

Scorecard Feedback Survey

We've changed the scorecard survey cadence from bi-weekly to weekly. We appreciate your time and feedback to help inform future changes and improvements. Thank you for your participation.

Click to take
2-Minute Feedback Survey



We've identified that your station was impacted by weather / an uncontrollable event in WK 11. In collaboration with your Station's leadership, we've proactively adjusted your WK 11 DCR 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 11
2022

Week 11 Performance

Overall Standing

Great

See details on next page

Key Focus Areas

1. Customer Delivery Star Rating
2. Delivered and Received
3. Tenured Workforce

Top Drivers

2	Joseph Janes	Fantastic
3	Kaylin Hines	Fantastic
4	Valerie Brown	Fantastic
5	Michael Colston	Fantastic

Announcements

Q1 Scorecard Changes Preview

As announced in the Communication Center on 3/10 (see link below), we are making adjustments to the Delivery Excellence Scorecard metric tier thresholds and weights in the areas of customer experience, quality, and safety. You can now preview the impact of these adjustments in the table below, and you'll be able to preview these changes for two weeks before they impact Overall Standing in the Scorecard published 4/6 (covering data from Week 13). Please remember, there are no new metrics launching with these changes. Please read the full detail in the Communication Center linked below, which also includes tools like Resource Guides to help you deep dive the changes before they take effect next month.

[Communication on Q1 Delivery Excellence Scorecard Changes](#)

Your expected On-Road Safety Score Tier is at right. Note: if your DSP is currently previewing Netradyne metrics, please refer to the first page for Netradyne metric impact. At the DSP level, we're raising the bar on the thresholds for Fantastic, Great, Fair, and Poor across all safety metrics. Please see linked communication for DA metric details.	Great
Including the Safety changes, your expected Safety and Compliance Tier is at right.	Great
Your expected High Performers Share metric is at right. We're changing the definition of the High Performers Share metric to only include the share of 'Fantastic' DAs versus the current 'Great' and 'Fantastic' DAs.	Fantastic 82.35%
Your expected Low Performers Share metric is at right. We're changing the definition of the Low Performers Share metric to include the share of both 'Fair' and 'Poor' DAs versus just 'Poor' DAs.	Fantastic 0.00%
With the changes to your High/Low Performers Share, and the increased weighting of Customer Delivery Feedback and Customer Escalation Defect DPMO, your new expected Team Tier is at right.	Fair
Your expected Quality Tier is at right. This includes changes to threshold for Delivery Completion Rate (DCR) and Contact Compliance (CC).	Great
Including these changes, your expected Overall Standing is at right.	Great

Comprehensive Audit Score Update

We've had a delay in the data that feeds your DSP Comprehensive Audit Score. We know how important timely publication of your Scorecard is, so we've marked your DSP 'Coming Soon' this week for the Comprehensive Audit Score, rather than the typical 'Compliant' or 'Non-Compliant.' This will in no way impact your Safety and Compliance tier or your Overall Standing. Thanks for your patience while we work to resolve this delay.

DA-Level Delivery Slot Performance and Customer Delivery Star Rating

We've had a delay in the data that feeds your DA-level Delivery Slot Performance and Customer Delivery Star Rating metrics (DSP-level metrics are unaffected). While we finalize this data, we've marked DA-level scores for these two metrics as 'Coming Soon' to ensure timely publication of your Scorecard. As a result, DA-level Overall Standing is calculated without these two metrics included. Thanks for your patience while we work to resolve this delay.

Harsh Cornering Rate Metric Paused

We've proactively withheld the Harsh Cornering Rate metric from this week's Scorecard and will show 'Coming Soon' for another week due to a delay with the data. While we investigate this with the vendor, please continue reviewing your Harsh Cornering events for coaching. Once the issue is resolved, we will reevaluate to see if your Overall Standing was impacted (i.e., if it should have been higher) and adjust if so. Note, we won't adjust if it would have been lower. You will receive a message in the Communication Center if your Overall Standing should have been higher and your incentives will therefore be adjusted. Thank you for your patience.

