

Current Scorecard defining points

Sample score card

Joe Driver
DSPX @ DXX1
Week 42

Deliveries: 1,254	
Platinum	
Overall Tier	
12th / 55	
Rank	
Notes From Your DSP	
Great work last week! Please make sure to keep an eye on your speed so we get those speeding violations down to zero.	
Tap on any metric to see more information about what it measures and how it's calculated.	
Driving Safety	
On-Road Safety Score	
Platinum	
FICO Score	
670/850	
Proper-Park-Sequence Compliance	
71.7%	
Did Not Apply Parking Brake	
60/251	
Did Not Shift Gear to Park	
11/251	
Paw Print Contact Compliance	
105/120	
Events (Per 100 Deliveries)	
Distractions	
0.1	
Speeding	
0.8	
Seatbelt Off	
0.2	
Follow Distance	
0.3	
Sign/Signal Violations	
0.1	
Delivery Quality	
Overall Quality Score	

Gold
Completion Rate
99.5%
Delivered, Not Received
2/1254
Photo-On-Delivery Acceptance
99.3%
Photo-On-Delivery Rejects
4/561
Blurry
2
Human in Photo
1
No Package Detected
1
Delivery Success Behaviors
320
Pickup Success Behaviors
500

Customer Feedback

Overall Feedback Score
Silver
Negative Feedback Rate (CDF DPMO)
2,107
Deliveries w/ Negative Feedback
3/1254
Escalation Defects
1
Negative Feedback
Not Great
5
Did Not Follow Instructions
2
Wrong Address
2
Never Received
1

Vehicle Inspection Times (DVIC)

Rushed Inspections
3/5
Wed 10/01
00:27
Thu 10/02
00:20
Sat 10/04
00:09

Focus Area & Guidance

Customer Delivery Feedback: Always read the customer notes before executing a delivery! These notes will aid you in the delivery and help to ensure your success. When in doubt, call customer support or call/text the customer for guidance on how they want their package delivered. Lastly, if you ever interact with a customer directly, smiling and being courteous will generally help your CDF score.

1. FICO Score

Safe driving is based on your driving activity. Repeated fast acceleration, braking, cornering, cell phone distractions, and speeding decreases your FICO. Take more time to accelerate, brake and safely drive around corners. Reduce distractions by keeping your eyes on the road ahead.

2. Proper-Park-Sequence Compliance

Vehicle rollaways can occur when you park a vehicle without following the Proper Park Sequence (PPS). Vehicle rollaways can be incredibly dangerous, but they are also very preventable if you follow the PPS.

First, apply the parking brake. Next, shift the vehicle into Park (for manual transmission, into First or Reverse gear). If on a hill, turn your wheels toward the curb (Downhill) or toward the road (Uphill). Finally, turn off the engine if appropriate and remember to take your keys with you.

How it's measured

This metric only looks at whether you first applied the parking brake, and next if you shifted gear into Park. You need to complete both operations, in that order to count as compliant. We'll show you the total percentage of stops you were compliant, along with the number and reasons for the stops that were not.

3. Paw Print Contact Compliance

Identifying the presence of a dog starts before you exit your vehicle. You should look in the Delivery App notes at every stop for the Paw Print icon that says, "Be aware of a dog at this stop" or other identifying notes from the customer. The Paw Print icon indicates that a dog has been previously seen at this location, so it is critical to look for the Paw Print icon prior to entering the property to be aware of a potential dog presence.

If you see a Paw Print icon, you should text the customer to alert them that you are on your way - this automated text asks the customer to secure any pets. You should always use this feature whenever you see a paw print.

How it's measured

This score measures how many stops where a "paw print" was noted and you correctly notified the customer via text. You should aim to notify customers of your arrival for ALL stops where a paw print is present.

4. Distractions

Please keep your attention on the road while driving. We capture 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, we will register one event.

How it's measured

Your score is the sum of all distraction events divided by the total number of trips. This is shown on your Scorecard as XX events per 100 trips to make it easier to interpret.

5. Speeding

Please travel within posted speed limits for your safety and the safety of others. A speeding instance is speeding 10 Miles per Hour (MPH) or more for roughly one city block.

