<div style="border: 1px solid red; padding: 8px; color: red;">
We've identified that your station was impacted by weather / an uncontrollable event in WK 36. In collaboration with your Station's leadership, we've proactively adjusted your WK 36 DCR from 98.12% to 98.22% to account for this impact. Please reach out to your OTR lead in case you have any questions.
</div>

DSP Delivery Excellence Performance

Week 36 Performance

Overall Standing	Key Focus Areas	Top Drivers	
Great *See details on next page*	1. Sign/Signal Violations Rate 2. Delivery Completion Rate 3. Customer Delivery Feedback	1. Hunter HanlonTaylor 2. John Williams 3. Lewis DeMoss 4. Richard Beasley 5. Shayne Buttery	Fantastic Fantastic Fantastic Fantastic Fantastic

Announcements

Safety Disputes for Geotab/Safeguard Events

To streamline safety event disputes for non-netradyne events (Geotab, Safeguard), we have updated the required disputes information. DSPs only need to provide the Event IDs for the non-netradyne events they wish to dispute. You can find the Event IDs within the Events View of the Safety Dashboard. As reminder, Safeguard events are in an extended preview (into 2024) and are not impacting the Scorecard at this time.

[Scorecard Data Dispute](#)

Q3 Scorecard Updates: Changes Take Effect September 6

As shared in the Communication Center Notification sent to you on Wednesday, August 9, we launched your new Preview Scorecard. You have had four weeks to preview the updates via the Preview Scorecard in your Supplementary Reports. On Wednesday, September 6 (starting with the Week 35 Scorecard), the updates will go live on your Scorecard and begin to impact your Overall Standing. Please refer to your Communication Center Notification for more details on the changes, as well as a list of resources that can help support you.

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
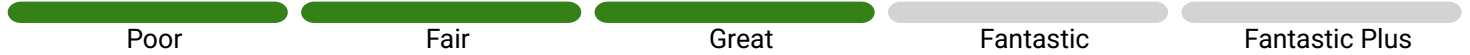
Questions?

- 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

Overall Standing: Great

Poor	Fair	Great	Fantastic	Fantastic Plus

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

	On-Road Safety Score*	**Great**	Compliance
			(These metrics do not currently reflect all areas of DSP Compliance)
i	Seatbelt-Off Rate	0.0 events per 100 trips | Fantastic	
i	Speeding Event Rate	13.7 events per 100 trips | Great	*i* Breach of Contract — Compliant
i	Sign/Signal Violations Rate	92.1 events per 100 trips | Poor	*i* Comprehensive Audit (CAS) — Compliant
i	Distractions Rate	7.8 events per 100 trips | Great	*i* Working Hour Compliance — 100.0% | Fantastic
i	Following Distance Rate	15.6 events per 100 trips | Poor	

Quality: Fantastic

	Customer Delivery Experience	**Fantastic**	*i* Delivery Completion Rate — 98.22% | Great
i	Customer Escalation Defect DPMO	0 | Fantastic	*i* Delivery Success Behaviors — 0 | Fantastic
i	Customer Star Rating	5.00 | Fantastic	Standard Work Compliance — Great
i	Customer Delivery Feedback	89.80% | Poor	*i* Photo-On-Delivery — 98.01% | Fantastic
			i Contact Compliance — 99.06% | Great

Team: Fantastic

	High Performers Share	86.66% | Fantastic	*i* Tenured Workforce — 87.87% | Great
i	Low Performers Share	0.00% | Fantastic	

Recommended Focus Areas

1. Sign/Signal Violations Rate
2. Delivery Completion Rate
3. Customer Delivery Feedback

Improving Sign/Signal Violations Rate, Delivery Completion Rate, and Customer Delivery Feedback 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. Emphasize that when drivers resolve a delivery issue (i.e. find an access code, etc.) store the information in the Rabbit app to help resolve future deliveries to that address.
3. Provide visibility of the CDF report to DAs to show them where they stand and what areas they should focus on for improvement.

*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.

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 FDR: Following Distance Rate
CDF: Customer Delivery Feedback SER: Speeding Event Rate POD: Photo-On-Delivery

