

We've identified that your station was impacted by weather / an uncontrollable event in WK 04. In collaboration with your Station's leadership, we've proactively adjusted your WK 04 DCR from 99.35% to 99.45% to account for this impact. Please reach out to your OTR lead in case you have any questions.

DSP Delivery Excellence Performance

RLGM at DLF1
Week 4
2024

Week 4 Performance

Overall Standing	Key Focus Areas	Top Drivers
Fantastic <i>See details on next page</i>	1. High Performers Share 2. Customer Delivery Feedback 3. Delivery Success Behaviors	1. Jacob Colson 2. Aixa Caseres 3. Renny Parraquevedo 4. Robert Butts 5. Jake Amatuccio

Announcements

Q1 Scorecard Updates: 4-Week Preview Starts January 31; Changes Take Effect February 28

As shared in the Communication Center Notification sent to you on Monday, January 29, we launched your new Preview Scorecard. You will have four weeks to preview the updates. Then, on Wednesday, February 28 (starting with the Week 08 Scorecard), the updates will go live on your Scorecard and begin to impact your Overall Standing. You can preview the entire Scorecard update by downloading the Preview Scorecard from the Supplementary Reports. Please refer to your communication last week for more details on the changes, as well as a list of resources that can help support you. We also encourage you to sign up for upcoming office hours – shared in the table below.

Registration Link (AMZL + RSR)

Date and Time (CST)	Link
2/6/2024 1:00pm - 2:00pm	https://attendee.gotowebinar.com/register/7460844339051276629
2/7/2024 1:00pm - 2:00pm	https://attendee.gotowebinar.com/register/3205339614884300886
2/9/2024 11:00am - 12:00pm	https://attendee.gotowebinar.com/register/5730138270141732446
2/12/2024 2:00pm - 3:00pm	https://attendee.gotowebinar.com/register/465529261792172896
2/14/2024 3:00pm - 4:00pm	https://attendee.gotowebinar.com/register/2961049021913514838
2/16/2024 11:00am - 12:00pm	https://attendee.gotowebinar.com/register/3639080459367651927

Please work with your Business Coach (BC) on any questions you have about these changes. Thank you.

Delivery Associate Recognition Initiatives:

Please leverage the programs below to show appreciation to your drivers. These initiatives are designed to make DAs feel valued for their day-to-day efforts, while helping you coach your team by rewarding behaviors that positively impact your Scorecard metrics.

DSP Driver SWAG Program:

The SWAG Program allows top-performing DSPs the ability to earn free swag for their teams. DSPs have a chance to qualify for DSP Driver Swag during our Q1 qualification period. To qualify for **Q1 2024 Driver Swag** your team must score “**Fantastic/ Fantastic+**” on your weekly scorecard 4/6 weeks during this 6-week qualification period. Once qualified, you will be provided a username, password, a link to the Driver Swag website, and Swag tokens that you can use to make your redemptions. All tokens will be deployed 4/1 and announced on the WK13 scorecard.

[Driver Swag Website \(link here\)](#)

Swag Token Qualifying Period: Wk4 – Wk9

If you have qualified for Driver Swag in any previous quarter please use the same login credentials. For any questions about the program please contact dsp@corp-imaging.com

Delivery Associate Recognition Program:

This program awards top performers, recognizes extraordinary acts, and celebrates key milestones through three pillars:

Frontrunner Awards highlights high-performing DAs each month based on Scorecard performance. New starting in Q1 2023: All DSPs have one Frontrunner Award per month.

Extra Mile Awards enables you to recognize your DAs that have gone above and beyond by submitting such actions via the Extra Mile Awards intake on the [Support Hub](#) (Select Delivery Associate Recognition).

Milestone Awards aids in celebrating tenure achievements.

For more information, please contact your OTR DA Engagement Lead.

Questions?