On-Road Safety Score Resources

1- Netradyne Metric Guides:

[Seatbelt-Off Rate](#)

[Distractions Rate](#)

[Following Distance Rate](#)

[Sign/Signal Violations Rate](#)

2- [Netradyne Portal](#)

[DA Training Video](#)

[Netradyne Portal Resource Guide](#)

[On-Road Safety Score Guide](#)

Questions?

- Discuss with your On-Road Area Manager.
- Leverage the resources in the links above.
- [Access DSP Support Hub](#)
- Attend the Netradyne office hours and training sessions, scheduled to occur through July 1st. These live DSP office hours occur twice weekly, while Netradyne hosts a deep dive on portal functionality twice weekly. To join any of these sessions via Chime, attend using the Meeting ID: 3870 54 1975.

[Link to access Netradyne training via Chime.](#)

- Tuesdays: 11am – 11:50am CT / Amazon hosted
- Wednesdays: 3pm – 4:15pm CT / Netradyne hosted
- Thursdays: 10am – 10:50am CT / Amazon hosted
- Fridays: 1pm – 2:15pm CT / Netradyne hosted

Delivery Excellence Rewards and Standings Preview

GSHP at HDY1
Week 11
2022

Week 11 Overall Standing

Great

See details in scorecard & rewards report

Driver Swag	Qualified
Delivery Excellence Incentive	* (see note below)

**See full details on the "Delivery Excellence Rewards and Standings Report" that is released every Thursday!!*

Announcements

Driver Swag

To continuously show our appreciation to you and your drivers, we are allowing top-performing DSPs the ability to earn free swag for their teams! DSPs now have a chance to qualify for DSP Driver Swag during our Q1 qualification period. The Q1 2022 Driver Swag qualification period is WK4 through WK9. To qualify for Q1 2022 Driver Swag, your team must score "Fantastic Plus" or "Fantastic" on your weekly scorecard 4 or more times during this 6 week qualification period. You can utilize your weekly Delivery Excellence Rewards and Standings supplementary report to track your qualification status. Once qualified, you will be provided a username, password, a link to the Driver Swag website, and Swag tokens that you can use to make your free redemptions.

If you have qualified for Driver Swag in any previous quarter, please use the same login credentials.

For any questions about the program, please contact dsp@corp-imaging.com

SWAG Tokens Earned: 18

Username: HDY1-GSHP

Password: DeliveryExcellence

Driver Swag Website: <https://orders.corp-imaging.com/DSPDriverExcellence/>

DSP Scorecard

GSHP at HDY1
Week 11
2022

Overall Standing: Great



Safety and Compliance: Great

Comprehensive Audit: Coming Soon

On-Road Safety Score*

Great

- Speeding Event Rate 29 events per 100 trips | Great
- Harsh Braking Event 70 events per 100 trips | Great
- Harsh Cornering Event Coming Soon
- Seatbelt-Off Rate Coming Soon
- Sign/Signal Violations Rate Coming Soon
- Distractions Rate Coming Soon
- Following Distance Rate Coming Soon

Compliance Score

Fantastic

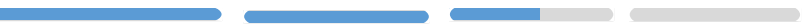
- Working Hours Compliance (WHC) 100.0% | Fantastic
- On-Time PM Compliance Coming Soon
- DVIR Submission Rate Coming Soon

Team: Fair



- High Performers Share 100.00% | Fantastic
- Low Performers Share 0.00% | Fantastic
- Tenured Workforce 59.09% | Poor
- Customer Delivery Experience Score Great
 - Customer Escalation Defect DPMO 0 | Fantastic
 - Customer Star Rating 3.60 | Poor
 - Delivery Slot Performance 98.78% | Great

Quality: Great



- Delivery Completion Rate 100.00% | Fantastic
- Delivered and Received 0 | Poor
- Standard Work Compliance Great
 - Photo-On-Delivery 91.08% | Fair
 - Contact Compliance 99.43% | Great

Reliability: Coming Soon



Recommended Focus Areas

1. Customer Delivery Star Rating
2. Delivered and Received
3. Tenured Workforce

Note: In order to earn a 'Fantastic' or 'Fantastic Plus' Overall Standing, you must achieve 'Fantastic' in the 'Safety and Compliance' category.