How it's measured

Your score is the sum of all speeding events divided by the total number of trips. This is shown on your Scorecard as XX events per 100 trips to make it easier to interpret

6. Seatbelt Off

The average number of times per route you did not wear your seatbelt. An event is recorded any time the vehicle accelerated faster than 6 mph and your seatbelt was not buckled.

How it's measured

Your score is the sum of all seatbelt off instances divided by the total number of routes completed in a vehicle with seat belt sensors. This is shown on your Scorecard as XX events per 100 trips to make it easier to interpret.

7. Follow Distance

Please leave adequate distance between you and the vehicle in front of you for your safety and the safety of others. We will record a Following Distance event if a DA has 0.6 seconds or less following distance from the vehicle in front.

How it's measured

"Each time you don't leave enough following distance, we register 1 event, and your 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 you 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).

8. Sign/Signal Violations

The Sign/Signal Violations Rate measures how well you 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, and stop light violations, which is triggered any time a DA drives through an intersection while the light is red.

How it's measured

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. Your 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.

9. Completion Rate

Delivery Completion measures the share of packages dispatched to you which are successfully delivered to the customer and not returned to the station. Thresholds for qualifying as "Fantastic" for this metric are station dependent and can vary slightly based on historical delivery difficulty, but are typically around 99%

How it's measured

Uncontrollable behaviors like dogs, safety, weather, or unexpected road closures are excluded. If you are rescued and your packages move to another DA, those packages are also excluded from your score.

10. Delivered, Not Received

Delivery Success Behaviors (DSB or DNR) is a score or count of packages that you confirmed as delivered, but that the customer contacted Amazon and said they did not receive.

How it's measured

This only applies when you mark a package as delivered, and only in specific situations that you have control over.

- (1) Delivering multiple packages at once in a group stop, excluding mailrooms, apartments, receptionist, or customers at the same address.
- (2) Packages marked as delivered more than 50 meters from the Geopin.
- (3) Packages delivered to household members.
- (4) Packages without a POD photo

11. Photo-On-Delivery Acceptance

Proof-Of-Delivery Photos, or PODs, help customers find their packages, and you are required to take one whenever prompted by the delivery app. If you don't take one when asked, or your photo is rejected, this will count against your score in this metric.

How it's measured

This metric shows the total number of usable POD photos taken that were able to be shown to a customer divided by the total number of POD opportunities.

12. Photo-On-Delivery Rejects

Only high quality photos that indicate where the package is located are shown to customers. Poor quality photos and photos where the customer cannot tell where the package is located are rejected. Retaking a photo is always allowed and does not count against you.

Photos can also be rejected for a variety of reasons, which are listed below this metric if you had any. Use the reasons to better understand what you need to change to have your photos approved.

How it's measured

This is the total count of deliveries that had rejected POD photos

13. Delivery Success Behaviors

DSB measures the number of packages marked delivered but not received by customers (DNR) where you did not adhere to best practice while completing the delivery. The purpose of DSB is

to ensure that you deliver packages safely and securely to our customers and reduce the opportunity for DNR concessions that are due to DA controllable behaviors.

Those controllable behaviors include Simultaneous Deliveries (where you delivered multiple customers at once, excluding mailrooms), Completed Deliveries that are > 50 meters from the drop off point, Incorrect Scan Usage (where you didn't deliver to the recommended delivery location, or where you marked a package delivered to a specific person), and deliveries with no POD.

How it's measured

This is a DPMO style metric, which means it measures Defects Per Million Opportunities. Amazon takes the total count of deliveries with issues that you are directly responsible for and divides it by the total number of deliveries you made during the week. The score is then multiplied by 1 Million to get the final number. In the simplest terms, this number represents how often delivery issues occur, and you want it to be as low as possible.

To score Fantastic, you usually need a score of 250 or lower

14. Pickup Success Behaviors

Pickup Success Behaviors shows the rate of negative issues when you do pickups on your route. This metric measures if you completed all pickups on your stop, and that you did so during the allotted time window. It will also measure cases where you log an exception, but are not within 500m of the pickup location. You can do well with this metric by making sure your pickups are not early or late, and by making sure you are on-site if there's an issue and you log an exception.