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

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

DSP Scorecard

RLGM at DLF1

Week 4

2024

Overall Standing: Fantastic

Poor

Fair

Great

Fantastic

Fantastic Plus

Safety and Compliance: Fantastic

- i* On-Road Safety Score*
- i* Safe Driving Metric
- i* Seatbelt-Off Rate
- i* Speeding Event Rate
- i* Sign/Signal Violations Rate
- i* Distractions Rate
- i* Following Distance Rate

Fantastic
839 | Fantastic
Coming Soon
Coming Soon
Coming Soon
Coming Soon
Coming Soon
Coming Soon

Compliance

(These metrics do not currently reflect all areas of DSP Compliance)

- i* Breach of Contract
- i* Comprehensive Audit (CAS)
- i* Working Hour Compliance

Compliant
Compliant

100.0% | Fantastic

Quality: Fantastic

- Customer Delivery Experience
- i* Customer Escalation Defect DPMO
 - i* Customer Delivery Feedback

Great
0 | Fantastic
89.79% | Poor

- i* Delivery Completion Rate
- i* Delivery Success Behaviors
- Standard Work Compliance**
- i* Photo-On-Delivery
- i* Contact Compliance
- i* Attended Delivery Accuracy

99.45% | Fantastic
362 | Great
Fantastic
98.69% | Fantastic
99.94% | Fantastic
100.00% | Fantastic

Team: Great

- i* High Performers Share
- i* Low Performers Share

55.31% | Fair
0.00% | Fantastic

- i* Tenured Workforce

Coming Soon

Recommended Focus Areas

1. High Performers Share
2. Customer Delivery Feedback
3. Delivery Success Behaviors

Improving High Performers Share, Customer Delivery Feedback, and Delivery Success Behaviors scores would improve your Overall Standing.

Current Week Tips

1. Look for strong performers to get more involved in process improvement and share learnings with others.
2. Provide visibility of the CDF report to DAs to show them where they stand and what areas they should focus on for improvement.
3. Have drivers check address and delivery notes in the Rabbit device.

*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.

RLGM at DLF1 - Week 4

DA Current Week Performance

Abbreviations Key				
SSVR: Sign/Signal Violations Rate	SOR: Seatbelt Off Rate	DR: Distractions Rate		
DSB: Delivery Success Behaviors	DCR: Delivery Completion Rate	FDR: Following Distance Rate		
CC: Contact Compliance	SER: Speeding Event Rate	POD: Photo-On-Delivery		
CED: Customer Escalation Defect	CDF: Customer Delivery Feedback	ADA: Attended Delivery Accuracy		

