DSP Delivery Excellence Performance

Week 2 Performance

Overall Standing	Key Focus Areas
Fantastic	1. Tenured Workforce
See details on next page	2. Delivery Success Behaviors
	3. Photo-On-Delivery

Announcements

Questions?
- Discuss with your On-Road Area Manager.
- Leverage the additional resources in the links below.
- [Access Logistics Support Central](#)
- [Delivery Excellence Performance Program Guide](#)
- [Data Disputes Resource Guide](#)

- [Overall Performance Thresholds and Tiers Resource Guide](#)

Netradyne Portal Q&A is offered on Fridays from 3:00pm to 4:00pm CT. Please use the below link to join: https://chime.aws/7679216977

Scorecard Publishing SLA is Wednesday at noon PST. If we will be delayed past that time, we will communicate it via a portal banner.

If your Scorecard metrics, categories, or overall score are adjusted due to approved disputes or other changes, you will receive a republished Scorecard six weeks after the original publication date.

DSP Scorecard

Overall Standing: 79.3 | Fantastic

Poor	Fair	Great	Fantastic	Fantastic Plus
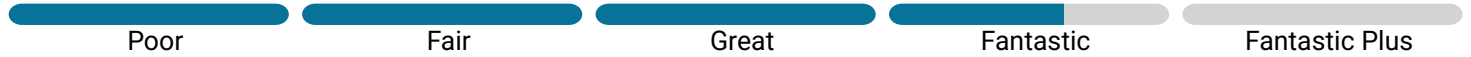
Safety and Compliance: Coming Soon

i On-Road Safety Score*	Coming Soon	Compliance	
i Seatbelt-Off Rate	Coming Soon	*i* Breach of Contract	Compliant
i Speeding Event Rate	Coming Soon	*i* Comprehensive Audit (CAS)	Compliant
i Sign/Signal Violations Rate	Coming Soon		
i Distractions Rate	Coming Soon		
i Following Distance Rate	Coming Soon		
i Working Device	Coming Soon		

Delivery Quality: Fantastic

Customer Delivery Experience	Fantastic	*i* Delivery Completion Rate	100.00%	Fantastic
i Customer Escalation Defect DPMO	0	Fantastic	*i* Delivery Success Behaviors	79	Fantastic
i Customer Delivery Feedback DPMO	Coming Soon	*i* Photo-On-Delivery Acceptance Rate	99.66%	Fantastic

Pickup Quality: Coming Soon

i Pickup Success Behaviors	Coming Soon

Team and Fleet: Fair

i Tenured Workforce	72.85%	Fair	*i* Fleet Execution	Coming Soon

Recommended Focus Areas

1. Tenured Workforce
2. Delivery Success Behaviors
3. Photo-On-Delivery

Improving Tenured Workforce, Delivery Success Behaviors, and Photo-On-Delivery scores would improve your Overall Standing.

Current Week Tips

1. DAs who receive consistent full-time work stay in the role longer
2. Have drivers check address and delivery notes in the Rabbit device.
3. Use the POD Quality deep dive report available in the Supplementary Reports section of the DSP Portal to identify reasons why driver's are having their photos denied.

*The On-Road 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.

DA Current Week Performance

Abbreviations Key
SSVR: Sign/Signal Violations Rate
DSB: Delivery Success Behaviors
SER: Speeding Event Rate
CDF DPMO: Customer Delivery Feedback Defect Per Million Opportunities

SOR: Seatbelt Off Rate
DCR: Delivery Completion Rate
POD: Photo-On-Delivery Acceptance Rate
PSB: Pickup Success Behaviors

DR: Distractions Rate
FDR: Following Distance Rate
CED: Customer Escalation Defect

