

# DSP Delivery Excellence Performance

GSHP at HDY1  
Week 46  
2022

## Week 46 Performance

Overall Standing	Key Focus Areas	Top Drivers
<b>Fair</b> <i>See details on next page</i>	<ol style="list-style-type: none"><li>1. Delivered and Received</li><li>2. Speeding Event Rate</li><li>3. High Performers Share</li></ol>	<ol style="list-style-type: none"><li>1. Dylan McNary <b>Fantastic</b></li><li>2. Michael Mitchell <b>Fantastic</b></li><li>3. Jeremy Schroeder <b>Fantastic</b></li><li>4. Bobbie SmithJr <b>Fantastic</b></li><li>5. Bryant Hoskins <b>Fantastic</b></li></ol>

## Announcements

### Reminder of the Data Dispute Process New Additions

As [announced in the communications center](#), Delivery Service Partners (DSP) are now able to submit a data dispute for the metrics, Customer Star Rating and Delivery Slot Performance.

Please use the following resource guides to deep dive the metrics and data dispute process:

- [Customer Star Rating Metric Guide](#)
- [Delivery Slot Performance Metric Guide](#)
- [Scorecard Data Dispute Resource Guide](#)

In addition to these resources, please leverage your On-the-Road (OTR) Leader and Business Coach to obtain guidance about these Scorecard changes.

The Scorecard Data Dispute Team will host office hours dedicated to answering questions regarding the CSR and DSLP metric and the dispute process. Please register to attend at least one of these sessions as your schedule allows.

Thursday, December 1, 2022 11:00AM PST/ 1:00PM CST

<https://attendee.gotowebinar.com/rt/6391204233358324494>

Thursday, December 8, 2022 11:00AM PST/ 1:00PM CST

<https://attendee.gotowebinar.com/rt/6391204233358324494>

Thursday, December 15, 2022 11:00AM PST/ 1:00PM CST

<https://attendee.gotowebinar.com/rt/6391204233358324494>

## Reducing DNR Concessions During PEAK

One of our highest priorities during PEAK is ensuring that packages get delivered securely into our customers' hands. The most effective way to do this is by minimizing DNR Concessions wherever possible. We have identified some key DA behaviors which lead to higher rates of DNR (listed below). During this PEAK season, we are asking you to focus in on these behaviors as you coach your DAs to prioritize secure package delivery to our customers.

1. Drivers should not mark Unattended Deliveries as attended (Delivered to Household Member, Customer or Receptionist).
2. Drivers should not manually bypass PODs for Unattended Deliveries.
3. Drivers should not create manual group stops and mark the packages as delivered far from customer's location.
4. Drivers should follow delivery instructions for all deliveries (including group stops). If drivers are unable to follow delivery instructions, they need to contact the customer and Driver Support if the customer is unavailable.
5. Drivers should not deliver packages in Airplane/Offline mode.

## Delivery Associate Recognition Program

The Delivery Associate Recognition Program is designed to make every DA feel valued and appreciated for their day-to-day efforts, while helping you coach your team by rewarding behaviors that positively impact your Scorecard metrics. This program awards top performers, recognizes extraordinary acts, and celebrates key milestones through three pillars: Frontrunner Awards, Extra Mile Awards, and Milestone Awards. These program pillars are delivered by Amazon On-The-Road (OTR) teams in partnership with Delivery Service Partner (DSP) Owners, with the purpose of providing a more formalized and meaningful DA Recognition Program. Specifically, the Frontrunner Award highlights your high-performing DAs as outlined in the Scorecard, the Extra Mile Awards enables you to recognize your DAs that have gone above and beyond by submitting such actions via the Extra Mile Awards intake on the Support Hub (Select Delivery Associate Recognition) and the Milestone Awards aids in celebrating tenure achievements. For more information, please view the DA Recognition Program DSP Resource Guide.