Color Key			
Fantastic	Great	Fair	Poor

Drivers ranked by overall score, descending.					Safety - metrics (except FICO) are measured as events per trip at DA level								Delivery - metrics (except FICO) are measured as events per trip at DA level								
#	Name	Transporter ID	Overall Tier	Delivered	Key Focus Area	Fico Score	Seatbelt Off Rate	Speeding Event Rate	Distractions Rate	Following Distance Rate	Sign/Signal Violations Rate	CDF	CED	DCR	DSB	SWC-POD	SWC-CC	SWC-AD	DSB DNR	POD Opps.	CC Opps.
1	Jacob Colson	A3VV3XDBY4YN9S	Fantastic	599	DCR	850	Coming Soon	Coming Soon	Coming Soon	Coming Soon	Coming Soon	Coming Soon	0	99.8%	0	100.0%	100.0%	0	0	357	51
2	Aixa Caseres	A1X14I3OYHY2D9	Fantastic	479	DCR	850	Coming Soon	Coming Soon	Coming Soon	Coming Soon	Coming Soon	100.0%	0	99.6%	0	99.1%	100.0%	0	0	320	329
3	Renny Parraquevedo	A3R4GIZCKY4DG	Fantastic	706	FICO	834	Coming Soon	Coming Soon	Coming Soon	Coming Soon	Coming Soon	Coming Soon	0	99.9%	0	99.8%	100.0%	0	0	509	1
4	Robert Butts	A21KTJ2J25HW0K	Fantastic	1123	DCR	850	Coming Soon	Coming Soon	Coming Soon	Coming Soon	Coming Soon	100.0%	0	99.1%	0	100.0%	100.0%	0	0	749	171
5	Jake Amatuccio	A1R56NWABDPW85	Fantastic	733	CDF	850	Coming Soon	Coming Soon	Coming Soon	Coming Soon	Coming Soon	97.9%	0	99.6%	0	98.9%	100.0%	0	0	464	7
6	Alexander Hernandezvaldes	A1K0LEQLYKYHFM	Fantastic	1019	CDF	850	Coming Soon	Coming Soon	Coming Soon	Coming Soon	Coming Soon	95.2%	0	99.8%	0	99.7%	100.0%	0	0	717	55
7	Garvens Fleurantfils	APWTVMK95W01R	Fantastic	692	CDF	850	Coming Soon	Coming Soon	Coming Soon	Coming Soon	Coming Soon	96.1%	0	99.6%	0	99.1%	100.0%	0	0	427	341
8	Ronald FloresRojar	A97JTL8B1J7MF	Fantastic	962	CDF	850	Coming Soon	Coming Soon	Coming Soon	Coming Soon	Coming Soon	95.5%	0	99.9%	0	96.2%	100.0%	0	0	638	231
9	Stephen Hernandez	A3BJQ0LJKCGYXD	Fantastic	1142	CDF	850	Coming Soon	Coming Soon	Coming Soon	Coming Soon	Coming Soon	95.0%	0	99.7%	0	99.4%	100.0%	0	0	788	129
10	Louis Chalender	AWOTLXKNNG9K	Fantastic	1161	FICO	829	Coming Soon	Coming Soon	Coming Soon	Coming Soon	Coming Soon	98.1%	0	99.6%	0	98.6%	100.0%	0	0	779	5
11	Tara Pedraza	A2SHFASVNCZYRV	Fantastic	868	CDF	850	Coming Soon	Coming Soon	Coming Soon	Coming Soon	Coming Soon	93.8%	0	99.8%	0	99.0%	100.0%	0	0	612	4
12	Pedro SerafinJimenez	A2LSQW4A7Y5X6S	Fantastic	1079	CDF	850	Coming Soon	Coming Soon	Coming Soon	Coming Soon	Coming Soon	93.9%	0	99.5%	0	99.4%	100.0%	0	0	543	9
13	Ahmed GarciaCabrera	A40FONGSKI6NB	Fantastic	628	CDF	840	Coming Soon	Coming Soon	Coming Soon	Coming Soon	Coming Soon	93.7%	0	99.8%	0	100.0%	100.0%	0	0	420	113
14	Xiomara Ramirez	A3C089F8AEBDPT	Fantastic	269	DCR	Coming Soon	Coming Soon	Coming Soon	Coming Soon	Coming Soon	Coming Soon	0	99.3%	0	99.4%	100.0%	0	0	172	52	
