

Your Week 12 Delivery Completion Rate (DCR) has been adjusted from 99.35% to 99.57% to account for exemptions. Review the Return to Station (RTS) dashboard on the Logistics Portal for more details. For additional information on DCR exemptions and how to use the RTS dashboard, please review the DCR metric guide

DSP Delivery Excellence Performance

RLGM at DLF1
Week 12
2025

Week 12 Performance

Overall Standing	Key Focus Areas	Top Drivers	
Fantastic Plus <i>See details on next page</i>	1. Customer Delivery Feedback 2. Tenured Workforce 3. Delivery Completion Rate	1. Browjache Ford 2. Daniel HernandezAmbrocio 3. Frank SalazarSierra 4. Isaac Moise 5. Liliet AvilaLopez	Fantastic Fantastic Fantastic Fantastic Fantastic

Announcements

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 DSP Swag Program allows top-performing DSPs the ability to earn free swag tokens for their teams. To qualify for Driver Swag your team must score "Fantastic/ Fantastic+" on your weekly scorecard at least 4/6 weeks during 6-week qualification periods, which occur once per quarter. If you qualify, you will receive tokens in your Delivery Recognition Center Account (DRC) account.

Swag Token Qualifying Period: Closed

The Q1 Driver Swag Qualification period is currently closed. If you qualified, tokens will be deposited during the 4th week following the end of the qualification period.

2025 Driver Swag Qualification Periods:

Quarter	Weeks
Q1	WK4-WK9
Q2	WK17-WK22
Q3	WK30-WK35
Q4	WK40-WK45

If you have qualified for Driver Swag in any of the 2024 Qualification periods, you can find your earned tokens in your Delivery Recognition Center (DRC) account once signing up. For any questions about the program, please contact driverswag@amazon.com

If you have not yet signed up for the DRC, please do so by navigating to the website below, and clicking "DSP Owner Sign-In" --> "Sign Up"

[Delivery Recognition Center](#)

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. DSPs will receive one Frontrunner Award Card per month to provide to the DA they would like to award as the Frontrunner winner.

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 with high quality enamel pins.

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

Questions?

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

Netradyne Portal Q&A is offered on Fridays from 2:00 pm to 3:15pm. Please use the below link to join: <https://chime.aws/7889874554>

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

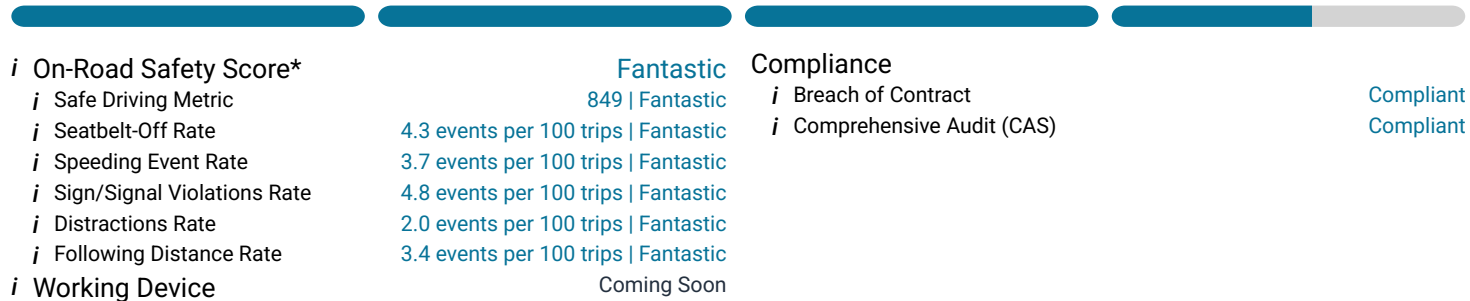
DSP Scorecard

RLGM at DLF1
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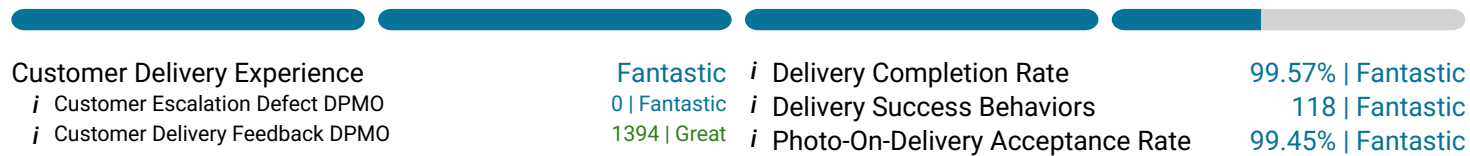
Overall Standing: **Fantastic Plus**



Safety and Compliance: **Fantastic**



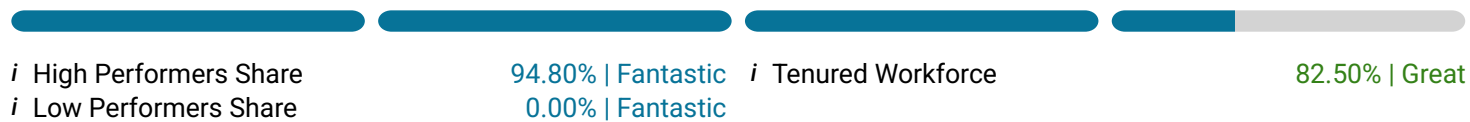
Delivery Quality: **Fantastic**



Pickup Quality: **Coming Soon**



Team: **Fantastic**



Recommended Focus Areas

1. Customer Delivery Feedback
2. Tenured Workforce
3. Delivery Completion Rate

Improving Customer Delivery Feedback, Tenured Workforce, and Delivery Completion Rate scores would improve your Overall Standing.

Current Week Tips

1. Provide visibility of the CDF report to DAs to show them where they stand and what areas they should focus on for improvement.
2. DAs who receive consistent full-time work stay in the role longer
3. Emphasize that when drivers resolve a delivery issue (i.e. find an access code, etc.) store the information in the Rabbit app to help resolve future deliveries to that address.