#	Name	Transporter ID	Delivered	Safety - metrics (except FICO) are measured as events per trip at DA level						CDF DPMO	CED	DCR	DSB	POD	PSB	DSB Count	POD Opps.
				Fico Score	Seatbelt Off Rate	Speeding Event Rate	Distractions Rate	Following Distance Rate	Sign/Signal Violations Rate								
1	Aashish Aashish	A2AUKF9KOAGRBD	1301	No Data	No Data	No Data	No Data	No Data	No Data	No Data	0	100.0%	0	100.0%	No Data	0	1003
2	Abhireet Singh	A1L0C782UTS70Q	63	No Data	No Data	No Data	No Data	No Data	No Data	No Data	0	100.0%	0	100.0%	No Data	0	58
3	Adeeb Habibi	A3OJ56OASFR4K1	1525	No Data	No Data	No Data	No Data	No Data	No Data	No Data	0	100.0%	0	99.8%	No Data	0	1179
4	Adit Adit	A19FZXE19AWU2M	941	No Data	No Data	No Data	No Data	No Data	No Data	No Data	0	100.0%	0	99.9%	No Data	0	714
5	Ahsanullah Ehsas	A3TP93YISLV6BT	1540	No Data	No Data	No Data	No Data	No Data	No Data	No Data	0	100.0%	0	100.0%	No Data	0	1208
6	Akashdeep Singh	A1NK1HI9ONAP4U	1336	No Data	No Data	No Data	No Data	No Data	No Data	No Data	0	100.0%	0	96.0%	No Data	0	1053
7	Aman Malik	A2KH8B0PRM8AEF	926	No Data	No Data	No Data	No Data	No Data	No Data	No Data	0	99.8%	0	100.0%	No Data	0	710
8	Ankush Dhingra	A3K18UJQR2OITM	133	No Data	No Data	No Data	No Data	No Data	No Data	No Data	0	100.0%	0	100.0%	No Data	0	104
9	Arshdeep Randhawa	A1SASB233548YB	688	No Data	No Data	No Data	No Data	No Data	No Data	No Data	0	99.6%	0	98.9%	No Data	0	562
10	Arshdeep Singh	A1MVDHQS8SNJHA	1409	No Data	No Data	No Data	No Data	No Data	No Data	No Data	0	99.8%	0	99.9%	No Data	0	1058
11	Azizullah Ahmadzai	AZNJH7CEQHBYC	1258	No Data	No Data	No Data	No Data	No Data	No Data	No Data	0	100.0%	0	99.8%	No Data	0	972
12	Bawar Zahire	A8LM2DTP9LTL0	1268	No Data	No Data	No Data	No Data	No Data	No Data	No Data	0	99.9%	0	100.0%	No Data	0	950
13	Bhavchahal Singh	A2EKJ15T814P4X	1159	No Data	No Data	No Data	No Data	No Data	No Data	No Data	0	100.0%	0	100.0%	No Data	0	931
14	Chandan Ratti	A2HE4VQW1S30HQ	955	No Data	No Data	No Data	No Data	No Data	No Data	No Data	0	100.0%	0	99.7%	No Data	0	735
15	Chandan Royal	A55FBWV6LCV39	1470	No Data	No Data	No Data	No Data	No Data	No Data	No Data	0	99.9%	0	100.0%	No Data	0	1113
16	Dalvir Singh	A3CD45UQE7Q8B2	321	No Data	No Data	No Data	No Data	No Data	No Data	No Data	0	100.0%	0	99.2%	No Data	0	260
17	Dalwinder Singh	A16I1LYJDY5CX8	254	No Data	No Data	No Data	No Data	No Data	No Data	No Data	0	100.0%	0	98.5%	No Data	0	204
18	Davis Kumar	A16PIFWFFRQXC5	239	No Data	No Data	No Data	No Data	No Data	No Data	No Data	0	100.0%	0	99.4%	No Data	0	172
19	Dilpreet Singh	AXT1VJZ47DMIS	314	No Data	No Data	No Data	No Data	No Data	No Data	No Data	0	100.0%	0	100.0%	No Data	0	233
20	Gaganpreet Singh	A24XZGQYPNSAAP	135	No Data	No Data	No Data	No Data	No Data	No Data	No Data	0	98.6%	0	100.0%	No Data	0	129
21	Gohar Mirza	AW4IZXL5Y87MB	634	No Data	No Data	No Data	No Data	No Data	No Data	No Data	0	100.0%	0	100.0%	No Data	0	469
22	Gurnoor Singh	A5YGY8P72Z7BR	885	No Data	No Data	No Data	No Data	No Data	No Data	No Data	0	99.9%	0	99.5%	No Data	0	658
23	Gurpreet Singh	A1UBPGQGTSL8P6	405	No Data	No Data	No Data	No Data	No Data	No Data	No Data	0	100.0%	0	100.0%	No Data	0	307
24	Gurvinderjeet Singh	A3E8B1ML7ZXIJ2	1555	No Data	No Data	No Data	No Data	No Data	No Data	No Data	0	99.8%	0	99.8%	No Data	0	1195
25	Gurwinder Sidhu	A1OCVCHPLU71XV	1080	No Data	No Data	No Data	No Data	No Data	No Data	No Data	0	99.5%	0	99.9%	No Data	0	802
26	Gurwinder Singh	A1NN5BM66WIK9B	335	No Data	No Data	No Data	No Data	No Data	No Data	No Data	0	100.0%	0	100.0%	No Data	0	258
27	Halil Ibrahim Demir	A1K2D2LKTB80PV	1459	No Data	No Data	No Data	No Data	No Data	No Data	No Data	0	100.0%	0	100.0%	No Data	0	1121
28	Harindra Singh	AR4IC3W1H5F67	1542	No Data	No Data	No Data	No Data	No Data	No Data	No Data	0	99.9%	649	100.0%	No Data	1	1196
29	Harshit Panchal	A1MYUWOA9L7VC7	314	No Data	No Data	No Data	No Data	No Data	No Data	No Data	0	100.0%	0	99.6%	No Data	0	228
30	Harsohil Singh	AQC9VPSNNMABT	1234	No Data	No Data	No Data	No Data	No Data	No Data	No Data	0	99.9%	0	99.9%	No Data	0	952
31	Heera Singh Virk	AX4Y5QL9PQ2YH	1014	No Data	No Data	No Data	No Data	No Data	No Data	No Data	0	99.7%	986	100.0%	No Data	1	776
32	Himanshu Himanshu	A3MR9Y93P74BX4	1094	No Data	No Data	No Data	No Data	No Data	No Data	No Data	0	99.8%	0	95.6%	No Data	0	858
33	Imdadullah Jabarkhil	ADL15AZZU0LOC	1553	No Data	No Data	No Data	No Data	No Data	No Data	No Data	0	99.8%	0	100.0%	No Data	0	1225