Improving Customer Delivery Star Rating, Delivered and Received, and Tenured Workforce scores would improve your Overall Standing.

Current Week Tips

1. Provide visibility of the Star Ratings Supplementary report to DAs to show them where they stand and what areas they should focus on for improvement
2. To increase DA affinity, stick to auto-assign recommendations.
3. DAs who receive consistent full-time work stay in the role longer

*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 11

DA Current Week Performance

Color Key
Fantastic
Great
Fair
Poor

Abbreviations Key	SQR: Seatbelt Off Rate	DCR: Delivery Completion Rate
SSVR: Sign/Sigal Violations Rate	DAR: Delivered and Received	HCR:Harsh Cornering Rate
DR: Distractors Rate	CC: Contact Compliance	HBR:Harsh Braking Rate
FDR: Following Distance Rate	SER: Speeding Event Rate	DSLPP: Delivery Slot Performance
POD: Photo-On-Delivery		

Drivers ranked by overall score, descending.

#	Name	Transporter ID	Overall Tier	Delivered	Key Focus Area	Safety - metrics are measured as events per trip at DA level						Quality				Team		DNRs	POD Opps.	CC Opps.	
						Speeding Events Rate	Harsh Braking	Harsh Cornering	Seatbelt Off Rate	Distractors Rate	Following Distance Rate	Sign/Sigal Violations Rate	DCR	DAR	SWC-POD	SWC-CC	Star Rating				DSLPP
1		A2RXUONQ9Q39G	Fantastic	34		0.0	0.0	0.0	Coming Soon	Coming Soon	Coming Soon	Coming Soon	100.0%	100	100.0%	100.0%	Coming Soon	Coming Soon	0	26	3
2	Joseph Janes	A2RO9HSFDP0UXT	Fantastic	117	POD	0.0	0.0	0.0	Coming Soon	Coming Soon	Coming Soon	Coming Soon	100.0%	100	82.4%	100.0%	Coming Soon	Coming Soon	0	85	12
3	Kaylin Hines	A110YVVRT62BOT	Fantastic	97	HCR	0.0	0.0	0.3	Coming Soon	Coming Soon	Coming Soon	Coming Soon	100.0%	100	97.2%	100.0%	Coming Soon	Coming Soon	0	71	1
4	Valerie Brown	A3DJKN4WJWVWLZJ	Fantastic	109	HCR	0.0	0.0	0.3	Coming Soon	Coming Soon	Coming Soon	Coming Soon	100.0%	100	94.5%	100.0%	Coming Soon	Coming Soon	0	73	13
5	Michael Colston	AKA142FWSELAM	Fantastic	68	DAR	0.0	0.0	0.0	Coming Soon	Coming Soon	Coming Soon	Coming Soon	100.0%	0	91.8%	100.0%	Coming Soon	Coming Soon	1	49	3
6	Johnathyn Goodall	A2NDWNPJ8THJ5B	Fantastic	143	HBR	0.0	0.7	0.0	Coming Soon	Coming Soon	Coming Soon	Coming Soon	100.0%	100	97.9%	100.0%	Coming Soon	Coming Soon	0	95	12
7	Gregory McCreary	A2GQ5YH84J8N7H	Fantastic	94	DAR	0.0	0.0	0.0	Coming Soon	Coming Soon	Coming Soon	Coming Soon	100.0%	0	80.9%	100.0%	Coming Soon	Coming Soon	1	68	3