## Driver Swag

To show our appreciation to you and your drivers, we are allowing top-performing DSPs the ability to earn free swag for their teams! DSPs have a chance to qualify for DSP Driver Swag during our Q4 qualification period. The Q4 2022 Driver Swag qualification period is WK43 through WK48. To qualify for Q4 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. All tokens will be deployed in WK50 and announced on the WK 49 scorecard. 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](mailto:dsp@corp-imaging.com).

## Questions?

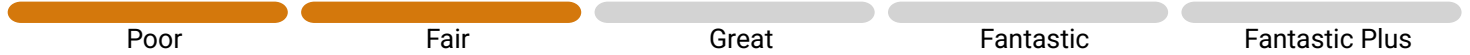
- Discuss with your On-Road Area Manager.
- Leverage the resources in the links below.
- [Access DSP Support Hub](#)
- [Delivery Excellence Performance Program Guide](#)
- [Scorecard SOP](#)



# DSP Scorecard

GSHP at HDY1  
Week 46  
2022

Overall Standing: **Fair**



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: **Fair**



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

- i** Seatbelt-Off Rate **Fair**  
26 events per 100 trips | **Fair**
- i** Speeding Event Rate **Poor**  
38 events per 100 trips | **Poor**
- i** Sign/Signal Violations Rate **Coming Soon**
- i** Distractions Rate **Coming Soon**
- i** Following Distance Rate **Coming Soon**

**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 **Fantastic**  
0 | **Fantastic**
- i** Customer Star Rating **Great**  
4.63 | **Great**
- i** Delivery Slot Performance **Great**  
99.47% | **Great**

**i Delivery Completion Rate**

**99.65% | Fantastic**

**i Delivered and Received Standard Work Compliance**

**17 | Fair**

- i** Photo-On-Delivery **Great**  
93.34% | **Great**
- i** Contact Compliance **Great**  
98.25% | **Great**

Team: **Great**



- i** High Performers Share **Fair**  
53.12% | **Fair**
- i** Low Performers Share **Fantastic**  
0.00% | **Fantastic**

**i Tenured Workforce** **Great**  
82.75% | **Great**

## Recommended Focus Areas

- Delivered and Received
- Speeding Event Rate
- High Performers Share

Improving Delivered and Received, Speeding Event Rate, and High Performers Share scores would improve your Overall Standing.

## Current Week Tips

- To increase DA affinity, stick to auto-assign recommendations.
- Remind drivers there is no acceptable reason to speed/violate posted speed limits. Anticipate and adjust in advance of speed reduction areas (work zones, on/off ramps, school zones, etc.).
- Look for strong performers to get more involved in process improvement and share learnings with others.

\*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 46

## DA Current Week Performance

Abbreviations Key		
SSVR: Sign/Signal Violations Rate	SOR: Seatbelt Off Rate	DR: Distractions Rate
DAR: Delivered and Received	DCR: Delivery Completion Rate	FDR: Following Distance Rate
CC: Contact Compliance	SER: Speeding Event Rate	POD: Photo-On-Delivery
DSDLP: Delivery Slot Performance		