DA Current Week Performance

Abbreviations Key

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DSB: Delivery Success Behaviors   DCR: Delivery Completion Rate   FDR: Following Distance Rate
SER: Speeding Event Rate   POD: Photo-On-Delivery Acceptance Rate   CED: Customer Escalation Defect
CDF DPMO: Customer Delivery Feedback Defect Per Million Opportunities   PSB: Pickup Success Behaviors

#	Name	Transporter ID	Delivered	Safety - metrics (except FICO) are measured as events per trip at DA level						CDF DPMO	CED	DCR	DSB	POD	PSB	DSB Count	POD Opps.
				Fico Score	Seatbelt Off Rate	Speeding Event Rate	Distractions Rate	Following Distance Rate	Sign/Signal Violations Rate								
34	Inderjeet Singh	AWG4F2VWHZ251	1125	No Data	No Data	No Data	No Data	No Data	No Data	No Data	0	100.0%	0	99.9%	No Data	0	820
35	Jagdeep Singh	A13CXQ0LS0KADM	1036	No Data	No Data	No Data	No Data	No Data	No Data	No Data	0	99.6%	0	100.0%	No Data	0	776
36	Jasleen Kaur	A1BWNB01PT5P11	538	No Data	No Data	No Data	No Data	No Data	No Data	No Data	0	99.4%	0	100.0%	No Data	0	429
37	Jaspreet Singh	A8RM3ZAFU43QO	1407	No Data	No Data	No Data	No Data	No Data	No Data	No Data	0	100.0%	0	99.8%	No Data	0	1014
38	Jatinder Singh	A27XEVBS733KUX	426	No Data	No Data	No Data	No Data	No Data	No Data	No Data	0	100.0%	0	99.7%	No Data	0	337
39	Mamadou Bah	A1GJJTP9OPZJ6X	807	No Data	No Data	No Data	No Data	No Data	No Data	No Data	0	99.9%	0	100.0%	No Data	0	603
40	Matiullah Ahmad Zai	A2C9JESMR725QO	1563	No Data	No Data	No Data	No Data	No Data	No Data	No Data	0	99.9%	0	100.0%	No Data	0	1188
41	Mohammed Abdul Rafey	A2VUQD89V35XM9	298	No Data	No Data	No Data	No Data	No Data	No Data	No Data	0	100.0%	0	99.1%	No Data	0	216
42	Mohit Dawar	A3F3XI59XYMU0T	207	No Data	No Data	No Data	No Data	No Data	No Data	No Data	0	100.0%	0	100.0%	No Data	0	200
43	Naman Chhabra	A1MTBH0L9HH05F	867	No Data	No Data	No Data	No Data	No Data	No Data	No Data	0	100.0%	0	100.0%	No Data	0	671
44	Nasrullah Ahmadzai	A3P4FCS3HOFFYP	1214	No Data	No Data	No Data	No Data	No Data	No Data	No Data	0	100.0%	0	99.9%	No Data	0	938
45	Nilesh Goldy	A3JAXOOH8LV20A	1207	No Data	No Data	No Data	No Data	No Data	No Data	No Data	0	100.0%	0	99.9%	No Data	0	957
46	Omid Zahier	A1O4F4460PSGDB	1193	No Data	No Data	No Data	No Data	No Data	No Data	No Data	0	100.0%	0	100.0%	No Data	0	937