*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 12

DA Current Week Performance

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

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													
#	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 DPMO	CED	DCR	DSB	POD	PSB	DSB DNR	POD Opps.
1	Browjache Ford	A117GW2C2C2D45	Fantastic	317		Coming Soon	0.0	0.0	0.0	0.0	0.0	0	0	100.0%	0	100.0%	Coming Soon	0	221
2	Daniel HernandezAmbrocio	A1W6GIWP2EAJLD	Fantastic	280		Coming Soon	0.0	0.0	0.0	0.0	0.0	0	0	100.0%	0	100.0%	Coming Soon	0	195
3	Frank SalazarSierra	A2C38B340XLIVA	Fantastic	64		Coming Soon	0.0	0.0	0.0	0.0	0.0	0	0	100.0%	0	100.0%	Coming Soon	0	38
4	Isaac Moise	A7H5EGSLU56V0	Fantastic	799		Coming Soon	0.0	0.0	0.0	0.0	0.0	0	0	100.0%	0	100.0%	Coming Soon	0	455
5	Liliet AvilaLopez	A3LCT11K6JW3ZI	Fantastic	435		Coming Soon	0.0	0.0	0.0	0.0	0.0	0	0	100.0%	0	100.0%	Coming Soon	0	283
6	Komla Liassidji	A1IFGN2JPY7NGY	Fantastic	1062	POD	850	0.0	0.0	0.0	0.0	0.0	0	0	100.0%	0	99.9%	Coming Soon	0	714
7	Cristian Garcia Gutierrez	A89GW9S7SGDH4	Fantastic	840	POD	Coming Soon	0.0	0.0	0.0	0.0	0.0	0	0	100.0%	0	99.8%	Coming Soon	0	575
8	Andriu GreyRosales	A3FE2Z1IE9FZSJ	Fantastic	609	POD	850	0.0	0.0	0.0	0.0	0.0	0	0	100.0%	0	99.8%	Coming Soon	0	417
9	Karel Martinez Labrada	A269JJPNUI172D	Fantastic	604	POD	Coming Soon	0.0	0.0	0.0	0.0	0.0	0	0	100.0%	0	99.7%	Coming Soon	0	396
10	RAUDEL ALFONSO RODRIGUEZ	A208RLI7174UTL	Fantastic	535	POD	Coming Soon	0.0	0.0	0.0	0.0	0.0	Coming Soon	0	100.0%	0	99.7%	Coming Soon	0	324
11	Ahmed Garcia Cabrera	A40FONGSKI6NB	Fantastic	184	POD	Coming Soon	0.0	0.0	0.0	0.0	0.0	Coming Soon	0	100.0%	0	99.3%	Coming Soon	0	153
12	William Valle	A2UP49BPHUJ4YK	Fantastic	234	POD	Coming Soon	0.0	0.0	0.0	0.0	0.0	Coming Soon	0	100.0%	0	99.3%	Coming Soon	0	141
13	Maykel Valladares Rojas	A6G7RNRXKIEL8	Fantastic	432	POD	Coming Soon	Coming Soon	Coming Soon	Coming Soon	Coming Soon	Coming Soon	0	0	100.0%	0	99.3%	Coming Soon	0	275
14	Jorge Carralero Ferreiro	ARGSI6DZBYRAS	Fantastic	660	POD	Coming Soon	0.0	0.0	Coming Soon	Coming Soon	Coming Soon	0	0	100.0%	0	98.4%	Coming Soon	0	385
15	Ronald FloresRojar	A97JTL8B1J7MF	Fantastic	343	POD	Coming Soon	0.0	0.0	0.0	0.0	0.0	Coming Soon	0	100.0%	0	98.8%	Coming Soon	0	255
16	Yesenia Cruz Bautista	A2DQAQVCZ6R2SJ	Fantastic	885	FDR	Coming Soon	0.0	0.0	0.0	0.3	0.0	0	0	100.0%	0	99.5%	Coming Soon	0	618
17	Kendry Fleitas Collazo	A3SDE05BDJVZZQ	Fantastic	826	DCR	Coming Soon	0.0	0.0	0.0	0.0	0.0	Coming Soon	0	99.9%	0	99.8%	Coming Soon	0	475
18	Armando Gutierrezmato	A12P82MCP23H25	Fantastic	835	POD	Coming Soon	0.0	0.0	0.0	0.0	0.0	Coming Soon	0	100.0%	0	97.9%	Coming Soon	0	513
19	Timara Howard	AQM3I8KFW0HNC	Fantastic	360	DCR	Coming Soon	0.0	0.0	0.0	0.0	0.0	0	0	99.7%	0	100.0%	Coming Soon	0	250
20	Arieja Barnett	AXA2MUHT8GD69	Fantastic	845	DCR	Coming Soon	0.0	0.0	0.0	0.0	0.0	Coming Soon	0	99.9%	0	99.1%	Coming Soon	0	564
21	Cooper Fisher	A1XL9UVCILQNJ9	Fantastic	349	DCR	Coming Soon	0.0	0.0	0.0	0.0	0.0	0	0	99.7%	0	100.0%	Coming Soon	0	228
22	Daimy Estrada TORRES	A1RKKFBZG4AN6B	Fantastic	562	FDR	Coming Soon	0.0	0.0	0.0	0.5	0.0	0	0	100.0%	0	100.0%	Coming Soon	0	377
23	Rainel SolarMartinez	A2N0FE2ET0PYQ4	Fantastic	328	DCR	Coming Soon	0.0	0.0	0.0	0.0	0.0	0	0	99.7%	0	100.0%	Coming Soon	0	243
24	Alain MorataBasulto	A1PSP4WCK3RJNX	Fantastic	342	DCR	Coming Soon	0.0	0.0	0.0	0.0	0.0	0	0	99.7%	0	99.6%	Coming Soon	0	245
25	Aracelys PerezRoman	A2YPZWSUULGX2E	Fantastic	721	DR	Coming Soon	0.0	0.0	0.3	0.0	0.0	0	0	99.9%	0	100.0%	Coming Soon	0	504
26	Justin SullyAlexander	A27T82PLCRYLE7	Fantastic	557	DCR	Coming Soon	0.0	0.0	0.0	0.0	0.0	0	0	99.6%	0	99.7%	Coming Soon	0	381
27	Dimitry JeanLouis	AIF2YJBTPLF4G	Fantastic	446	DCR	Coming Soon	0.0	0.0	0.0	0.0	0.0	0	0	99.8%	0	97.7%	Coming Soon	0	257
28	Marcos ForteValle	A314FMQOYGS01Z	Fantastic	834	DCR	Coming Soon	0.0	0.0	0.0	0.0	0.0	Coming Soon	0	99.8%	0	99.8%	Coming Soon	0	526
29	Deixon marinjames	A12BVZCJ8JMGF1	Fantastic	819	DCR	847	0.0	0.0	0.0	0.0	0.0	Coming Soon	0	99.8%	0	99.8%	Coming Soon	0	499
30	Josue Ruiz aruca	A2RS7XOCKKNMWU	Fantastic	424	DCR	Coming Soon	0.0	0.0	Coming Soon	Coming Soon	Coming Soon	Coming Soon	0	99.8%	0	99.6%	Coming Soon	0	268
31	Colton Fisher	A34ODTN3FF44B2	Fantastic	471	DCR	Coming Soon	0.0	0.0	0.0	0.0	0.0	0	0	99.6%	0	100.0%	Coming Soon	0	280
32	Zachary Jenkins	A1I3LX3HOWOR	Fantastic	425	DCR	Coming Soon	0.0	0.0	0.0	0.0	0.0	Coming Soon	0	99.8%	0	99.6%	Coming Soon	0	250