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	DSDLP	CED	DCR	DAR	SWC-POD	SWC-CC	DNRs	POD Opps.	CC Opps.	
1	Dylan McNary	A1CDBKUVXKRQE8	Fantastic	72		0.0	0.0	Coming Soon	Coming Soon	Coming Soon	Coming Soon	Coming Soon	0	100.0%	100	100.0%	Coming Soon	0	51	0	
2	Michael Mitchell	A10GD2XREMMXEF	Fantastic	31		0.0	0.0	Coming Soon	Coming Soon	Coming Soon	Coming Soon	Coming Soon	0	100.0%	100	100.0%	Coming Soon	0	23	0	
3	Jeremy Schroeder	AQ0CJ17DNTWG	Fantastic	129	POD	0.0	0.0	Coming Soon	Coming Soon	Coming Soon	Coming Soon	100.00%	0	100.0%	100	93.8%	100.0%	0	97	1	
4	Bobbie Smith Jr	A25DUB5JSREKRT	Fantastic	56	POD	0.0	0.0	Coming Soon	Coming Soon	Coming Soon	Coming Soon	100.00%	0	100.0%	100	80.8%	100.0%	0	26	5	
5	Bryant Hoskins	AJZCF70HINLK6	Fantastic	145	POD	0.0	0.0	Coming Soon	Coming Soon	Coming Soon	Coming Soon	100.00%	0	100.0%	100	87.7%	100.0%	0	106	13	
6	Zachary Pence	A10T3QWWBL2254	Fantastic	146	DCR	0.0	0.0	Coming Soon	Coming Soon	Coming Soon	Coming Soon	100.00%	0	99.3%	100	93.2%	100.0%	0	103	12	
7	Lewis DeMoss	A20BKVR5AL7EA0	Fantastic	143	POD	0.0	0.0	Coming Soon	Coming Soon	Coming Soon	Coming Soon	100.00%	0	99.3%	100	91.3%	100.0%	0	103	11	
8	Allen Vaughn	A2RQ5B0T12YG8Q	Fantastic	154	POD	0.2	0.0	Coming Soon	Coming Soon	Coming Soon	5.0	100.00%	0	100.0%	100	92.1%	100.0%	0	89	17	
9	Robert Swafford	A3RMDPCE6S0SJ5	Fantastic	162	POD	0.0	0.2	Coming Soon	Coming Soon	Coming Soon	Coming Soon	Coming Soon	0	100.0%	100	97.7%	100.0%	0	131	2	
10	Michael Traylor	A2K5MYCQ8ZCSZX	Fantastic	113	POD	0.2	0.0	Coming Soon	Coming Soon	Coming Soon	5.0	100.00%	0	100.0%	100	89.9%	100.0%	0	79	20	
11	Kaylin Hines	A11OYVVRT62BOT	Fantastic	141	SER	0.3	0.0	Coming Soon	Coming Soon	Coming Soon	Coming Soon	100.00%	0	100.0%	100	98.2%	100.0%	0	109	2	
12	Bradley Reaber	A3RNH6Z6QNOU49	Fantastic	113	POD	0.3	0.0	Coming Soon	Coming Soon	Coming Soon	5.0	100.00%	0	100.0%	100	87.7%	100.0%	0	73	10	
13	Joshua Dailey	A1HXBA50BG28W	Fantastic	175	DCR	0.2	0.0	Coming Soon	Coming Soon	Coming Soon	Coming Soon	100.00%	0	99.4%	100	94.5%	100.0%	0	127	17	
14	Jeris Hoskins	A1AWFUEI97LZ2D	Fantastic	132	POD	0.3	0.0	Coming Soon	Coming Soon	Coming Soon	Coming Soon	100.00%	0	100.0%	100	88.4%	100.0%	0	69	7	
15	Ozro Studebaker	A2M1UVSOBG2MQL	Fantastic	84	POD	0.3	0.0	Coming Soon	Coming Soon	Coming Soon	Coming Soon	100.00%	0	100.0%	100	88.5%	100.0%	0	52	3	
16	Randy Hoover	A2U8N3NDZQ26U9	Fantastic	85	POD	0.3	0.0	Coming Soon	Coming Soon	Coming Soon	Coming Soon	100.00%	0	100.0%	100	92.5%	100.0%	0	53	7	
