



DSP Delivery Excellence Performance

**ZULT at DPX5
Week 52
2020**

Week 52 Performance

Overall Standing

Great

See details on next page

Key Focus Areas

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

Top Drivers

1	Devonte Newton	Fantastic
2	Erik Saldivar	Fantastic
3	Cassandra Dabney	Fantastic
4	Carlos Merlos Jr	Fantastic
5	Bianca Villatoro	Fantastic

Announcements

Seasonal DA Offboard

We previously announced that there will be an opportunity to offboard Seasonal DAs without impact to your Scorecard Attrition metric starting in Week 52. This window will continue through Week 5 (ending on January 30, 2021). Please refer to these step-by-step instructions to exclude a seasonal DA release.

For DAs that are eligible for the recognition bonus, we recommend you offboard on or after January 1 to protect this eligibility. To help you identify DAs that haven't delivered recently, reference the "DA Inactivity and LOA" report found on the Performance tab, then the Supplementary Reports drop-down in the DSP 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.

[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

ZULT at DPX5
Week 52
2020

Overall Standing: **Great**



Safety and Compliance: **Fantastic**

Comprehensive Audit: **Compliant** ✓

Safety Score*

- Safe Driving Metric
- Seatbelt-Off Rate
- Speeding Event Rate
- DVCR Compliance
- On-Time PM Compliance

Fantastic
3.62 (812 FICO) | **Fantastic**
49 events per 100 trips | **Great**
4 events per 100 trips | **Fantastic**
Coming Soon
Coming Soon

Compliance Score

- Working Hours Compliance (WHC)

Fantastic
100.0% | **Fantastic**

Reliability: **Compliant** ✓

Quality: **Great**

Peak Utilization

Compliant ✓

Team: **Fair**

- High Performers Share **100.00% | Fantastic**
- Low Performers Share **0.00% | Fantastic**
- Attrition Rate [4 week trailing] **7.22% | Poor**

Customer Delivery Experience

Poor

- Customer Escalation Defect DPMO

159 | Poor

- Customer Delivery Feedback

Coming Soon

- Delivery Completion Rate

99.50% | Fantastic

- Delivered and Received

0.00 | Poor

Standard Work Compliance

Fantastic

- Photo-On-Delivery

97.59% | Fantastic

- Contact Compliance

98.69% | Great

- Scan Compliance

99.87% | Great

- Attended Delivery Accuracy

100.00% | Fantastic

Recommended Focus Areas

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

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

Current Week Tips

1. 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.
2. Focus on hiring quality drivers. Be transparent when describing job expectations, environment, and shift schedule
3. To increase DA affinity, stick to auto-assign recommendations.

*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.