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Drivers ranked by overall score, descending.						Safety - 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 DPMO	CED	DCR	DSB	POD	PSB	DSB DNR	POD Opps.
33	Sarai PerezGuerrero	A389TGWQF06QBW	Fantastic	843	DCR	Coming Soon	0.0	0.0	0.0	0.0	0.0	0	0	99.5%	0	100.0%	Coming Soon	0	495
34	Manases Gonzalez Torrealba	A3UFNS0TN6PS6J	Fantastic	702	DCR	Coming Soon	0.0	0.0	0.0	0.0	0.0	Coming Soon	0	99.7%	0	99.1%	Coming Soon	0	433
35	Karel CabrejaCabot	A3IFAT3P96PCJS	Fantastic	1202	CDF	Coming Soon	0.0	0.0	0.0	0.0	0.0	834	0	100.0%	0	100.0%	Coming Soon	0	773
36	Samuel Tiophile	A2PN6PUG832IO0	Fantastic	705	DCR	Coming Soon	0.0	0.0	0.0	0.0	0.0	Coming Soon	0	99.7%	0	98.9%	Coming Soon	0	469
37	Carolina SierraARENAS	A30Z8MBDIPGWWZ	Fantastic	806	SOR	Coming Soon	0.3	0.0	0.0	0.0	0.0	Coming Soon	0	99.9%	0	99.6%	Coming Soon	0	542
38	Daniela Llovio Cabrera	A28XKTM9IGM020	Fantastic	827	DCR	Coming Soon	0.0	0.0	0.0	0.0	0.0	0	0	99.4%	0	99.8%	Coming Soon	0	520
39	Maikel Diaz Serpa	A1UJOLGB3IXZEN	Fantastic	534	DCR	Coming Soon	0.0	0.0	0.0	0.0	0.0	Coming Soon	0	99.6%	0	99.7%	Coming Soon	0	359
40	Mikenson Baptiste	A28WB82LQMW71K	Fantastic	547	DCR	Coming Soon	Coming Soon	Coming Soon	Coming Soon	Coming Soon	Coming Soon	Coming Soon	0	99.8%	0	98.9%	Coming Soon	0	359
41	Richard GonzalezTorres	A1TPP9S3M9T1FD	Fantastic	565	DCR	Coming Soon	0.0	0.0	0.0	0.0	0.0	0	0	99.3%	0	99.5%	Coming Soon	0	375
42	Quintin Williams	A16P5ZVDVZLYJL	Fantastic	441	DCR	Coming Soon	0.0	0.0	0.0	0.0	0.0	0	0	99.3%	0	98.9%	Coming Soon	0	279
43	Jorge Silva Ruiz	AGCXM87U3OD66	Fantastic	1109	CDF	Coming Soon	0.0	0.0	0.0	0.0	0.0	901	0	99.9%	0	99.2%	Coming Soon	0	774
44	Oneida Rodriguez	A2B4M0VJUAIJ1K	Fantastic	485	DCR	Coming Soon	0.0	0.0	0.0	0.0	0.0	0	0	99.2%	0	99.7%	Coming Soon	0	374
45	Pedro SerafinJimenez	A2LSQW4A7Y5X6S	Fantastic	1015	DCR	Coming Soon	0.0	0.0	0.0	0.0	0.0	0	0	99.2%	0	98.8%	Coming Soon	0	608
46	Roxann Hughett	A22BXMSPNNCPW0	Fantastic	891	CDF	Coming Soon	0.0	0.0	0.0	0.0	0.0	1122	0	99.9%	0	99.7%	Coming Soon	0	602
47	Yaquelin FernandezGarcia	A1AQIMYTS5ZZD7	Fantastic	207	DCR	Coming Soon	0.0	0.0	0.0	0.0	0.0	0	0	99.1%	0	100.0%	Coming Soon	0	160
48	Kevin Joseph	A26PZFEGWBQ3Q	Fantastic	505	DCR	Coming Soon	0.0	0.0	0.0	0.0	0.0	Coming Soon	0	99.4%	0	99.4%	Coming Soon	0	356
49	Dante Aldea arce	A2ICAZBWU275KC	Fantastic	1053	CDF	Coming Soon	0.0	0.0	0.0	0.0	0.0	949	0	99.6%	0	99.8%	Coming Soon	0	609
50	Soondy Riviere	A3IIVY788YBZDF	Fantastic	933	CDF	Coming Soon	0.0	0.0	0.0	0.0	0.0	1074	0	99.7%	0	100.0%	Coming Soon	0	665
51	Olexis Laguna Perez	A1CQ5N0W6RDWX1	Fantastic	738	SSVR	Coming Soon	0.0	0.0	0.0	0.0	0.5	0	0	99.6%	0	99.8%	Coming Soon	0	496
52	Maria CastilloGonzalez	AFJ80CJ2S2H0M	Fantastic	1106	CDF	850	0.0	0.0	0.0	0.0	0.0	905	0	99.5%	0	99.0%	Coming Soon	0	771
53	Alden Bora	ANF92W0HV4V2S	Fantastic	572	DCR	Coming Soon	0.0	0.0	0.0	0.5	0.0	Coming Soon	0	99.5%	0	99.0%	Coming Soon	0	412
54	Tara Pedraza	A2SHFASVNCZYRV	Fantastic	156	DCR	Coming Soon	0.0	0.0	0.0	0.0	0.0	0	0	98.8%	0	99.3%	Coming Soon	0	145
55	Javier Hernandez Nocedo	A12JTKQ670Q7JQ	Fantastic	255	DCR	Coming Soon	Coming Soon	Coming Soon	Coming Soon	Coming Soon	Coming Soon	0	0	99.2%	0	100.0%	Coming Soon	0	159
56	Osiel Perez Gacita	A2F1450KCHS1A9	Fantastic	939	DCR	Coming Soon	0.0	0.0	0.0	0.0	0.0	0	0	98.6%	0	100.0%	Coming Soon	0	667
57	Joyma Macazaga	A3MKKCZELWX3NY	Fantastic	530	SER	Coming Soon	0.0	2.0	0.0	0.0	0.0	0	0	99.8%	0	99.4%	Coming Soon	0	335
58	Omar Melendez Davila	A3TL3TSWV9A67X	Fantastic	1238	CDF	Coming Soon	0.0	0.0	0.0	0.0	0.0	1617	0	99.8%	0	99.7%	Coming Soon	0	778
59	Manuel EspinosaBringas	A18TFTWFXNYRA8	Fantastic	322	DCR	Coming Soon	0.0	0.0	0.0	0.0	0.0	Coming Soon	0	98.8%	0	99.6%	Coming Soon	0	236
60	Javier Almira Garcia	A1A6FZC1SI3H3Z	Fantastic	711	DCR	Coming Soon	Coming Soon	Coming Soon	Coming Soon	Coming Soon	Coming Soon	Coming Soon	0	99.3%	0	98.7%	Coming Soon	0	478
61	Sandy Marsan Castillo	A3CK5BWA9TCAEK	Fantastic	531	SER	Coming Soon	0.0	0.5	0.0	0.0	0.5	Coming Soon	0	99.6%	0	98.6%	Coming Soon	0	349
62	Aaron Gonzalezmustelier	A1C0PINQ8ZW4PE	Fantastic	673	DCR	Coming Soon	0.0	0.0	0.0	0.0	0.0	Coming Soon	0	98.5%	0	99.8%	Coming Soon	0	471
63	Angelica UrregoPatino	A8V4BNLB73TN7	Fantastic	783	CDF	Coming Soon	0.0	0.0	0.0	0.0	0.0	2551	0	99.9%	0	99.6%	Coming Soon	0	448
64	Lazaro RevoredoRoque	AJJR5Q0II241M	Fantastic	880	CDF	Coming Soon	0.0	0.0	0.0	0.0	0.0	3408	0	100.0%	0	99.8%	Coming Soon	0	658