17	Cora Steele	A19EIE1ZPM31L	Fantastic	92	SER	0.3	0.0	Coming Soon	Coming Soon	Coming Soon	Coming Soon	Coming Soon	0	100.0%	100	96.7%	100.0%	0	61	1	
18	Michael Colston	AKA142FWSELAM	Fantastic	70	POD	0.3	0.0	Coming Soon	Coming Soon	Coming Soon	Coming Soon	100.00%	0	100.0%	100	91.4%	100.0%	0	35	2	
19	Jason Dearth	AHYJFZXN1V02H	Fantastic	130	DAR	0.0	0.0	Coming Soon	Coming Soon	Coming Soon	Coming Soon	100.00%	0	100.0%	0	93.8%	100.0%	1	97	10	
20	Elizabeth Focht	AML9D9DVT8098	Fantastic	145	DAR	0.0	0.0	Coming Soon	Coming Soon	Coming Soon	Coming Soon	Coming Soon	0	100.0%	0	99.1%	100.0%	1	108	8	
21	Dadrian Davis	A3MEWVGR9IVG2C	Fantastic	171	DAR	0.0	0.0	Coming Soon	Coming Soon	Coming Soon	Coming Soon	100.00%	0	100.0%	0	93.0%	92.9%	1	114	14	
22	Daniel Reeder	A39VGA9VCPZAL7	Fantastic	61	DAR	0.0	0.0	Coming Soon	Coming Soon	Coming Soon	Coming Soon	Coming Soon	0	98.4%	0	92.1%	100.0%	1	38	10	
23	Elizabeth Shively	A39VUZTCAYOND2	Fantastic	134	DCR	0.3	0.0	Coming Soon	Coming Soon	Coming Soon	Coming Soon	Coming Soon	0	97.8%	100	96.4%	0.0%	0	110	2	
24	Anthony Bryant	A3EF892WSS4P1V	Great	41	SER	1.0	0.0	Coming Soon	Coming Soon	Coming Soon	Coming Soon	100.00%	0	100.0%	100	93.1%	100.0%	0	29	5	
25	George Miller	ADIGF1E81L9C3	Great	96	SER	0.7	0.0	Coming Soon	Coming Soon	Coming Soon	Coming Soon	100.00%	0	100.0%	100	96.7%	100.0%	0	60	8	
26	Jade Pruitt	A2TP0HIRYKTKCR	Great	63	POD	0.0	1.0	Coming Soon	Coming Soon	Coming Soon	Coming Soon	100.00%	0	100.0%	100	95.5%	100.0%	0	44	5	
27	Jerod Swift	ALHDK0S1012QZ	Great	160	POD	0.5	0.0	Coming Soon	Coming Soon	Coming Soon	Coming Soon	100.00%	0	100.0%	100	88.0%	Coming Soon	0	100	0	
28	Shannelle Esprit	A1WU4KOC05LHMA	Great	16	SER	1.0	0.0	Coming Soon	Coming Soon	Coming Soon	Coming Soon	100.00%	0	100.0%	100	85.7%	100.0%	0	14	1	
29	David Popoola	AM9I0MS5LRV1	Great	134	DAR	0.8	0.0	Coming Soon	Coming Soon	Coming Soon	5.0	100.00%	0	99.3%	0	90.2%	100.0%	1	92	9	
30	Dorian West	A3HON9SNVN3RT6	Great	105	DCR	0.0	2.5	Coming Soon	Coming Soon	Coming Soon	Coming Soon	100.00%	0	97.2%	100	92.0%	100.0%	0	50	7	
31	Shayne Buttery	AYJLWGNDAO9P	Great	171	SER	1.4	0.0	Coming Soon	Coming Soon	Coming Soon	Coming Soon	Coming Soon	0	99.4%	100	96.9%	Coming Soon	0	130	0	
32	Wendell Rutledge	A1KR6E5PTN3D70	Great	160	DAR	0.0	0.0	Coming Soon	Coming Soon	Coming Soon	3.5	93.75%	0	98.8%	0	94.7%	100.0%	1	95	12	
33	Khari Gaskins	A10V6WZ4KLQD0C	Great	97	CC	0.8	0.0	Coming Soon	Coming Soon	Coming Soon	Coming Soon	Coming Soon	0	99.0%	100	98.6%	0.0%	0	71	1	
34	Ricardo Lewis	A3KEI9TKFQAAAU	Great	153	POD	0.4	0.8	Coming Soon	Coming Soon	Coming Soon	Coming Soon	Coming Soon	0	100.0%	100	88.9%	Coming Soon	0	108	0	

