



## DSP Delivery Excellence Performance

**ZULT at DPX5  
Week 3  
2021**

### Week 3 Performance

#### Overall Standing

**Fantastic**

*See details on next page*

#### Key Focus Areas

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

#### Top Drivers

1	Joaquin Pasquel Salcedo	Fantastic
2	Tavien Conway	Fantastic
3	Carlos Merlos Jr	Fantastic
4	Cassandra Dabney	Fantastic
5	Bianca Villatoro	Fantastic

### Announcements

#### Reminder: Seasonal Delivery Associate (DA) Attrition Exemption Window

As noted in the Week 1 DSP Weekly Delivery newsletter, the Seasonal DA Attrition Exemption window will remain open through Week 5. DAs with last delivery dates through Week 5 (6-Feb-2021) can be offboarded using the Route reductions – reduced need for DAs reason code without impact to your DSP Scorecard Attrition Rate through Week 8 (since the Weekly Attrited Percentage is a trailing three-week metric). Please refer to these step-by-step instructions to exclude a seasonal DA release. Please code DAs correctly within 21 days from when they stopped delivering to ensure they are captured as an exemption on the DSP Scorecard. To help you identify drivers that haven't delivered recently, reference the DA Inactivity and LOA report found on the Supplementary Reports section of the Performance tab 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.

#### Attrition Rate Adjustment for Route Reduction Process

The Attrition Rate metric on the Delivery Service Partner (DSP) Scorecard is designed to motivate you to effectively manage your team and run your business in a way that reflects Amazon's values, thereby creating an environment where Delivery Associates (DAs) want to work and grow. Based on your feedback, on January 31 (starting week 5), we are launching an Attrition exemption process that takes into account scenarios where your team size may be impacted based on adjustments to your route counts. With this new process, each time a new route plan is created, we will evaluate the plan for large-scale situations that may have a material impact on your route counts (e.g. station cycle conversions, Prime Day, Peak, etc). This will be evaluated at the individual DSP-level. Should we determine your business is eligible for an Attrition exemption, we will place a message at the top of your Scorecard cover sheet. This note will inform you that you are eligible for an exemption and outline the weeks you may offboard a DA using the 'Route reductions – reduced need for DAs' reason code without impact to your Scorecard Attrition Rate metric. Please review this guide for full details on this new process.

[step-by-step instructions](#)

[Attrition Rate Process Guide](#)

### 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 3  
2021

Overall Standing: **Fantastic**



Safety and Compliance: **Fantastic**

Comprehensive Audit: **Compliant** ✓



Safety Score\*

**Great**

- Safe Driving Metric
  - Seatbelt-Off Rate
  - Speeding Event Rate
  - DVCR Compliance
  - On-Time PM Compliance
- Compliance Score
- Working Hours Compliance (WHC)

3.60 (811 FICO) | **Fantastic**  
275 events per 100 trips | **Fair**  
6 events per 100 trips | **Fantastic**  
*Coming Soon*  
*Coming Soon*  
**Fantastic**  
100.0% | **Fantastic**

Reliability: **Coming Soon**

Quality: **Great**



Capacity Reliability **Coming Soon**

Team: **Great**

- High Performers Share **100.00% | Fantastic**
  - Low Performers Share **0.00% | Fantastic**
  - Attrition Rate [4 week trailing] **1.95% | Great**
- Customer Delivery Experience **Fair**
- Customer Escalation Defect DPMO **59 | Fair**
  - Customer Delivery Feedback **Coming Soon**

- Delivery Completion Rate **99.83% | Fantastic**
- Delivered and Received **0.00 | Poor**
- Standard Work Compliance **Fantastic**
  - Photo-On-Delivery **97.50% | Fantastic**
  - Contact Compliance **95.15% | Great**
  - Scan Compliance **99.93% | Fantastic**
  - Attended Delivery Accuracy **98.63% | Great**

