

We've identified that your station was impacted by weather / an uncontrollable event in WK 06. In collaboration with your Station's leadership, we've proactively adjusted your WK 06 DCR from 98.85% to 99.14% 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 6
2024

Week 6 Performance

Overall Standing	Key Focus Areas	Top Drivers
Great <i>See details on next page</i>	1. Customer Escalation Defect DPMO 2. High Performers Share 3. Low Performers Share	1. Maria FigueredoQuintero Fantastic 2. Renny Parraquevedo Fantastic 3. Alexander Hernandezvaldes Fantastic 4. Liliet AvilaLopez Fantastic 5. Jasmyne Kaye 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 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.

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
2/14/2024 3:00pm - 4:00pm	https://attendee.gotowebinar.com/register/2961049021913514838
2/16/2024 11:00am - 12:00pm	https://attendee.gotowebinar.com/register/3639080459367651927
2/19/2024 2:00pm - 3:00pm	https://attendee.gotowebinar.com/register/5994776425296351840
2/23/2024 11:00am - 12:00pm	https://attendee.gotowebinar.com/register/3081647855294549085
2/26/2024 2:00pm - 3:00pm	https://attendee.gotowebinar.com/register/3776798688793150551

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

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 6
2024

Overall Standing: **Great**

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

Compliant

- i Comprehensive Audit (CAS)

Compliant

- i Working Hour Compliance

100.0% | **Fantastic**

Quality: **Great**

Customer Delivery Experience

- i Customer Escalation Defect DPMO
- i Customer Delivery Feedback

Fair

44 | **Fair**

90.54% | **Poor**

i Delivery Completion Rate

99.14% | **Great**

i Delivery Success Behaviors

372 | **Great**

Standard Work Compliance

Fantastic

- i Photo-On-Delivery

98.72% | **Fantastic**

- i Contact Compliance

99.68% | **Fantastic**

- i Attended Delivery Accuracy

100.00% | **Fantastic**

Team: **Fair**

i High Performers Share

60.78% | **Fair**

i Low Performers Share

1.96% | **Great**

i Tenured Workforce

Coming Soon

Recommended Focus Areas

1. Customer Escalation Defect DPMO
2. High Performers Share
3. Low Performers Share

Improving Customer Escalation Defect DPMO, High Performers Share, and Low Performers Share scores would improve your Overall Standing.

Current Week Tips

1. In addition to infraction emails, check your weekly infraction report and scorecard weekly to look for patterns and identify which drivers may need deeper retraining for repeat infractions.
2. Look for strong performers to get more involved in process improvement and share learnings with others.
3. Consider scheduling ride-alongs with your bottom performers to identify improvement opportunities.