# GSHP at HDY1 - Week 46

## DA Current Week Performance

Abbreviations Key		
SSVR: Sign/Signal Violations Rate	SOR: Seatbelt Off Rate	DR: Distractions Rate
DAR: Delivered and Received	DCR: Delivery Completion Rate	FDR: Following Distance Rate
CC: Contact Compliance	SER: Speeding Event Rate	POD: Photo-On-Delivery
DSLPL: Delivery Slot Performance		

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	DSLPL	CED	DCR	DAR	SWC-POD	SWC-CC	DNRs	POD Opps.	CC Opps.
35	Jason Winner	A1JB78W8S6MNZU	Fair	188	DAR	1.2	1.0	Coming Soon	Coming Soon	Coming Soon	Coming Soon	100.00%	0	100.0%	0	91.1%	100.0%	1	146	2
36	Michael McLemore	A3HYGOK37CKLOY	Fair	165	SER	2.3	0.3	Coming Soon	Coming Soon	Coming Soon	Coming Soon	Coming Soon	0	99.4%	100	93.7%	100.0%	0	126	2
37	Tierra Thomas	A2C20Y8BBTQ8N9	Fair	135	SER	1.3	3.3	Coming Soon	Coming Soon	Coming Soon	Coming Soon	Coming Soon	0	100.0%	100	96.1%	100.0%	0	102	3

