DSP Delivery Excellence Performance

ZULT at DPX5
Week 51
2020

Week 51 Performance

Overall Standing	Key Focus Areas	Top Drivers		
Great	1. Attrition Rate	1	Carlos Merlos Jr	Fantastic
See details on next page	2. Delivered and Received	2	Margarita Mendoza	Fantastic
	3. Customer Escalation Defect DPMO	3	Rodrick Hill	Fantastic
		4	Luis Moreno	Fantastic
		5	Rick Robinson	Fantastic

Announcements

Attrition

We previously announced that there will be an opportunity to offboard Seasonal DAs without impact to your Scorecard Attrition metric starting next week (Week 52). This window will continue through Week 5 (ending on January 30, 2021). Please refer to the step-by-step instructions to exclude a seasonal DA release. We recommend you keep your DAs until January 1 to ensure they are eligible for the DA recognition bonus. Please code DAs correctly within 21 days from when they stopped delivering to ensure they are captured as an exemption on the Scorecard. To help you identify drivers that haven't delivered recently, reference the "DA Inactivity and LOA" report found on the supplementary tab in the Performance portal.

As a reminder, this offboarding code should be used only for DAs released because of a reduction in routes when eligible. Amazon will audit use of this code. Falsifying information and DA statuses may result in disqualification from our incentive programs.

Winter Weather

Please know there are several teams monitoring the weather at all times. If route reductions or an early station closure is necessary, we will communicate it immediately through your Station Team. Similarly, if weather impacts your ability to deliver packages, station teams will help you with all return to station processes to preserve the customer experience. Additionally, your DSP Scorecard will not be affected. The station submits a request on behalf of all DSPs at the station-level to adjust DCR on your Scorecard for poor weather conditions. You should not feel alone when it comes to adverse weather, as our top priority is always for you and your teams to operate safely every day.

On-Time Preventative Maintenance Compliance

If you are a DSP with at least one Mercedes Benz sprinter van, you recently received a notification via the Communication Center about a change to your Preventative Maintenance (PM) schedule for these vehicles. Please read this notification immediately, as it outlines important PM changes you may need to make by January 7, 2021, to ensure that your vehicles are operating safely on road and remain in compliance with the On-Time Preventative Maintenance metric on your DSP Scorecard.

Note: You only received this notification and will only be able to view it on the Communication Center if you operate Mercedes Benz sprinter vans. Please reach out to your Regional Fleet Manager (RFM) with any questions.

Step-by-step instructions link

Resources

1 Delivery Excellence Performance Program Guide
2 Delivery Excellence Performance Program Recorded Training Presentation
3 eDriving Mentor Portal   eDriving Support Page
4 Scorecard SOP

Questions?

- Discuss with your On-Road Area Manager
- Leverage the resources in the links above.
- Contact the DSP Service Level Standards Team through the DSP Support Hub

DSP Scorecard

Overall Standing: Great

| Poor | Fair | Great | Fantastic | Fantastic Plus |

Safety and Compliance: Fantastic   Comprehensive Audit: *Coming Soon*

Safety Score*	Fantastic
Safe Driving Metric	3.62 (813 FICO)	Fantastic
Seatbelt-Off Rate	87 events per 100 trips	Great
Speeding Event Rate	9 events per 100 trips	Fantastic
DVCR Compliance	*Coming Soon*
On-Time PM Compliance	*Coming Soon*
Compliance Score	Fantastic
Working Hours Compliance (WHC)	100.0%	Fantastic

Reliability: Compliant ✓

Peak Utilization	Compliant ✓

Team: Fair

High Performers Share	91.30%	Fantastic
Low Performers Share	0.00%	Fantastic
Attrition Rate [4 week trailing]	9.85%	Poor
Customer Delivery Experience	Fair
Customer Escalation Defect DPMO	60	Fair
Customer Delivery Feedback	*Coming Soon*

Quality: Great

Delivery Completion Rate	99.56%	Fantastic
Delivered and Received	0.00	Poor
Standard Work Compliance	Fantastic
Photo-On-Delivery	97.21%	Fantastic
Contact Compliance	99.13%	Great
Scan Compliance	99.94%	Fantastic
Attended Delivery Accuracy	98.75%	Great

Recommended Focus Areas

1. Attrition Rate
2. Delivered and Received
3. Customer Escalation Defect DPMO

Improving to achieve top Attrition Rate, Delivered and Received, and Customer Escalation Defect DPMO scores would improve your Overall Standing.