47	Puneet Kalra	A2BRMVYDEL53GM	1264	No Data	No Data	No Data	No Data	No Data	No Data	No Data	0	99.8%	0	99.9%	No Data	0	968
48	Raghav Kapoor	A2EQE3QCHTHZZB	857	No Data	No Data	No Data	No Data	No Data	No Data	No Data	0	100.0%	0	100.0%	No Data	0	634
49	Rahatullah Noori	A3IU95WQUEITW3	1625	No Data	No Data	No Data	No Data	No Data	No Data	No Data	0	99.9%	0	100.0%	No Data	0	1209
50	Ratinderpal Singh	A2YGSOHPGCDXK9	1283	No Data	No Data	No Data	No Data	No Data	No Data	No Data	0	99.9%	0	99.9%	No Data	0	971
51	Rohit Rohit	AH1F5PVCATXOK	1080	No Data	No Data	No Data	No Data	No Data	No Data	No Data	0	99.8%	0	100.0%	No Data	0	797
52	Safiullah Arabzadah	A15PE4P3768XBE	1811	No Data	No Data	No Data	No Data	No Data	No Data	No Data	0	99.9%	0	100.0%	No Data	0	1416
53	Sahejpreet Singh	A3R8SP5LOBCOGN	365	No Data	No Data	No Data	No Data	No Data	No Data	No Data	0	99.5%	0	100.0%	No Data	0	295
54	Sameer Singla	AH5N7JXF5DO4Q	857	No Data	No Data	No Data	No Data	No Data	No Data	No Data	0	100.0%	0	100.0%	No Data	0	684
55	Sanchit Gupta	A2GCRIIS9Q8S3K	96	No Data	No Data	No Data	No Data	No Data	No Data	No Data	0	99.0%	0	100.0%	No Data	0	83
56	Sandeep Malik	A2JUSL8AR7UJFF	321	No Data	No Data	No Data	No Data	No Data	No Data	No Data	0	99.7%	3115	100.0%	No Data	1	258
57	Sarath Mangadampillil Vinod	A2OTAQUUDE9KNQ	1017	No Data	No Data	No Data	No Data	No Data	No Data	No Data	0	99.8%	0	99.9%	No Data	0	742
58	Sehbazpreet Singh	A1J8LZ5EC2ZBJN	210	No Data	No Data	No Data	No Data	No Data	No Data	No Data	0	100.0%	0	100.0%	No Data	0	156
59	Sheer Sahak	A2JEFG6CD48O8S	326	No Data	No Data	No Data	No Data	No Data	No Data	No Data	0	100.0%	6135	97.9%	No Data	2	236
60	Shubkaran Singh	A3LTBIKIMQQLS8	1095	No Data	No Data	No Data	No Data	No Data	No Data	No Data	0	100.0%	0	99.9%	No Data	0	843
61	Simranjeet Singh	A2MD5GP91UG4OH	286	No Data	No Data	No Data	No Data	No Data	No Data	No Data	0	100.0%	0	100.0%	No Data	0	219
62	Sombir Sombir	AUITT9Q9JXAXA	1561	No Data	No Data	No Data	No Data	No Data	No Data	No Data	0	100.0%	0	100.0%	No Data	0	1244
63	Sukhveer Singh	A17YAJZ561KUKQ	1080	No Data	No Data	No Data	No Data	No Data	No Data	No Data	0	99.7%	0	100.0%	No Data	0	854
64	Surjit Singh	A32T82ADRM04SA	416	No Data	No Data	No Data	No Data	No Data	No Data	No Data	0	100.0%	0	94.8%	No Data	0	329
65	Tejvir Singh	A352OQJ9UQ83U3	1274	No Data	No Data	No Data	No Data	No Data	No Data	No Data	0	100.0%	0	99.9%	No Data	0	942

