



DSP Delivery Excellence Performance

ZULT at DPX5
Week 4
2021

Week 4 Performance

Overall Standing	Key Focus Areas	Top Drivers
Coming Soon <i>See details on next page</i>	<ol style="list-style-type: none">1. Seatbelt-Off Rate2. Attrition Rate3. Speeding Event Rate	<ol style="list-style-type: none">1 Tavieron Conway Coming Soon2 Stephone Gammage Coming Soon3 Luis Moreno Coming Soon4 Mariana Lopez Coming Soon5 Rodrick Hill Coming Soon

Announcements

Delay in Data and Overall Standing

We've detected a delay in data flowing through our systems for Delivered Not Received (DNRs). This means we are **delayed in calculating your Delivered and Received (DAR) metric, Quality, and Overall Standing**. As a result, we've made the DAR metric, Quality, and your Overall Standing 'Coming Soon' until we receive all the data. The DNR in the portal is also a partial number and not finalized for Wk4. We realize this could impact the timeliness of your potential incentive and are working hard to solve this issue as quickly as possible. In the meantime, we recommend continuing to meet with your On-Road Area Manager (ORAM) for your regularly scheduled DSP Performance Review (DPR) meeting to focus on your other safety and performance metrics. When our data is updated, we will post your updated Scorecard with your DAR and Overall Standing into the portal.

Delivery Excellence Performance – Driver Swag

We are quickly approaching the end of the Q1 2021 Driver Swag qualification period. If you earn Fantastic and/or Fantastic Plus at least four (4) times through WK4 through WK9, you will qualify for Driver Swag. Please check your Driver Swag weekly tracker in your Delivery Excellence Rewards and Standings supplementary report located in the DSP portal.

POD Quality Deep Dive Report Update

The POD Quality reports beginning week 1 were unavailable due to a publishing issue. We have now resolved this issue, and reports for weeks 3 and 4 are available in the DSP Portal. We will publish the reports for weeks 1 and 2 by 2/6. Please note that this issue did not impact your POD metric displayed in the Scorecard. We apologize for any inconvenience caused.

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.

Winter Weather Reminder

We recognize that winter weather has the potential to impact your ability to successfully deliver all packages and appreciate the questions and concerns you have raised. The safety of your drivers and the communities we collectively serve is our top priority. We want to remind you of the process we implemented where we partner with each stations' leadership to determine if weather conditions adversely impacted a station's ability to successfully deliver packages. If and when this occurs, we will ensure Delivery Completion Rate (DCR) does not solely impact your ability to earn an incentive. All reason codes on return to station (RTS) packages flow into the un-adjusted DCR metric. We then properly capture and factor in any adjustments for bad weather days and reflect this on the DSP Scorecard if necessary. If this happens, you'll be informed of a Scorecard adjustment via a banner message on the top of the Scorecard. Thanks you for all you do to deliver customer smiles – stay safe out there!

[step-by-step instructions](#)

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

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Overall Standing: *Coming Soon*



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)

3.58 (809 FICO) | **Fantastic**
124 events per 100 trips | **Fair**
9 events per 100 trips | **Fantastic**
Coming Soon
Coming Soon
Fantastic
100.0% | **Fantastic**

Reliability: *Coming Soon*

Quality: *Coming Soon*



Capacity Reliability *Coming Soon*

• Delivery Completion Rate **99.82% | Fantastic**

Team: **Fantastic**

• Delivered and Received *Coming Soon*



- High Performers Share **100.00% | Fantastic**
 - Low Performers Share **0.00% | Fantastic**
 - Attrition Rate [4 week trailing] **1.37% | Great**
- Customer Delivery Experience **Fantastic**
- Customer Escalation Defect DPMO **0 | Fantastic**
 - Customer Delivery Feedback *Coming Soon*

Standard Work Compliance **Fantastic**

- Photo-On-Delivery **97.44% | Fantastic**
- Contact Compliance **100.00% | Fantastic**
- Scan Compliance **99.92% | Fantastic**
- Attended Delivery Accuracy **98.70% | Great**

Recommended Focus Areas

1. Seatbelt-Off Rate
2. Attrition Rate
3. Speeding Event Rate

Improving to achieve top Seatbelt-Off Rate, Attrition Rate, and Speeding Event Rate scores would improve your Overall Standing.