Current Week Tips

1. Focus on hiring quality drivers. Be transparent when describing job expectations, environment, and shift schedule
2. To increase DA affinity, stick to auto-assign recommendations.
3. In addition to infraction emails, check your weekly infraction report and scorecard weekly to look for patterns and identify which drivers may need deeper retraining for repeat infractions.

*The 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

						Fantastic	A Top Performer!
						Great	Exceeding Amazon Expectations
						Fair	Meeting Amazon Expectations
						Poor	Below Amazon Expectations

Drivers ranked by overall score, descending.

#	Name	Transporter ID	Overall Tier	Delivered	Key Focus Area	FICO Score	Seatbelt-Off Rate	Speeding Event Rate	DCR	DAR	SWC-POD	SWC-CC	SWC-SC	SWC-AD	DNRs	POD Opps.	CC Opps.
1	Carlos Merlos Jr	A1FEG7324VZ2KJ	Fantastic	120		Coming Soon	Coming Soon	Coming Soon	100.00%	100	100.00%		100.00%	0	0	101	0
2	Margarita Mendoza	A12QVSQWMERKIA	Fantastic	69		Coming Soon	Coming Soon	Coming Soon	100.00%	100	100.00%	100.00%	100.00%	0	0	43	8
3	Rodrick Hill	A3LHOQYYYPFVJT	Fantastic	465	Delivery Completion Rate	850	0.00	0.00	99.79%	100	98.05%	100.00%	100.00%	0	0	308	11
4	Luis Moreno	A1SJFZZ2AS249M	Fantastic	221	Delivery Completion Rate	850	0.00	0.00	99.55%	100	97.14%	100.00%	100.00%	0	0	175	7
5	Rick Robinson	A1DDSCN62Z17TY	Fantastic	297	Photo-On-Delivery	850	0.00	0.00	100.00%	100	94.72%	100.00%	100.00%	0	0	265	7
6	Tavien Conway	A348R72MQ2WQY0	Fantastic	299	Delivery Completion Rate	Coming Soon	Coming Soon	Coming Soon	99.67%	100	99.62%	100.00%	100.00%	0	0	263	2
7	Francisco Elias	A1CHEZUHRAEW1O	Fantastic	172	Scan Compliance	Coming Soon	Coming Soon	Coming Soon	100.00%	100	96.77%	100.00%	99.42%	0	0	124	2
8	Devonte Newton	A3KWMKAME6WTSO	Fantastic	662	FICO	821	0.00	0.00	100.00%	100	94.50%	100.00%	100.00%	0	0	382	6
9	Jeremiah Guerrero	AHGHIJMS691FI	Fantastic	604	Delivered and Received	850	0.00	0.00	100.00%	73	93.69%		100.00%	0	1	491	0
10	Joaquin Pasquel Salced	A11RD2K0Y47MWP	Fantastic	405	FICO	769	0.00	0.00	100.00%	100	99.42%		100.00%	0	0	342	0
11	Bianca Villatoro	A2CMTKQ3SNRVIW	Fantastic	402	Seatbelt Off Rate	838	0.50	0.00	99.26%	100	98.10%	100.00%	100.00%	0	0	263	7
12	Cassandra Dabney	A287C4O9KPRSEF	Fantastic	599	FICO	805	0.33	0.00	99.50%	100	98.02%	100.00%	100.00%	0	0	454	13
13	Weston Vannoy	A1WQB7OOITTDKZ	Fantastic	496	FICO	810	0.33	0.00	99.60%	100	93.27%	100.00%	100.00%	0	0	401	3
14	James Fincher LlI	A3GG8LESKZ2AXS	Fantastic	457	Delivered and Received	850	0.00	0.00	100.00%	0	98.92%	100.00%	100.00%	0	2	369	13
15	Dylean Bustamante	A130QSRSKUDLCK	Fantastic	575	FICO	782	0.00	0.00	100.00%	50	98.81%	100.00%	100.00%	0	1	420	8
16	Jada Barreto	AXRQGUHK6FBQK	Fantastic	451	Delivered and Received	850	0.25	0.00	100.00%	9	98.54%	100.00%	100.00%	0	1	343	2