DA Current Week Performance

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CDF DPMO: Customer Delivery Feedback Defect Per Million Opportunities	PSB: Pickup Success Behaviors	

#	Name	Transporter ID	Delivered	**Safety** - metrics (except FICO) are measured as events per trip at DA level						CDF DPMO	CED	DCR	DSB	POD	PSB	DSB Count	POD Opps.
				Fico Score	Seatbelt Off Rate	Speeding Event Rate	Distractions Rate	Following Distance Rate	Sign/Signal Violations Rate								
66	Varinder Singh	A2N9KEFJ9NEWFY	1552	No Data	No Data	No Data	No Data	No Data	No Data	No Data	0	100.0%	0	99.6%	No Data	0	1154
67	Vikash Vikash	A232O054M652CD	1368	No Data	No Data	No Data	No Data	No Data	No Data	No Data	0	99.6%	0	99.7%	No Data	0	1026
68	Waleed Sandhu	AVYG7XKL9MWLL	498	No Data	No Data	No Data	No Data	No Data	No Data	No Data	0	100.0%	0	98.7%	No Data	0	374
69	Yogesh Kumar	A1KU3NWBN1EXBU	437	No Data	No Data	No Data	No Data	No Data	No Data	No Data	0	100.0%	0	100.0%	No Data	0	314
70	Yousaf Sandhu	A180JQSWMWFC51	537	No Data	No Data	No Data	No Data	No Data	No Data	No Data	0	100.0%	0	98.7%	No Data	0	379

Appendix A: Metric Definitions and Weightings

Metric	Weighting (this week's Scorecard)

Overall Standing | 100%

Safety and Compliance
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 an On-Road Safety score, we will re-distribute the Safety weightage of your overall standing over all other Scorecard metrics in proportion to their individual weights.

i **On-Road Safety Score:** Weighted average of Safe Driving, Seatbelt Off Rate, Speeding Event Rate, Distractions Rate, Following Distance Rate, and Sign/Signal Violations Rate. On-Road 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.

i **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. 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.

i **Seatbelt Off Rate:** It is critical that your Delivery Associates (DAs) and Helpers wear their seatbelt while in moving vehicles. The Seatbelt-Off Rate metric measures the number of 'seatbelt-off instances' incurred by the driver or any passengers per 100 trips. A seatbelt-off instance occurs whenever the vehicle is in motion and the driver or passenger does not have their seatbelt fastened or is not properly wearing their seatbelt. Seatbelt events should only trigger once between vehicle stops.