*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 6

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															
#	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	Maria FigueredoQuintero	AJUEY8K77NLDT	Fantastic	974	DCR	850	Coming Soon	Coming Soon	Coming Soon	Coming Soon	Coming Soon	100.0%	0	99.7%	0	99.8%	100.0%	0	0	556	3
2	Renny Parraquevedo	A3R4GIZCKY4DG	Fantastic	449	DCR	850	Coming Soon	Coming Soon	Coming Soon	Coming Soon	Coming Soon	Coming Soon	0	99.8%	0	99.7%	100.0%	0	0	301	2
3	Alexander Hernandezvaldes	A1K0LEQLKYHFM	Fantastic	1073	DCR	850	Coming Soon	Coming Soon	Coming Soon	Coming Soon	Coming Soon	100.0%	0	99.6%	0	99.9%	100.0%	0	0	749	91
4	Liliet AvilaLopez	A3LCT11K6JW3ZI	Fantastic	507	DCR	850	Coming Soon	Coming Soon	Coming Soon	Coming Soon	Coming Soon	100.0%	0	99.6%	0	99.7%	100.0%	0	0	342	59
5	Jasmyne Kaye	AK0L9GI73T5AX	Fantastic	585	CDF	850	Coming Soon	Coming Soon	Coming Soon	Coming Soon	Coming Soon	97.2%	0	100.0%	0	98.9%	100.0%	0	0	279	37
6	Pedro SerafinJimenez	A2LSQW4A7Y5X6S	Fantastic	1126	CDF	850	Coming Soon	Coming Soon	Coming Soon	Coming Soon	Coming Soon	97.3%	0	99.9%	0	99.8%	100.0%	0	0	505	138
7	Deixon marinjames	A12BVZCJ8JMGF1	Fantastic	976	CDF	850	Coming Soon	Coming Soon	Coming Soon	Coming Soon	Coming Soon	95.8%	0	99.9%	0	99.1%	100.0%	0	0	541	107
8	Joseph Mirand	A2IDHDQ1JP6IS	Fantastic	324	DCR	Coming Soon	Coming Soon	Coming Soon	Coming Soon	Coming Soon	Coming Soon	100.0%	0	99.5%	0	98.5%	100.0%	0	0	196	6
9	Jacob Colson	A3VV3XDBY4YN9S	Fantastic	879	CDF	850	Coming Soon	Coming Soon	Coming Soon	Coming Soon	Coming Soon	96.8%	0	99.7%	0	99.3%	100.0%	0	0	554	87
10	Ahmed GarciaCabrera	A4OFONGSKI6NB	Fantastic	447	FICO	817	Coming Soon	Coming Soon	Coming Soon	Coming Soon	Coming Soon	100.0%	0	100.0%	0	100.0%	100.0%	0	0	264	107
11	Daiyan DaissonSanchez	A212U15ZTZYCKS	Fantastic	692	CDF	847	Coming Soon	Coming Soon	Coming Soon	Coming Soon	Coming Soon	96.1%	0	99.8%	0	100.0%	100.0%	0	0	396	9
12	Frank SotolongoWALS	ASVA3VUCIAWM5	Fantastic	286	POD	Coming Soon	Coming Soon	Coming Soon	Coming Soon	Coming Soon	Coming Soon	100.0%	0	100.0%	0	93.2%	Coming Soon	0	0	190	0
13	Gerardo Fiallohernandez	A1YCG2YND7TWF	Fantastic	1052	FICO	835	Coming Soon	Coming Soon	Coming Soon	Coming Soon	Coming Soon	98.1%	0	99.7%	0	100.0%	100.0%	0	0	663	697
14	Garvens Fleurantfils	APWTVMK95W01R	Fantastic	1067	CDF	850	Coming Soon	Coming Soon	Coming Soon	Coming Soon	Coming Soon	95.6%	0	99.8%	0	100.0%	100.0%	0	0	609	525
15	Romel Ogeris	AF8D3PUYM19IP	Fantastic	976	CDF	850	Coming Soon	Coming Soon	Coming Soon	Coming Soon	Coming Soon	95.6%	0	99.6%	0	99.8%	100.0%	0	0	629	5