ZULT at DPX5 - Week 52

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	Devonte Newton	A3KWMKAME6WTSO	Fantastic	408	Photo-On-Delivery	850	0.00	0.00	100.00%	100	96.79%	100.00%	100.00%	0	0	218	1
2	Erik Saldivar	A15CG50BKFTBT4	Fantastic	327	Delivery Completion Rate	850	Coming Soon	Coming Soon	99.09%	100	98.44%	100.00%	100.00%	0	0	256	3
3	Cassandra Dabney	A287C4O9KPRSEF	Fantastic	448	FICO	827	0.25	0.00	100.00%	100	99.43%	100.00%	100.00%	0	0	350	7
4	Carlos Merlos Jr	A1FEG7324VZ2KJ	Fantastic	323	Delivery Completion Rate	844	Coming Soon	Coming Soon	98.78%	100	98.30%	66.67%	100.00%	0	0	235	3
5	Bianca Villatoro	A2CMTKQ3SNRVIW	Fantastic	428	FICO	808	0.33	0.00	100.00%	100	95.71%	100.00%	100.00%	0	0	350	11
6	Jada Barreto	AXRQGUHK6FBQK	Fantastic	413	FICO	784	0.00	0.00	99.28%	100	94.64%	100.00%	100.00%	0	0	336	9
7	Luis Moreno	A1SJFZZ2AS249M	Fantastic	89	FICO	817	Coming Soon	Coming Soon	100.00%	100	97.44%	100.00%	100.00%	0	0	78	0
8	Francisco Elias	A1CHEZUHRAEW1O	Fantastic	257	Photo-On-Delivery	Coming Soon	Coming Soon	Coming Soon	99.61%	100	93.92%	100.00%	99.22%	0	0	181	7
9	Steven Skow	A2W1970Q1VP71Q	Fantastic	418	Delivered and Received	850	Coming Soon	Coming Soon	99.29%	0	99.30%	100.00%	100.00%	0	4	287	5
10	Scott Schuknecht	A2U9WEBFXLL63J	Fantastic	200	Delivered and Received	850	Coming Soon	Coming Soon	99.50%	0	97.73%	100.00%	100.00%	0	1	176	5
11	Rodrick Hill	A3LHOQYYPFVJT	Fantastic	311	Delivered and Received	833	0.00	0.00	100.00%	0	99.21%	100.00%	100.00%	0	1	253	5
12	Sebastian Keith	A2QLXLRQ9TYBV1	Fantastic	422	Delivered and Received	842	0.00	0.00	98.83%	14	97.99%	100.00%	100.00%	0	1	298	7
13	Kirsten Wilcox	A1FX42VDW7SD5E	Fantastic	297	Delivered and Received	840	0.00	0.00	99.33%	0	100.00%	100.00%	100.00%	0	1	228	2
14	Juan Miguel Reyes	A1SL1PHSMXPSEB	Fantastic	297	Delivered and Received	818	0.00	0.00	100.34%	0	98.22%	100.00%	100.00%	0	1	225	7
15	Rick Robinson	A1DDSCN6Z217TY	Fantastic	262	Delivered and Received	850	Coming Soon	Coming Soon	99.24%	0	92.56%	100.00%	100.00%	0	1	215	3
16	Jacob Daniels	A26BO6MDCDHAH	Fantastic	464	Delivered and Received	826	0.50	0.00	99.78%	51	94.24%	100.00%	100.00%	0	1	399	3
17	María Lopez Chacon	AFOKIMNX1PFY3	Fantastic	289	Delivered and Received	850	0.00	0.00	99.31%	0	98.24%	50.00%	100.00%	0	2	227	2
18	Juan Quevedo Pinedo	AHOA3ZBMOEU9P	Fantastic	360	Delivered and Received	796	0.00	0.00	100.00%	0	97.03%	100.00%	100.00%	0	1	303	2
19	Weston Vannoy	A1WQB7OOITDKZ	Fantastic	440	Delivered and Received	822	0.00	0.00	100.00%	0	96.44%	100.00%	98.41%	0	2	337	1
20	Kameron Connors	A3NJKAEYXP7HCP	Fantastic	331	Delivered and Received	767	0.00	0.00	100.00%	0	97.88%	100.00%	100.00%	0	4	189	0
21	Ubaldo Ramirez	A3VRF45IV2SZWG	Fantastic	485	Delivered and Received	Coming Soon	Coming Soon	Coming Soon	100.00%	19	98.14%	100.00%	100.00%	0	1	323	0
22	Hector Sanchez Luna	A3S9F2XUPYU0MW	Fantastic	371	Delivered and Received	770	0.00	0.00	100.00%	0	96.17%	100.00%	100.00%	0	2	183	5
23	Juan Ochoa Reyes	ADKEYD13D1NAA	Fantastic	385	Delivered and Received	806	0.50	0.00	100.00%	0	99.34%	100.00%	100.00%	0	1	301	7
24	Jeremiah Guerrero	AHGHJMS691FI	Fantastic	493	Delivered and Received	736	0.00	0.00	100.00%	0	98.31%	100.00%	100.00%	0	2	355	0
25	Joaquin Pasquel Salcedo	A11RD2K0Y47MWP	Fantastic	239	Delivered and Received	850	2.00	0.00	99.58%	0	97.54%	100.00%	100.00%	0	1	203	3
26	Dylean Bustamante	A130QSRSKUDLCK	Fantastic	466	FICO	720	0.00	0.00	99.79%	0	99.73%	100.00%	100.00%	0	1	376	4
27	Tavien Conway	A348R72MQ2WQY0	Fantastic	164	Delivery Completion Rate	Coming Soon	Coming Soon	Coming Soon	98.20%	100	100.00%	100.00%	99.39%	0	0	135	1
28	Latisha Mcgee	AY2Z0VX5M3G75	Great	233	Delivered and Received	Coming Soon	Coming Soon	Coming Soon	99.15%	0	98.09%	100.00%	98.71%	0	3	157	11
29	James Fincher LII	A3GG8LESKZ2AXS	Great	334	Delivery Completion Rate	816	0.00	0.00	98.24%	0	100.00%	100.00%	100.00%	0	2	269	6
30	Krishawn Moore	A29A3DU1Z63CXK	Great	296	Speeding Event Rate	733	Great	2.00	98.67%	100	96.45%	100.00%	100.00%	0	0	169	11
31	Davante Brown	A4RMTP78IXOHE	Great	399	Delivery Completion Rate	813	0.00	0.00	98.28%	0	96.38%	100.00%	99.75%	0	3	221	14
32	Justin Davis	A1X73NKAM0KKDW	Fair	597	Speeding Event Rate	774	0.50	0.50	98.19%	0	99.09%	100.00%	100.00%	0	3	330	8