# GSHP at HDY1 - Week 46

## 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	Average Tier	Speeding Event Rate	Seatbelt Off Rate	Distractions Rate	Following Distance Rate	Sign/Signal Violations Rate	Star Rating	DSLPP	DCR	DAR	SWC-POD	SWC-CC	High/Low Performer Status	Fant.	Great	Fair	Poor
1	Dylan McNary	A1CDBKUVXKRQE8	Fantastic	0.0	0.0	Coming Soon	Coming Soon	Coming Soon	Coming Soon	Coming Soon	100.0%	100	100.0%	Coming Soon	No Status (<4 wks)	1	0	0	0
2	Shayne Buttery	AYJLWGNDAO9P	Fantastic	0.0	0.0	Coming Soon	Coming Soon	Coming Soon	Coming Soon	Coming Soon	99.8%	100	94.5%	100.0%	Normal Performer	2	2	2	0
3	Anthony Bryant	A3EF892WSS4P1V	Fantastic	0.0	0.0	Coming Soon	Coming Soon	Coming Soon	Coming Soon	100.00%	99.8%	100	93.8%	100.0%	High Performer	4	2	0	0
4	Jeremy Schroeder	AQ0CJ17DNTWG	Fantastic	0.0	0.0	Coming Soon	Coming Soon	Coming Soon	5.0	100.00%	100.0%	100	91.9%	100.0%	No Status (<4 wks)	3	0	0	0
5	Bryant Hoskins	AJZCF70HINLK6	Fantastic	0.0	0.0	Coming Soon	Coming Soon	Coming Soon	Coming Soon	100.00%	100.0%	100	91.7%	100.0%	High Performer	4	0	0	0
6	Lewis DeMoss	A20BKVR5AL7EA0	Fantastic	0.0	0.0	Coming Soon	Coming Soon	Coming Soon	Coming Soon	100.00%	99.7%	100	92.8%	100.0%	No Status (<4 wks)	3	0	0	0
7	Bobbie Smith Jr	A25DUB5JSREKRT	Fantastic	0.0	0.0	Coming Soon	Coming Soon	Coming Soon	Coming Soon	98.33%	99.9%	100	89.6%	100.0%	Normal Performer	2	4	0	0
8	Jade Pruitt	A2TP0HIRYKTKCR	Fantastic	0.0	0.0	Coming Soon	Coming Soon	Coming Soon	5.0	100.00%	98.7%	100	93.9%	100.0%	High Performer	4	2	0	0
9	Wendell Rutledge	A1KR6E5PTN3D70	Fantastic	0.0	0.0	Coming Soon	Coming Soon	Coming Soon	4.0	97.18%	99.7%	45	93.7%	100.0%	High Performer	4	2	0	0
10	Kaylin Hines	A1I0YVVRT62BOT	Fantastic	0.0	0.0	Coming Soon	Coming Soon	Coming Soon	Coming Soon	100.00%	99.8%	100	93.9%	94.1%	High Performer	6	0	0	0
11	Jeris Hoskins	A1AWFUEI97LZ2D	Fantastic	0.0	0.0	Coming Soon	Coming Soon	Coming Soon	Coming Soon	100.00%	99.7%	37	93.0%	100.0%	High Performer	5	1	0	0
12	Ozro Studebaker	A2M1UVSOBG2MQL	Fantastic	0.0	0.0	Coming Soon	Coming Soon	Coming Soon	Coming Soon	100.00%	100.0%	29	90.9%	100.0%	High Performer	6	0	0	0
13	Ricardo Lewis	A3KEI9TKFQAAAU	Fantastic	0.0	0.0	Coming Soon	Coming Soon	Coming Soon	Coming Soon	92.31%	98.4%	100	90.1%	100.0%	Normal Performer	3	2	1	0
14	George Miller	ADIGF1E81L9C3	Fantastic	0.0	0.0	Coming Soon	Coming Soon	Coming Soon	Coming Soon	100.00%	96.1%	100	96.5%	100.0%	No Status (<4 wks)	2	1	0	0
15	Khari Gaskins	A10V6WZ4KLQDOC	Fantastic	0.0	0.0	Coming Soon	Coming Soon	Coming Soon	Coming Soon	Coming Soon	99.0%	100	96.5%	66.7%	No Status (<4 wks)	1	1	0	0
16	Jason Winner	A1JB78W8S6MNZU	Fantastic	0.0	0.0	Coming Soon	Coming Soon	Coming Soon	Coming Soon	100.00%	100.0%	0	93.0%	100.0%	Normal Performer	1	2	1	0
17	Joshua Dailey	A1HXBAS50BG28W	Fantastic	0.0	0.0	Coming Soon	Coming Soon	Coming Soon	5.0	100.00%	99.8%	0	93.7%	100.0%	High Performer	5	0	0	0
18	Michael Colston	AKA142FWSELAM	Fantastic	0.0	0.0	Coming Soon	Coming Soon	Coming Soon	Coming Soon	96.77%	100.0%	0	89.6%	100.0%	High Performer	4	2	0	0
19	Elizabeth Focht	AMLY9DVVT8098	Fantastic	0.0	0.0	Coming Soon	Coming Soon	Coming Soon	Coming Soon	Coming Soon	99.5%	43	96.1%	96.6%	High Performer	4	2	0	0
20	Jason Dearth	AHYJFZXN1VO2H	Fantastic	0.0	0.0	Coming Soon	Coming Soon	Coming Soon	Coming Soon	100.00%	99.3%	0	92.6%	100.0%	High Performer	6	0	0	0
21	David Popoola	AM9I0MS5LRV1	Fantastic	0.0	0.0	Coming Soon	Coming Soon	Coming Soon	5.0	100.00%	99.4%	0	84.9%	100.0%	Normal Performer	2	4	0	0
22	Bradley Reaber	A3RNH6Z6QNOU49	Fantastic	0.0	0.0	Coming Soon	Coming Soon	Coming Soon	5.0	100.00%	99.6%	36	92.3%	96.1%	High Performer	5	1	0	0
