF	0.5	0.0	0.0	0.0	0.3	Coming Soon	66.1%	0	100.0%	0	94.7%	100.0%	0	75	4
24	David Popoola	AM9IOMS5LRV1	Great	52	SSVR	1.5	0.0	0.0	0.0	5.0	Coming Soon	100.0%	0	100.0%	0	91.7%	100.0%	0	36	2
25	Michael Colston	AKA142FWSELAM	Great	90	SSVR	0.5	0.0	0.0	0.0	0.7	Coming Soon	100.0%	0	100.0%	0	92.0%	100.0%	0	50	1
26	Jason Winner	A1JB78W8S6MNZU	Great	119	SSVR	0.7	0.0	0.0	0.0	3.0	5.0	Coming Soon	0	99.2%	0	93.9%	100.0%	0	82	14
27	Ricardo Lewis	A3KEI9TKFQAAU	Great	84	SSVR	0.0	0.0	0.5	0.0	2.0	Coming Soon	Coming Soon	0	98.8%	0	95.0%	100.0%	0	60	8
28	Bransen Miller	ACXZAA5FGGNBX	Great	128	CDF	0.0	0.0	0.3	0.0	0.0	Coming Soon	61.8%	0	98.5%	0	98.6%	66.7%	0	74	3
29	Richard WhiteJr	A1JGGFGL47LFBY	Great	55	DCR	0.3	0.0	0.0	0.0	3.3	Coming Soon	Coming Soon	0	88.7%	0	100.0%	100.0%	0	42	2
30	Allen Vaughn	A2RQ5B0T12YG8Q	Great	113	SSVR	0.6	0.0	0.3	0.0	4.3	Coming Soon	Coming Soon	0	97.4%	0	97.5%	100.0%	0	79	9
31	Lawrence Tibbs	A382L5FZ5997KX	Great	70	CDF	0.0	0.0	0.8	0.3	0.0	Coming Soon	54.8%	0	87.5%	0	100.0%	16.7%	0	52	12
32	Lewis DeMoss	A20BKVR5AL7EA0	Great	104	CDF	0.3	0.0	0.0	0.0	1.3	Coming Soon	66.5%	0	97.2%	0	98.7%	88.9%	0	75	9
33	Randy Hoover	A2U8N3NDZQ26U9	Great	82	CDF	0.7	0.0	5.0	0.0	1.0	Coming Soon	64.2%	0	98.8%	0	100.0%	Coming Soon	0	58	0