ZULT at DPX5 - Week 52

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	Cassandra Dabney	A287C4O9KPRSEF	Fantastic	823	0.23	0.00	99.21%	100	98.05%	100.00%	99.94%	0	High Performer	4	0	0	0
2	Carlos Merlos Jr	A1FEG7324VZ2KJ	Fantastic	815	0.00	0.00	99.26%	100	97.80%	80.00%	100.00%	0	No Status (<4 wks)	3	0	0	0
3	Francisco Elias	A1CHEZUHRAEW1O	Fantastic	Coming Soon	Coming Soon	Coming Soon	99.77%	100	95.08%	100.00%	99.30%	0	No Status (<4 wks)	2	0	0	0
4	Rick Robinson	A1DDSCN62Z17TY	Fantastic	823	0.11	0.00	98.87%	72	94.53%	100.00%	100.00%	0	High Performer	5	1	0	0
5	Dylean Bustamante	A130QSRSKUDLCK	Fantastic	772	0.00	0.00	99.67%	75	99.26%	100.00%	100.00%	0	High Performer	5	0	0	0
6	Luis Moreno	A1SJFZZ2AS249M	Fantastic	820	0.50	0.00	99.20%	76	97.50%	100.00%	100.00%	0	High Performer	5	0	0	0
7	Kirsten Wilcox	A1FX42VDW7SD5E	Fantastic	822	0.50	0.00	98.84%	75	98.46%	100.00%	100.00%	0	No Status (<4 wks)	3	0	0	0
8	James Fincher LII	A3GG8LESKZ2AXS	Fantastic	838	0.00	0.00	99.50%	0	99.25%	100.00%	100.00%	0	High Performer	3	1	0	0
9	Bianca Villatoro	A2CMTKQ3SNRVIW	Fantastic	810	0.33	0.00	99.50%	49	96.77%	100.00%	100.00%	0	No Status (<4 wks)	3	0	0	0
10	Joaquin Pasquel Salcedo	A11RD2K0Y47MWP	Fantastic	799	0.63	0.00	98.82%	84	99.38%	100.00%	100.00%	0	High Performer	4	2	0	0
11	Weston Vannoy	A1WQB7OOITTDKZ	Fantastic	798	0.20	0.00	99.83%	57	94.20%	100.00%	99.40%	0	No Status (<4 wks)	3	0	0	0
12	Juan Quevedo Pinedo	AHOA3ZBM0EU9P	Fantastic	801	0.83	0.00	99.80%	85	94.66%	100.00%	99.93%	0	High Performer	4	0	0	0
13	Jacob Daniels	A26BO6MDCDHSAA	Fantastic	816	2.52	0.00	99.13%	71	97.11%	98.31%	100.00%	0	High Performer	4	2	0	0
14	Jeremiah Guerrero	AHGHIJMS691FI	Fantastic	815	0.00	0.00	99.10%	0	93.58%	100.00%	100.00%	0	High Performer	4	2	0	0
15	Steven Skow	A2W1970Q1VP71Q	Fantastic	820	0.15	0.00	97.95%	0	99.10%	90.00%	100.00%	0	High Performer	5	0	0	0
16	Juan Ochoa Reyes	ADKEYD13D1NAA	Fantastic	764	0.41	0.00	99.22%	0	98.26%	100.00%	100.00%	0	High Performer	4	2	0	0
17	Scott Schuknecht	A2U9WEBFXLL63J	Fantastic	804	0.60	0.00	98.48%	56	98.35%	100.00%	100.00%	0	High Performer	5	1	0	0
18	Juan Miguel Reyes	A1SL1PHSMXPSEB	Great	790	0.00	0.63	99.73%	83	98.76%	100.00%	100.00%	0	High Performer	3	1	0	0
19	Erik Saldivar	A15CG50BKFTBT4	Great	815	14.00	0.00	99.43%	73	98.81%	100.00%	100.00%	0	No Status (<4 wks)	2	1	0	0
20	Davante Brown	A4RMTP78IXOHE	Great	801	8.57	0.00	98.68%	63	98.01%	100.00%	99.93%	0	High Performer	1	5	0	0
21	Rodrick Hill	A3LHOQYYYPFVJT	Great	831	0.56	0.00	97.61%	76	98.61%	87.50%	99.96%	0	High Performer	6	0	0	0
22	Ubaldo Ramirez	A3VRF451V2SZWG	Great	Coming Soon	Coming Soon	Coming Soon	99.75%	30	95.14%	57.14%	100.00%	0	High Performer	3	1	0	0
23	Sebastian Keith	A2QLXLRQ9TYBV1	Great	810	0.16	0.16	97.30%	68	98.27%	98.80%	100.00%	0	High Performer	4	1	0	0
