

ZULT at DPX5 - Week 52

Customer Delivery Feedback Report (DSP Level)

Top Performing Drivers for Week 52
Hector Sanchez Luna :8 great deliveries; 7 customers mentioned 'Delivered with Care'
Juan Quevedo Pinedo :8 great deliveries; 8 customers mentioned 'Delivered with Care'
Justin Davis :7 great deliveries; 6 customers mentioned 'Delivered with Care'

Key DSP Focus Areas
Not Delivered to Preferred Location
Mishandled Package

Total Positive Feedback (Delivery was Great)	167	94.88%
Total Negative Feedback (Delivery was not so Great)	9	5.11%
Total Deliveries with Customer Feedback	176	100%

Feedback Detail		
Feedback Category	Total Responses	% of Total
Respectful of Property	96	19.04%
Followed Instructions	81	16.07%
Friendly	0	0.00%
Went Above and Beyond	87	17.26%
Delivered with Care	144	28.57%
Care for Others	84	16.66%
Mishandled Package	3	0.59%
Driving Unsafely	0	0.00%
Driver Unprofessional	2	0.39%
Not Delivered to Preferred Location	7	1.38%
Not Wearing Mask	0	0.00%
Grand Total	504	100%

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Customer Delivery Feedback Report (DA Level) Utilize the 'Customer Delivery Feedback Report Categories & Definitions' section to train and coach your drivers to deliver a great customer experience!

Transporter ID	Driver Name	% Positive Feedback	% Negative Feedback	Delivery was Great	Delivery was not so Great	Total Deliveries with Customer Feedback	Respectful of Property	Followed Instructions	Friendly	Went Above and Beyond	Delivered with Care	Care for Others	Mishandled Package	Driving Unsafely	Driver Unprofessional	Not Delivered to Preferred Location	Not Wearing Mask
A3S9F2XUPYU0MW	Hector Sanchez Luna	100%	0%	8	0	8	4	3	0	3	7	4	0	0	0	0	0
AHOA3ZBM0EJ9P	Juan Quevedo Pinedo	100%	0%	8	0	8	5	3	0	3	8	3	0	0	0	0	0
A1X73NKAM0KKDW	Justin Davis	100%	0%	7	0	7	5	3	0	2	6	3	0	0	0	0	0
A1WQB70OITTDKZ	Weston Vannoy	100%	0%	7	0	7	5	5	0	5	6	5	0	0	0	0	0
A2CMTKQ3SNRVIW	Bianca Villatoro	100%	0%	6	0	6	2	4	0	2	6	3	0	0	0	0	0
A3GG8LESK2ZAXS	James Fincher III	100%	0%	6	0	6	3	4	0	4	3	2	0	0	0	0	0
A4RMTP78IXOHE	Davante Brown	100%	0%	6	0	6	3	3	0	4	5	3	0	0	0	0	0
A2QLXLRQ9TYBV1	Sebastian Keith	100%	0%	5	0	5	2	3	0	3	2	2	0	0	0	0	0
A1CHEZUHHRAEW1O	Francisco Elias	100%	0%	5	0	5	2	2	0	4	3	2	0	0	0	0	0
A348R72MQ2WQY0	Tavien Conway	100%	0%	5	0	5	3	3	0	3	5	3	0	0	0	0	0
A3KWMKAME6WTSO	Devonte Newton	100%	0%	5	0	5	2	2	0	2	5	1	0	0	0	0	0
A1FX42VDW7SD5E	Kirsten Wilcox	100%	0%	5	0	5	3	2	0	3	4	2	0	0	0	0	0
A29A3DU1Z63CXK	Krishawn Moore	100%	0%	5	0	5	2	2	0	1	5	1	0	0	0	0	0
AFOKIMNX1PFY3	Maria Lopez Chacon	100%	0%	4	0	4	2	1	0	0	3	0	0	0	0	0	0
A3LHOQYYPFVJT	Rodrick Hill	100%	0%	4	0	4	0	0	0	1	3	1	0	0	0	0	0
A26BO6MDCDHSAAH	Jacob Daniels	100%	0%	4	0	4	4	4	0	3	4	4	0	0	0	0	0
AY2Z0VX5M3G75	Latisha Mcgee	100%	0%	4	0	4	1	0	0	2	2	2	0	0	0	0	0
A15CG50BKFTBT4	Erik Saldivar	100%	0%	4	0	4	3	3	0	3	3	3	0	0	0	0	0
ADKEYD13D1NAA	Juan Ochoa Reyes	100%	0%	4	0	4	2	1	0	2	3	3	0	0	0	0	0
A1FEG7324VZ2KJ	Carlos Merlos Jr	100%	0%	4	0	4	3	3	0	2	4	3	0	0	0	0	0
A2U9WEBFXLL63J	Scott Schuknecht	100%	0%	3	0	3	3	3	0	2	3	2	0	0	0	0	0
A1SJFZZAS249M	Luis Moreno	100%	0%	3	0	3	1	0	0	0	3	0	0	0	0	0	0
A1S1LPHSMXPSEB	Juan Miguel Reyes	100%	0%	2	0	2	1	1	0	1	2	1	0	0	0	0	0
A3VRFASIV2SZWG	Ubaldo Ramirez	100%	0%	2	0	2	1	0	0	1	2	1	0	0	0	0	0
A1DDSCN62Z17TY	Rick Robinson	91.66%	8.33%	11	1	12	5	6	0	6	10	4	0	0	0	1	0
A130QSRSKUDLCK	Dylean Bustamante	90.00%	10.00%	9	1	10	7	2	0	4	9	5	0	0	0	1	0
A287C4O9KPRSEF	Cassandra Dabney	85.71%	14.28%	12	2	14	8	7	0	8	9	7	0	0	0	2	0
AHGHIJMS691FI	Jeremiah Guerrero	85.71%	14.28%	6	1	7	3	3	0	3	6	3	0	0	0	1	0
A3NKAEXP7HCP	Kameron Connors	83.33%	16.66%	5	1	6	5	2	0	4	5	5	0	0	0	1	0
A11RD2K0Y47MWP	Joaquin Pasquel Salcedo	80.00%	20.00%	4	1	5	3	3	0	3	4	3	1	0	1	0	0
A2W1970Q1VP71Q	Steven Skow	66.66%	33.33%	2	1	3	2	2	0	2	2	2	1	0	0	0	0
AXRQGUHK6FBQK	Jada Barreto	66.66%	33.33%	2	1	3	1	1	0	1	2	1	1	0	1	1	0