23	Allen Vaughn	A2RQ5B0T12YG8Q	Fantastic	0.0	0.0	Coming Soon	Coming Soon	Coming Soon	5.0	100.00%	98.2%	100	87.7%	96.6%	High Performer	6	0	0	0
24	Michael Traylor	A2K5MYCQ8ZCSZX	Fantastic	0.0	0.0	Coming Soon	Coming Soon	Coming Soon	4.7	100.00%	98.6%	0	93.1%	100.0%	High Performer	6	0	0	0
25	Zachary Pence	A1OT3QWBL2254	Fantastic	0.0	0.0	Coming Soon	Coming Soon	Coming Soon	5.0	100.00%	98.6%	40	92.6%	97.1%	Normal Performer	2	4	0	0
26	Daniel Reeder	A39VGA9VCPZAL7	Fantastic	0.0	0.0	Coming Soon	Coming Soon	Coming Soon	5.0	100.00%	98.4%	0	95.1%	100.0%	High Performer	5	1	0	0
27	Cora Steele	A19EIE1ZPM31L	Fantastic	0.0	0.0	Coming Soon	Coming Soon	Coming Soon	Coming Soon	Coming Soon	99.3%	27	96.5%	88.9%	High Performer	4	2	0	0
28	Jerod Swift	ALHDK0S1012QZ	Fantastic	0.0	0.0	Coming Soon	Coming Soon	Coming Soon	2.3	100.00%	99.8%	0	90.3%	96.8%	Normal Performer	1	5	0	0
29	Robert Swafford	A3RMDPCE6S0SJ5	Great	0.0	3.0	Coming Soon	Coming Soon	Coming Soon	Coming Soon	Coming Soon	100.0%	44	96.2%	100.0%	Normal Performer	2	1	3	0
30	Elizabeth Shively	A39VUZTCAYOND2	Great	0.0	0.0	Coming Soon	Coming Soon	Coming Soon	Coming Soon	100.00%	99.1%	0	95.1%	76.9%	High Performer	5	1	0	0
31	Randy Hoover	A2U8N3NDZQ26U9	Great	0.0	0.0	Coming Soon	Coming Soon	Coming Soon	Coming Soon	100.00%	98.8%	0	89.5%	89.2%	Normal Performer	3	2	1	0
32	Michael McLemore	A3HYGOK37CKL0Y	Great	2.0	0.0	Coming Soon	Coming Soon	Coming Soon	Coming Soon	Coming Soon	99.8%	0	92.3%	100.0%	Normal Performer	1	3	1	1
33	Dorian West	A3HON9SNVN3RT6	Great	0.0	0.0	Coming Soon	Coming Soon	Coming Soon	Coming Soon	100.00%	97.9%	0	92.7%	94.7%	Normal Performer	2	3	0	1
34	Dadrian Davis	A3MEWVGR9IVG2C	Great	0.0	1.0	Coming Soon	Coming Soon	Coming Soon	Coming Soon	100.00%	99.0%	0	92.8%	86.7%	Normal Performer	2	2	0	0
35	Michael Mitchell	A10GD2XREMMXEF	Great	1.0	0.0	Coming Soon	Coming Soon	Coming Soon	5.0	100.00%	98.0%	100	94.1%	95.7%	Normal Performer	2	4	0	0
36	Tierra Thomas	A2C20Y8BBTQ8N9	Great	1.0	0.0	Coming Soon	Coming Soon	Coming Soon	Coming Soon	97.56%	99.6%	0	90.2%	98.3%	Normal Performer	0	4	2	0
37	Shannelle Esprit	A1WU4KOC05LHMA	Fair	1.0	0.0	Coming Soon	Coming Soon	Coming Soon	Coming Soon	80.00%	99.5%	0	90.4%	88.9%	Normal Performer	0	6	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 (35%) 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. **7.0%**
- 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. **7.0%**
- 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. **7.0%**
- 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. **7.0%**
- 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). **7.0%**

### 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 [amzcompliance@amazon.com](mailto:amzcompliance@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 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, 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 Delivery Slot Performance (DSLPL). If your Star Ratings are less than 2 in a week or you don't yet have DSLP metric, we will calculate your Customer Delivery Experience score only based on Customer Escalations DPMO. **20.0%**

- 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. **5.0%**
- 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. **7.5%**
- i* **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. **7.5%**

## Team

- i* **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). **2.5%**
- i* **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%**
- 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.