

We've identified that your station was impacted by weather / an uncontrollable event in WK 05. In collaboration with your Station's leadership, we've proactively adjusted your WK 05 DCR from 99.23% to 99.31% 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 5
2024

Week 5 Performance

Overall Standing	Key Focus Areas	Top Drivers
Fantastic <i>See details on next page</i>	1. High Performers Share 2. Delivery Success Behaviors 3. Customer Delivery Feedback	1. Ahmed GarciaCabrera 2. Renny Parraquevedo 3. Pedro SerafinJimenez 4. Garvens Fleurantfils 5. Jasmyne Kaye

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
2/7/2024 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 5

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

828 | Fantastic

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: Great

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

Great

0 | Fantastic

90.61% | Poor

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

99.31% | Great

495 | Great

Fantastic

98.88% | Fantastic

99.76% | Fantastic

100.00% | Fantastic

Team: Great

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

54.90% | Fair

0.00% | Fantastic

- i* Tenured Workforce

Coming Soon

Recommended Focus Areas

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

Improving High Performers Share, Delivery Success Behaviors, and Customer Delivery Feedback 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. Have drivers check address and delivery notes in the Rabbit device.
3. Provide visibility of the CDF report to DAs to show them where they stand and what areas they should focus on for improvement.

*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 5

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								Performance Metrics								
#	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	Ahmed GarciaCabrer	A40FONGSKI6NB	Fantastic	234		Coming Soon	Coming Soon	Coming Soon	Coming Soon	Coming Soon	Coming Soon	100.0%	0	100.0%	0	100.0%	100.0%	0	0	152	67
2	Renny Parraquevedo	A3R4GIZCKY4DG	Fantastic	475	POD	850	Coming Soon	Coming Soon	Coming Soon	Coming Soon	Coming Soon	100.0%	0	100.0%	0	99.7%	100.0%	0	0	338	2
3	Pedro SerafinJimenez	A2LSQW4A7Y5X6S	Fantastic	1130	DCR	850	Coming Soon	Coming Soon	Coming Soon	Coming Soon	Coming Soon	100.0%	0	99.8%	0	99.6%	100.0%	0	0	538	68
4	Garvens Fleurantfils	APWTVMK95W01R	Fantastic	499	CDF	850	Coming Soon	Coming Soon	Coming Soon	Coming Soon	Coming Soon	96.8%	0	99.8%	0	99.7%	100.0%	0	0	302	246