24	Devonte Newton	A3KWMKAME6WTSO	Great	728	0.91	0.27	99.73%	90	95.60%	100.00%	100.00%	0	High Performer	3	2	1	0
25	Tavien Conway	A348R72MQ2WQY0	Great	Coming Soon	Coming Soon	Coming Soon	97.75%	79	99.37%	75.00%	99.95%	0	High Performer	4	2	0	0
26	Jada Barreto	AXRQGUHK6FBQK	Great	733	4.25	0.50	99.22%	79	98.50%	100.00%	99.96%	0	High Performer	3	1	0	2
27	Krishawn Moore	A29A3DU1Z63CXX	Great	828	0.39	0.04	97.42%	0	96.41%	100.00%	100.00%	0	High Performer	2	4	0	0
28	Maria Lopez Chacon	AFOKIMNX1PFY3	Great	798	1.30	0.00	98.21%	29	97.64%	70.00%	100.00%	0	High Performer	3	1	0	0
29	Hector Sanchez Luna	A3S9F2XUPYU0MW	Great	757	4.08	0.00	98.62%	0	97.19%	100.00%	100.00%	0	High Performer	1	3	0	0
30	Justin Davis	A1X73NKAM0KKDW	Great	767	0.55	0.27	98.43%	66	95.59%	62.86%	100.00%	0	High Performer	1	3	2	0
31	Kameron Connors	A3NJKAEYXP7HCP	Fair	741	1.79	0.26	97.65%	0	98.24%	75.00%	100.00%	3	High Performer	1	4	0	1
32	Latisha Mcgee	AY220VX5M3G75	Fair	Coming Soon	Coming Soon	Coming Soon	98.01%	0	95.19%	100.00%	98.59%	0	No Status (<4 wks)	0	2	1	0

ZULT at DPX5 - Week 52

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

Metric	Weighting (this week's Scorecard)
Overall Standing	100%
<p>Comprehensive Audit</p> <p>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'.</p>	n/a
<p>Safety and Compliance</p> <p>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.</p>	33.3%
<p>Safety Score: Weighted average of Safe Driving, Seatbelt Off Rate, Speeding Event Rate, DVCR Compliance, and On-Time Preventive Maintenance Compliance (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.</p>	29.2%
<p>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.</p>	11.7%
<p>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.</p>	8.7%
<p>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.</p>	8.7%
<p>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.</p>	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%**

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%**

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%

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). **7.4%**

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. **7.4%**

② **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%**

② **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.

② **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%
----------------	--------------

② **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%**

② **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%**

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. **2.8%**

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%. **2.8%**

② **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%**

② **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.