# GSHP at HDY1 - Week 37

## DA Trailing 6-Week Performance

Drivers ranked by overall score, descending.			Safety - metrics are measured as events per trip at DA level													Weeks			
#	Name	Transporter ID	Speeding Event Rate	Seatbelt Off Rate	Distractions Rate	Following Distance Rate	Sign/Signal Violations Rate	Star Rating	CDF	DCR	DSB	SWC-POD	SWC-CC	High/Low Performer Status	Fant.	Great	Fair	Poor	
1	Robert Martin	A11IMQHULLGHLD	0.0	0.0	0.0	0.0		5.0	100.0%	99.0%	0	99.4%	100.0%	High Performer	6	0	0	0	
2	Jeris Hoskins	A1AWFUEI97LZ2D	0.0	0.0	Coming Soon	Coming Soon	Coming Soon	5.0	96.7%	99.9%	0	96.0%	100.0%	High Performer	6	0	0	0	
3	Zachary Pence	A1OT3QWWBL2254	0.0	0.0	0.0			Coming Soon	100.0%	99.4%	0	97.8%	100.0%	High Performer	4	0	0	0	
4	Michael Giambri	A2IWK6GU91TS1V	0.0	0.0	0.0			Coming Soon	100.0%	98.9%	0	99.8%	100.0%	High Performer	5	0	1	0	
5	Alexander Wood	ALFAMPXLC8LED	0.0	0.0	0.0			Coming Soon	100.0%	98.7%	0	98.9%	100.0%	No Status (<4 wks)	2	1	0	0	
6	Benjamin Bemus	A2DPAYSA6J4UWV	0.0	0.0	0.0			Coming Soon	100.0%	97.7%	0	99.5%	100.0%	High Performer	6	0	0	0	
7	Richard Beasley	A19T4QE4NUQLPW	0.0	0.0	0.0	1.0		Coming Soon	100.0%	99.4%	0	98.5%	100.0%	High Performer	5	0	1	0	
8	Hunter HanlonTaylor	A2D6K3OIOHT4S8	0.0	0.0	0.0			Coming Soon	90.5%	100.0%	0	99.3%	100.0%	High Performer	4	0	0	0	
9	John Williams	AX5L6D3HGX3KI	0.0	0.0	0.0			Coming Soon	83.4%	99.6%	0	100.0%	100.0%	High Performer	6	0	0	0	
10	Elizabeth Focht	AMLY9DVRT8098	0.0	0.0	0.0			Coming Soon	93.9%	96.9%	0	99.3%	100.0%	High Performer	6	0	0	0	
11	Jeremy Schroeder	AQ0CJ17DNTWG	0.0	0.0	0.0		2.0	5.0	93.4%	99.0%	0	98.5%	98.4%	High Performer	6	0	0	0	
12	Kaylin Hines	A1IOYVVRT62BOT	0.0	0.0	0.0			5.0	91.0%	96.0%	0	98.5%	93.5%	High Performer	6	0	0	0	
13	Donald Robinson	A1RHHY83ZZ8NJT	0.0	0.0	0.0			1.0	87.6%	99.4%	0	99.3%	100.0%	High Performer	6	0	0	0	
14	Ricardo Lewis	A3KEI9TKFQAAAU	0.0	0.0	0.0		2.0	5.0	79.9%	98.9%	0	98.2%	100.0%	High Performer	5	1	0	0	
15	Chunesha Folley	A2QLZHIYK3U5L	0.0	1.0	0.0			Coming Soon	100.0%	98.5%	2132	100.0%	100.0%	High Performer	5	1	0	0	
16	Tyler Hall	A3RIAVM1H3L3Y5	0.0	0.0	0.0	1.0		Coming Soon	92.0%	98.5%	0	99.6%	100.0%	High Performer	5	1	0	0	
17	Allen Vaughn	A2RQ5B0T12Y68Q	0.0	0.0	0.0		8.0	4.7	100.0%	95.3%	0	98.7%	99.1%	High Performer	4	2	0	0	
18	Christine Hines	A6B3MS0W9YC3W	0.0	0.0	0.0			Coming Soon	91.6%	98.4%	0	98.0%	80.0%	High Performer	5	1	0	0	
19	Shayne Buttery	AYJLWGNDXA09P	0.0	0.0	0.0			Coming Soon	91.3%	99.3%	1727	99.8%	100.0%	High Performer	5	1	0	0	
20	Michael Traylor	A2K5MYCQ8ZCSZX	0.0	0.0	0.0		3.0	5.0	88.2%	97.0%	0	99.6%	100.0%	High Performer	6	0	0	0	
21	Jason Winner	A1JB78W8S6MNZU	0.0	0.0	0.0	1.0	15.0	5.0	84.2%	98.9%	0	96.7%	100.0%	High Performer	4	2	0	0	
22	Richard WhiteJr	A1JGGFGL47LFBY	0.0	0.0	0.0		3.0	5.0	80.1%	92.5%	0	96.6%	100.0%	High Performer	5	1	0	0	
23	Wendell Rutledge	A1KR6E5PTN3D7O	0.0	0.0	1.0			5.0	94.2%	96.1%	1458	98.2%	100.0%	High Performer	6	0	0	0	
24	Bransen Miller	ACXZAA5FGGNBX	0.0	0.0	0.0			Coming Soon	84.8%	95.4%	0	99.4%	30.0%	High Performer	5	1	0	0	
25	Randy Hoover	A2U8N3NDZQ26U9	0.0	0.0	5.0		1.0	5.0	70.1%	97.3%	0	98.0%	100.0%	High Performer	4	2	0	0	
26	Michael Colston	AKA142FWESELAM	0.0	0.0	0.0		3.0	5.0	80.9%	99.7%	1770	93.9%	100.0%	High Performer	5	1	0	0	
27	Ozro Studebaker	A2M1UVSOBG2MQL	0.0	0.0	1.0	1.0	1.0	5.0	91.6%	98.7%	0	97.7%	98.8%	High Performer	5	1	0	0	
28	Lewis DeMoss	A20BKVR5AL7EA0	0.0	0.0	0.0		4.0	Coming Soon	85.8%	98.1%	0	97.4%	98.0%	Normal Performer	3	2	0	0	
29	Tremone Marshall	A22H4NSYZV8NO	2.0	0.0	0.0	1.0		Coming Soon	100.0%	99.5%	1634	99.2%	87.5%	High Performer	4	0	2	0	
30	Lawrence Tibbs	A382L5FZ5997KX	0.0	0.0	1.0	0.0		Coming Soon	54.8%	93.2%	0	100.0%	41.2%	No Status (<4 wks)	2	1	0	0	
31	David Popoola	AM9IOMS5LRV1	2.0	0.0	0.0		8.0	5.0	84.8%	97.4%	0	91.9%	100.0%	Normal Performer	2	3	1	0	
32	Joshua Dailey	A1HXBA550BG28W	3.0	0.0	1.0		1.0	5.0	90.8%	99.5%	0	97.5%	98.8%	Normal Performer	2	4	0	0	
33	George Miller	ADIGF1E81L9C3	1.0	0.0	1.0		12.0	5.0	92.1%	98.3%	0	99.6%	100.0%	High Performer	4	2	0	0	