17	Steven Skow	A2W1970Q1VP71Q	Fantastic	419	Delivered and Received	836	0.00	0.00	99.52%	0	98.85%	100.00%	100.00%	0	3	262	12
18	Scott Schuknecht	A2U9WEBFXLL63J	Fantastic	307	Delivered and Received	850	Coming Soon	Coming Soon	99.68%	0	95.40%		100.00%	0	1	261	0
19	Tanya Tessay	A2CT7YXOAKHPRV	Fantastic	279	Delivered and Received	812	0.00	0.00	99.29%	0	99.05%	100.00%	100.00%	0	2	211	7
20	Juan Ochoa Reyes	ADKEYD13D1NAA	Fantastic	724	Delivered and Received	804	0.00	0.00	99.72%	0	99.48%	100.00%	100.00%	0	2	577	17
21	Juan Quevedo Pinedo	AHOA3ZBM0EU9P	Fantastic	614	Seatbelt Off Rate	805	2.00	0.00	99.68%	100	95.21%	100.00%	99.84%	0	0	480	2
22	Sebastian Keith	A2QLXLRQ9TYBV1	Fantastic	583	Delivered and Received	797	0.00	0.00	99.32%	0	98.39%	100.00%	100.00%	0	2	434	18
23	Erik Saldivar	A15CG50BKFTBT4	Fantastic	472	FICO	786	Coming Soon	Coming Soon	100.00%	55	98.94%	100.00%	100.00%	0	1	376	1
24	Krishawn Moore	A29A3DU1Z63CXK	Fantastic	609	Delivered and Received	850	1.00	0.00	100.00%	0	94.72%	100.00%	100.00%	0	3	341	17
25	Kirsten Wilcox	A1FX42VDW7SD5E	Fantastic	337	Delivery Completion Rate	810	2.00	0.00	98.25%	100	98.80%	100.00%	100.00%	0	0	249	4
26	Jacob Daniels	A26BO6MDCDHSAH	Fantastic	586	Delivered and Received	823	2.20	0.00	99.49%	0	96.67%	100.00%	100.00%	0	3	480	7
27	Juan Miguel Reyes	A1SL1PHSMXPSEB	Great	412	Speeding Event Rate	803	0.00	1.00	100.00%	100	98.40%	100.00%	100.00%	0	0	312	4
28	Davante Brown	A4RMTP78IXOHE	Great	212	Seatbelt Off Rate	816	5.00	0.00	99.53%	100	98.48%	100.00%	99.53%	0	0	132	10
29	Hector Sanchez Luna	A3S9F2XUPYU0MW	Great	517	Delivered and Received	797	1.20	0.00	99.42%	0	97.36%	100.00%	100.00%	0	2	227	11
30	Jeremy Fox	A2983KAGAVOH5G	Great	259	Delivered and Received	Coming Soon	Coming Soon	Coming Soon	99.62%	0	96.24%	100.00%	100.00%	0	1	213	1
31	Kameron Connors	A3NJKAEYXP7HCP	Great	613	Delivered and Received	783	1.67	0.00	99.84%	0	97.16%	100.00%	100.00%	0	3	282	2
32	Ubaldo Ramirez	A3VRFA5IV2SZWG	Great	381	Delivered and Received	Coming Soon	Coming Soon	Coming Soon	100.00%	0	85.25%		100.00%	0	1	217	0
33	Mariana Lopez	AZ7X8L8EDPE	Great	469	Delivered and Received	759	2.33	0.00	99.79%	0	99.73%	100.00%	100.00%	0	3	372	1
34	Justin Davis	A1X73NKAM0KKDW	Great	415	Speeding Event Rate	688	0.00	0.75	98.81%	100	100.00%	83.33%	100.00%	0	0	267	6
35	Deion Washington	A3HO4V9YMX4Q50	Great	195	Delivered and Received	757	2.50	0.00	100.00%	0	100.00%		100.00%	2	4	2	0
36	Marcele Saunders	A15UCSYB876SL4	Great	79	Delivered and Received	Coming Soon	Coming Soon	Coming Soon	98.75%	0	98.15%	100.00%	100.00%	0	2	54	7
37	Maria Lopez Chacon	AFOKIMNX1PFY3	Great	516	Delivery Completion Rate	815	2.60	0.00	97.36%	47	97.67%	80.00%	100.00%	0	1	430	5
38	Latisha Mcgee	AY2Z0VX5M3G75	Fair	263	Delivery Completion Rate	Coming Soon	Coming Soon	Coming Soon	97.77%	0	96.67%	100.00%	97.72%	0	3	180	19