Current Week Tips

1. Make sure that your drivers wear their seatbelts all the time, no matter how short the distance is between stops.
2. Focus on hiring quality drivers. Be transparent when describing job expectations, environment, and shift schedule
3. Review the Speeding Event incidents in the Mentor dashboard on a weekly basis

*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 4

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	Tavien Conway	A348R72MQ2WQY0	Coming Soon	166		Coming Soon	Coming Soon	Coming Soon	100.00%	Coming Soon	100.00%		100.00%	0	Coming Soc	147	0
2	Stephene Gammage	ABJ0D1RZ1D4JD	Coming Soon	518	Photo-On-Delivery	Coming Soon	Coming Soon	Coming Soon	100.00%	Coming Soon	99.50%	100.00%	100.00%	0	Coming Soc	398	2
3	Luis Moreno	A1SJFZZ2AS249M	Coming Soon	229	Photo-On-Delivery	850	0.00	0.00	100.00%	Coming Soon	98.35%	100.00%	100.00%	0	Coming Soc	182	1
4	Mariana Lopez	AZ7X8L8EDPE	Coming Soon	393	Photo-On-Delivery	Coming Soon	Coming Soon	Coming Soon	100.00%	Coming Soon	98.82%	100.00%	100.00%	0	Coming Soc	339	17
5	Rodrick Hill	A3LHOQYYPFVJT	Coming Soon	454	Photo-On-Delivery	850	0.00	0.00	100.00%	Coming Soon	98.10%		100.00%	0	Coming Soc	369	0
6	Weston Vannoy	A1WQB70OITDKZ	Coming Soon	772	Photo-On-Delivery	Coming Soon	Coming Soon	Coming Soon	100.00%	Coming Soon	98.14%	100.00%	100.00%	0	Coming Soc	591	3
7	Erik Saidivar	A15CG50BKFTBT4	Coming Soon	320	Photo-On-Delivery	Coming Soon	Coming Soon	Coming Soon	100.00%	Coming Soon	97.67%	100.00%	100.00%	0	Coming Soc	258	1
8	Kirsten Wilcox	A1FX42VDW7SD5E	Coming Soon	590	Delivery Completion Rate	842	0.00	0.00	99.83%	Coming Soon	100.00%	100.00%	100.00%	0	Coming Soc	422	3
9	Juan Quiala	A3052M5BPQVE0G	Coming Soon	506	Delivery Completion Rate	Coming Soon	Coming Soon	Coming Soon	99.02%	Coming Soon	100.00%		100.00%	0	Coming Soc	386	0
10	Rick Robinson	A1DDSCN62Z17TY	Coming Soon	700	Delivery Completion Rate	Coming Soon	Coming Soon	Coming Soon	99.86%	Coming Soon	99.31%	100.00%	100.00%	0	Coming Soc	581	4
11	Jeremiah Guerrero	AHGHJMS691FI	Coming Soon	678	Photo-On-Delivery	844	0.00	0.00	100.00%	Coming Soon	94.04%		100.00%	0	Coming Soc	570	0
12	Joaquin Pasquel Salcedo	A11RD2K0Y47MWP	Coming Soon	424	Scan Compliance	Coming Soon	Coming Soon	Coming Soon	100.00%	Coming Soon	97.83%		99.76%	0	Coming Soc	368	0
13	Cassandra Dabney	A287C4O9KPRSEF	Coming Soon	567	FICO	829	0.00	0.00	99.65%	Coming Soon	99.54%	100.00%	100.00%	0	Coming Soc	437	7
14	Scott Schuknecht	A2U9WEBFXLL63J	Coming Soon	458	Scan Compliance	850	Coming Soon	Coming Soon	99.78%	Coming Soon	96.03%	100.00%	99.56%	0	Coming Soc	403	23
15	Kameron Connors	A3NJKAEYXP7HCP	Coming Soon	562	Attended Delivery Accuracy	850	0.00	0.00	99.82%	Coming Soon	100.00%		100.00%	2	Coming Soc	149	0
16	Hector Sanchez Luna	A3S9F2XUPYU0MW	Coming Soon	561	Photo-On-Delivery	829	0.00	0.00	100.00%	Coming Soon	91.99%	100.00%	100.00%	0	Coming Soc	312	3