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65	Yasser AvalosJaquinet	A2CU05QISIH6KP	Fantastic	819	CDF	Coming Soon	0.0	0.0	0.0	0.0	0.0	3662	0	99.9%	0	99.6%	Coming Soon	0	498
66	Ed Merilus	A3RES1P90UZ20I	Fantastic	1103	CDF	Coming Soon	0.0	0.0	0.0	0.0	0.0	2722	0	99.6%	0	99.9%	Coming Soon	0	756
67	Marieta Cabrera Hidalgo	AAE3YNTUU6MED	Fantastic	837	CDF	Coming Soon	0.0	0.0	0.0	0.0	0.0	4711	0	99.6%	0	100.0%	Coming Soon	0	488
68	Maria FigueredoQuintero	AJUEY8K77NLDT	Fantastic	497	DCR	Coming Soon	0.0	0.0	0.0	0.0	0.0	Coming Soon	0	98.2%	0	98.8%	Coming Soon	0	331
69	Robert Butts	A21KTJ2J25HW0K	Fantastic	890	CDF	Coming Soon	0.0	0.0	0.0	0.0	0.0	2252	0	99.0%	0	99.8%	Coming Soon	0	598
70	jadaniel leaphart	ANRJY0K68GUXH	Fantastic	615	DSB	Coming Soon	0.0	0.0	0.0	0.5	0.0	0	0	99.5%	1626	92.9%	Coming Soon	1	410
71	Kervens Jolsaint	AEEJP6W70MXVB	Fantastic	300	DCR	Coming Soon	Coming Soon	Coming Soon	Coming Soon	Coming Soon	Coming Soon	0	0	97.8%	0	100.0%	Coming Soon	0	217
72	Alexander Vargas	A3BN0QKYKZEW3U	Fantastic	570	DCR	Coming Soon	0.0	0.0	0.0	0.0	0.0	Coming Soon	0	97.4%	0	98.1%	Coming Soon	0	359
73	Spini Loren Amelia Paulette	A2KB0U6YF3AK0	Fantastic	177	DCR	Coming Soon	Coming Soon	Coming Soon	Coming Soon	Coming Soon	Coming Soon	0	0	95.2%	0	99.0%	Coming Soon	0	104
74	Leonardo Ceballos	A2JXM4TFBYAGMU	Great	446	SSVR	Coming Soon	0.0	0.0	0.5	0.0	2.5	Coming Soon	0	99.8%	0	99.6%	Coming Soon	0	232
75	Sonya Lingo	A28SGVPMNQ1P16	Great	373	DSB	Coming Soon	0.0	0.0	0.0	0.0	0.0	Coming Soon	0	99.5%	2681	100.0%	Coming Soon	1	257
76	Andres Silva Cruz	A2DUPGCUMQZHIZ	Great	743	DSB	Coming Soon	0.0	0.0	0.0	0.0	0.0	Coming Soon	0	99.2%	2688	99.8%	Coming Soon	2	434
77	Michael Borges Rivas	A1CT8DWCUVH054	Great	826	CDF	Coming Soon	0.0	0.3	0.0	0.0	0.0	2430	0	98.1%	0	99.2%	Coming Soon	0	500
78	Ericsson DeviaCardenas	A2FPTG2F8IVI1F	Great	770	CDF	Coming Soon	6.0	0.0	Coming Soon	Coming Soon	Coming Soon	3900	0	99.9%	0	99.8%	Coming Soon	0	467
79	Ronnie Pico Castro	A9NM00933AQTV	Great	810	DSB	Coming Soon	0.0	0.0	0.0	0.5	0.0	Coming Soon	0	98.9%	1235	99.8%	Coming Soon	1	533
80	Roberto Fernandez Camacho	A1R8CH9MWMAR3L	Great	931	CDF	Coming Soon	0.0	0.0	0.5	0.0	0.0	4310	0	99.7%	1074	99.3%	Coming Soon	1	609