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	Hunter HanlonTaylor	A2D6K3OIOHT4S8	Fantastic	87		0.0	0.0	0.0	0.0	0.0	Coming Soon	100.0%	0	100.0%	0	100.0%	100.0%	0	64	5
2	John Williams	AX5L6D3HGX3KI	Fantastic	21		0.0	0.0	Coming Soon	Coming Soon	Coming Soon	Coming Soon	Coming Soon	0	100.0%	0	100.0%	Coming Soon	0	16	0
3	Lewis DeMoss	A20BKVR5AL7EA0	Fantastic	93		0.0	0.0	Coming Soon	Coming Soon	Coming Soon	Coming Soon	100.0%	0	100.0%	0	100.0%	100.0%	0	66	8
4	Richard Beasley	A19T4QE4NUQLPW	Fantastic	70		0.0	0.0	0.0	0.0	0.0	Coming Soon	100.0%	0	100.0%	0	100.0%	Coming Soon	0	55	0
5	Shayne Buttery	AYJLWGNDXAO9P	Fantastic	97		0.0	0.0	0.0	0.0	0.0	Coming Soon	Coming Soon	0	100.0%	0	100.0%	100.0%	0	70	5
6	Zachary Pence	A1OT3QWWBL2254	Fantastic	51		0.0	0.0	0.0	0.0	0.0	Coming Soon	100.0%	0	100.0%	0	100.0%	100.0%	0	30	1
7	Randy Hoover	A2U8N3NDZQ26U9	Fantastic	76	POD	0.0	0.0	Coming Soon	Coming Soon	Coming Soon	Coming Soon	Coming Soon	0	100.0%	0	95.7%	100.0%	0	46	8
8	Jeris Hoskins	A1AWFUEI97LZ2D	Fantastic	113	POD	0.0	0.0	Coming Soon	Coming Soon	Coming Soon	5.0	Coming Soon	0	100.0%	0	92.1%	100.0%	0	76	5
9	Robert Martin	A11IMQHULLGHLD	Fantastic	85	FDR	0.0	0.0	0.0	0.5	0.0	Coming Soon	100.0%	0	100.0%	0	98.2%	100.0%	0	57	4
10	Alexander Wood	ALFAMPXLC8LED	Fantastic	96	SER	0.3	0.0	0.0	0.0	0.0	Coming Soon	100.0%	0	100.0%	0	97.4%	100.0%	0	78	2
11	Kaylin Hines	A1IOYVVRT62BOT	Fantastic	54	SER	0.3	0.0	0.0	0.0	0.0	Coming Soon	100.0%	0	100.0%	0	100.0%	100.0%	0	47	2
12	George Miller	ADIGF1E81L9C3	Fantastic	118	DCR	0.0	0.0	Coming Soon	Coming Soon	Coming Soon	5.0	Coming Soon	0	99.2%	0	98.8%	100.0%	0	81	21
13	Tyler Hall	A3RIAVM1H3L3Y5	Fantastic	139	FDR	0.0	0.0	0.0	1.0	0.0	Coming Soon	100.0%	0	100.0%	0	100.0%	100.0%	0	86	3
14	Tremone Marshall	A22H4NSYZVV8NO	Fantastic	75	DCR	0.0	0.0	0.0	0.0	0.0	Coming Soon	100.0%	0	98.7%	0	98.4%	100.0%	0	62	1
15	Michael Giambri	A2IWK6GU91TS1V	Fantastic	68	DCR	0.0	0.0	0.0	0.0	0.0	Coming Soon	Coming Soon	0	98.6%	0	100.0%	100.0%	0	54	6
16	Elizabeth Focht	AMLY9DVVT8098	Fantastic	78	DCR	0.0	0.0	0.0	0.0	0.0	Coming Soon	Coming Soon	0	98.7%	0	96.7%	100.0%	0	60	3