15	Deixon marinjames	A12BVZCJ8JMGF1	Fantastic	914	CDF	850	Coming Soon	Coming Soon	Coming Soon	Coming Soon	Coming Soon	92.1%	0	99.8%	0	100.0%	100.0%	0	0	580	115
16	Angelica UrregoPatino	A8V4BNLB73TN7	Fantastic	696	CDF	850	Coming Soon	Coming Soon	Coming Soon	Coming Soon	Coming Soon	93.1%	0	99.4%	0	100.0%	100.0%	0	0	414	7
17	Andriu GreyRosales	A23FSS5F7PQGOP	Fantastic	1063	CDF	850	Coming Soon	Coming Soon	Coming Soon	Coming Soon	Coming Soon	92.4%	0	99.5%	0	99.9%	100.0%	0	0	725	44
18	Marvin Harvey	A0IYNGAZA069D	Fantastic	1054	CDF	850	Coming Soon	Coming Soon	Coming Soon	Coming Soon	Coming Soon	91.5%	0	99.8%	0	100.0%	100.0%	0	0	669	249
19	Nathalia Duran	A24JFPDSA69K1	Fantastic	594	CDF	Coming Soon	Coming Soon	Coming Soon	Coming Soon	Coming Soon	96.2%	0	99.7%	0	90.5%	100.0%	0	0	402	414	
20	Jasmyne Kaye	AK0L9GI73T5AX	Fantastic	683	CDF	850	Coming Soon	Coming Soon	Coming Soon	Coming Soon	Coming Soon	90.8%	0	99.7%	0	100.0%	100.0%	0	0	367	39
21	Gerardo Fiallohernandez	A1YCG2YND7TWFB	Fantastic	872	CDF	850	Coming Soon	Coming Soon	Coming Soon	Coming Soon	Coming Soon	88.7%	0	99.9%	0	100.0%	100.0%	0	0	518	579
22	Dimitry JeanLouis	AIF2YJBPLF4G	Fantastic	994	CDF	850	Coming Soon	Coming Soon	Coming Soon	Coming Soon	Coming Soon	88.3%	0	99.9%	0	99.3%	100.0%	0	0	686	1
23	Keaira Blanks	A26LJ2PHN6MXA9	Fantastic	532	DCR	Coming Soon	Coming Soon	Coming Soon	Coming Soon	Coming Soon	96.8%	0	98.9%	0	100.0%	100.0%	0	0	320	4	
24	Arianet Naranjo	A12UEIZ8WI5BGT	Fantastic	1016	CDF	850	Coming Soon	Coming Soon	Coming Soon	Coming Soon	Coming Soon	88.3%	0	99.7%	0	100.0%	100.0%	0	0	580	145
25	Adrian PorcelSierra	A1R06MUKQURGS6	Fantastic	898	CDF	844	Coming Soon	Coming Soon	Coming Soon	Coming Soon	Coming Soon	80.4%	0	99.9%	0	99.3%	100.0%	0	0	586	25
26	Yuniel MartinezDeSantelicesDelPino	A3880QYMACADV8	Fantastic	769	CDF	850	Coming Soon	Coming Soon	Coming Soon	Coming Soon	Coming Soon	82.3%	0	99.6%	0	99.8%	100.0%	0	0	453	407
27	Armando Gutierrezmato	A12P82MCP23H25	Fantastic	1071	CDF	850	Coming Soon	Coming Soon	Coming Soon	Coming Soon	Coming Soon	76.1%	0	99.5%	0	99.7%	100.0%	0	0	618	3
28	Maria FigueroedoQuintero	AJUEY8K77NLDT	Fantastic	836	DCR	850	Coming Soon	Coming Soon	Coming Soon	Coming Soon	Coming Soon	94.4%	0	98.0%	0	100.0%	100.0%	0	0	483	18
29	Arieja Barnett	AXA2MUHT8GD69	Fantastic	979	CDF	850	Coming Soon	Coming Soon	Coming Soon	Coming Soon	Coming Soon	91.3%	0	99.4%	0	93.4%	100.0%	0	0	699	74
30	Roxann Huggett	A22BXMSPNNCPW0	Fantastic	940	CDF	850	Coming Soon	Coming Soon	Coming Soon	Coming Soon	Coming Soon	90.2%	0	99.7%	0	91.0%	100.0%	0	0	612	147
31	Savannah Sanchez	A3QQ01HH7ATL80	Fantastic	186	DCR	Coming Soon	Coming Soon	Coming Soon	Coming Soon	Coming Soon	100.0%	0	96.9%	0	99.2%	100.0%	0	0	121	2	
32	Yaelin FernandezGarcia	A1AQIMYTS5ZZD7	Fantastic	1111	CDF	850	Coming Soon	Coming Soon	Coming Soon	Coming Soon	Coming Soon	88.2%	0	99.2%	0	99.2%	100.0%	0	0	661	108