DA Trailing 6-Week Performance

Fantastic	A Top Performer!		
Great	Exceeding Amazon Expectations		
Fair	Meeting Amazon Expectations		
Poor	Below Amazon Expectations		

Drivers ranked by overall score, descending.

#	Name	Transporter ID	Average Tier	FICO Score	Seatbelt-Off Rate	Speeding Event Rate	DCR	DAR	SWC-POD	SWC-CC	SWC-SC	SWC-AD	High/Low Performer Status	Weeks			
														Fant.	Great	Fair	Poor
1	Carlos Merlos Jr	A1FEG7324VZ2KJ	Fantastic	Coming Soon	Coming Soon	Coming Soon	100.00%	100	97.14%	100.00%	100.00%	0	No Status (<4 wks)	2	0	0	0
2	Francisco Elias	A1CHEZUHRAEW1O	Fantastic	Coming Soon	Coming Soon	Coming Soon	100.00%	100	96.77%	100.00%	99.42%	0	No Status (<4 wks)	1	0	0	0
3	Cassandra Dabney	A287C4O9KPRSEF	Fantastic	821	0.22	0.00	98.94%	100	97.57%	100.00%	99.92%	0	No Status (<4 wks)	3	0	0	0
4	Rick Robinson	A1DDSCN62Z17TY	Fantastic	814	0.14	0.00	99.00%	84	95.44%	100.00%	100.00%	0	High Performer	5	1	0	0
5	Weston Vannoy	A1WQB7OOITTDKZ	Fantastic	786	0.33	0.00	99.73%	100	92.84%	100.00%	100.00%	0	No Status (<4 wks)	2	0	0	0
6	Luis Moreno	A1SJFZZ2AS249M	Fantastic	821	0.50	0.00	99.10%	71	97.50%	100.00%	100.00%	0	High Performer	4	0	0	0
7	James Fincher LII	A3GG8LESKZ2AXS	Fantastic	845	0.00	0.00	99.91%	0	98.99%	100.00%	100.00%	0	No Status (<4 wks)	3	0	0	0
8	Juan Quevedo Pinedo	AHOA3ZBM0EU9P	Fantastic	802	1.67	0.00	99.74%	100	93.83%	100.00%	99.91%	0	No Status (<4 wks)	3	0	0	0
9	Scott Schuknecht	A2U9WEBFXLL63J	Fantastic	789	1.44	0.00	98.82%	83	98.72%	100.00%	100.00%	0	High Performer	5	1	0	0
10	Joaquin Pasquel Salcedo	A11RD2K0Y47MWP	Fantastic	781	0.67	0.00	98.75%	86	99.39%	100.00%	100.00%	0	High Performer	3	3	0	0
11	Jeremy Fox	A2983KAGAVOH5G	Fantastic	Coming Soon	Coming Soon	Coming Soon	99.11%	50	97.32%	52.38%	100.00%	0	High Performer	3	3	0	0
12	Dylean Bustamante	A130QSRSKUDLCK	Fantastic	769	0.06	0.00	98.54%	85	99.20%	100.00%	100.00%	0	High Performer	5	0	0	0
13	Jacob Daniels	A26BO6MDCDHSAH	Fantastic	815	2.90	0.00	99.01%	64	97.70%	98.21%	100.00%	0	High Performer	3	2	0	0
14	Bianca Villatoro	A2CMTKQ3SNRVIW	Fantastic	811	0.33	0.00	99.23%	0	97.48%	100.00%	100.00%	0	No Status (<4 wks)	2	0	0	0
15	Steven Skow	A2W1970Q1VP71Q	Fantastic	818	0.15	0.00	97.60%	0	99.05%	88.57%	100.00%	0	High Performer	4	0	0	0
16	Ubaldo Ramirez	A3VRFA5IV2SZWG	Fantastic	Coming Soon	Coming Soon	Coming Soon	99.67%	53	93.94%	57.14%	100.00%	0	No Status (<4 wks)	2	1	0	0
17	Kirsten Wilcox	A1FX42VDW7SD5E	Fantastic	812	2.00	0.00	98.54%	100	97.46%	100.00%	100.00%	0	No Status (<4 wks)	2	0	0	0