RLGM at DLF1 - Week 12

DA Trailing 6-Week Performance

Drivers ranked by overall score, descending.															Weeks			
#	Name	Transporter ID	Fico Score	Seatbelt Off Rate	Speeding Event Rate	Distractions Rate	Following Distance Rate	Sign/Signal Violations Rate	CDF DPMO	DCR	DSB	POD	PSB	High/Low Performer Status	Fant.	Great	Fair	Poor
1	Daimy Estrada TORRES	A1RKKFBZG4AN6B	Coming Soon	0.0	0.0	0.0	0.0	0.0	0	99.9%	0	99.9%	Coming Soon	High Performer	6	0	0	0
2	Ahmed Garcia Cabrera	A40FONGSKI6NB	850	0.0	0.0	0.0	0.0	0.0	0	99.9%	0	99.8%	Coming Soon	High Performer	6	0	0	0
3	Zachary Jenkins	A1I13X3HOW0R	Coming Soon	0.0	0.0	0.0	0.0	0.0	0	99.8%	0	99.7%	Coming Soon	No Status (<4 wks)	2	0	0	0
4	Liliet AvilaLopez	A3LCT11K6JW3ZI	850	0.0	0.0	0.0	0.0	0.0	0	99.8%	0	99.7%	Coming Soon	High Performer	4	0	0	0
5	Alain MorataBasulto	A1PSP4WCK3RJNX	850	0.0	0.0	0.0	0.0	0.0	0	99.8%	0	99.5%	Coming Soon	High Performer	6	0	0	0
6	Cooper Fisher	A1XL9UVCILQNJ9	Coming Soon	0.0	0.0	0.0	0.0	0.0	0	99.8%	0	100.0%	Coming Soon	No Status (<4 wks)	3	0	0	0
7	Joyma Macazaga	A3MKKCZELWX3NY	Coming Soon	0.0	0.0	0.0	0.0	0.0	0	99.8%	0	98.8%	Coming Soon	High Performer	6	0	0	0
8	Isaac Moise	A7H5EGSLU56V0	850	0.0	0.0	0.0	0.0	0.0	407	100.0%	0	99.7%	Coming Soon	High Performer	6	0	0	0
9	Oneida Rodriguez	A2B4M0VJUA1J1K	Coming Soon	0.0	0.0	0.0	0.0	0.0	0	99.7%	0	99.6%	Coming Soon	High Performer	5	0	0	0
10	Dimitry JeanLouis	A1F2YJBTPLF4G	850	0.0	0.0	0.0	0.0	0.0	0	99.8%	0	98.7%	Coming Soon	High Performer	5	1	0	0
11	Tara Pedraza	A2SHFASVNCZYRV	850	0.0	0.0	0.0	0.0	0.0	0	99.7%	0	99.5%	Coming Soon	High Performer	6	0	0	0
12	Kevin Joseph	A26PZFEGBWBQ3Q	Coming Soon	0.0	0.0	0.0	0.0	0.0	0	99.7%	0	99.4%	Coming Soon	High Performer	6	0	0	0
13	Quintin Williams	A16P5ZVDVZLJL	Coming Soon	0.0	0.0	0.0	0.0	0.0	0	99.7%	0	99.3%	Coming Soon	High Performer	5	1	0	0
14	Kervens Jolsaint	AEEJP6W70MXVB	850	0.0	0.0	0.0	0.0	0.0	0	99.6%	0	100.0%	Coming Soon	High Performer	6	0	0	0
15	Timara Howard	AQM3I8KFWOHNC	Coming Soon	0.0	0.0	0.0	0.0	0.0	0	99.6%	0	99.4%	Coming Soon	High Performer	6	0	0	0
16	Kendry Fleitas Collazo	A3SDE05BDJVZZQ	838	0.0	0.0	0.0	0.0	0.0	560	100.0%	0	99.9%	Coming Soon	High Performer	6	0	0	0
17	Carolina SierraARENAS	A30Z8MBDIPGWVWZ	850	0.0	0.0	0.0	0.0	0.0	627	99.9%	0	99.7%	Coming Soon	High Performer	6	0	0	0
18	Cristian Garcia Gutierrez	A89GW9S7SGDH4	Coming Soon	0.0	0.0	0.0	0.0	0.0	601	99.8%	0	99.7%	Coming Soon	High Performer	6	0	0	0