17	Carlos Merlos Jr	A1FEG7324VZ2KJ	Coming Soon	315	FICO	824	0.00	0.00	99.68%	Coming Soon	98.49%		100.00%	0	Coming Soc	265	0
18	Estevan Corrales	A3EB28P7VWFNKP	Coming Soon	636	FICO	798	0.00	0.00	100.00%	Coming Soon	95.64%	100.00%	100.00%	0	Coming Soc	482	2
19	Sebastian Keith	A2QLXLRQ9TYBV1	Coming Soon	776	FICO	815	0.33	0.00	100.00%	Coming Soon	98.21%	100.00%	100.00%	0	Coming Soc	669	2
20	Justin Davis	A1X73NKAM0KKDW	Coming Soon	779	Seatbelt Off Rate	850	0.50	0.00	99.49%	Coming Soon	99.57%	100.00%	100.00%	0	Coming Soc	464	3
21	Steven Skow	A2W1970Q1VP71Q	Coming Soon	452	Delivered and Received	850	Coming Soon	Coming Soon	100.00%	Coming Soon	97.35%	100.00%	100.00%	0	Coming Soc	340	2
22	Krishawn Moore	A29A3DU1Z63CXK	Coming Soon	561	Delivered and Received	836	0.00	0.00	100.00%	Coming Soon	93.44%	100.00%	100.00%	0	Coming Soc	320	2
23	Bianca Villatoro	A2CMTKQ3SNRVIW	Coming Soon	568	FICO	718	0.00	0.00	99.82%	Coming Soon	99.14%	100.00%	99.82%	0	Coming Soc	465	1
24	Alexander Rennick	A3AZJ6174JTOV8	Coming Soon	608	Delivered and Received	Coming Soon	Coming Soon	Coming Soon	100.00%	Coming Soon	98.95%	100.00%	100.00%	0	Coming Soc	476	6
25	Juan Quevedo Pinedo	AHOA3ZBM0EU9P	Coming Soon	746	Delivered and Received	Coming Soon	Coming Soon	Coming Soon	99.87%	Coming Soon	96.30%	100.00%	99.60%	0	Coming Soc	594	6
26	Dylean Bustamante	A130QSR5KUDLCK	Coming Soon	694	FICO	753	0.40	0.00	99.86%	Coming Soon	97.83%	100.00%	100.00%	0	Coming Soc	506	5
27	Jada Barreto	AXRQGUHK6FBQK	Coming Soon	819	Delivered and Received	836	0.00	0.00	99.88%	Coming Soon	96.32%	100.00%	100.00%	0	Coming Soc	680	6
28	Jacob Daniels	A26BO6MDCDHSAAH	Coming Soon	673	FICO	793	0.50	0.00	100.00%	Coming Soon	94.08%	100.00%	99.70%	0	Coming Soc	557	4
29	Juan Ochoa Reyes	ADKEYD13D1NAA	Coming Soon	910	Seatbelt Off Rate	776	2.25	0.00	100.00%	Coming Soon	99.71%	100.00%	100.00%	0	Coming Soc	679	7
30	Brittany Erpelding	A1PE5XVYZMK7M8	Coming Soon	413	Delivery Completion Rate	824	0.67	0.00	98.57%	Coming Soon	96.18%	100.00%	99.52%	0	Coming Soc	262	12
31	Maria Lopez Chacon	AFOKIMNX1PFY3	Coming Soon	553	Delivered and Received	Coming Soon	Coming Soon	Coming Soon	99.82%	Coming Soon	96.51%	100.00%	100.00%	0	Coming Soc	458	10
32	Ubaldo Ramirez	A3VRFAS1V2SZWG	Coming Soon	501	Seatbelt Off Rate	789	7.33	0.00	100.00%	Coming Soon	97.07%	100.00%	100.00%	0	Coming Soc	376	3
33	Amy Buchta	A3VGIQ33GNCUR8	Coming Soon	69	Delivery Completion Rate	Coming Soon	Coming Soon	Coming Soon	90.79%	Coming Soon	72.22%	100.00%	100.00%	0	Coming Soc	36	14
34	Juan Miguel Reyes	A1SL1PHSMXPSEB	Coming Soon	483	Delivered and Received	Coming Soon	Coming Soon	Coming Soon	99.79%	Coming Soon	93.89%		100.00%	0	Coming Soc	393	0
35	Francisco Elias	A1CHEZUHRAEW1O	Coming Soon	716	Speeding Event Rate	685	0.25	1.75	100.00%	Coming Soon	99.05%	100.00%	99.44%	0	Coming Soc	526	2