## Recommended Focus Areas

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

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

## Current Week Tips

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

\*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 3

### 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	Joaquin Pasquel Salcedo	A11RD2K0Y47MWP	Fantastic	407	Photo-On-Delivery	Coming Soon	Coming Soon	Coming Soon	100.00%	100	98.91%	100.00%	100.00%	0	0	366	7
2	Tavien Conway	A348R72MQ2WQY0	Fantastic	318	Photo-On-Delivery	Coming Soon	Coming Soon	Coming Soon	100.00%	100	98.91%	100.00%	100.00%	0	0	274	0
3	Carlos Merlos Jr	A1FEG7324VZ2KJ	Fantastic	498	Delivery Completion Rate	850	0.00	0.00	99.80%	100	98.86%	100.00%	100.00%	0	0	439	3
4	Cassandra Dabney	A287C4O9KPRSEF	Fantastic	591	Seatbelt Off Rate	844	0.20	0.00	100.00%	100	99.20%	100.00%	100.00%	0	0	500	2
5	Bianca Villatoro	A2CMTKQ3SNRVIW	Fantastic	527	FICO	828	0.00	0.00	99.81%	100	98.93%	100.00%	100.00%	0	0	373	2
6	Juan Quevedo Pinedo	AHOA3ZBM0EU9P	Fantastic	799	FICO	811	0.00	0.00	100.00%	100	99.65%	100.00%	100.00%	0	0	566	3
7	Scott Schuknecht	A2U9WEBFXLL63J	Fantastic	553	FICO	807	0.00	0.00	100.00%	100	98.27%	100.00%	100.00%	0	0	462	4
8	Juan Miguel Reyes	A1SL1PHSMXPSEB	Fantastic	400	Photo-On-Delivery	Coming Soon	Coming Soon	Coming Soon	100.00%	100	93.90%		100.00%	0	0	328	0
9	Rodrick Hill	A3LHOQYYPFVJT	Fantastic	433	FICO	814	0.00	0.00	99.54%	100	98.57%	100.00%	100.00%	0	0	350	5
10	Weston Vannoy	A1WQB7OOITTDKZ	Fantastic	654	Photo-On-Delivery	Coming Soon	Coming Soon	Coming Soon	99.70%	100	90.71%	100.00%	100.00%	0	0	463	13
11	Mariana Lopez	AZ7X8L8EDPE	Fantastic	438	FICO	816	0.00	0.00	99.55%	100	99.16%	87.50%	100.00%	0	0	357	8
12	Jacob Daniels	A26BO6MDCDHSAAH	Fantastic	677	Delivered and Received	843	0.00	0.00	100.00%	73	92.67%		99.85%	0	1	573	0
13	Sebastian Keith	A2QLXLRQ9TYBV1	Fantastic	695	Delivered and Received	838	0.00	0.00	100.00%	47	96.94%	100.00%	100.00%	0	1	588	4
14	Dylean Bustamante	A130QSRSKUDLCK	Fantastic	300	FICO	772	0.00	0.00	99.01%	100	99.13%	100.00%	100.00%	0	0	229	5
15	Jada Barreto	AXRQGJHK6FBQK	Fantastic	648	Delivered and Received	Coming Soon	Coming Soon	Coming Soon	99.85%	69	98.50%	100.00%	100.00%	0	1	466	5
16	Jeremiah Guerrero	AHGHIJMS691FI	Fantastic	736	Delivered and Received	850	0.00	0.00	100.00%	32	94.75%		100.00%	0	2	610	0
17	Alexander Rennick	A3AZJ6I74JTOV8	Fantastic	57	FICO	812	Coming Soon	Coming Soon	100.00%	100	97.50%	100.00%	100.00%	0	0	40	5