19	Omar Melendez Davila	A3TL3TSWV9A67X	Coming Soon	0.0	0.0	0.0	0.0	0.0	624	99.8%	0	99.8%	Coming Soon	High Performer	6	0	0	0
20	Spini Loren Amelia Paulette	A2KB0U6YF3AK0	Coming Soon	0.0	0.0	0.0	0.0	0.0	0	99.4%	0	99.6%	Coming Soon	High Performer	6	0	0	0
21	Karel CabrejaCabot	A3IFAT3P96PCJS	Coming Soon	0.0	0.0	0.0	0.0	0.0	351	99.9%	175	99.9%	Coming Soon	High Performer	5	1	0	0
22	Jorge Carralero Ferreiro	ARGSI6DZBYRAS	850	0.0	0.0	0.0	0.0	0.0	0	99.4%	0	98.2%	Coming Soon	High Performer	6	0	0	0
23	Manuel EspinosaBringas	A18TFTWFXNYRA8	Coming Soon	0.0	0.0	0.0	0.0	0.0	Coming Soon	99.6%	0	99.6%	Coming Soon	High Performer	6	0	0	0
24	Colton Fisher	A340DTN3FF44B2	Coming Soon	0.0	0.0	0.0	0.0	0.0	0	99.2%	0	99.9%	Coming Soon	High Performer	6	0	0	0
25	Soondy Riviere	A3IIVY788YBZDF	839	0.0	0.0	0.0	0.0	0.0	911	99.8%	0	100.0%	Coming Soon	High Performer	6	0	0	0
26	Komla Liassidji	A1IFGN2JPY7NGY	850	1.0	0.0	0.0	0.0	0.0	0	99.8%	0	99.9%	Coming Soon	High Performer	6	0	0	0
27	Samuel Tiophile	A2PN6PUG832I00	850	0.0	0.0	0.0	0.0	0.0	849	99.8%	0	98.9%	Coming Soon	High Performer	6	0	0	0
28	Justin SullyAlexander	A27T82PLCRYLE7	Coming Soon	0.0	0.0	0.0	0.0	0.0	1052	99.9%	0	99.8%	Coming Soon	High Performer	6	0	0	0
29	Sonya Lingo	A28SGVPMNQ1P16	Coming Soon	0.0	0.0	0.0	0.0	0.0	0	99.9%	322	98.9%	Coming Soon	High Performer	5	1	0	0
30	William Valle	A2UP49BPHUJ4YK	Coming Soon	0.0	0.0	0.0	0.0	1.0	0	99.9%	0	99.7%	Coming Soon	High Performer	6	0	0	0
31	Arieja Barnett	AXA2MUHT8GD69	Coming Soon	0.0	0.0	0.0	0.0	0.0	434	99.4%	0	99.6%	Coming Soon	High Performer	6	0	0	0
32	Leonardo Ceballos	A2JXM4TFBYAGMU	Coming Soon	0.0	0.0	0.0	0.0	1.0	0	99.8%	0	99.6%	Coming Soon	Normal Performer	2	2	0	0
33	Maikel Diaz Serpa	A1UJOLGB3IXZEN	850	0.0	0.0	0.0	0.0	0.0	1236	99.8%	0	99.8%	Coming Soon	High Performer	6	0	0	0
34	Maykel Valladares Rojas	A6G7RNRXKIEL8	Coming Soon	0.0	0.0	0.0	0.0	0.0	0	98.9%	0	98.2%	Coming Soon	High Performer	4	0	0	0
35	Maria CastilloGonzalez	AFJ80CJ2S2H0M	850	0.0	0.0	0.0	0.0	0.0	1207	99.7%	0	99.6%	Coming Soon	High Performer	6	0	0	0
36	Daniel HernandezAmbrocio	A1W6GIWP2EAJLD	850	0.0	0.0	0.0	0.0	0.0	803	99.9%	259	99.9%	Coming Soon	High Performer	6	0	0	0
37	Olexis Laguna Perez	A1CQ5N0W6RDWX1	850	0.0	0.0	0.0	0.0	0.0	852	99.8%	224	99.8%	Coming Soon	High Performer	5	1	0	0
38	Richard GonzalezTorres	A1TPP9S3M9T1FD	850	0.0	0.0	0.0	0.0	0.0	844	99.3%	0	99.9%	Coming Soon	High Performer	5	1	0	0
39	Frank SalazarSierra	A2C38B34OXLIVA	850	0.0	0.0	0.0	0.0	0.0	580	99.6%	244	100.0%	Coming Soon	High Performer	6	0	0	0