ZULT at DPX5 - Week 4

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	Juan Quiala	A3052MSBPQVE0G	Fantastic	Coming Soon	Coming Soon	Coming Soon	99.02%	100	100.00%	0.00%	100.00%	0	No Status (<4 wks)	1	0	0	0
2	Tavien Conway	A348R72MQ2WQY0	Fantastic	Coming Soon	Coming Soon	Coming Soon	99.59%	100	99.06%	100.00%	99.82%	0	High Performer	6	0	0	0
3	Rodrick Hill	A3LHOQYYPFVJT	Fantastic	834	0.00	0.00	99.89%	80	98.44%	100.00%	100.00%	0	High Performer	6	0	0	0
4	Cassandra Dabney	A287C4O9KPRSEF	Fantastic	830	0.12	0.00	99.85%	94	99.14%	100.00%	99.97%	0	High Performer	6	0	0	0
5	Rick Robinson	A1DDSCN62Z17TY	Fantastic	Coming Soon	Coming Soon	Coming Soon	99.85%	81	97.26%	100.00%	100.00%	0	High Performer	6	0	0	0
6	Joaquin Pasquel Salcedo	A11RD2K0Y47MWP	Fantastic	Coming Soon	Coming Soon	Coming Soon	99.93%	83	98.26%	96.77%	99.93%	0	High Performer	6	0	0	0
7	Mariana Lopez	AZ7X8L8EDPE	Fantastic	Coming Soon	Coming Soon	Coming Soon	99.81%	73	99.19%	97.06%	100.00%	0	High Performer	4	0	0	1
8	Juan Quevedo Pinedo	AHOA3ZBM0EU9P	Fantastic	Coming Soon	Coming Soon	Coming Soon	99.89%	78	97.39%	100.00%	99.86%	0	High Performer	6	0	0	0
9	Weston Vannoy	A1WQB7OOITTDKZ	Fantastic	Coming Soon	Coming Soon	Coming Soon	99.89%	81	96.12%	100.00%	99.79%	0	High Performer	6	0	0	0
10	Alexander Rennick	A3AZJ6I74JTOV8	Fantastic	Coming Soon	Coming Soon	Coming Soon	100.00%	56	98.84%	100.00%	100.00%	0	No Status (<4 wks)	2	0	0	0
11	Stephone Gammage	ABJ0D1RZ1D4JD	Fantastic	Coming Soon	Coming Soon	Coming Soon	99.01%	79	99.61%	46.15%	100.00%	0	No Status (<4 wks)	2	1	0	0
12	Jeremiah Guerrero	AHGHIJMS691FI	Fantastic	829	0.21	0.00	99.93%	61	94.99%	100.00%	100.00%	0	High Performer	6	0	0	0
13	Estevan Corrales	A3EB28P7VWFNKP	Fantastic	778	0.36	0.00	99.90%	90	98.45%	100.00%	100.00%	0	High Performer	5	0	0	0
14	Kirsten Wilcox	A1FX42VDW7SD5E	Fantastic	844	0.11	0.00	99.61%	15	99.67%	100.00%	99.97%	0	High Performer	6	0	0	0
15	Scott Schuknecht	A2U9WEBFXLL63J	Fantastic	841	0.00	0.00	99.83%	14	97.42%	100.00%	99.87%	0	High Performer	6	0	0	0
16	Dylean Bustamante	A130QSRSKUDLCK	Fantastic	777	0.10	0.05	99.78%	71	98.90%	100.00%	100.00%	0	High Performer	6	0	0	0
17	Jada Barreto	AXRQGUHK6FBQK	Fantastic	776	0.11	0.00	99.86%	54	97.17%	100.00%	100.00%	0	High Performer	6	0	0	0
18	Erik Saldivar	A15CG50BKFTBT4	Fantastic	Coming Soon	Coming Soon	Coming Soon	99.65%	47	98.14%	100.00%	100.00%	0	High Performer	6	0	0	0
19	Steven Skow	A2W1970Q1VP71Q	Fantastic	827	0.00	0.00	99.65%	0	97.36%	100.00%	100.00%	0	High Performer	6	0	0	0