18	Brittany Erpelding	A1PE5XVYZMK7M8	Fantastic	459	FICO	802	0.00	0.00	99.35%	49	98.65%	100.00%	100.00%	0	1	296	5
19	Steven Skow	A2W1970Q1VP71Q	Fantastic	496	Delivered and Received	850	0.00	0.00	99.60%	0	97.89%	100.00%	100.00%	0	6	380	9
20	Krishawn Moore	A29A3DU1Z63CXX	Fantastic	501	Delivered and Received	835	0.33	0.00	99.60%	12	91.37%	100.00%	100.00%	0	1	313	11
21	Kameron Connors	A3NJKAEYXP7HCP	Fantastic	615	Delivered and Received	744	0.00	0.00	100.00%	0	96.67%	100.00%	100.00%	0	9	180	1
22	Estevan Corrales	A3EB28P7VWFNKP	Fantastic	437	Delivered and Received	782	0.33	0.00	99.77%	5	99.42%	100.00%	100.00%	0	1	342	1
23	Hector Sanchez Luna	A3S9F2XUPYU0MW	Fantastic	609	Seatbelt Off Rate	789	1.33	0.00	100.00%	52	94.23%		100.00%	0	1	364	0
24	Juan Ochoa Reyes	ADKEYD13D1NAA	Fantastic	753	Delivered and Received	829	1.40	0.00	100.00%	0	98.62%	100.00%	100.00%	0	2	579	15
25	Luis Moreno	A1SJFZZ2AS249M	Fantastic	200	Delivery Completion Rate	Coming Soon	Coming Soon	Coming Soon	98.52%	100	97.67%	100.00%	99.50%	0	0	172	1
26	Rick Robinson	A1DDSCN6Z217TY	Fantastic	422	Delivered and Received	Coming Soon	Coming Soon	Coming Soon	100.00%	0	98.66%	100.00%	100.00%	0	1	373	2
27	Francisco Elias	A1CHEZUHRAEW1O	Fantastic	539	Delivered and Received	817	Coming Soon	Coming Soon	99.81%	0	98.71%	100.00%	99.26%	0	4	389	10
28	Justin Davis	A1X73NKAM0KKDW	Fantastic	709	Delivered and Received	792	0.00	0.00	99.72%	0	100.00%	100.00%	99.44%	2	4	265	6
29	Erik Saldivar	A15CG50BKFTBT4	Fantastic	279	Delivered and Received	Coming Soon	Coming Soon	Coming Soon	100.00%	0	96.62%		100.00%	0	1	237	0
30	Maria Lopez Chacon	AFOKIMNX1PFY3	Fantastic	572	Delivered and Received	Coming Soon	Coming Soon	Coming Soon	99.83%	0	96.92%	100.00%	100.00%	0	3	455	15
31	Kirsten Wilcox	A1FX42VDW7SD5E	Fantastic	609	Delivered and Received	Coming Soon	Coming Soon	Coming Soon	99.84%	0	99.80%	100.00%	99.84%	0	2	493	4
32	James Fincher LII	A3GG8LESKZ2AXS	Great	179	Speeding Event Rate	704	0.00	1.00	100.00%	100	100.00%	100.00%	100.00%	0	0	152	4
33	Devonte Newton	A3KWMKAME6WTSO	Great	562	Speeding Event Rate	850	0.00	1.00	100.00%	100	99.68%	100.00%	100.00%	0	0	317	1
34	Stephone Gammage	ABJ0D1RZ1D4JD	Great	543	Delivery Completion Rate	Coming Soon	Coming Soon	Coming Soon	97.84%	61	99.65%	30.00%	100.00%	0	1	285	10
35	Ubaldo Ramirez	A3VRFAS1V2SZWG	Poor	541	Speeding Event Rate	721	22.00	0.50	100.00%	100	98.54%	100.00%	100.00%	0	0	411	4