5	Jasmyne Kaye	AK0L9GI73T5AX	Fantastic	651	CDF	850	Coming Soon	Coming Soon	Coming Soon	Coming Soon	Coming Soon	96.0%	0	99.8%	0	99.4%	100.0%	0	0	359	68
6	Dimitry JeanLouis	AIF2YJBPLF4G	Fantastic	1042	CDF	850	Coming Soon	Coming Soon	Coming Soon	Coming Soon	Coming Soon	95.0%	0	100.0%	0	99.7%	100.0%	0	0	685	1
7	Joseph Heberle	A16AXUJSQFNIU	Fantastic	1000	CDF	850	Coming Soon	Coming Soon	Coming Soon	Coming Soon	Coming Soon	95.9%	0	99.5%	0	99.9%	100.0%	0	0	713	139
8	Jarell Jones	AXAHWC2U6WDKN	Fantastic	629	CDF	850	Coming Soon	Coming Soon	Coming Soon	Coming Soon	Coming Soon	93.1%	0	100.0%	0	100.0%	100.0%	0	0	376	56
9	Angelica UrregoPatino	A8V4BNLB73TN7	Fantastic	727	CDF	850	Coming Soon	Coming Soon	Coming Soon	Coming Soon	Coming Soon	93.4%	0	99.7%	0	100.0%	Coming Soon	0	0	438	0
10	Aixa Caseres	A1X14I3OYHY2D9	Fantastic	839	DCR	Coming Soon	Coming Soon	Coming Soon	Coming Soon	Coming Soon	Coming Soon	98.0%	0	99.3%	0	99.8%	100.0%	0	0	592	608
11	Gerardo Fiallohernandez	A1YCG2YND7TWFB	Fantastic	1068	FICO	811	Coming Soon	Coming Soon	Coming Soon	Coming Soon	Coming Soon	97.9%	0	99.6%	0	100.0%	100.0%	0	0	747	708
12	Marvin Harvey	AOIYNGAZO69D	Fantastic	959	CDF	850	Coming Soon	Coming Soon	Coming Soon	Coming Soon	Coming Soon	92.8%	0	99.5%	0	99.4%	100.0%	0	0	637	193
13	Robert Butts	A21KTJ2J25HW0K	Fantastic	1058	DCR	850	Coming Soon	Coming Soon	Coming Soon	Coming Soon	Coming Soon	95.6%	0	98.8%	0	99.9%	99.5%	0	0	711	202
14	Jake Amatuccio	A1R56NWABDPW85	Fantastic	865	DSB	850	Coming Soon	Coming Soon	Coming Soon	Coming Soon	Coming Soon	98.1%	0	100.0%	1156	99.4%	100.0%	0	1	537	2
15	Daiyan DaissonSanchez	A212U15ZTZYCKS	Fantastic	1018	CDF	848	Coming Soon	Coming Soon	Coming Soon	Coming Soon	Coming Soon	90.6%	0	100.0%	0	100.0%	100.0%	0	0	641	6
16	Karel CabrejaCabot	A3IFAT3P96PCJS	Fantastic	951	CDF	850	Coming Soon	Coming Soon	Coming Soon	Coming Soon	Coming Soon	88.3%	0	100.0%	0	99.6%	100.0%	0	0	545	69
17	Jacob Colson	A3VV3XDBY4YN9S	Fantastic	544	CDF	850	Coming Soon	Coming Soon	Coming Soon	Coming Soon	Coming Soon	87.1%	0	100.0%	0	99.4%	100.0%	0	0	346	62
18	Deixon marinjames	A12BVZCJ8JMGF1	Fantastic	1075	CDF	820	Coming Soon	Coming Soon	Coming Soon	Coming Soon	Coming Soon	93.5%	0	99.7%	0	100.0%	100.0%	0	0	689	144
19	Yaquelin FernandezGarcia	A1AQIMYTS5ZZD7	Fantastic	974	DSB	850	Coming Soon	Coming Soon	Coming Soon	Coming Soon	Coming Soon	100.0%	0	99.2%	2053	99.1%	100.0%	0	2	580	50