20	Luis Moreno	A1SJFZZ2AS249M	Fantastic	826	1.25	0.00	99.68%	79	96.59%	100.00%	99.92%	0	High Performer	5	1	0	0
21	Bianca Villatoro	A2CMTKQ3SNRVIW	Fantastic	803	0.26	0.13	99.68%	91	98.53%	100.00%	99.96%	0	High Performer	5	1	0	0
22	Sebastian Keith	A2QLXLRQ9TYBV1	Fantastic	821	0.05	0.00	99.68%	0	97.32%	97.73%	100.00%	0	High Performer	6	0	0	0
23	Brittany Erpelding	A1PE5XVYZMK7M8	Fantastic	788	0.15	0.00	98.94%	23	96.88%	100.00%	99.89%	0	High Performer	5	0	0	0
24	Jacob Daniels	A26BO6MDCDHAH	Fantastic	815	1.79	0.00	99.80%	69	94.35%	100.00%	99.83%	0	High Performer	5	1	0	0
25	Juan Ochoa Reyes	ADKEYD13D1NAA	Fantastic	790	1.14	0.00	99.86%	35	99.11%	98.68%	100.00%	0	High Performer	6	0	0	0
26	Hector Sanchez Luna	A3S9F2XUPYU0MW	Fantastic	784	0.31	0.00	99.86%	0	94.05%	100.00%	100.00%	0	High Performer	4	1	0	0
27	Krishawn Moore	A29A3DU1Z63CXK	Fantastic	809	0.36	0.07	99.67%	0	94.10%	100.00%	100.00%	0	High Performer	5	1	0	0
28	Carlos Merlos Jr	A1FEG7324VZ2KJ	Great	800	0.00	0.47	99.57%	72	98.47%	94.44%	100.00%	0	High Performer	5	1	0	0
29	Amy Buchta	A3VGIQ33GNCUR8	Great	Coming Soon	Coming Soon	Coming Soon	90.79%	100	72.22%	100.00%	100.00%	0	No Status (<4 wks)	0	1	0	0
30	Kameron Connors	A3NJKAEXP7HCP	Great	805	0.10	0.10	99.83%	0	97.32%	100.00%	100.00%	3	High Performer	5	1	0	0
31	Justin Davis	A1X73NKAM0KKDW	Great	809	0.25	0.08	99.20%	0	99.51%	92.50%	99.90%	2	High Performer	5	0	1	0
32	Ubaldo Ramirez	A3VRF5A1V2SZWG	Great	800	5.56	0.22	99.93%	76	96.90%	100.00%	100.00%	0	High Performer	3	2	0	1
33	Maria Lopez Chacon	AFOKIMNX1PFY3	Great	Coming Soon	Coming Soon	Coming Soon	99.29%	0	96.68%	94.74%	99.94%	0	High Performer	5	1	0	0
34	Juan Miguel Reyes	A1SL1PHSMXPSEB	Great	Coming Soon	Coming Soon	Coming Soon	99.85%	0	95.72%	85.71%	100.00%	0	High Performer	4	2	0	0
35	Francisco Elias	A1CHEZUHRAEW10	Great	752	0.14	1.29	99.85%	0	98.40%	100.00%	99.58%	0	High Performer	3	3	0	0

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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
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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
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Appendix A: Metric Definitions and Weightings

Metric

Weighting (this week's Scorecard)

Overall Standing

Coming Soon

Metric	Weighting (this week's Scorecard)
<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		n/a
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.	n/a
	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.