## ZULT at DPX5 - Week 3

### 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	Rodrick Hill	A3LHOQYYYPFVJT	Fantastic	836	0.00	0.00	99.21%	76	98.74%	100.00%	100.00%	0	High Performer	6	0	0	0
2	Cassandra Dabney	A287C4O9KPRSEF	Fantastic	827	0.15	0.00	99.87%	93	98.93%	100.00%	99.94%	0	High Performer	6	0	0	0
3	Tavien Conway	A348R72MQ2WQY0	Fantastic	Coming Soon	Coming Soon	Coming Soon	99.61%	87	99.06%	100.00%	99.83%	0	High Performer	6	0	0	0
4	Joaquin Pasquel Salcedo	A11RD2K0Y47MWP	Fantastic	Coming Soon	Coming Soon	Coming Soon	99.92%	83	98.46%	96.88%	99.96%	0	High Performer	6	0	0	0
5	Rick Robinson	A1DDSCN62Z17TY	Fantastic	Coming Soon	Coming Soon	Coming Soon	99.83%	70	96.60%	100.00%	100.00%	0	High Performer	6	0	0	0
6	Juan Quevedo Pinedo	AHOA3ZBM0EU9P	Fantastic	811	0.21	0.00	99.88%	79	96.88%	100.00%	99.94%	0	High Performer	6	0	0	0
7	Weston Vannoy	A1WQB7OOITTDKZ	Fantastic	Coming Soon	Coming Soon	Coming Soon	99.88%	82	95.37%	100.00%	99.75%	0	High Performer	6	0	0	0
8	Jeremiah Guerrero	AHGHJMS691FI	Fantastic	830	0.00	0.00	99.90%	41	94.16%	100.00%	100.00%	0	High Performer	6	0	0	0
9	Jada Barreto	AXRQGUHK6FBQK	Fantastic	Coming Soon	Coming Soon	Coming Soon	99.65%	59	97.81%	100.00%	100.00%	0	High Performer	6	0	0	0
10	Dylean Bustamante	A130QSRSKUDLCK	Fantastic	782	0.05	0.05	99.59%	73	99.07%	100.00%	100.00%	0	High Performer	6	0	0	0
11	Alexander Rennick	A3AZJ6I74JTOV8	Fantastic	821	3.00	0.00	100.00%	100	97.50%	100.00%	100.00%	0	No Status (<4 wks)	1	0	0	0
12	Scott Schuknecht	A2U9WEBFXLL63J	Fantastic	839	0.00	0.00	99.66%	0	97.89%	100.00%	99.95%	0	High Performer	6	0	0	0
13	Luis Moreno	A1SJFZZ2AS249M	Fantastic	Coming Soon	Coming Soon	Coming Soon	99.67%	57	96.50%	100.00%	99.92%	0	High Performer	5	1	0	0
14	Erik Saldivar	A15CG50BKFTBT4	Fantastic	Coming Soon	Coming Soon	Coming Soon	99.48%	46	98.36%	100.00%	100.00%	0	High Performer	6	0	0	0
15	Estevan Corrales	A3EB28P7VWFNKP	Fantastic	770	0.50	0.00	99.78%	78	99.49%	100.00%	100.00%	0	High Performer	4	0	0	0
16	Steven Skow	A2W1970Q1VP71Q	Fantastic	825	0.00	0.00	99.55%	0	97.69%	96.08%	100.00%	0	High Performer	6	0	0	0
17	Sebastian Keith	A2QLXLRQ9TYBV1	Fantastic	820	0.00	0.00	99.45%	0	97.20%	98.55%	100.00%	0	High Performer	6	0	0	0
18	Bianca Villatoro	A2CMTKQ3SNRVIW	Fantastic	820	0.33	0.14	99.58%	74	98.15%	100.00%	100.00%	0	High Performer	5	1	0	0
19	Brittany Erpelding	A1PE5XVYZMK7M8	Fantastic	781	0.18	0.00	98.93%	50	97.10%	64.86%	100.00%	0	High Performer	4	0	0	0
20	Jacob Daniels	A26BO6MDCDHTSAH	Fantastic	822	2.08	0.00	99.66%	67	95.27%	100.00%	99.89%	0	High Performer	5	1	0	0
21	James Fincher LII	A3GG8LESKZ2AXS	Fantastic	824	0.22	0.11	99.52%	0	99.31%	100.00%	100.00%	0	High Performer	4	2	0	0
22	Kirsten Wilcox	A1FX42VDW7SD5E	Fantastic	Coming Soon	Coming Soon	Coming Soon	99.55%	13	99.34%	100.00%	99.96%	0	High Performer	6	0	0	0
23	Juan Ochoa Reyes	ADKEYD13D1NAA	Fantastic	797	0.73	0.00	99.78%	0	99.02%	98.88%	100.00%	0	High Performer	6	0	0	0
24	Krishawn Moore	A29A3DU1Z63CXX	Fantastic	817	0.47	0.07	98.90%	0	93.72%	100.00%	100.00%	0	High Performer	5	1	0	0
25	Carlos Merlos Jr	A1FEG7324VZ2KJ	Great	799	0.00	0.50	99.58%	78	98.22%	95.00%	100.00%	0	High Performer	5	1	0	0
26	Kameron Connors	A3NJKAEYXP7HCP	Great	791	0.33	0.10	99.15%	0	96.95%	100.00%	100.00%	1	High Performer	4	2	0	0
27	Hector Sanchez Luna	A3S9F2XUPYU0MW	Great	778	0.71	0.00	99.20%	0	94.81%	100.00%	100.00%	0	High Performer	3	2	0	0
28	Devonte Newton	A3KWMKAME6WTSO	Great	807	1.08	0.33	99.81%	76	96.52%	100.00%	100.00%	0	High Performer	3	2	0	1
29	Francisco Elias	A1CHEZUHRAEW1O	Great	776	0.00	0.67	99.79%	0	98.15%	100.00%	99.63%	0	High Performer	4	2	0	0
30	Juan Miguel Reyes	A1SL1PHSMXPSEB	Great	Coming Soon	Coming Soon	Coming Soon	99.71%	0	96.56%	86.67%	100.00%	0	High Performer	4	2	0	0
31	Ubaldo Ramirez	A3VRF45IV2SZWG	Great	808	4.67	0.24	99.83%	65	96.97%	90.00%	100.00%	0	High Performer	3	2	0	1
32	Maria Lopez Chacon	AFOKIMNX1PFY3	Great	Coming Soon	Coming Soon	Coming Soon	98.98%	0	97.05%	90.32%	99.93%	0	High Performer	4	2	0	0
33	Mariana Lopez	AZ7X8L8EDPE	Great	766	0.92	0.42	99.46%	40	99.01%	95.65%	100.00%	0	High Performer	3	1	0	1
34	Justin Davis	A1X73NKAM0KKDW	Great	782	0.20	0.20	99.23%	0	99.32%	90.70%	99.90%	2	High Performer	4	1	1	0
35	Stephone Gammage	ABJ0D1RZ1D4JD	Great	Coming Soon	Coming Soon	Coming Soon	98.26%	73	99.73%	36.36%	100.00%	0	No Status (<4 wks)	1	1	0	0