RLGM at DLF1 - Week 12

DA Trailing 6-Week Performance

Drivers ranked by overall score, descending.			Safety - metrics (except FICO) are measured as events per trip at DA level												Weeks			
#	Name	Transporter ID	Fico Score	Seatbelt Off Rate	Speeding Event Rate	Distractions Rate	Following Distance Rate	Sign/Signal Violations Rate	CDF DPMO	DCR	DSB	POD	PSB	High/Low Performer Status	Fant.	Great	Fair	Poor
40	Sarai PerezGuerrero	A389TGWQF06QBW	850	0.0	0.0	0.0	0.0	0.0	0	99.3%	264	100.0%	Coming Soon	High Performer	5	1	0	0
41	Daniela Llovio Cabrera	A28XKTM9IGM02O	850	0.0	0.0	0.0	0.0	0.0	1334	99.7%	0	99.8%	Coming Soon	High Performer	6	0	0	0
42	Alden Bora	ANF92W0HV4V2S	Coming Soon	0.0	0.0	0.0	0.0	0.0	0	99.7%	473	98.7%	Coming Soon	Normal Performer	3	1	0	0
43	Armando Gutierrezmato	A12P82MCP23H25	Coming Soon	0.0	2.0	0.0	0.0	0.0	0	99.9%	0	98.0%	Coming Soon	Normal Performer	3	1	0	0
44	Karel Martinez Labrada	A269JJPNU1172D	Coming Soon	0.0	0.0	0.0	0.0	0.0	855	99.8%	415	99.2%	Coming Soon	High Performer	5	1	0	0
45	Marcos ForteValle	A314FMQOYGS01Z	850	0.0	0.0	0.0	0.0	0.0	970	99.2%	176	99.7%	Coming Soon	High Performer	5	1	0	0
46	Ed Merilus	A3RES1P90UZ20I	850	0.0	0.0	0.0	0.0	0.0	1956	99.8%	0	99.9%	Coming Soon	High Performer	6	0	0	0
47	Yesenia Cruz Bautista	A2DQAQVCZ6R2SJ	816	0.0	0.0	0.0	0.0	0.0	1697	99.6%	0	98.9%	Coming Soon	High Performer	6	0	0	0
48	Dante Aldea arce	A2ICAZBWU275KC	Coming Soon	0.0	0.0	0.0	0.0	0.0	1802	99.6%	0	99.6%	Coming Soon	High Performer	5	1	0	0
49	RAUDEL ALFONSO RODRIGUEZ	A208RLI7174UTL	Coming Soon	0.0	0.0	0.0	0.0	0.0	1630	100.0%	248	99.8%	Coming Soon	High Performer	6	0	0	0
50	Pedro SerafinJimenez	A2LSQW4A7Y5X6S	849	0.0	0.0	0.0	0.0	1.0	852	99.7%	181	98.5%	Coming Soon	High Performer	5	1	0	0
51	Jorge Silva Ruiz	AGCXM87U3OD66	850	0.0	0.0	0.0	0.0	0.0	1851	99.6%	0	99.1%	Coming Soon	High Performer	5	1	0	0
52	Deixon marinjames	A12BVZCJ8JMGF1	849	0.0	0.0	0.0	0.0	0.0	1297	99.6%	367	99.7%	Coming Soon	High Performer	5	1	0	0
53	Andres Silva Cruz	A2DUPGCUMQZHIZ	Coming Soon	0.0	0.0	0.0	0.0	0.0	0	98.8%	528	99.7%	Coming Soon	High Performer	5	1	0	0
54	Angelica UrregoPatino	A8V4BNLB73TN7	830	0.0	0.0	0.0	0.0	0.0	1452	99.9%	409	99.5%	Coming Soon	High Performer	5	1	0	0
55	Ronnie Pico Castro	A9NM00933AQTV	Coming Soon	0.0	0.0	0.0	0.0	0.0	1129	99.2%	434	99.7%	Coming Soon	High Performer	4	2	0	0
56	Mikenson Baptiste	A28WB82LQMW71K	850	0.0	0.0	0.0	0.0	0.0	2350	99.9%	0	98.5%	Coming Soon	High Performer	5	1	0	0
57	Roxann Hughett	A22BXMSPNCPW0	850	0.0	0.0	0.0	0.0	1.0	1699	99.7%	0	99.7%	Coming Soon	High Performer	6	0	0	0
58	Robert Butts	A21KTJ2J25HW0K	850	0.0	0.0	0.0	0.0	0.0	1566	99.2%	188	99.9%	Coming Soon	High Performer	5	1	0	0
59	María FigueredoQuintero	AJUUEY8K77NLDT	850	0.0	0.0	0.0	0.0	0.0	1850	99.1%	0	99.5%	Coming Soon	High Performer	5	0	0	0
60	Yaquelin FernandezGarcia	A1AQIMYTSSZD7	850	0.0	0.0	0.0	0.0	0.0	0	99.2%	1135	99.5%	Coming Soon	High Performer	5	1	0	0
61	Lazaro RevoredoRoque	AJJR5Q0II241M	850	0.0	0.0	0.0	0.0	0.0	2117	99.2%	0	99.8%	Coming Soon	High Performer	5	1	0	0
62	Ronald FloresRojar	A97JTL8B1J7MF	Coming Soon	0.0	0.0	0.0	0.0	0.0	0	99.1%	1078	99.1%	Coming Soon	High Performer	4	1	0	0
63	Alexander Vargas	A3BN0QKYKZEW3U	Coming Soon	0.0	0.0	0.0	0.0	0.0	0	98.6%	654	98.6%	Coming Soon	High Performer	5	1	0	0
64	Andriu GreyRosales	A3FE2Z1IE9FZSJ	850	0.0	0.0	0.0	0.0	0.0	2175	99.9%	329	99.7%	Coming Soon	High Performer	5	0	0	0
65	Browjache Ford	A117GW2C2C2D45	Coming Soon	0.0	0.0	0.0	0.0	0.0	0	98.6%	704	99.7%	Coming Soon	High Performer	4	0	0	0
66	Manases Gonzalez Torrealba	A3UFNS0TN6PS6J	Coming Soon	0.0	0.0	0.0	0.0	0.0	4249	99.6%	0	99.5%	Coming Soon	High Performer	6	0	0	0
67	Michael Borges Rivas	A1CT8DWCUVH054	850	1.0	0.0	0.0	0.0	0.0	1975	99.5%	0	99.8%	Coming Soon	High Performer	5	1	0	0
68	jadaniel leaphart	ANRJY0K68GUXH	Coming Soon	0.0	0.0	0.0	0.0	0.0	0	99.3%	1025	94.8%	Coming Soon	No Status (<4 wks)	2	1	0	0
69	Rainel SolarMartinez	A2N0FE2ET0PYQ4	809	0.0	0.0	0.0	0.0	0.0	1261	98.6%	299	99.8%	Coming Soon	High Performer	4	2	0	0
70	Aaron Gonzalezmustelier	A1C0PINQ8ZW4PE	850	0.0	0.0	0.0	0.0	0.0	2196	99.5%	245	99.9%	Coming Soon	High Performer	5	1	0	0
71	Osiel Perez Gacita	A2F1450KCHS1A9	Coming Soon	0.0	0.0	0.0	0.0	0.0	2269	98.9%	0	99.9%	Coming Soon	High Performer	5	1	0	0
72	Aracelys PerezRoman	A2YPZWSUULGX2E	850	0.0	0.0	0.0	0.0	0.0	2861	99.9%	201	99.9%	Coming Soon	High Performer	4	2	0	0
73	Sandy Marsan Castillo	A3CK5BWA9TCAEK	Coming Soon	0.0	0.0	0.0	0.0	0.0	2549	99.7%	231	98.9%	Coming Soon	High Performer	5	1	0	0
74	Javier Hernandez Nocado	A12JTKQ670Q7JQ	Coming Soon	0.0	0.0	0.0	0.0	0.0	2919	99.8%	240	99.3%	Coming Soon	High Performer	5	1	0	0
75	Marieta Cabrera Hidalgo	AAE3YNTUU6MED	Coming Soon	0.0	0.0	0.0	0.0	0.0	3215	99.7%	287	99.7%	Coming Soon	High Performer	4	1	0	0
76	Javier Almira Garcia	A1A6FZC1SI3H3Z	Coming Soon	0.0	0.0	0.0	0.0	0.0	2614	98.8%	0	98.7%	Coming Soon	High Performer	6	0	0	0