8	Savon Cohens	A2G4YPOKRQ6B3R	Fantastic	118	POD	0.0	0.5	0.0	Coming Soon	Coming Soon	Coming Soon	Coming Soon	100.0%	100	90.9%	100.0%	Coming Soon	Coming Soon	0	66	5
9	Booker Fiqains Jr	A4FZ8QJ5VGDXXH	Fantastic	188	HBR	0.0	0.8	0.0	Coming Soon	Coming Soon	Coming Soon	Coming Soon	100.0%	100	93.1%	100.0%	Coming Soon	Coming Soon	0	131	4
10	Steve Gray	A2BCA0DLYLO35	Fantastic	101	DAR	0.0	0.0	0.3	Coming Soon	Coming Soon	Coming Soon	Coming Soon	100.0%	0	90.1%	100.0%	Coming Soon	Coming Soon	1	71	11
11	Jade Pruitt	A2TP0HIRYKTCR	Fantastic	70	DAR	0.3	0.0	0.0	Coming Soon	Coming Soon	Coming Soon	Coming Soon	100.0%	0	98.3%	100.0%	Coming Soon	Coming Soon	1	60	5
12	Michael Traylor	A2KSMYCO8ZCSZX	Fantastic	122	DAR	0.0	1.3	0.0	Coming Soon	Coming Soon	Coming Soon	Coming Soon	101.7%	0	95.1%	100.0%	Coming Soon	Coming Soon	1	82	4
13	Elizabeth Shively	A39VUZTCAVOND2	Fantastic	104	CC	0.3	0.3	0.0	Coming Soon	Coming Soon	Coming Soon	Coming Soon	100.0%	100	91.2%	92.3%	Coming Soon	Coming Soon	0	68	13
14	Raymond Cohens	A122XHW8GDVEE7	Fantastic	171	SER	0.8	0.5	0.0	Coming Soon	Coming Soon	Coming Soon	Coming Soon	100.0%	100	94.5%	100.0%	Coming Soon	Coming Soon	0	109	17
15	Wendell Rutledge	A1KR65PTN3D7O	Great	194	DAR	0.0	1.0	0.4	Coming Soon	Coming Soon	Coming Soon	Coming Soon	100.0%	0	91.3%	100.0%	Coming Soon	Coming Soon	4	138	12
16	Joshua Dailey	A1HXBA550BG28W	Great	164	HCR	0.0	0.6	2.6	Coming Soon	Coming Soon	Coming Soon	Coming Soon	100.0%	100	90.4%	100.0%	Coming Soon	Coming Soon	0	135	12
17	Jason Dearth	AHYJFZXN1VO2H	Great	150	DAR	0.0	0.2	1.4	Coming Soon	Coming Soon	Coming Soon	Coming Soon	100.0%	0	89.8%	100.0%	Coming Soon	Coming Soon	1	108	13
18	Mandell Sims	A2V3AHRZM1YEN	Great	124	DAR	1.0	0.3	0.0	Coming Soon	Coming Soon	Coming Soon	Coming Soon	100.0%	0	86.7%	100.0%	Coming Soon	Coming Soon	1	90	3
19		A3KH095NVN3RT6	Great	80	SER	0.5	1.0	1.0	Coming Soon	Coming Soon	Coming Soon	Coming Soon	100.0%	100	87.0%	100.0%	Coming Soon	Coming Soon	0	54	4
20	Daniel Reeder	A39VGA9VCPZAL7	Great	212	HCR	0.3	1.3	1.8	Coming Soon	Coming Soon	Coming Soon	Coming Soon	99.4%	100	89.6%	100.0%	Coming Soon	Coming Soon	0	154	15
21	Ryan Brewer	AE6U3EK2YSL36	Great	88	DAR	0.7	1.0	0.7	Coming Soon	Coming Soon	Coming Soon	Coming Soon	100.0%	0	91.7%	100.0%	Coming Soon	Coming Soon	1	60	5
22	Timothy Campbell	A4K04NALYG22	Poor	116	HBR	3.3	7.3	6.3	Coming Soon	Coming Soon	Coming Soon	Coming Soon	100.0%	100	85.2%	100.0%	Coming Soon	Coming Soon	0	81	6

GSHP at HDY1 - Week 11

DA Trailing 6-Week Performance

Drivers ranked by overall score, descending.