Customer Delivery Feedback Categories & Descriptions

Positive Feedback Response	Description
Delivery was Great	Represents overall customer delivery experience. DA provided a great customer delivery experience
Respectful of Property	DA is respectful and does not cause damage to the customer's property
Followed Instructions	DA followed the instructions the customer provided (for example: DA used the customer's delivery instructions to locate the address, access the property and leave the package in a safe location)
Friendly	DA was approachable/courteous
Went Above and Beyond	DA exceeded customer expectations and went out of their way to make the delivery happen
Delivered with Care	DA thoughtfully placed the package and/or went out of their way to protect the package
Care for Others	DA was wearing a mask during delivery

Negative Feedback Response	Description
Delivery was not so Great	Represents overall customer delivery experience. DA did not provide a great customer delivery experience
Mishandled Package	DA threw/dropped the package or left it in an undesirable location including the lawn, on the road, sidewalk, or next to garbage
Driving Unsafely	DA had reckless and unsafe driving behavior
Driver Unprofessional	DA was rude or behaving inappropriately to the customer or someone else
Not Delivered to Preferred Location	Package's delivered location did not match the customer's safe place preference
Not Wearing Mask	DA was not wearing a mask during delivery

To learn how to analyze this data, we've created a new Customer Delivery Feedback (CDF) guide! This guide is your one-stop-shop on everything you need-to-know about CDF, including what each customer feedback response means and tips on how to improve the delivery experience.

You can find the CDF deep dive guide at: <https://logistics.amazon.com/resources/file/4b18b0ab-2329-451e-81d1-fd26cd780091?version=dHJ28FjLV9V1G2OfJ2AC.7kRTXhiLkTS>