20	Maria FigueiredoQuintero	AJUEY8K77NLDT	Fantastic	677	CDF	850	Coming Soon	Coming Soon	Coming Soon	Coming Soon	Coming Soon	90.3%	0	99.7%	0	99.8%	100.0%	0	0	429	7
21	Derek Christmas	A11ASQRD04ALLY	Fantastic	740	CDF	850	Coming Soon	Coming Soon	Coming Soon	Coming Soon	Coming Soon	84.9%	0	99.7%	0	99.8%	100.0%	0	0	479	98
22	Keaira Blanks	A26LJ2PHN6MXA9	Fantastic	750	FICO	802	Coming Soon	Coming Soon	Coming Soon	Coming Soon	Coming Soon	95.5%	0	99.6%	0	99.0%	100.0%	0	0	485	87
23	Alexander Hernandezvaldes	A1K0LEQLYKYHFM	Fantastic	1028	DSB	850	Coming Soon	Coming Soon	Coming Soon	Coming Soon	Coming Soon	97.8%	0	99.3%	1940	99.7%	100.0%	0	2	742	82
24	Christopher Ulm	A3MEZ3LOQ3PD9J	Fantastic	742	CDF	818	Coming Soon	Coming Soon	Coming Soon	Coming Soon	Coming Soon	92.7%	0	99.6%	0	100.0%	100.0%	0	0	438	404
25	Francky Ferdinand	A1EEB3VPS0W4U3	Fantastic	639	CDF	Coming Soon	Coming Soon	Coming Soon	Coming Soon	Coming Soon	Coming Soon	94.4%	0	99.4%	0	99.1%	100.0%	0	0	323	25
26	Andriu GreyRosales	A23FSS5F7PQGOP	Fantastic	1010	CDF	850	Coming Soon	Coming Soon	Coming Soon	Coming Soon	Coming Soon	80.4%	0	99.5%	0	99.4%	100.0%	0	0	685	28
27	Lazaro RevoredoRoque	AJJR5Q0II241M	Fantastic	1144	CDF	833	Coming Soon	Coming Soon	Coming Soon	Coming Soon	Coming Soon	89.5%	0	99.8%	0	98.5%	100.0%	0	0	809	4
28	Maikel Serpa	A31B7LJBKSQYPP	Fantastic	1208	CDF	831	Coming Soon	Coming Soon	Coming Soon	Coming Soon	Coming Soon	84.6%	0	99.8%	0	99.3%	100.0%	0	0	832	134
29	Liliet AvilaLopez	A3LCT11K6JW3ZI	Fantastic	508	DSB	850	Coming Soon	Coming Soon	Coming Soon	Coming Soon	Coming Soon	0	99.6%	1969	99.7%	100.0%	0	1	332	43	
30	Adrian PorcelSierra	A1R06MUKURGS6	Fantastic	1170	DSB	850	Coming Soon	Coming Soon	Coming Soon	Coming Soon	Coming Soon	92.7%	0	100.0%	855	99.5%	100.0%	0	1	792	7
31	Louis Chalender	AWOTLXKNNQG9K	Fantastic	913	FICO	802	Coming Soon	Coming Soon	Coming Soon	Coming Soon	Coming Soon	94.8%	0	99.5%	0	98.3%	50.0%	0	0	606	2
32	Ivan Crespo	A4ZYZZPZR6WQC	Great	1056	FICO	788	Coming Soon	Coming Soon	Coming Soon	Coming Soon	Coming Soon	98.6%	0	99.6%	0	99.8%	100.0%	0	0	592	246
33	Arieja Barnett	AXA2MUHT8GD69	Great	748	CDF	850	Coming Soon	Coming Soon	Coming Soon	Coming Soon	Coming Soon	90.6%	0	98.8%	0	95.0%	100.0%	0	0	503	14
34	Ricardo PerezMoya	A1E3M41C6CQ7VM	Great	859	CDF	850	Coming Soon	Coming Soon	Coming Soon	Coming Soon	Coming Soon	79.1%	0	98.6%	0	99.8%	100.0%	0	0	482	10