## ZULT at DPX5 - Week 3

### 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](mailto: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 <sup>1</sup>	Target Mileage at This Service <sup>2</sup>	Actual Mileage at This Service <sup>1</sup>	Actual - Target (Delta)	PM Status
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<sup>1</sup> Mileage according to odometer reading.

<sup>2</sup> Target defined as mileage at prior service + manufacturer recommended mileage interval for next service.

<b>Total On-Time:</b>	<b>0</b>
<b>Total Completed:</b>	<b>0</b>
<b>On-Time PM Compliance:</b>	<b>0.0%</b>

**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
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# Appendix A: Metric Definitions and Weightings

Metric	Weighting (this week's Scorecard)
<b>Overall Standing</b>	<b>100%</b>
<b>Comprehensive Audit</b> 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'.	n/a
<b>Safety and Compliance</b> 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.	33.3%
<b>Safety Score:</b> 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.	29.2%
<b>Safe Driving Metric:</b> 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%
<b>Seatbelt Off Rate:</b> 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%
<b>Speeding Event Rate:</b> 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%
<b>DVCR Compliance:</b> 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%

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	<b>Delivery Completion Rate (DCR):</b> 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	<b>Delivered and Received (DAR):</b> 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%
	<b>Standard Work Compliance (SWC):</b> The average of POD Compliance Score, Contact Compliance Score, Scan Compliance Score, and Attended Delivery Accuracy Score. See below.	11.1%
②	<b>Photo-on-Delivery Compliance (SWC-POD):</b> 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	<b>Contact Compliance (SWC-CC):</b> 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	<b>Scan Compliance (SWC-SC):</b> 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	<b>Attended Delivery Accuracy:</b> 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%
	<b>Attended Delivery Anomaly (SWC-AD):</b> 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.