

### ZULT at DPX5 - Week 50

Customer Delivery Feedback Report (DSP Level)

Top Performing Drivers for Week 50
Sebastian Keith :27 great deliveries; 26 customers mentioned 'Delivered with Care'
Jacob Daniels :21 great deliveries; 20 customers mentioned 'Delivered with Care'
Devonte Newton :21 great deliveries; 18 customers mentioned 'Delivered with Care'

Key DSP Focus Areas
Not Delivered to Preferred Location
Mishandled Package

Total Positive Feedback (Delivery was Great)	478	90.18%
Total Negative Feedback (Delivery was not so Great)	52	9.81%
<b>Total Deliveries with Customer Feedback</b>	<b>530</b>	<b>100%</b>

Feedback Detail		
Feedback Category	Total Responses	% of Total
Respectful of Property	306	22.09%
Followed Instructions	223	16.10%
Friendly	0	0.00%
Went Above and Beyond	190	13.71%
Delivered with Care	414	29.89%
Care for Others	190	13.71%
Mishandled Package	21	1.51%
Driving Unsafely	0	0.00%
Driver Unprofessional	7	0.50%
Not Delivered to Preferred Location	34	2.45%
Not Wearing Mask	0	0.00%
<b>Grand Total</b>	<b>1,385</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
A2QLXLRQ9TYBV1	Sebastian Keith	100%	0%	27	0	27	18	13	0	12	26	11	0	0	0	0	0
A26B06MDCDHSAH	Jacob Daniels	100%	0%	21	0	21	17	10	0	10	20	10	0	0	0	0	0
A3KWMKAME6WTSO	Devonte Newton	100%	0%	21	0	21	14	9	0	7	18	7	0	0	0	0	0
A287C4O9KPRSEF	Cassandra Dabney	100%	0%	19	0	19	12	10	0	11	16	7	0	0	0	0	0
A3LHOQYYPPVJT	Rodrick Hill	100%	0%	13	0	13	9	7	0	3	11	7	0	0	0	0	0
A2CT7YXOAKHPRV	Tanya Tessay	100%	0%	12	0	12	6	4	0	3	7	2	0	0	0	0	0
A348R72MQ2WQY0	Tavien Conway	100%	0%	11	0	11	7	1	0	2	9	1	0	0	0	0	0
A2983KAGAVOH5G	Jeremy Fox	100%	0%	10	0	10	7	7	0	7	8	6	0	0	0	0	0
A1DDSCN6Z217TY	Rick Robinson	100%	0%	7	0	7	5	4	0	3	7	3	0	0	0	0	0
A2W9HP9EBZ0ZP	Alex Pena	100%	0%	7	0	7	7	5	0	5	6	7	0	0	0	0	0
A3EB28P7VWFNKP	Estevan Corrales	100%	0%	7	0	7	5	4	0	2	7	2	0	0	0	0	0
A1RSOTRZD3EBHX	Angela Kupper	100%	0%	6	0	6	4	3	0	3	4	3	0	0	0	0	0
A27X8L8EDPE	Mariana Lopez	100%	0%	5	0	5	4	4	0	5	5	4	0	0	0	0	0
A11RD2KQY47MMWP	Joaquin Pasquel Salcedo	100%	0%	5	0	5	1	2	0	1	3	0	0	0	0	0	0
A15UCSYB876SL4	Marcele Saunders	100%	0%	4	0	4	3	3	0	3	4	3	0	0	0	0	0
A1SJFZZ2AS249M	Luis Moreno	100%	0%	4	0	4	2	3	0	1	2	1	0	0	0	0	0
A2VMAYZXD0201D	Oscar Baltazar	100%	0%	1	0	1	0	0	0	0	1	0	0	0	0	0	0
AFOKIMNX1PFY3	Maria Lopez Chacon	94.11%	5.88%	16	1	17	7	6	0	10	11	7	1	0	0	1	0
AXRQGUHK6FBQK	Jada Barreto	93.10%	6.89%	27	2	29	17	17	0	9	22	11	0	0	0	2	0
AHGHIJMS691FI	Jeremiah Guerrero	92.85%	7.14%	26	2	28	20	10	0	8	24	10	1	0	0	1	0
A4RMT781XOHE	Davante Brown	91.66%	8.33%	22	2	24	13	9	0	7	18	7	0	0	1	2	0
A1PE5XVZMK7M8	Brittany Erpelding	90.90%	9.09%	20	2	22	15	9	0	12	19	8	1	0	0	1	0
AHOA3ZBM0EU9P	Juan Quevedo Pinedo	90.90%	9.09%	10	1	11	7	4	0	4	10	5	0	0	1	0	0
A130QSRKUDLCK	Dylean Bustamante	90.00%	10.00%	18	2	20	10	11	0	6	12	6	0	0	0	2	0
A3VRFAS1V2SZWG	Ubaldo Ramirez	90.00%	10.00%	18	2	20	6	2	0	1	18	2	1	0	0	1	0
A29A3DU1Z63CCK	Krishawn Moore	88.88%	11.11%	16	2	18	10	4	0	5	14	6	1	0	1	2	0
ADKEYD13D1NAA	Juan Ochoa Reyes	87.50%	12.50%	28	4	32	13	11	0	7	25	6	2	0	0	2	0
A1SL1PHSMXPSEB	Juan Miguel Reyes	87.50%	12.50%	14	2	16	10	7	0	4	12	4	2	0	0	0	0
A2W1970Q1VP71Q	Steven Skow	87.50%	12.50%	14	2	16	10	9	0	5	13	6	0	0	0	2	0
A3S9F2XUPYU0MW	Hector Sanchez Luna	87.50%	12.50%	7	1	8	5	2	0	4	7	2	0	0	0	1	0
A3GG8LESKZ2AXS	James Fincher III	83.33%	16.66%	15	3	18	11	8	0	8	14	10	0	0	0	3	0
A1X73NKAMOKDWD	Justin Davis	75.86%	24.13%	22	7	29	13	9	0	7	21	10	3	0	1	5	0
A2U9WEBFXLL63J	Scott Schuknecht	75.00%	25.00%	3	1	4	3	2	0	3	3	2	0	0	0	1	0
A3HO4V9YMX4Q50	Deion Washington	70.00%	30.00%	7	3	10	3	3	0	2	4	3	1	0	0	2	0
A3NJKAEYP7HCP	Kameron Connors	53.57%	46.42%	15	13	28	12	11	0	10	13	11	8	0	3	6	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>