ZULT at DPX5 - Week 4

Customer Delivery Feedback Report (DSP Level)

Top Performing Drivers for Week 4
Bianca Villatoro :14 great deliveries; 11 customers mentioned 'Respectful of Property'
Cassandra Dabney :11 great deliveries; 10 customers mentioned 'Delivered with Care'
Sebastian Keith :10 great deliveries; 10 customers mentioned 'Delivered with Care'

Key DSP Focus Areas
Not Delivered to Preferred Location
Mishandled Package

Total Positive Feedback (Delivery was Great)	233	92.09%
Total Negative Feedback (Delivery was not so Great)	20	7.90%
Total Deliveries with Customer Feedback	**253**	**100%**

Feedback Detail		
Feedback Category	**Total Responses**	**% of Total**
Respectful of Property	152	21.14%
Followed Instructions	115	15.99%
Friendly	0	0.00%
Went Above and Beyond	120	16.68%
Delivered with Care	204	28.37%
Care for Others	105	14.60%
Mishandled Package	4	0.55%
Driving Unsafely	0	0.00%
Driver Unprofessional	2	0.27%
Not Delivered to Preferred Location	17	2.36%
Not Wearing Mask	0	0.00%
Grand Total	**719**	**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
A2CMTKQ3SNRVIW	Bianca Villatoro	100%	0%	14	0	14	11	6	0	6	11	8	0	0	0	0	0
A287C4O9KPRSEF	Cassandra Dabney	100%	0%	11	0	11	9	7	0	8	10	7	0	0	0	0	0
A2QLXLRQ9TYBV1	Sebastian Keith	100%	0%	10	0	10	6	6	0	6	10	5	0	0	0	0	0
A130QSRSKUDLCK	Dylean Bustamante	100%	0%	10	0	10	5	5	0	3	8	3	0	0	0	0	0
A1X73NKAM0KKDW	Justin Davis	100%	0%	10	0	10	7	4	0	4	10	4	0	0	0	0	0
A3AZJ6I74JTOV8	Alexander Rennick	100%	0%	9	0	9	7	6	0	5	8	6	0	0	0	0	0
A1WQB7OOITTDKZ	Weston Vannoy	100%	0%	9	0	9	6	4	0	6	7	5	0	0	0	0	0
A26BO6MDCDHSAH	Jacob Daniels	100%	0%	8	0	8	3	3	0	5	6	2	0	0	0	0	0
ADKEYD13D1NAA	Juan Ochoa Reyes	100%	0%	7	0	7	5	4	0	5	6	4	0	0	0	0	0
A1FEG7324VZ2KJ	Carlos Merlos Jr	100%	0%	6	0	6	3	2	0	3	4	1	0	0	0	0	0
A1SJFZZ2AS249M	Luis Moreno	100%	0%	6	0	6	2	2	0	1	6	1	0	0	0	0	0
A1DDSCN62Z17TY	Rick Robinson	100%	0%	6	0	6	4	2	0	3	4	2	0	0	0	0	0
A1FX42VDW7SD5E	Kirsten Wilcox	100%	0%	6	0	6	2	3	0	3	3	3	0	0	0	0	0
A3VRFA5IV2SZWG	Ubaldo Ramirez	100%	0%	6	0	6	3	2	0	5	3	2	0	0	0	0	0
A11RD2K0Y47MWP	Joaquin Pasquel Salcedo	100%	0%	5	0	5	5	4	0	4	5	4	0	0	0	0	0
A348R72MQ2WQY0	Tavien Conway	100%	0%	5	0	5	3	3	0	2	4	2	0	0	0	0	0
AXRQGUHK6FBQK	Jada Barreto	100%	0%	4	0	4	3	2	0	2	4	2	0	0	0	0	0
A29A3DU1Z63CXK	Krishawn Moore	100%	0%	4	0	4	3	1	0	2	4	2	0	0	0	0	0
A15CG50BKFTBT4	Erik Saldivar	100%	0%	4	0	4	3	1	0	2	4	2	0	0	0	0	0
A2U9WEBFXLL63J	Scott Schuknecht	100%	0%	3	0	3	1	3	0	2	3	1	0	0	0	0	0
A1PE5XVYZMK7M8	Brittany Erpelding	100%	0%	3	0	3	3	3	0	1	3	0	0	0	0	0	0
A3LHOQYYYPFVJT	Rodrick Hill	100%	0%	3	0	3	3	3	0	3	3	3	0	0	0	0	0
AHGHIJMS691FI	Jeremiah Guerrero	89.47%	10.52%	17	2	19	11	12	0	11	13	8	0	0	0	2	0
A3S9F2XUPYU0MW	Hector Sanchez Luna	88.88%	11.11%	8	1	9	5	3	0	2	8	3	0	0	0	1	0
AHOA3ZBM0EU9P	Juan Quevedo Pinedo	83.33%	16.66%	10	2	12	8	4	0	3	10	4	1	0	0	1	0
A3EB28P7VWFNKP	Estevan Corrales	83.33%	16.66%	5	1	6	5	5	0	5	5	5	0	0	0	1	0
AFOKIMNX1PFY3	Maria Lopez Chacon	81.81%	18.18%	9	2	11	7	5	0	5	9	4	0	0	0	2	0
A3NJKAEYXP7HCP	Kameron Connors	81.81%	18.18%	9	2	11	4	1	0	2	9	2	1	0	1	1	0
A2W1970Q1VP71Q	Steven Skow	75.00%	25.00%	9	3	12	6	4	0	4	9	3	1	0	1	3	0
A1SL1PHSMXPSEB	Juan Miguel Reyes	75.00%	25.00%	6	2	8	3	2	0	3	6	3	0	0	0	2	0
ABJ0D1RZ1D4JD	Stephone Gammage	71.42%	28.57%	5	2	7	3	2	0	3	4	2	1	0	0	1	0
A1CHEZUHRAEW1O	Francisco Elias	66.66%	33.33%	6	3	9	3	1	0	1	5	2	0	0	0	3	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