# Appendix A: Metric Definitions and Weightings

Metric

Weighting (this week's Scorecard)

## Overall Standing

100%

### Safety and Compliance

The Safety and Compliance category score is a weighted average of your Safety Score and Compliance Score. If your Safety score is marked as "Coming Soon" then your Safety and Compliance category score will remain "Coming Soon". Note: If you don't yet have an On-Road Safety score, we will re-distribute the Safety weightage of your overall standing over all other Scorecard metrics in proportion to their individual weights.

- i On-Road Safety Score:** Weighted average of Safe Driving, Seatbelt Off Rate, Speeding Event Rate, Distractions Rate, Following Distance Rate, and Sign/Signal Violations Rate. On-Road Safety Score is a rating partly derived from third party metrics. The third party metrics provide indicators of safe driving behaviors available to us today from third party services. **35.0%**
- i Speeding Event Rate:** It is critical that your Delivery Associates (DAs) travel within posted speed limits for their safety and the safety of the communities they serve. The Speeding Event Rate metric is the average number of speeding instances incurred by a DA per route. A speeding instance is speeding 10 Miles per Hour (MPH) or more for roughly one city block. Any instance of speeding is unacceptable and we've designed this metric to enable you to focus on coaching DAs with the riskiest speeding behaviors. **8.8%**
- i Seatbelt Off Rate:** The average number of times per route your drivers did not wear their seatbelt. It is calculated as the total number 'seatbelt off instances' your drivers incurred for the week, divided by the total number of routes your drivers completed. A 'seatbelt off instance' is any time the vehicle accelerated faster than 6mph and the driver's seatbelt was not buckled. This metric is currently only available for Amazon-branded vehicles which have fully functional hardware for measuring seatbelt clicks, and does not factor in non-Amazon-branded vehicles or vehicles without supported hardware. Note that because of this, the "Trips" count shown in the eDriving portal may not match the number of trips we used to calculate score, since we factor out vans without seatbelt sensors. The Scorecard is your source of truth for your Seatbelt-Off Rate. For the safety of your drivers, Amazon has zero-tolerance for your drivers not wearing their seatbelt. Amazon has no tolerance for seatbelt misuse or tampering and will be adding additional signals in the future to account for improper seatbelt usage. **8.8%**
- i Sign/Signal Violations Rate:** It is critical that your Delivery Associates (DAs) follow traffic regulations for their safety and the safety of the communities they serve. The Sign/Signal Violations Rate measures how well your DAs adhere to posted road signs and traffic signals. We're currently including stop sign violations, which is any time a DA drives past/through a stop sign without coming to a full stop, illegal U-turns, which measure any time a DA makes a U-turn when a "No U-Turn sign" is present, and stop light violations, which is triggered any time a DA drives through an intersection while the light is red. In the measurement of this metric, a stop light violation will count 10 times to every one stop sign violation or illegal u-turn, since stop light violations can be particularly dangerous. In the new metric, your DSP weekly score is the sum of all stop sign violation events, illegal U-turns, and stop light violation events (which again, are weighted at 10 times stop sign violations) divided by the number of trips. This will show on your DSP Scorecard as XX events per 100 trips to make it easier to interpret. **8.8%**
- i Distractions Rate:** It is critical that your Delivery Associates (DAs) are not distracted while driving for their safety and the safety of the communities they serve. The Distractions Rate metric measures your team's performance on distracted driving. Netradyne captures 3 types of distraction based on video evidence, including when a DA is looking down, looking at their phone, or talking on their phone while driving. Each time a DA is driving while distracted, Netradyne will register one event. Your DSP weekly score is the sum of all distraction events divided by the total number of trips. This will show on your DSP Scorecard as XX events per 100 trips to make it easier to interpret. **5.3%**
- i Following Distance Rate:** It is critical that your Delivery Associates (DAs) leave enough following distance between their vehicle and the vehicle in front of them for their safety and the safety of the communities they serve. The Following Distance Rate measures how DSPs are performing in terms of leaving enough following distance from the vehicle in front. Netradyne will create a Following Distance event if a DA has 0.6 seconds or less following distance from the vehicle in front. Each time a DA doesn't leave enough following distance, Netradyne registers 1 event, and the DSP weekly score is the sum of all following distance events divided by the number of trips. This will show on your DSP Scorecard as XX events per 100 trips to make it easier to interpret. For example, if a DSP incurred 10 Following Distance Events during 200 trips in a week, then the Following Distance Rate is 5 events per 100 trips (10 events per 200 trips is the same as 5 events per 100 trips). **3.5%**