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This is a DPMO style metric, which means it measures Defects Per Million Opportunities. Amazon takes the total count of pickups with issues that you are directly responsible for and divides it by the total number of pickups you made during the week. The score is then multiplied by 1 Million to get the final number. In the simplest terms, this number represents how often pickup issues occur, and you want it to be as low as possible.

15. Overall Feedback Score

Your CDF score is then taken and placed into an overall Tier, just like your scorecard overall. The tiers are Fantastic, Great, Fair and Poor.

How it's measured

The exact CDF score that places you into a specific tier varies, but generally a DA who achieves "Fantastic" gets a score of 1,160 or lower (Or 96% or higher, for scorecards prior to August 28th, 2024)

16. Negative Feedback Rate

Customer Delivery Feedback - Defects Per Million Opportunities (CDF DPMO) measures the rate of negative customer feedback on your deliveries in relation to the total deliveries you made over the week. The lower the number, the better. If your score here was 1,500, it means that if made 1 Million deliveries, 1,500 of them would likely have negative customer feedback.

DAs that earn Fantastic must have a score of 1,160 or lower. Amazon filters out negative feedback that you as the DA did not have any control over.

How it's measured

Only negative feedback is captured in the calculation of your CDF DPMO score. Amazon takes the total count of negative feedback that you are directly responsible for and divides it by the total number of deliveries you made during the week. The score is then multiplied by 1 Million to get the final number. In the simplest terms, this number represents how often negative feedback occurs, and you want it to be as low as possible.

17. Escalation Defects

Escalation defects represent incidents that are reported during the course of delivery that may include unprofessional behavior, policy violations, property damage, or regulatory and safety issues. They can also include more minor issues like not following delivery instructions or using incorrect scan codes. Your DSP is always alerted to any incident, and will have more information to review with you.

How it's measured

This metric is delayed by 2 weeks, allowing Amazon time to research and investigate the incident, and your DSP to appeal it if they feel they need to. That means that a Week 10 scorecard is showing you the score for Week 8.

Incidents are broken up into 4 tiers based on severity, with higher severity tiers counting 3x as much as the lowest severity. The score is then weighted per-million opportunities to normalize it for all drivers no matter how many packages they deliver. Typically, you need this to be 0 to achieve "Fantastic"

18. Rushed Inspections

The Daily Vehicle Inspection Checklist (DVIC) is Amazon's vehicle safety inspection, designed to keep you safe. You are prompted to complete DVIC in the Amazon Delivery App when required, and you should follow the process thoroughly. The delivery app records the amount of time it takes you to perform the inspection.

How it's measured

For standard vehicles, DAs should complete the DVIC in no less than 90 seconds. For DOT vehicles like Step Vans, the process should take no less than 5 minutes.

Any inspection under the recommended time is listed on your scorecard, with inspections under 10 seconds highlighted in red. Your goal is to have 0 rushed inspections.

6 week trailing Scorecard defining points

Sample Score card

Joe Driver

DSPX @ DXX1

6-Week Trailing

From Week 42

Platinum
Overall Tier
32nd / 55
Rank

Tap on any metric to see more information about what it measures and how it's calculated.

Driving Safety

On-Road Safety Score

Gold

Events (Per 100 Deliveries)

Speeding

1.2

Sign/Signal Violations

0.1

Delivery Quality

Overall Quality Score

Platinum

Completion Rate
91.2%
Photo-On-Delivery Acceptance
97.4%
Delivery Success Behaviors
112
Pickup Success Behaviors
780

Customer Feedback

Overall Feedback Score
Gold
Negative Feedback Rate (CDF DPMO)
256
Escalation Defects
2

1. Rushed Inspections

The Daily Vehicle Inspection Checklist (DVIC) is Amazon's vehicle safety inspection, designed to keep you safe. You are prompted to complete DVIC in the Amazon Delivery App when required, and you should follow the process thoroughly. The delivery app records the amount of time it takes you to perform the inspection.

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