#	Name	Transporter ID	Average Tier	Safety - metrics are measured as events per trip at DA level							Quality				Team		High/Low Performer Status	Weeks			
				Speeding Events Rate	Harsh Braking	Harsh Cornering	Seatbelt Off Rate	Distractions Rate	Following Distance Rate	Sign/Signal Violations Rate	DCR	DAR	SWC-POD	SWC-CC	Star Rating	DSLPL		Fant.	Great	Fair	Poor
1		A2RXUONQ9Q39G	Fantastic	0.0	0.0	0.0	Coming Soon	Coming Soon	Coming Soon	Coming Soon	100.0%	100	100.0%	100.0%	Coming Soon	Coming Soon	No Status (<4 wks)	1	0	0	0
2	Johnathyn Goodall	A2NDWNP8THJ5B	Fantastic	0.2	0.1	0.0	Coming Soon	Coming Soon	Coming Soon	Coming Soon	99.7%	61	92.4%	100.0%	Coming Soon	Coming Soon	High Performer	6	0	0	0
3	Kaylin Hines	A11OYVVRT62BOT	Fantastic	0.1	0.0	0.0	Coming Soon	Coming Soon	Coming Soon	Coming Soon	100.0%	0	93.1%	100.0%	Coming Soon	Coming Soon	High Performer	6	0	0	0
4	Savon Cohens	A2G4YPOKRO6B3R	Fantastic	0.0	1.0	0.1	Coming Soon	Coming Soon	Coming Soon	Coming Soon	100.0%	100	90.7%	100.0%	Coming Soon	Coming Soon	No Status (<4 wks)	2	0	0	0
5	Valerie Brown	A3DJKN4WJWWLZJ	Fantastic	0.0	0.3	0.1	Coming Soon	Coming Soon	Coming Soon	Coming Soon	100.0%	0	90.6%	100.0%	Coming Soon	Coming Soon	High Performer	6	0	0	0
6	Mandell Sims	A2V3AHRZRN1YEN	Fantastic	0.2	0.1	0.1	Coming Soon	Coming Soon	Coming Soon	Coming Soon	100.0%	45	81.6%	100.0%	Coming Soon	Coming Soon	High Performer	4	1	0	0
7	Joseph James	A2RO9H5FDP0UXT	Fantastic	0.1	0.1	0.1	Coming Soon	Coming Soon	Coming Soon	Coming Soon	99.6%	0	87.7%	100.0%	Coming Soon	Coming Soon	High Performer	4	0	0	0
8	Michael Colston	AKA142FWSELAM	Fantastic	0.1	0.3	0.0	Coming Soon	Coming Soon	Coming Soon	Coming Soon	99.4%	52	89.5%	97.1%	Coming Soon	Coming Soon	High Performer	6	0	0	0
9	Jason Dearth	AHTYJFZNN1VOZH	Fantastic	0.0	0.2	0.3	Coming Soon	Coming Soon	Coming Soon	Coming Soon	99.1%	0	89.4%	100.0%	Coming Soon	Coming Soon	High Performer	5	1	0	0
10	Booker Figgins Jr	A4FZ3QJ5VGD0XH	Fantastic	0.3	0.4	0.2	Coming Soon	Coming Soon	Coming Soon	Coming Soon	99.5%	100	90.7%	100.0%	Coming Soon	Coming Soon	High Performer	3	2	0	0