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33	Joseph Heberle	A16AXUJSQFNIU	Fantastic	934	DCR	850	Coming Soon	Coming Soon	Coming Soon	Coming Soon	Coming Soon	93.3%	0	98.1%	0	99.7%	100.0%	0	0	670	158
34	Maria CastilloGonzalez	AFJ80CJ2S2H0M	Fantastic	1001	DSB	828	Coming Soon	Coming Soon	Coming Soon	Coming Soon	Coming Soon	94.8%	0	100.0%	1001	99.8%	100.0%	0	1	632	2
35	Ron Johnson	A7BK5FX5KO4TU	Fantastic	728	CDF	850	Coming Soon	Coming Soon	Coming Soon	Coming Soon	Coming Soon	83.2%	0	99.2%	0	94.3%	100.0%	0	0	405	2
36	Lazaro RevoredoRoque	AJJR5Q0II241M	Great	740	CDF	812	Coming Soon	Coming Soon	Coming Soon	Coming Soon	Coming Soon	85.8%	0	99.9%	0	97.9%	100.0%	0	0	515	2
37	Jarell Jones	AXAHWC2U6WDKN	Great	528	CDF	Coming Soon	Coming Soon	Coming Soon	Coming Soon	Coming Soon	Coming Soon	90.8%	0	99.8%	0	99.4%	100.0%	0	0	321	5
38	Jake Maldonado	A13XYIBQUF3N7Q	Great	767	CDF	Coming Soon	Coming Soon	Coming Soon	Coming Soon	Coming Soon	Coming Soon	91.5%	0	99.4%	0	99.8%	100.0%	0	0	519	33
39	Ivan Crespo	A4ZYZZPZR6WQC	Great	993	DSB	850	Coming Soon	Coming Soon	Coming Soon	Coming Soon	Coming Soon	92.2%	0	99.2%	1008	99.4%	100.0%	0	1	494	401
40	Karel CabrejaCabot	A3IFAT3P96PCJS	Great	1090	CDF	850	Coming Soon	Coming Soon	Coming Soon	Coming Soon	Coming Soon	84.7%	0	99.9%	917	99.8%	100.0%	0	1	657	126
41	Maikel Serpa	A31B7LJBKSYQPP	Great	1186	CDF	850	Coming Soon	Coming Soon	Coming Soon	Coming Soon	Coming Soon	85.5%	0	99.8%	843	99.4%	100.0%	0	1	801	18
42	Romel Ogeris	AF8D3PUYM19IP	Great	837	CDF	Coming Soon	Coming Soon	Coming Soon	Coming Soon	Coming Soon	Coming Soon	86.5%	0	99.8%	0	99.1%	Coming Soon	0	0	572	0
43	Rainel SolarMartinez	A2N0FE2ET0PYQ4	Great	882	CDF	850	Coming Soon	Coming Soon	Coming Soon	Coming Soon	Coming Soon	87.6%	0	99.7%	2268	100.0%	100.0%	0	2	480	4
44	Derek Christmas	A11ASQRD04ALLY	Great	795	CDF	849	Coming Soon	Coming Soon	Coming Soon	Coming Soon	Coming Soon	84.7%	0	99.9%	2516	98.7%	50.0%	0	2	533	2
45	Christopher Ulm	A3MEZ3LOQ3PD9J	Great	950	CDF	835	Coming Soon	Coming Soon	Coming Soon	Coming Soon	Coming Soon	78.4%	0	99.7%	1053	100.0%	100.0%	0	1	519	496
46	Liliet AvilaLopez	A3LCT11K6JW3ZI	Great	1058	CDF	834	Coming Soon	Coming Soon	Coming Soon	Coming Soon	Coming Soon	91.2%	0	99.2%	945	100.0%	100.0%	0	1	658	104
47	Ricardo PerezMoya	A1E3M41C6CQ7VM	Great	730	CDF	850	Coming Soon	Coming Soon	Coming Soon	Coming Soon	Coming Soon	72.6%	0	98.9%	1370	96.6%	100.0%	0	1	437	4
48	Francky Ferdinand	A1EEB3VPSOW4U3	Great	397	CDF	Coming Soon	Coming Soon	Coming Soon	Coming Soon	Coming Soon	Coming Soon	85.5%	0	99.0%	0	99.6%	100.0%	0	0	234	4
49	Samantha Lutz	AODNN9VHA8OFX	Great	631	CDF	850	Coming Soon	Coming Soon	Coming Soon	Coming Soon	Coming Soon	85.0%	0	95.5%	1585	99.5%	100.0%	0	1	435	29
50	Resmi Bylykashi	A3PKDY1HG6BK4H	Great	514	CDF	Coming Soon	Coming Soon	Coming Soon	Coming Soon	Coming Soon	Coming Soon	81.4%	0	99.0%	0	100.0%	0.0%	0	0	344	2
51	Samuel Tiophile	A2PN6PUG832I00	Great	816	CDF	802	Coming Soon	Coming Soon	Coming Soon	Coming Soon	Coming Soon	86.6%	0	98.8%	1227	98.2%	100.0%	0	1	545	2
52	Daiyan DaissonSanchez	A212U15TZYCKS	Fair	1106	FICO	718	Coming Soon	Coming Soon	Coming Soon	Coming Soon	Coming Soon	94.2%	0	99.8%	0	100.0%	100.0%	0	0	726	2
53	Yusleydis Garcia	A39T8ZQT43LPA2	Fair	829	CDF	Coming Soon	Coming Soon	Coming Soon	Coming Soon	Coming Soon	Coming Soon	78.6%	0	99.5%	3619	89.7%	Coming Soon	0	3	533	0