16	Lisa Perry	AC6XSYQHWZVBD	Fantastic	682	CDF	830	Coming Soon	Coming Soon	Coming Soon	Coming Soon	Coming Soon	94.5%	0	99.8%	0	99.6%	100.0%	0	0	458	70
17	Ivan Crespo	A4ZYZZPZR6WQC	Fantastic	927	CDF	850	Coming Soon	Coming Soon	Coming Soon	Coming Soon	Coming Soon	93.8%	0	99.0%	0	99.8%	100.0%	0	0	538	158
18	Jake Amatuccio	A1R56NWABDPW85	Fantastic	813	CDF	850	Coming Soon	Coming Soon	Coming Soon	Coming Soon	Coming Soon	91.8%	0	99.6%	0	99.4%	100.0%	0	0	496	12
19	Armando Gutierrezmato	A12P82MCP23H25	Fantastic	1000	CDF	850	Coming Soon	Coming Soon	Coming Soon	Coming Soon	Coming Soon	90.4%	0	100.0%	0	99.6%	100.0%	0	0	499	1
20	Adrian PorcelSierra	A1R06MUKQURGS6	Fantastic	1070	CDF	850	Coming Soon	Coming Soon	Coming Soon	Coming Soon	Coming Soon	86.3%	0	100.0%	0	100.0%	100.0%	0	0	670	37
21	Robert Butts	A21KTJ2J25HW0K	Fantastic	1114	DCR	850	Coming Soon	Coming Soon	Coming Soon	Coming Soon	Coming Soon	95.3%	0	98.4%	0	100.0%	100.0%	0	0	738	163
22	Joseph Heberle	A16AXUJSQIFNIU	Fantastic	1071	CDF	850	Coming Soon	Coming Soon	Coming Soon	Coming Soon	Coming Soon	89.6%	0	100.0%	0	99.9%	100.0%	0	0	745	158
23	Cyania Telus	A1YHQX6TAOKD1N	Fantastic	483	DCR	Coming Soon	Coming Soon	Coming Soon	Coming Soon	Coming Soon	Coming Soon	Coming Soon	0	99.4%	0	91.5%	100.0%	0	0	331	5
24	Dimitry JeanLouis	AIF2YJBTLPLF4G	Fantastic	744	CDF	850	Coming Soon	Coming Soon	Coming Soon	Coming Soon	Coming Soon	85.8%	0	100.0%	0	99.4%	100.0%	0	0	463	2
25	Rainel SolarMartinez	A2N0FE2ET0PYQ4	Fantastic	674	CDF	850	Coming Soon	Coming Soon	Coming Soon	Coming Soon	Coming Soon	71.4%	0	99.9%	0	100.0%	Coming Soon	0	0	342	0
26	Yaquelin FernandezGarcia	A1AQIMYTSZZD7	Fantastic	652	CDF	850	Coming Soon	Coming Soon	Coming Soon	Coming Soon	Coming Soon	92.1%	0	99.1%	0	98.9%	100.0%	0	0	359	13
27	Maikel Serpa	A31B7LJBKSYQPP	Fantastic	1128	CDF	840	Coming Soon	Coming Soon	Coming Soon	Coming Soon	Coming Soon	91.2%	0	99.7%	0	99.4%	100.0%	0	0	808	191
28	Francky Ferdinand	A1EEB3VPSOW4U3	Fantastic	612	CDF	850	Coming Soon	Coming Soon	Coming Soon	Coming Soon	Coming Soon	86.5%	0	99.7%	0	99.4%	100.0%	0	0	313	20
29	Karel CabrejaCabot	A3IFAT3P96PCJS	Fantastic	1140	CDF	850	Coming Soon	Coming Soon	Coming Soon	Coming Soon	Coming Soon	84.8%	0	99.6%	0	99.5%	100.0%	0	0	660	72
30	Angelica UrregoPatino	A8V4BNLB73TN7	Fantastic	655	CDF	850	Coming Soon	Coming Soon	Coming Soon	Coming Soon	Coming Soon	87.9%	0	99.5%	0	99.8%	100.0%	0	0	426	1
31	Stephen Hernandez	A3BJ0QLJKCGYXD	Fantastic	868	CDF	850	Coming Soon	Coming Soon	Coming Soon	Coming Soon	Coming Soon	86.2%	0	99.8%	0	99.2%	97.1%	0	0	613	102
32	Yuniel MartinezDeSantelicesDelPino	A3880QYMACADV8	Fantastic	858	CDF	850	Coming Soon	Coming Soon	Coming Soon	Coming Soon	Coming Soon	77.3%	0	99.3%	0	100.0%	100.0%	0	0	497	243