11	Steve Gray	AZBCA0DLYLO3S	Fantastic	0.1	0.2	0.1	Coming Soon	Coming Soon	Coming Soon	Coming Soon	99.6%	0	87.6%	100.0%	Coming Soon	Coming Soon	High Performer	6	0	0	0
12	Jade Pruitt	A2TPOHIRYKTKCR	Great	0.3	0.4	0.1	Coming Soon	Coming Soon	Coming Soon	Coming Soon	100.0%	0	89.8%	100.0%	Coming Soon	Coming Soon	High Performer	4	1	0	0
13	Elizabeth Shively	A39VUZTCAYOND2	Great	0.1	0.8	0.4	Coming Soon	Coming Soon	Coming Soon	Coming Soon	100.0%	100	89.9%	93.8%	Coming Soon	Coming Soon	No Status (<4 wks)	2	0	0	0
14	Raymond Cohens	A122XHW8GDVEE7	Great	0.3	0.9	0.0	Coming Soon	Coming Soon	Coming Soon	Coming Soon	99.6%	0	91.9%	100.0%	Coming Soon	Coming Soon	High Performer	5	1	0	0
15	Gregory McCreary	A2GQ5YH84J8N7H	Great	0.1	0.5	0.3	Coming Soon	Coming Soon	Coming Soon	Coming Soon	99.9%	0	87.7%	100.0%	Coming Soon	Coming Soon	High Performer	4	2	0	0
16	Joshua Dailey	A1HX8A5506G28W	Great	0.2	0.3	0.7	Coming Soon	Coming Soon	Coming Soon	Coming Soon	99.8%	30	90.5%	100.0%	Coming Soon	Coming Soon	High Performer	4	2	0	0
17	Ryan Brewer	A6EJ3EK2YSL36	Great	0.3	1.4	0.5	Coming Soon	Coming Soon	Coming Soon	Coming Soon	99.2%	51	91.7%	100.0%	Coming Soon	Coming Soon	High Performer	1	3	1	0
18	Wendell Rutledge	A1KR6E5PTN3D7O	Great	0.1	1.0	0.9	Coming Soon	Coming Soon	Coming Soon	Coming Soon	100.0%	0	90.3%	100.0%	Coming Soon	Coming Soon	High Performer	3	3	0	0
19	Daniel Reeder	A39VG9VCPZAL7	Great	0.3	0.3	0.9	Coming Soon	Coming Soon	Coming Soon	Coming Soon	99.6%	60	89.0%	95.7%	Coming Soon	Coming Soon	High Performer	3	2	0	0
20		A3HON9SNV3RT6	Great	0.5	1.0	1.0	Coming Soon	Coming Soon	Coming Soon	Coming Soon	100.0%	100	87.0%	100.0%	Coming Soon	Coming Soon	No Status (<4 wks)	0	1	0	0
21	Michael Traylor	A2K5MYCQ8ZCSZX	Fair	0.3	2.6	1.7	Coming Soon	Coming Soon	Coming Soon	Coming Soon	99.9%	0	90.7%	100.0%	Coming Soon	Coming Soon	High Performer	3	2	1	0
22	Timothy Campbell	A4K04NALYG22	Poor	3.2	4.8	3.8	Coming Soon	Coming Soon	Coming Soon	Coming Soon	100.0%	100	84.6%	100.0%	Coming Soon	Coming Soon	No Status (<4 wks)	0	1	0	1