18	Juan Ochoa Reyes	ADKEYD13D1NAA	Fantastic	728	0.31	0.00	99.29%	0	97.88%	100.00%	100.00%	0	High Performer	3	2	0	1
19	Rodrick Hill	A3LHOQYYYPFVJT	Fantastic	831	0.56	0.00	96.32%	82	98.48%	87.18%	99.97%	0	High Performer	6	0	0	0
20	Juan Miguel Reyes	A1SL1PHSMXPSEB	Great	780	0.00	0.71	99.50%	100	98.97%	100.00%	100.00%	0	No Status (<4 wks)	2	1	0	0
21	Erik Saldivar	A15CG50BKFTBT4	Great	811	14.00	0.00	99.56%	50	98.96%	100.00%	100.00%	0	No Status (<4 wks)	1	1	0	0
22	Davante Brown	A4RMTP78IXOHE	Great	798	16.73	0.00	98.79%	88	98.52%	98.29%	99.94%	0	High Performer	1	4	0	1
23	Margarita Mendoza	A12QVSQWMERKIA	Great	Coming Soon	Coming Soon	Coming Soon	95.77%	100	99.26%	100.00%	98.04%	0	No Status (<4 wks)	1	1	0	0
24	Sebastian Keith	A2QLXLRQ9TYBV1	Great	803	0.19	0.19	96.99%	71	97.49%	98.68%	100.00%	0	High Performer	3	1	0	0
25	Maria Lopez Chacon	AFOKIMNX1PFY3	Great	784	1.44	0.00	97.92%	82	97.49%	75.00%	100.00%	0	No Status (<4 wks)	2	1	0	0
26	Devonte Newton	A3KWMKAME6WTSO	Great	699	0.92	0.50	99.70%	88	95.83%	100.00%	100.00%	0	High Performer	2	2	1	1
27	Mariana Lopez	AZ7X8L8EDPE	Great	744	0.85	0.23	99.32%	0	98.95%	100.00%	100.00%	0	High Performer	2	2	1	0
28	Tavien Conway	A348R72MQ2WQY0	Great	Coming Soon	Coming Soon	Coming Soon	98.17%	76	99.43%	62.50%	100.00%	0	High Performer	4	2	0	0
29	Tanya Tessay	A2CT7YXOAKHPRV	Great	822	0.00	0.00	96.01%	0	96.79%	95.83%	100.00%	0	High Performer	3	1	1	0
30	Jeremiah Guerrero	AHGHIJMS691FI	Great	828	0.00	0.00	98.04%	0	91.79%	100.00%	100.00%	0	High Performer	4	2	0	0
31	Justin Davis	A1X73NKAM0KKDW	Great	775	0.68	0.20	97.92%	74	88.32%	60.53%	100.00%	0	High Performer	1	4	1	0
32	Krishawn Moore	A29A3DU1Z63CXK	Great	823	7.74	0.00	96.47%	0	96.66%	99.22%	99.97%	0	High Performer	2	3	0	1
33	Hector Sanchez Luna	A3S9F2XUPYU0MW	Fair	753	5.44	0.00	98.20%	0	97.55%	100.00%	100.00%	0	No Status (<4 wks)	0	3	1	0
34	Deion Washington	A3HO4V9YMX4Q50	Fair	714	0.84	1.21	94.88%	0	90.12%	32.26%	100.00%	17	Normal Performer	0	3	1	2
35	Kameron Connors	A3NJKAEYXP7HCP	Fair	715	1.70	0.30	97.34%	0	97.69%	76.19%	100.00%	3	High Performer	0	4	0	2
36	Marcele Saunders	A15UCSYB876SL4	Fair	Coming Soon	Coming Soon	Coming Soon	93.88%	0	94.02%	92.59%	100.00%	0	High Performer	0	4	0	0
37	Latisha Mcgee	AY2Z0VX5M3G75	Fair	Coming Soon	Coming Soon	Coming Soon	97.36%	0	93.57%	100.00%	98.52%	0	No Status (<4 wks)	0	1	1	0
38	Jada Barreto	AXRQGUHK6FBQK	Poor	722	5.23	0.62	99.21%	75	99.22%	100.00%	99.96%	0	Normal Performer	2	1	0	2