RLGM at DLF1 - Week 12

DA Trailing 6-Week Performance

Drivers ranked by overall score, descending.			Safety - metrics (except FICO) are measured as events per trip at DA level												Weeks			
#	Name	Transporter ID	Fico Score	Seatbelt Off Rate	Speeding Event Rate	Distractions Rate	Following Distance Rate	Sign/Signal Violations Rate	CDF DPMO	DCR	DSB	POD	PSB	High/Low Performer Status	Fant.	Great	Fair	Poor
77	Ericsson DeviaCardenas	A2FPTG2F8IV11F	834	0.0	0.0	0.0	0.0	0.0	3654	99.7%	402	99.6%	Coming Soon	High Performer	4	2	0	0
78	Roberto Fernandez Camacho	A1R8CH9MWMAR3L	Coming Soon	0.0	0.0	0.0	0.0	0.0	2816	99.8%	508	98.9%	Coming Soon	High Performer	5	1	0	0
79	Josue Ruiz aruca	A2RS7XOCKKNMWU	844	0.0	0.0	0.0	0.0	0.0	Coming Soon	98.7%	727	99.5%	Coming Soon	High Performer	4	2	0	0
80	Yasser AvalosJaquinet	A2CU05QISIH6KP	850	0.0	0.0	0.0	0.0	0.0	2186	99.0%	1508	99.0%	Coming Soon	Normal Performer	3	3	0	0

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 weighting 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. **42.5%**
- i Safe Driving Metric:** This metric is calculated using the eDriving Mentor FICO® score, which is a composite potential indicator of a driver's safe driving behavior. The metric is measured by analyzing indicators of how your drivers operate their vehicles, such as Harsh Acceleration, Braking, Cornering, Cellphone Distraction and Speeding. The metric is a weighted average of all driver's eDriving Mentor FICO® scores at the end of the week, converted to a 0.00 - 4.00 score where a higher score is better. Safe Driving Scores of at least 3.00 (equivalent to a FICO® score of at least 800 for a DSP) will earn Fantastic. You can see your DSP FICO® score, and details on how to improve, in the eDriving Mentor Portal (see link in cover page). This is a 3rd party metric and is a potential indicator of DA safe driving behavior. **2.1%**
- 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. **9.9%**
- 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. **9.9%**
- 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, and stop 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. **9.9%**
- 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. **6.4%**
- 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). **4.3%**
- 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 due to 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%, although the threshold varies by +/- 0.5% due to differences in historical delivery difficulty levels. **11.3%**
- i Delivery Success Behaviors (DSB):** Number of packages marked delivered by DAs but not received by customers (DNR) 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 five DA-controllable behaviors: Simultaneous Deliveries, Delivered >50 meters, Inaccurate Scan Usage - Unattended Deliveries, Inaccurate Scan Usage **11.3%**

- Attended Deliveries, and No-POD deliveries.

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.	2.8%
	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.	17.0%
i	Customer Delivery Feedback DPMO: The CDF metric is a measurement of the customer feedback received after packages are delivered by 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.	5.7%
i	Customer Escalation Defect DPMO: The frequency at which DAs incur customer escalations, on a per-million opportunities (DPMO) basis. Violations are triple-weighted, Multiple Defect Offboardings (MDOs) are double weighted, and Defects are single-weighted. Customer Escalation Defect DPMO is a 2-week delayed metric because we only hold your organization accountable for escalations that have not been overturned by appeals. DSPs who earn Fantastic for Customer Escalations Defect DPMO typically achieve a "0" DPMO for the week.	11.3%

Pickup Quality

- i **Pickup Success Behaviors (PSB):** Measurement of successful visits to all pickup stops on Delivery Associates itinerary on a given day. This metric is calculated both on DA and DSP level as a defect per 100 opportunities and have 5% weight on the overall Scorecard. We define a successful visit as any visit to a routed address (stop) that has a package scan event at the pickup location (scanned or manually entered) OR any failure event (exception) within time constraints and distance constraints. 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

i	High Performers Share: The number of DA's that achieved Fantastic as an overall performance tier in 4 (or more) of the past 6 weeks, divided by the total number of DAs that have delivered for 4 (or more) of the past 6 weeks. DSPs who earn Fantastic for High Performers Share typically achieve 75% or better (i.e. 75% of DAs earned Fantastic tier in 4 or more of the past 6 weeks).	5.0%
i	Low Performers Share: The number of DA's that achieved Fair or Poor as an overall performance tier in 4 (or more) of the past 6 weeks divided by the total number of DAs which have delivered for 4 (or more) of the past 6 weeks. DSPs who earn Fantastic for Low Performers Share typically achieve 0.0% for the metric.	5.0%
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'.	5.0%

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 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 score is a weighted average of High Performers Share, Low Performers Share, & Tenured Workforce. If a metric has sub-metrics then it is an equally-weighted average of its sub-metrics (unless otherwise noted); e.g. Standard Work Compliance is a weighted average of POD, Contact Compliance, and AD Accuracy scores. All "Coming Soon" metrics are not considered in the roll-up, and in such cases metric weights are re-adjusted 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.