

### ZULT at DPX5 - Week 1

Customer Delivery Feedback Report (DSP Level)

Top Performing Drivers for Week 1
Cassandra Dabney :14 great deliveries; 12 customers mentioned 'Delivered with Care'
Joaquin Pasquel Salcedo :12 great deliveries; 10 customers mentioned 'Respectful of Property'
Carlos Merlos Jr :10 great deliveries; 9 customers mentioned 'Delivered with Care'

Key DSP Focus Areas
Not Delivered to Preferred Location
Mishandled Package

Total Positive Feedback (Delivery was Great)	242	92.36%
Total Negative Feedback (Delivery was not so Great)	20	7.63%
<b>Total Deliveries with Customer Feedback</b>	<b>262</b>	<b>100%</b>

Feedback Detail		
Feedback Category	Total Responses	% of Total
Respectful of Property	148	20.72%
Followed Instructions	116	16.24%
Friendly	0	0.00%
Went Above and Beyond	109	15.26%
Delivered with Care	214	29.97%
Care for Others	105	14.70%
Mishandled Package	5	0.70%
Driving Unsafely	0	0.00%
Driver Unprofessional	2	0.28%
Not Delivered to Preferred Location	15	2.10%
Not Wearing Mask	0	0.00%
<b>Grand Total</b>	<b>714</b>	<b>100%</b>

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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
A287C409KPRSEF	Cassandra Dabney	100%	0%	14	0	14	10	8	0	6	12	3	0	0	0	0	0
A11RD2K0Y47MMVP	Joaquin Pasquel Salcedo	100%	0%	12	0	12	10	5	0	4	9	4	0	0	0	0	0
A1FEG7324VZ2KJ	Carlos Merlos Jr	100%	0%	10	0	10	6	6	0	3	9	4	0	0	0	0	0
A130Q5RSKUDLCK	Dylean Bustamante	100%	0%	10	0	10	7	4	0	5	8	5	0	0	0	0	0
AFOKIMNX1PFY3	Maria Lopez Chacon	100%	0%	10	0	10	7	7	0	5	7	4	0	0	0	0	0
A1WQ870OITTDKZ	Weston Vannoy	100%	0%	10	0	10	5	4	0	3	10	6	0	0	0	0	0
A1CHEZUHRAEW10	Francisco Elias	100%	0%	9	0	9	5	5	0	5	8	5	0	0	0	0	0
AXRQGUHK6FBQK	Jada Barreto	100%	0%	8	0	8	5	3	0	2	7	3	0	0	0	0	0
AHGHIJMS691FI	Jeremiah Guerrero	100%	0%	8	0	8	6	5	0	4	7	4	0	0	0	0	0
A3S9F2XUPVUJOMW	Hector Sanchez Luna	100%	0%	7	0	7	3	4	0	2	7	2	0	0	0	0	0
A1DDSCN6Z217TY	Rick Robinson	100%	0%	7	0	7	5	2	0	5	3	1	0	0	0	0	0
A2QLXLRQ9TYBV1	Sebastian Keith	100%	0%	7	0	7	2	4	0	3	6	3	0	0	0	0	0
A4RMTF78IXOHE	Davante Brown	100%	0%	6	0	6	4	2	0	1	6	2	0	0	0	0	0
A29A3DU1Z63CXK	Krishawn Moore	100%	0%	6	0	6	4	3	0	3	6	2	0	0	0	0	0
A1FX42VDW7SD5E	Kirsten Wilcox	100%	0%	6	0	6	2	2	0	1	6	1	0	0	0	0	0
A26BO6MDCDHSAAH	Jacob Daniels	100%	0%	6	0	6	1	1	0	3	6	1	0	0	0	0	0
A3LHOQYYPFVJT	Rodrick Hill	100%	0%	6	0	6	6	2	0	3	6	4	0	0	0	0	0
A3EB28P7VWFNKP	Estevan Corrales	100%	0%	5	0	5	4	3	0	2	5	3	0	0	0	0	0
A1X73NKAM0KKDW	Justin Davis	100%	0%	5	0	5	4	2	0	2	5	3	0	0	0	0	0
A3KWMKAME6WTSO	Devonte Newton	100%	0%	5	0	5	2	3	0	0	5	2	0	0	0	0	0
A348R72MQ2WQY0	Tavien Conway	100%	0%	5	0	5	2	1	0	2	5	2	0	0	0	0	0
A1SJFZZAS249M	Luis Moreno	100%	0%	5	0	5	2	2	0	4	2	3	0	0	0	0	0
A2U9WEBFXLL63J	Scott Schuknecht	100%	0%	5	0	5	3	2	0	3	4	2	0	0	0	0	0
A1PE5XVYZMK7M8	Brittany Erpelding	100%	0%	3	0	3	3	3	0	3	3	3	0	0	0	0	0
A27X8L8EDPE	Mariana Lopez	100%	0%	3	0	3	2	1	0	2	3	2	0	0	0	0	0
A3GG8LESK2ZAXS	James Fincher III	100%	0%	1	0	1	1	0	0	1	1	0	0	0	0	0	0
A2CMTKQ3SNRVIW	Bianca Villatoro	90.00%	10.00%	9	1	10	5	6	0	4	9	4	1	0	0	0	0
A15CG50BKFTBT4	Erik Saldivar	87.50%	12.50%	7	1	8	1	2	0	2	5	1	0	0	0	1	0
A2W1970Q1VP71Q	Steven Skow	81.81%	18.18%	9	2	11	6	6	0	7	8	5	1	0	1	2	0
AHOA3ZBM0EU9P	Juan Quevedo Pinedo	81.81%	18.18%	9	2	11	8	6	0	6	8	6	1	0	0	1	0
A3VRFASIV2SZWG	Ubaldo Ramirez	80.00%	20.00%	4	1	5	1	1	0	1	4	0	0	0	0	1	0
AY220VX5M3G7S	Latisha Mcgee	75.00%	25.00%	9	3	12	4	4	0	4	9	5	0	0	1	2	0
A3NJKAEYXP7HCP	Kameron Connors	69.23%	30.76%	9	4	13	6	3	0	5	9	6	1	0	0	3	0
A1SL1PHSMXPSEB	Juan Miguel Reyes	60.00%	40.00%	3	2	5	3	2	0	2	2	1	0	0	0	2	0
ADKEYD13D1NAA	Juan Ochoa Reyes	50.00%	50.00%	4	4	8	3	2	0	1	4	3	1	0	0	3	0

## Customer Delivery Feedback Categories & Descriptions

Positive Feedback Response	Description
<b>Delivery was Great</b>	<b>Represents overall customer delivery experience. DA provided a great customer delivery experience</b>
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
<b>Delivery was not so Great</b>	<b>Represents overall customer delivery experience. DA did not provide a great customer delivery experience</b>
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>