Deep Dive: Preventive 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] Mileage according to odometer reading.

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

Total On-Time:	**0**
Total Completed:	**0**
On-Time PM Compliance:	**0.0%**

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

Appendix A: Metric Definitions and Weightings

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

33.3%

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 a Safety score, we will re-distribute the Safety weightage (29%) of your overall standing over all other Scorecard metrics in proportion to their individual weights.

Safety Score: Weighted average of Safe Driving, Seatbelt Off Rate, Speeding Event Rate, DVCR Compliance, and On-Time Preventive Maintenance Complaince (see below). The 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.

29.2%

Safe Driving Metric: This metric is calculated using the eDriving Mentor FICO® score, which is a composite potential indicator of a driver's safe driving behavior. The metric is measured by analyzing indicators of how your drivers operate their vehicles, such as Harsh Acceleration, Braking, Cornering, Cellphone Distraction and Speeding. The metric is a weighted average of all driver's eDriving Mentor FICO® scores at the end of the week, converted to a 0.00 - 4.00 score where a higher score is better. Safe Driving Scores of at least 3.00 (equivalent to a FICO® score of at least 750 for a DSP) will earn Fantastic. You can see your DSP FICO® score, and details on how to improve, in the eDriving Mentor Portal (see link in cover page). This is a 3rd party metric and is a potential indicator of DA safe driving behavior.

11.7%

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. DSPs earn Fantastic for this metric by achieving a Seatbelt Off Rate less than 0.1 for the week. This threshold is temporary and we will be adjusting it in early 2020 to more closely align with our zero-tolerance stance. Amazon has no tolerance for seatbelt misuse or tampering and will be adding additional signals in the future to account for improper seatbelt usage.

8.7%

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.