### Compliance

- i Breach of Contract:** Breach of Contract indicates whether your organization has been issued a Breach of Contract (BOC) Notice due to a breach of the DSP Program Agreement or Program Policies. Receiving a BOC Notice automatically makes your Compliance score and Overall Standing "Poor" while the notice is in effect. If you have a BOC Notice, or are unable to locate your BOC, please email dsp-na-boc-monitoring@amazon.com.
- i Comprehensive Audit:** The Comprehensive Audit is a measurement of DSP/Driver Eligibility, DSP Operations, Safety, Wages & Benefits, DSP Management, and Working Hours (all controls measuring compliance to DSP Program Agreements and Policies). The results of the Comprehensive Audit provide a baseline for a DSP's state of compliance. Compliance is critical to your safety and success and achieving our compliance standards is required. 'In Compliance' is earned by achieving a 90 or higher on your latest Compliance Audit and not having an outstanding breach of contract. You are required to earn an 'In Compliance' on your Comprehensive Audit to be eligible for an Overall Standing of 'Fantastic' or 'Fantastic Plus'.
- i Working Hours Compliance (WHC):** Metric based on continuous monitoring of a DSP's compliance with working hour requirements established by Amazon Supply Chain Standards, AMZL business policy, and prevailing law. This includes compliance with: Daily and weekly working hour thresholds; Maximum permissible consecutive workdays; and Minimum required rest between shifts. DSPs that achieve a Fantastic WHC score typically achieve 100% compliance for Working Hours for the week. **5.0%**

### Quality

- i Delivery Completion Rate (DCR):** The share of packages dispatched to the DA which are delivered to the customer (and not returned to the station). Thresholds are set at the station level. DSPs and DAs who earn Fantastic for DCR typically achieve a DCR of greater than 99.0%, although the threshold varies by +/- 0.5% due to differences in historical delivery difficulty levels. **10.0%**
- i Delivery Success Behaviors (DSB):** Number of packages marked delivered by DAs but not received by customers (DNR) where the DA did not adhere to best practice while completing the delivery. This metric is calculated as a defect per million opportunities (DPMO) driven by four DA-controllable behaviors: Simultaneous Deliveries, Delivered >50 meters, Delivered to Household Member and No-POD deliveries. **10.0%**
- Standard Work Compliance (SWC):** The average of POD Compliance Score, Contact Compliance Score, and Attended Delivery Accuracy Score. **10.0%**

See below.