Color Key
 Fantastic
 Great
 Fair
 Poor

NOTE: The On-Time Preventative Maintenance Compliance (OTPMC) metric is currently not impacting Overall Standing on the Scorecard.

GSHP at HDY1 - Week 11

Deep Dive: Preventative Maintenance (PM) Compliance

While PM Compliance Scores for this week's Scorecard are final, if a PM shown below does not align with your records (i.e. mileage discrepancy, etc.) send the PM invoice to Amazonmaintenance.fleet@Elementcorp.com so Element can verify and ensure the PM record is updated for future Scorecard weeks.

Deep Dive 1: All Completed PMs which factor into PM Compliance Metric on Scorecard this Week

PMs in descending order by service date.

#	Service Week	Service Date	Service Type	Vehicle Make	Vehicle Model	Vehicle Year	VIN	Mileage at Prior Service ¹	Target Mileage at This Service ²	Actual Mileage at This Service ¹	Actual - Target (Delta)	PM Status
1	7	2/17	DIESEL PRIMARY FUEL FILTER ELE	HINO	L6	2021	5PVNJ8AT9M5T50049	-	12,000	10,979	-1,021	On time
2	7	2/17	SYNTHETIC OIL CHANGE	HINO	L6	2021	5PVNJ8AT9M5T50049	-	12,000	10,979	-1,021	On time
3	7	2/17	SYNTHETIC OIL CHANGE	HINO	L6	2021	5PVNJ8ATXM5T50349	-	12,000	10,373	-1,627	On time
4	7	2/17	DIESEL PRIMARY FUEL FILTER ELE	HINO	L6	2021	5PVNJ8ATXM5T50349	-	12,000	10,373	-1,627	On time
5	9	2/27	DIESEL PRIMARY FUEL FILTER ELE	ISUZ	NRR	2022	JALE5W164N7303390	-	10,000	-	-10,000	On time
6	9	2/27	DIESEL PRIMARY FUEL FILTER ELE	ISUZ	NRR	2022	JALE5W164N7303390	-	10,000	11,578	1,578	Not on time (late)
7	9	2/27	SYNTHETIC OIL CHANGE	ISUZ	NRR	2022	JALE5W164N7303390	-	10,000	11,578	1,578	Not on time (late)
8	9	2/27	SYNTHETIC OIL CHANGE	ISUZ	NRR	2022	JALE5W164N7303390	-	10,000	-	-10,000	On time
9	9	3/3	DIESEL PRIMARY FUEL FILTER ELE	ISUZ	NRR	2022	JALE5W16XN7303443	-	10,000	13,782	3,782	Not on time (late)
10	9	3/3	SYNTHETIC OIL CHANGE	ISUZ	NRR	2022	JALE5W16XN7303443	-	10,000	13,782	3,782	Not on time (late)
11	9	3/5	SYNTHETIC OIL CHANGE	ISUZ	NRR	2022	JALE5W160N7303547	-	10,000	11,051	1,051	Not on time (late)
12	9	3/5	DIESEL PRIMARY FUEL FILTER ELE	ISUZ	NRR	2022	JALE5W160N7303547	-	10,000	11,051	1,051	Not on time (late)
13	10	3/11	SYNTHETIC OIL CHANGE	HINO	L6	2021	5PVNJ8AT9M5T50052	-	12,000	10,935	-1,065	On time
14	10	3/11	DIESEL PRIMARY FUEL FILTER ELE	HINO	L6	2021	5PVNJ8AT9M5T50052	-	12,000	10,935	-1,065	On time

¹ Mileage according to odometer reading.

² Target defined as mileage at prior service + manufacturer recommended mileage interval for next service.

Total On-Time:	Coming Soon
Total Completed:	Coming Soon
On-Time PM Compliance:	Coming Soon

Deep Dive 2: All Completed PMs which DO NOT factor into PM Compliance Metric this week, but will starting NEXT WEEK

PMs in descending order by service date.

#	Service Week	Service Date	Service Type	Vehicle Make	Vehicle Model	Vehicle Year	VIN	Mileage at Prior Service	Target Mileage at This Service	Actual Mileage at This Service	Actual - Target (Delta)	PM Status
1	11	3/16	DIESEL PRIMARY FUEL FILTER ELE	HINO	L6	2021	5PVNJ8AT0M5T50344	-	12,000	10,414	-1,586	On time
2	11	3/16	SYNTHETIC OIL CHANGE	HINO	L6	2021	5PVNJ8AT0M5T50344	-	12,000	10,414	-1,586	On time
3	11	3/16	DIESEL PRIMARY FUEL FILTER ELE	HINO	L6	2021	5PVNJ8AT5M5T50064	-	12,000	11,205	-795	On time
4	11	3/16	SYNTHETIC OIL CHANGE	HINO	L6	2021	5PVNJ8AT5M5T50064	-	12,000	11,205	-795	On time

Appendix A: Metric Definitions and Weightings

Metric

Weighting (this week's Scorecard)

Overall Standing

100%

Comprehensive Audit

n/a

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'.

Safety and Compliance

40%

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 (35%) of your overall standing over all other Scorecard metrics in proportion to their individual weights.

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%**

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. DSPs who earn 'Fantastic' for the Speeding Event Rate metric typically achieve 0.1 (or less) for the week (e.g. one speeding event in every ten routes). 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. **11.9%**

Harsh Braking Event: The Harsh Braking Rate metric is the average number of harsh braking instances incurred by a Delivery Associate (DA) per trip. A harsh braking instance is triggered when a vehicle exceeds -0.40 g's while braking, which indicates the DA was braking too quickly. DSPs who earn 'Fantastic' for the Harsh Braking Rate metric typically achieve 22 harsh braking instances (or less) in every 100 routes for the week. **11.9%**

Harsh Cornering Event: The Harsh Cornering Rate metric is the average number of harsh cornering instances incurred by a Delivery Associate (DA) per trip. A harsh cornering instance is triggered when a vehicle exceeds 0.48 g's while going through a corner, which indicates the DA was taking a corner too quickly. DSPs who earn 'Fantastic' for the Harsh Cornering Rate metric typically achieve 22 harsh cornering instances (or less) in every 100 routes for the week. **11.9%**