8.7%

DVCR Compliance: The Daily Vehicle Condition Report (DVCR) allows you to stay up-to-date on the condition of their vehicles to ensure they are safe for their drivers and the community. This metric is calculated by the number of completed DVCR inspections divided by the number of possible DVCR inspections for the week. Vehicles are required to have a Daily Vehicle Conditioning Report (DVCR) complete both at the beginning and end of a route, each day. This applies to vehicles which are moved more than 20 miles for the day. To achieve Fantastic for this metric you must achieve DVCR compliance of 98.0% or greater for the week.

0.0%

❓ **On-Time Preventative Maintenance Compliance (OTPMC):** The share of all preventive 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%**

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.   **4.2%**

❓ **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.   **4.2%**

Capacity Reliability (Coming Soon)	**n/a**

Team	**33.3%**

❓ **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).   **7.4%**

❓ **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.   **7.4%**

❓ **Attrition Rate:** The Scorecard Attrition Rate metric is a DSP's trailing 4-week average Weekly Attrited Percentage. DSPs that earn 'Fantastic' achieve a Scorecard Attrition Rate of 1.0% or less.   **7.4%**

Customer Delivery Experience: Weighted average of Customer Escalations DPMO and Customer Delivery Feedback. If you don't yet have a CDF metric, we will calculate your Customer Delivery Experience score only based on Customer Escalations DPMO.   **11.1%**

❓ **Customer Delivery Feedback:** The CDF metric captures customer sentiment towards the delivery experience. It is calculated as a percentage of the overall Positive Response Rate (PRR). PRR is the sum of positive feedback divided by the total feedback (inclusive of both, positive and negative feedback).DSPs that earn 'Fantastic' for this metric receive a PRR of 98% or higher.   **0.0%**

Note: PRR only includes 'DA Controllable' feedback. Refer the metric deep dive guide for more details.

❓ **Customer Escalation Defect DPMO:** The frequency at which DAs incur customer escalations, on a per-million opportunities (DPMO) basis. Tier 1 infractions are triple-weighted, Multiple Tier Infractions (MTIs) are double weighted, and Tier 2 infractions are single-weighted. Customer Escalation Defect DPMO is a 2-week delayed metric because we only hold your organization accountable for infractions that have not been overturned by appeals. DSPs who earn Fantastic for Customer Escalations Defect DPMO typically achieve 0 DPMO for the week.   **11.1%**

Quality	33.3%
❷ **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.	**11.1%**
❷ **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.	**11.1%**
Standard Work Compliance (SWC): The average of POD Compliance Score, Contact Compliance Score, Scan Compliance Score, and Attended Delivery Accuracy Score. See below.	**11.1%**
❷ **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.	**2.8%**
❷ **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%.	**2.8%**
❷ **Scan Compliance (SWC-SC):** The share of packages which were marked from the Rabbit app (i.e. not marked remotely from the station). DSPs and DAs who earn Fantastic for Scan Compliance typically achieve 99.9%.	**2.8%**
❷ **Attended Delivery Accuracy:** The share of routes delivered by a DSP which did not have an Attended Delivery Anomaly (see below). This metric is only at the DSP level and is only shown on the cover sheet of the scorecard. DSPs who earn Fantastic for Attended Delivery Accuracy typically achieve 100.0% (i.e. none of their DAs had any Attended Delivery Anomalies for the week).	**2.8%**
Attended Delivery Anomaly (SWC-AD): The count of routes which the DA delivered that week which the DA used an Attended Delivery Scan Codes (e.g. delivered to customer) at an egregiously high rate for a route. Thresholds for this anomaly are set at the station level to account for differences in delivery regions. This metric is only at the DA level and is only shown on the DA-level views of the scorecard. The score is either 1 (worst) or 0 (best). DAs who earn Fantastic for Attended Delivery Anomaly typically score a 0.	**n/a**

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 (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 an equally-weighted average of High Performers Share, Low Performers Share, Attrition, and Customer Delivery Experience. 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.