i **Sign/Signal Violations Rate:** It is critical that your Delivery Associates (DAs) follow traffic regulations for their safety and the safety of the communities they serve. The Sign/Signal Violations Rate measures how well your DAs adhere to posted road signs and traffic signals. We're currently including stop sign violations, which is any time a DA drives past/through a stop sign without coming to a full stop, illegal U-turns, which measure any time a DA makes a U-turn when a "No U-Turn sign" is present, andstop light violations, which is triggered any time a DA drives through an intersection while the light is red. In the measurement of this metric, a stop light violation will count 10 times to every one stop sign violation or illegal u-turn, since stop light violations can be particularly dangerous. In the new metric, your DSP weekly score is the sum of all stop sign violation events, illegal U-turns, and stop light violation events (which again, are weighted at 10 times stop sign violations) divided by the number of trips. This will show on your DSP Scorecard as XX events per 100 trips to make it easier to interpret.

i **Distractions Rate:** It is critical that your Delivery Associates (DAs) are not distracted while driving for their safety and the safety of the communities they serve. The Distractions Rate metric measures your team's performance on distracted driving. Netradyne captures 3 types of distraction based on video evidence, including when a DA is looking down, looking at their phone, or talking on their phone while driving.Each time a DA is driving while distracted, Netradyne will register one event.Your DSP weekly score is the sum of all distraction events divided by the total number of trips.This will show on your DSP Scorecard as XX events per 100 trips to make it easier to interpret.

i **Following Distance Rate:** It is critical that your Delivery Associates (DAs) leave enough following distance between their vehicle and the vehicle in front of them for their safety and the safety of the communities they serve. The Following Distance Rate measures how DSPs are performing in terms of leaving enough following distance from the vehicle in front. Netradyne will create a Following Distance event if a DA has 0.6 seconds or less following distance from the vehicle in front. Each time a DA doesn't leave enough following distance, Netradyne registers 1 event, and the DSP weekly score is the sum of all following distance events divided by the number of trips. This will show on your DSP Scorecard as XX events per 100 trips to make it easier to interpret. For example, if a DSP incurred 10 Following Distance Events during 200 trips in a week, then the Following Distance Rate is 5 events per 100 trips (10 events per 200 trips is the same as 5 events per 100 trips).

i **Working Device:** The Working Device metric measures defects in Netradyne coverage on trips and is treated as a binary safety compliance metric in the Scorecard. It is calculated as a defects per 100 trips metric, in which the defect rate represents the number of trips made without functional Netradyne technology out of all trips completed in a week. You are required earn a 'Compliant' status to be eligible for an Overall Standing of 'Fantastic' or 'Fantastic Plus'.

Compliance

i **Breach of Contract:** Breach of Contract indicates whether your organization has been issued a Breach of Contract (BOC) Notice dueto a breach of the DSP Program Agreement or Program Policies. Receiving a BOC Notice automatically makes your Compliance score and Overall Standing "Poor" while the notice is in effect. If you have a BOC Notice, or are unable to locate your BOC, please email dsp-na-boc-monitoring@amazon.com.

i **Comprehensive Audit Score:** The Comprehensive Audit Score (CAS) is a measurement of DSP/Driver Eligibility, DSP Operations, Safety, Wages & Benefits, DSP Management, and Working Hours (all measuring compliance to DSP Program Agreements and Policies). Maintaining Amazon's compliance standards is required and the CAS provides a view of your weekly state of compliance. A 'Compliant' status is earned on a weekly basis by: 1) achieving 92.00% or higher on the (typically annual) Compliance Audit, when applicable, 2) incur no more than one Wages & Benefits CAP, and 3) remediate all open CAPs issued by TRC. You are required to earn a 'Compliant' status to be eligible for an Overall Standing of 'Fantastic' or 'Fantastic Plus'.