Seatbelt Off Rate: The average number of times per route your drivers did not wear their seatbelt. It is calculated as the total number of '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. **0.0%**

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. **0.0%**

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. **0.0%**

② **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). **0.0%**

Compliance Score: The holistic score of how a DSP's business operations adhere to Amazon supply chain standards and program policy. For more details on these scores, download the DSP Compliance Supplementary report on the DSP Portal. **5%**

② **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%**

② **DVIR Submission Rate:** The Department of Transportation requires that drivers operating DOT-regulated vehicles complete a Driver Vehicle Inspection Report, which could also be referred to as Daily Vehicle Inspection Report, for every vehicle they operate. The purpose of the DVIR is to ensure only safe vehicles go on-road; thus the DVIR focuses on internal and external vehicle elements that, if not in proper working order, could cause a safety hazard or mechanical breakdown. This metric is calculated by the following formula: $(\# \text{ Pre Trip Inspections} + \# \text{ Post Trip Inspections}) / (\text{Routes} * 2)$. DSPs that achieve a Fantastic DVIR Compliance score typically achieve 98% or greater DVIR compliance for the week. **0.0%**

② **On-Time Preventative Maintenance Compliance (OTPMC):** The share of all preventative maintenance (PM) servicing completed by an authorized service provider in the trailing 4 weeks that were completed on-time. To be considered on-time, maintenance must occur no later than 500 miles beyond the required maintenance interval. For example, if transmission service is required at 45,000 miles, then service must be completed no later than 45,500 miles to be compliant. Early PMs (e.g. PMs completed earlier than 500 miles before the required maintenance interval) are not accepted; we will begin factoring early PMs into this metric at a future date. OTPMC is a 1-week lagging metric, meaning if you are looking at the Week 10 Scorecard, the metric calculation is based on activity from weeks 6, 7, 8, and 9. DSPs typically earn 'Fantastic' for this metric by achieving an OTPMC rate of 98.0% or higher (e.g. 98.0% of all PMs completed in the trailing four weeks were completed on time). **0.0%**

Capacity Reliability (Coming Soon) n/a

Team 30%

② **High Performers Share:** The number of DA's that achieved Great or 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 or Great tiers in 4 or more of the past 6 weeks). **5.0%**

② **Low Performers Share:** The number of DA's that achieved 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% score for the metric. **2.5%**

② **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%**

Customer Delivery Experience Score: Weighted average of Customer Escalations DPMO, Customer Delivery Star Rating and Delivery Slot Performance (DSLSP). If your Star Ratings are less than 2 in a week or you don't yet have DSLSP metric, we will calculate your Customer Delivery Experience score only based on Customer Escalations DPMO. **17.5%**

② **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. **5.8%**

② **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. **5.8%**

② **Delivery Slot Performance:** The Delivery Slot Performance metric is defined as the percentage of scheduled delivery shipments that were attempted or delivered within the customer promised delivery slot. DSPs who earn 'Fantastic' achieve a rate of 99.5% or more. **5.8%**

Quality		30%
①	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%
①	Delivered and Received (DAR): A measure of the Delivered-Not-Received rate adjusted for the crime index of the specific delivery areas for the week. The metric is scaled from a score of 0 (worst) to 100 (best). DSPs and DAs who earn Fantastic for DAR typically achieve a DAR of 70 or higher.	10.0%
	Standard Work Compliance (SWC): The average of POD Compliance Score, Contact Compliance Score, Scan Compliance Score, and Attended Delivery Accuracy Score. See below.	10.0%
②	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 97.0% or better.	2.5%
②	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 100%.	7.5%

Learn More: Metric Weighting Methodology

Your Overall Standing is designed to reflect your holistic success as a Delivery Service Partner. It is an equally-weighted average of your Safety & Compliance, Reliability, Team, and Quality scores. Each of these four category-level scores are in turn equally-weighted averages of the metrics within them, e.g. your Team score is an equally-weighted average of High Performers Share, Low Performers Share, and Attrition. 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 an equally-weighted average of POD, Contact Compliance, Scan 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 to maintain equal weighting as described above.

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.