RLGM at DLF1 - Week 6

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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	CED	DCR	DSB	SWC-POD	SWC-CC	SWC-AD	DSB DNR	POD Opps.	CC Opps.
33	Keaira Blanks	A26LJ2PHN6MXA9	Fantastic	790	DSB	850	Coming Soon	Coming Soon	Coming Soon	Coming Soon	Coming Soon	94.5%	0	99.7%	1266	98.8%	100.0%	0	1	492	83
34	Xiomara Ramirez	A3C089F8AEBDPT	Fantastic	236	DSB	Coming Soon	Coming Soon	Coming Soon	Coming Soon	Coming Soon	Coming Soon	100.0%	0	100.0%	4237	98.1%	100.0%	0	1	161	22
35	Arieja Barnett	AXA2MUHT8GD69	Fantastic	957	CDF	850	Coming Soon	Coming Soon	Coming Soon	Coming Soon	Coming Soon	92.4%	0	98.5%	0	95.0%	100.0%	0	0	618	11
36	Maria CastilloGonzalez	AFJ80CJ2S2H0M	Fantastic	628	CDF	850	Coming Soon	Coming Soon	Coming Soon	Coming Soon	Coming Soon	84.0%	0	99.1%	0	96.5%	100.0%	0	0	375	5
37	Marvin Harvey	AOIYNGAZA069D	Great	965	DSB	810	Coming Soon	Coming Soon	Coming Soon	Coming Soon	Coming Soon	95.8%	0	100.0%	1036	99.7%	100.0%	0	1	618	176
38	Christopher Ulm	A3MEZ3LOQ3PD9J	Great	1135	DSB	812	Coming Soon	Coming Soon	Coming Soon	Coming Soon	Coming Soon	93.6%	0	100.0%	1762	100.0%	100.0%	0	2	702	728
39	Jarell Jones	AXAHWC2U6WDKN	Great	725	CDF	Coming Soon	Coming Soon	Coming Soon	Coming Soon	Coming Soon	Coming Soon	90.1%	0	99.7%	0	98.8%	100.0%	0	0	434	8
40	Resmi Bylykbashi	A3PKDY1HG6BK4H	Great	542	CDF	850	Coming Soon	Coming Soon	Coming Soon	Coming Soon	Coming Soon	87.1%	0	97.5%	0	100.0%	0.0%	0	0	350	3
41	Ron Johnson	A7BK5FX5K04TU	Great	281	CDF	Coming Soon	Coming Soon	Coming Soon	Coming Soon	Coming Soon	Coming Soon	67.6%	0	100.0%	0	93.3%	100.0%	0	0	89	2
42	Samantha Lutz	AODNN9VHA80FX	Great	558	DCR	Coming Soon	Coming Soon	Coming Soon	Coming Soon	Coming Soon	Coming Soon	Coming Soon	0	93.5%	0	98.5%	100.0%	0	0	337	19
43	Jake Maldonado	A13XYIBQUF3N7Q	Great	482	CDF	Coming Soon	Coming Soon	Coming Soon	Coming Soon	Coming Soon	Coming Soon	90.4%	0	99.2%	0	99.4%	100.0%	0	0	316	10
44	Roxann Hughett	A22BXMSPNNCPW0	Great	635	CDF	769	Coming Soon	Coming Soon	Coming Soon	Coming Soon	Coming Soon	88.9%	0	100.0%	0	91.7%	100.0%	0	0	396	107
45	Tara Pedraza	A2SHFASVNCZYRV	Great	757	CDF	Coming Soon	Coming Soon	Coming Soon	Coming Soon	Coming Soon	Coming Soon	91.8%	0	98.2%	0	99.8%	Coming Soon	0	0	518	0
46	Lazaro RevoredoRoque	AJJR5Q0II241M	Great	953	CDF	Coming Soon	Coming Soon	Coming Soon	Coming Soon	Coming Soon	Coming Soon	90.1%	0	98.2%	0	99.5%	Coming Soon	0	0	643	0
47	Jordan Hernandez	AQHCAIV292IWS	Fair	732	CDF	Coming Soon	Coming Soon	Coming Soon	Coming Soon	Coming Soon	Coming Soon	87.1%	0	99.9%	2736	99.6%	Coming Soon	0	2	452	0
48	Derek Christmas	A11ASQRD04ALLY	Fair	458	CDF	Coming Soon	Coming Soon	Coming Soon	Coming Soon	Coming Soon	Coming Soon	67.2%	0	99.6%	2183	99.7%	100.0%	0	1	287	61
49	Samuel Tiophile	A2PN6PUG832I00	Poor	1026	FICO	645	Coming Soon	Coming Soon	Coming Soon	Coming Soon	Coming Soon	88.8%	0	99.9%	976	99.3%	100.0%	0	1	760	2
50	Andriu GreyRosales	A23FSS5F7PQG0P	Poor	796	CED	850	Coming Soon	Coming Soon	Coming Soon	Coming Soon	Coming Soon	89.9%	1	99.9%	0	99.8%	100.0%	0	0	547	9
51	Ronald FloresRojar	A97JTL8B1J7MF	Poor	321	FICO	692	Coming Soon	Coming Soon	Coming Soon	Coming Soon	Coming Soon	100.0%	0	99.7%	0	97.1%	100.0%	0	0	239	80
52	Ricardo PerezMoya	A1E3M41C6CQ7VM	Poor	712	CED	850	Coming Soon	Coming Soon	Coming Soon	Coming Soon	Coming Soon	100.0%	1	99.0%	2817	100.0%	100.0%	0	2	419	12
53	Yusleydis Garcia	A39T8ZQT43LPA2	Poor	809	FICO	704	Coming Soon	Coming Soon	Coming Soon	Coming Soon	Coming Soon	87.4%	0	97.9%	0	96.3%	100.0%	0	0	562	1
54	Dagmir QuilesMolano	A45U3L01PT6CA	Poor	907	CDF	Coming Soon	Coming Soon	Coming Soon	Coming Soon	Coming Soon	Coming Soon	77.8%	0	94.9%	1103	99.1%	100.0%	0	1	534	13
55	Nathalia Duran	A24JFPDSJA69K1	Poor	886	CDF	Coming Soon	Coming Soon	Coming Soon	Coming Soon	Coming Soon	Coming Soon	72.3%	0	98.2%	2257	86.7%	99.6%	0	2	585	539
56	Louis Chalender	AWOTLXKNNQG9K	Poor	814	CDF	Coming Soon	Coming Soon	Coming Soon	Coming Soon	Coming Soon	Coming Soon	87.4%	0	94.7%	2460	96.5%	63.6%	0	2	491	22