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CED: Customer Escalation Defect	CDF: Customer Delivery Feedback	ADA: Attended Delivery Accuracy							

Color Key			
Fantastic	Great	Fair	Poor
Green	Yellow	Orange	Red
95%+	85%-95%	75%-85%	<75%

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.
35	Samuel Tiophile	A2PN6PUG832IO0	Great	777	CDF	Coming Soon	Coming Soon	Coming Soon	Coming Soon	Coming Soon	Coming Soon	94.6%	0	99.2%	0	97.5%	87.5%	0	0	524	8
36	Lisa Perry	AC6XSYQHWZVBD	Great	456	DCR	796	Coming Soon	Coming Soon	Coming Soon	Coming Soon	Coming Soon	Coming Soon	0	97.6%	0	100.0%	100.0%	0	0	258	45
37	Rainel SolarMartinez	A2N0FE2ET0PYQ4	Great	872	CDF	850	Coming Soon	Coming Soon	Coming Soon	Coming Soon	Coming Soon	88.2%	0	99.8%	1148	100.0%	Coming Soon	0	1	489	0
38	Maria CastilloGonzalez	AFJ80CJ2S2H0M	Great	941	CDF	850	Coming Soon	Coming Soon	Coming Soon	Coming Soon	Coming Soon	90.5%	0	99.4%	1063	99.0%	100.0%	0	1	583	4
39	Yuniel MartinezDeSantelicesDelPino	A3880QYMACADV8	Great	866	CDF	850	Coming Soon	Coming Soon	Coming Soon	Coming Soon	Coming Soon	63.1%	0	99.4%	1155	100.0%	100.0%	0	1	479	415
40	Armando Gutierrezmato	A12P82MCP23H25	Great	1009	CDF	850	Coming Soon	Coming Soon	Coming Soon	Coming Soon	Coming Soon	87.4%	0	99.9%	1988	99.2%	50.0%	0	2	601	2
41	Xiomara Ramirez	A3C089F8AEBDPT	Great	138	DCR	Coming Soon	Coming Soon	Coming Soon	Coming Soon	Coming Soon	Coming Soon	0	93.3%	0	97.4%	100.0%	0	0	0	76	27
42	Nathalia Duran	A24JFPDSJA69K1	Great	891	DCR	Coming Soon	Coming Soon	Coming Soon	Coming Soon	Coming Soon	Coming Soon	94.8%	0	98.0%	0	89.1%	100.0%	0	0	531	518
43	Ron Johnson	A7BK5FX5K04TU	Great	810	CDF	Coming Soon	Coming Soon	Coming Soon	Coming Soon	Coming Soon	Coming Soon	81.1%	0	99.3%	0	97.4%	100.0%	0	0	425	8
44	Samantha Lutz	AODNN9VHA80FX	Great	659	CDF	797	Coming Soon	Coming Soon	Coming Soon	Coming Soon	Coming Soon	90.7%	0	97.5%	0	98.5%	100.0%	0	0	409	31
45	Arianet Naranjo	A12UEI28WI5BGT	Great	667	CDF	850	Coming Soon	Coming Soon	Coming Soon	Coming Soon	Coming Soon	71.3%	0	97.2%	1499	100.0%	100.0%	0	1	364	133
46	Jake Maldonado	A13XYIBQUF3N7Q	Great	700	DCR	Coming Soon	Coming Soon	Coming Soon	Coming Soon	Coming Soon	Coming Soon	92.6%	0	97.6%	0	100.0%	90.9%	0	0	448	11
47	Resmi Bylykhashi	A3PKDY1HG6BK4H	Great	559	DCR	Coming Soon	Coming Soon	Coming Soon	Coming Soon	Coming Soon	Coming Soon	92.1%	0	96.9%	0	100.0%	0.0%	0	0	352	5
48	Stephen Hernandez	A3BJQ0LJKCGYXD	Great	1179	CDF	Coming Soon	Coming Soon	Coming Soon	Coming Soon	Coming Soon	Coming Soon	72.9%	0	98.7%	0	98.8%	97.1%	0	0	835	102
49	Romel Ogeris	AF8D3PUYM19IP	Fair	719	CDF	Coming Soon	Coming Soon	Coming Soon	Coming Soon	Coming Soon	Coming Soon	83.2%	0	99.6%	4172	99.3%	100.0%	0	3	442	1
50	Yusleydis Garcia	A39T8ZQT43LPA2	Fair	417	CDF	Coming Soon	Coming Soon	Coming Soon	Coming Soon	Coming Soon	Coming Soon	75.0%	0	99.5%	9592	90.2%	Coming Soon	0	4	285	0
51	Ronald FloresRojar	A97JTL8B1J7MF	Poor	324	FICO	634	Coming Soon	Coming Soon	Coming Soon	Coming Soon	Coming Soon	100.0%	0	3086	94.5%	100.0%	0	1	238	108	
52	Roxann Huggett	A22BXMSPNNCWP0	Poor	860	FICO	704	Coming Soon	Coming Soon	Coming Soon	Coming Soon	Coming Soon	85.8%	0	99.3%	0	93.1%	100.0%	0	0	549	125
53	Tara Pedraza	A2SHFASVNCZYRV	Poor	651	FICO	704	Coming Soon	Coming Soon	Coming Soon	Coming Soon	Coming Soon	96.0%	0	95.9%	0	99.5%	100.0%	0	0	440	9