17	Chunesha Folley	A2QLZHIYKG3U5L	Fantastic	44	DCR	0.0	0.0	Coming Soon	Coming Soon	Coming Soon	Coming Soon	Coming Soon	0	97.8%	0	100.0%	100.0%	0	37	1
18	Lawrence Tibbs	A382L5FZ5997KX	Fantastic	55	DCR	0.0	0.0	0.0	0.3	0.0	Coming Soon	Coming Soon	0	98.2%	0	100.0%	100.0%	0	39	2
19	Ozro Studebaker	A2M1UVSOBG2MQL	Fantastic	90	DR	0.0	0.0	1.0	0.5	0.0	5.0	Coming Soon	0	100.0%	0	100.0%	100.0%	0	58	4
20	Benjamin Bemus	A2DPAYSA6J4UWV	Fantastic	87	DCR	0.0	0.0	0.0	0.0	0.0	Coming Soon	100.0%	0	88.8%	0	100.0%	100.0%	0	72	3
21	Richard WhiteJr	A1JGGFGL47LFBY	Fantastic	100	DCR	0.0	0.0	0.0	0.0	0.0	5.0	Coming Soon	0	97.1%	0	91.2%	100.0%	0	57	7
22	Wendell Rutledge	A1KR6E5PTN3D7O	Fantastic	99	DCR	0.0	0.0	Coming Soon	Coming Soon	Coming Soon	Coming Soon	100.0%	0	92.5%	0	98.5%	100.0%	0	65	10
23	Christine Hines	A6B3MS0W9YC3W	Fantastic	71	CC	0.0	0.0	0.0	0.0	0.0	Coming Soon	100.0%	0	98.6%	0	96.5%	50.0%	0	57	2
24	Ricardo Lewis	A3KEI9TKFQAAAU	Fantastic	85	CDF	0.0	0.0	0.0	0.0	0.0	5.0	58.4%	0	98.8%	0	98.3%	100.0%	0	59	6
25	Michael Colston	AKA142FWSELAM	Fantastic	103	SSVR	0.0	0.0	0.0	0.0	5.0	5.0	100.0%	0	99.0%	0	95.9%	100.0%	0	49	3
26	Michael Traylor	A2K5MYCQ8ZCSZX	Fantastic	125	SSVR	0.0	0.0	0.0	0.0	2.0	Coming Soon	Coming Soon	0	99.2%	0	98.9%	100.0%	0	93	20
27	Jeremy Schroeder	AQ0CJ17DNTWG	Fantastic	119	SSVR	0.0	0.0	0.0	0.0	4.0	Coming Soon	100.0%	0	99.2%	0	98.8%	100.0%	0	83	10
28	Bransen Miller	ACXZAA5FGGNBX	Fantastic	73	DCR	0.0	0.0	0.0	0.0	0.0	Coming Soon	Coming Soon	0	91.3%	0	100.0%	100.0%	0	47	1
29	Donald Robinson	A1RHHY83ZZ8NJT	Fantastic	127	CDF	0.0	0.0	0.0	0.0	0.0	Coming Soon	72.2%	0	100.0%	0	99.1%	100.0%	0	106	11
30	David Popoola	AM9IOMS5LRV1	Great	48	SER	1.0	0.0	0.0	0.0	3.5	5.0	100.0%	0	92.3%	0	89.3%	100.0%	0	28	6
31	Allen Vaughn	A2RQ5B0T12YG8Q	Great	138	DCR	0.2	0.0	0.0	0.0	1.5	Coming Soon	Coming Soon	0	93.9%	0	97.5%	95.5%	0	80	22
32	Joshua Dailey	A1HXBA550BG28W	Great	150	SER	1.8	0.0	1.0	0.0	1.0	5.0	83.8%	0	100.0%	0	95.8%	100.0%	0	96	14
33	Jason Winner	A1JB78W8S6MNZU	Great	145	CDF	0.8	0.0	0.0	2.0	22.0	5.0	72.8%	0	99.3%	0	96.6%	100.0%	0	89	17