Delivery Quality
Weighted average of Delivery Completion Rate, Delivery Success Behaviors, Photo-On-Delivery Acceptance Rate, and Customer Delivery Experience Metrics.

i **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%. Station delivery thresholds vary by +/- 1.0%, with a maximum of 99.65%. This is due to differences in historical delivery difficulty levels. | **20.0%**

i **Delivery Success Behaviors (DSB):** Number of packages associated with customer concessions where the DA did not adhere to best practice while completing the delivery. This metric is calculated as a defect per million opportunities (DPMO) driven by six DA controllable behaviors: Simultaneous Deliveries, Delivered >50 meters, Inaccurate Scan Usage - Unattended Deliveries, Inaccurate Scan Usage. Attended Deliveries, No-POD deliveries, and Scanned-Not Delivered-Not Returned. | **20.0%**

i **Photo-on-Delivery Acceptance Rate (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 Acceptance Rate typically achieve 98.0% or better. | **5.0%**

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. | **30.0%**

i **Customer Delivery Feedback DPMO:**The CDF metric is a measurement of the customer feedback received after packages are delivered by | **0.0%**

the Delivery Associates (DAs). The metric is a ratio that accounts for negative feedback in relation to the total deliveries made by the DSP in the same week. Refer to the metric deep dive guide for more details.

i   Customer Escalation Defect DPMO: This metric performs a weighted aggregation of Violations and Defects that provide insights of DA behavior escalations for DSPs. This is based on a defects-per-million opportunities (DPMO) basis. In this metric calculation, a Violation is triple-weighted, Multiple Defect Ineligible (MDI) is double-weighted, and Defect is single-weighted. Coaching Tips do not impact this metric.   **30.0%**

Pickup Quality

i   Pickup Success Behaviors (PSB): Measurement of successful visits to all pickup stops across various pickup programs (Amazon Shipping, Counters, Lockers, AMXL and Doorstep Pickups) on Delivery Associates itinerary on a given day. This metric is calculated as a defect per 100 opportunities and have 5% weight on the overall Scorecard. Metric track behaviors that lead to successful pickups such as GeoLocation and time adherence (where applicable), Contact Compliance, Picked Up-Not Returned and Out Return Label defects. In cases where a DSP has fewer than 10 stops but is performing at a Fantastic level, their PSB metric performance will be shown as Fantastic. However, if a DSP has fewer than 10 stops and is performing below the Fantastic level, their PSB metric will not be calculated, and instead, it will be marked as "Coming Soon".

Team and Fleet

i   Tenured Workforce: The percent share of Delivery Associates (DAs) with an attempted delivery in the week who have a tenure of at least 30 completed workdays. Completed workdays are calculated as the cumulative count of distinct dates with an attempted delivery. Tenured Workforce rate of 90% or higher is rated 'Fantastic'.   **25.0%**

i   Fleet Execution Metric: This metric is designed to measure and enhance the performance of DSPs across fleet management. It specifically focuses on VIN (Vehicle Identification Number) level compliance for defects, tracking each individual VIN to ensure adherence to specified behaviors. Although the metric is intended to eventually monitor multiple key behaviors, it currently measures only VERO (Vehicle Rotation) compliance. It is calculated by dividing the number of non-compliant branded VINs by total branded VINs and multiplying by 100 for a defect rate measurement. For a VIN to be considered rotated, it must complete at least one route within a rolling 14-day period and deliver more than zero packages. This measure helps prevent deterioration from extended idle times, promotes even wear across the fleet, and provides visibility into why some vehicles are not utilized due to valid exclusions.   **0.0%**

Learn More: Metric Weighting Methodology

Your Overall Standing is designed to reflect your holistic success as a Delivery Service Partner. It is a weighted average of your Safety & Compliance, Reliability, Team and Fleet, 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 and Fleet score is a weighted average of Tenured Workforce & Fleet Execution. All "Coming Soon" metrics are not considered in the roll-up, and in such cases metric weights are readjusted accordingly.

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.