- i* **Photo-on-Delivery Compliance (SWC-POD):** The number of usable (i.e. presentable to the customer) POD (Photo-on-delivery) photos taken, divided by total POD opportunities. DSPs and DAs who earn Fantastic for POD Compliance typically achieve 98.0% or better. **2.5%**
- i* **Contact Compliance (SWC-CC):** Measurement of all calls and texts that were made by a DA through the Rabbit app in the numerator and take the total packages delivered with a call or text, as well as packages not delivered due to UTA, UTL or NSL as the total opportunities (denominator). DSPs and DAs who earn Fantastic for Contact Compliance typically achieve 99.5%. **7.5%**

**Customer Delivery Experience:** Weighted average of Customer Escalations DPMO, Customer Delivery Star Rating and Customer Delivery Feedback (CDF). If your Star Ratings are less than 2 in a week or you don't yet have CDF metric, we will calculate your Customer Delivery Experience score only based on Customer Escalations DPMO. **20.0%**

- i* **Customer Delivery Feedback:** The CDF metric is a measurement of the customer feedback received after packages are delivered by the Delivery Associates (DAs). The metric is a weighted ratio that accounts for positive, negative, and no feedback. Refer to the metric deep dive guide for more details. **5.0%**

Note: CDF only includes 'DA Controllable' feedback.

- i* **Customer Escalation Defect DPMO:** The frequency at which DAs incur customer escalations, on a per-million opportunities (DPMO) basis. Violations are triple-weighted, Multiple Defect Offboardings (MDOs) are double weighted, and Defects are single-weighted. Customer Escalation Defect DPMO is a 2-week delayed metric because we only hold your organization accountable for escalations that have not been overturned by appeals. DSPs who earn Fantastic for Customer Escalations Defect DPMO typically achieve a "0" DPMO for the week. **10.0%**
- i* **Customer Delivery Star Rating:** The Customer Delivery Star Rating metric is defined as average of last weeks' survey feedbacks. DSPs who earn 'Fantastic' achieve a rate of 4.75 star rating or more. **5.0%**

### Team

- i* **High Performers Share:** The number of DA's that achieved Fantastic as an overall performance tier in 4 (or more) of the past 6 weeks, divided by the total number of DAs that have delivered for 4 (or more) of the past 6 weeks. DSPs who earn Fantastic for High Performers Share typically achieve 75% or better (i.e. 75% of DAs earned Fantastic tier in 4 or more of the past 6 weeks). **2.5%**
- i* **Low Performers Share:** The number of DA's that achieved Fair or Poor as an overall performance tier in 4 (or more) of the past 6 weeks divided by the total number of DAs which have delivered for 4 (or more) of the past 6 weeks. DSPs who earn Fantastic for Low Performers Share typically achieve 0.0% for the metric. **2.5%**
- i* **Tenured Workforce:** The percent share of Delivery Associates (DAs) with an attempted delivery in the week who have a tenure of at least 30 completed workdays. Completed workdays are calculated as the cumulative count of distinct dates with an attempted delivery. Tenured Workforce rate of 90% or higher is rated 'Fantastic'. **5.0%**

### Learn More: Metric Weighting Methodology

Your Overall Standing is designed to reflect your holistic success as a Delivery Service Partner. It is a weighted average of your Safety & Compliance, Reliability, Team, and Quality scores (except when you don't have a Safety score). Each of these four category-level scores are in turn weighted averages of the metrics within them, e.g. your Team score is a weighted average of High Performers Share, Low Performers Share, & Tenured Workforce. If a metric has sub-metrics then it is an equally-weighted average of its sub-metrics (unless otherwise noted); e.g. Standard Work Compliance is a weighted average of POD, Contact Compliance, and AD Accuracy scores. All "Coming Soon" metrics are not considered in the roll-up, and in such cases metric weights are re-adjusted accordingly.

Two additional notes: 1) You can only achieve an Overall Standing less than or equal to your Safety and Compliance score. 2) Incurrence of a 30-Day Noncompliance Notice automatically makes your Overall Standing "Poor" while the notice is in effect.