DA Trailing 6-Week Performance

Drivers ranked by overall score, descending.

#	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	Hunter HanlonTaylor	A2D6K3OIOHT4S8	0.0	0.0	0.0			Coming Soon	100.0%	100.0%	0	99.0%	100.0%	No Status (<4 wks)	3	0	0	0
2	Zachary Pence	A1OT3QWWBL2254	0.0	0.0	0.0			Coming Soon	100.0%	97.7%	0	98.1%	100.0%	High Performer	4	0	0	0
3	Benjamin Bemus	A2DPAYSA6J4UWV	0.0	0.0	0.0			Coming Soon	100.0%	97.6%	0	99.5%	100.0%	High Performer	6	0	0	0
4	Lawrence Tibbs	A382L5FZ5997KX	0.0	0.0	0.0	0.0		Coming Soon	Coming Soon	97.3%	0	100.0%	100.0%	No Status (<4 wks)	2	0	0	0
5	Robert Martin	A11IMQHULLGHLD	0.0	0.0	0.0	0.0		5.0	93.3%	98.8%	0	99.1%	100.0%	High Performer	6	0	0	0
6	Jeris Hoskins	A1AWFUEI97LZ2D	0.0	0.0	Coming Soon	Coming Soon	Coming Soon	5.0	92.2%	99.8%	0	97.0%	100.0%	High Performer	6	0	0	0
7	Christine Hines	A6B3MS0W9YC3W	0.0	0.0	0.0			Coming Soon	100.0%	98.5%	0	98.1%	84.6%	High Performer	4	2	0	0
8	Michael Giambri	A2IWK6GU91TS1V	0.0	0.0	0.0			Coming Soon	94.0%	98.7%	0	99.8%	100.0%	High Performer	5	0	1	0
9	Ricardo Lewis	A3KEI9TKFQAAAU	0.0	0.0	0.0			5.0	77.5%	99.2%	0	99.1%	100.0%	High Performer	6	0	0	0
10	Lewis DeMoss	A20BKVR5AL7EA0	0.0	0.0	Coming Soon	Coming Soon	Coming Soon	2.0	100.0%	98.6%	0	96.8%	100.0%	High Performer	4	1	0	0
11	John Williams	AX5L6D3HGX3KI	0.0	0.0	0.0			Coming Soon	80.8%	99.6%	0	100.0%	100.0%	High Performer	6	0	0	0
12	Bransen Miller	ACXZAA5FGGNBX	0.0	0.0	0.0			Coming Soon	100.0%	95.7%	0	99.4%	33.3%	High Performer	6	0	0	0
13	Jeremy Schroeder	AQ0CJ17DNTWG	0.0	0.0	0.0		4.0	5.0	100.0%	98.5%	0	99.3%	98.5%	High Performer	6	0	0	0
14	Richard WhiteJr	A1JGGFGL47LFBY	0.0	0.0	0.0			5.0	80.2%	93.1%	0	96.4%	100.0%	High Performer	6	0	0	0
15	Kaylin Hines	A1IOYVVRT62BOT	0.0	0.0	0.0			5.0	91.0%	97.8%	0	98.3%	96.6%	High Performer	6	0	0	0
16	Elizabeth Focht	AMLY9DVVT8098	0.0	0.0	0.0			Coming Soon	92.8%	96.4%	0	99.3%	100.0%	High Performer	5	1	0	0
17	Randy Hoover	A2U8N3NDZQ26U9	0.0	0.0	Coming Soon	Coming Soon	Coming Soon	4.5	80.0%	97.1%	0	98.1%	100.0%	High Performer	5	1	0	0
18	Donald Robinson	A1RHHY83ZZ8NJT	0.0	0.0	0.0			1.0	87.8%	99.3%	0	99.4%	100.0%	High Performer	6	0	0	0
19	Allen Vaughn	A2RQ5B0T12YG8Q	0.0	0.0	0.0		3.0	4.8	100.0%	94.6%	0	98.9%	99.1%	High Performer	5	1	0	0
20	Tyler Hall	A3RIAVM1H3L3Y5	0.0	0.0	0.0	3.0		Coming Soon	90.1%	98.1%	0	99.8%	100.0%	High Performer	5	1	0	0
21	Wendell Rutledge	A1KR6E5PTN3D7O	0.0	0.0	Coming Soon	Coming Soon	Coming Soon	5.0	92.0%	96.1%	1433	97.8%	100.0%	High Performer	6	0	0	0
22	Richard Beasley	A19T4QE4NUQLPW	2.0	0.0	0.0			Coming Soon	100.0%	99.4%	0	98.5%	100.0%	High Performer	4	1	1	0
23	Alexander Wood	ALFAMPXLC8LED	1.0	0.0	0.0			Coming Soon	100.0%	99.3%	0	98.3%	100.0%	No Status (<4 wks)	1	1	0	0
24	Tremone Marshall	A22H4NSYZVV8NO	2.0	0.0	0.0			Coming Soon	100.0%	99.5%	0	99.2%	88.9%	Normal Performer	3	1	2	0
25	Michael Traylor	A2K5MYCQ8ZCSZX	0.0	0.0	0.0		4.0	5.0	88.2%	96.3%	0	99.8%	100.0%	High Performer	6	0	0	0
26	Ozro Studebaker	A2M1UVSOBG2MQL	0.0	0.0	2.0	1.0		5.0	90.8%	99.1%	0	98.3%	98.6%	High Performer	5	1	0	0
27	Michael Colston	AKA142FWSELAM	0.0	0.0	0.0		5.0	5.0	79.5%	99.6%	1786	95.2%	100.0%	High Performer	6	0	0	0
28	Shayne Buttery	AYJLWGNDXAO9P	1.0	0.0	0.0			Coming Soon	90.7%	99.3%	0	99.8%	100.0%	High Performer	4	2	0	0
29	George Miller	ADIGF1E81L9C3	1.0	0.0	Coming Soon	Coming Soon	Coming Soon	5.0	85.4%	97.5%	0	99.5%	100.0%	Normal Performer	3	3	0	0
30	David Popoola	AM9IOMS5LRV1	1.0	0.0	0.0		7.0	5.0	81.8%	97.6%	0	92.5%	100.0%	Normal Performer	3	2	1	0
31	Joshua Dailey	A1HXBA550BG28W	3.0	0.0	2.0		2.0	5.0	87.6%	99.4%	0	97.3%	98.8%	Normal Performer	1	5	0	0
32	Jason Winner	A1JB78W8S6MNZU	1.0	0.0	0.0	2.0	22.0	5.0	91.7%	99.1%	0	97.7%	100.0%	High Performer	5	1	0	0
33	Chunesha Folley	A2QLZHIYKG3U5L	1.0	1.0	Coming Soon	Coming Soon	Coming Soon	Coming Soon	100.0%	98.4%	2174	100.0%	100.0%	High Performer	4	2	0	0

Appendix A: Metric Definitions and Weightings

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, andstop 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 dueto 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. Note: CDF only includes 'DA Controllable' feedback.	5.0%
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.