

We've identified that your station was impacted by weather / an uncontrollable event in WK 25. In collaboration with your Station's leadership, we've proactively adjusted your WK 25 DCR from 99.57% to 99.60% 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 25
2024

Week 25 Performance

Overall Standing	Key Focus Areas	Top Drivers
Fantastic <i>See details on next page</i>	<ol style="list-style-type: none">1. Customer Escalation Defect DPMO2. Customer Delivery Feedback3. Tenured Workforce	<ol style="list-style-type: none">1. Ahmed GarciaCabrera Fantastic2. Amani Miller Fantastic3. Frank SalazarSierra Fantastic4. Marcos ForteValle Fantastic5. Rosmery Canedohernandez Fantastic

Announcements

TWF Sustained Route Increase Exemption

New logic for TWF Sustained Route Increase launch is now live in this week's scorecard!

We have simplified the Sustained Route Increase exemption logic to ensure that we are effectively exempting DSPs who are onboarding new drivers to support Amazon through high-volume periods, such as Prime Day and Peak. To be eligible for an exemption, we look at the average of the preceding four weeks Okami compared to the current and upcoming three weeks. We automatically grant exemptions when the future weeks' volume exceeds that of the previous weeks.

The new logic is effective as of June 26th with the publication of the Week 25 Scorecard. It will not be applied retroactively. To view exemptions, navigate to the Supplementary Reports section in the DSP Portal and reference the TWF Calculation Report. Review the TWF Metric Guide linked in the Scorecard for more information or contact your Business Coach with any questions.

PODs Now Available in the Logistics Portal as of end of day June 26th!

As communicated as part of the Q2 Scorecard updates, by end of day on June 26th you will be able to access accepted PODs in the Logistics Portal that are associated with DSB and CDF defects! You can use these PODs in coaching conversations with your DAs to reduce DNR concessions and improve CDF. Photos will be available for 2 weeks. Please do not download or take screenshots of these images to protect customer privacy – the proper way to view the photo is within the Logistics Portal.

To access the PODs:

- **Customer Delivery Feedback (CDF):** From the Quality dashboard, click on "Customer Delivery Feedback - Negative" On Weekly Summary, then click "Weekly/ Daily Dashboard". Click on a specific TBA to open Map View, then click on 'View POD'. PODs will be available for deliveries associated with Negative Customer Feedback.
- **Delivery Success Behaviors (DSB):** From the Quality dashboard, click on "DSB DPMO" On Weekly Summary, then click "Weekly/ Daily Dashboard". Click on a specific TBA to open Map View, then click on 'View POD'. PODs will be available for deliveries associated with DNR concessions marked as Delivered 50M+ Away and Incorrect Scan Usage - Unattended Deliveries.

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 Q4 qualification period. To qualify for 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.

Delivery Recognition Center ([link here](#))

Swag Token Qualifying Period: **Currently Closed**

If you have qualified for Driver Swag in any previous quarter, please either login to the Driver Swag website linked above or sign up for an account. For any questions about the program please contact driverswag@amazon.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. Each DSP is able to award one Frontrunner DA each month, please work with your OTR Engagement leads to choose a DA from the nomination's dashboard.

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 [Logistics Support Central](#) (Select "New Case" --> "Delivery Associate Recognition").

Milestone Awards aids in celebrating tenure, route, and positive customer feedback achievements through pin recognition.

For more information, on any of the engagement programs, please contact your OTR DA Engagement Lead or view the Delivery Recognition Program DSP Resource Guide, located in Logistics Support Central.

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>

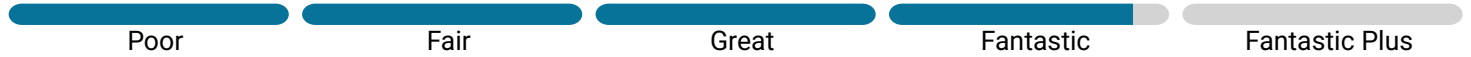
Scorecard Publishing SLA is Wednesday at noon PST. If we will be delayed past that time, we will

communicate it via a portal banner.

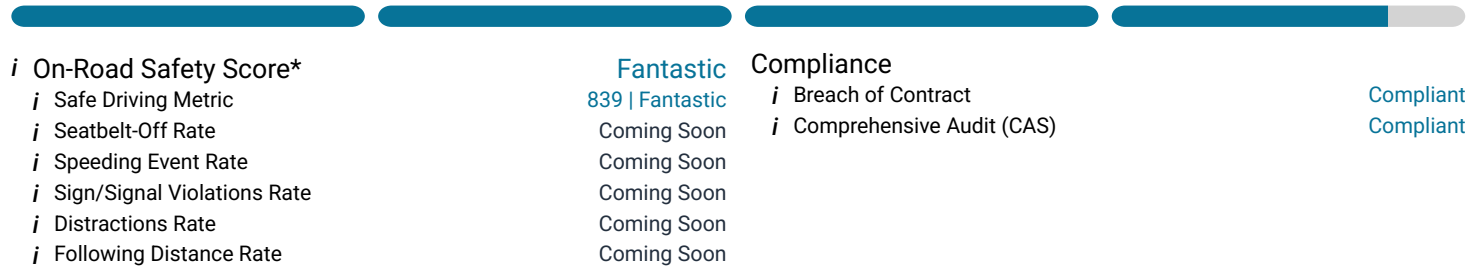
DSP Scorecard

RLGM at DLF1
Week 25
2024

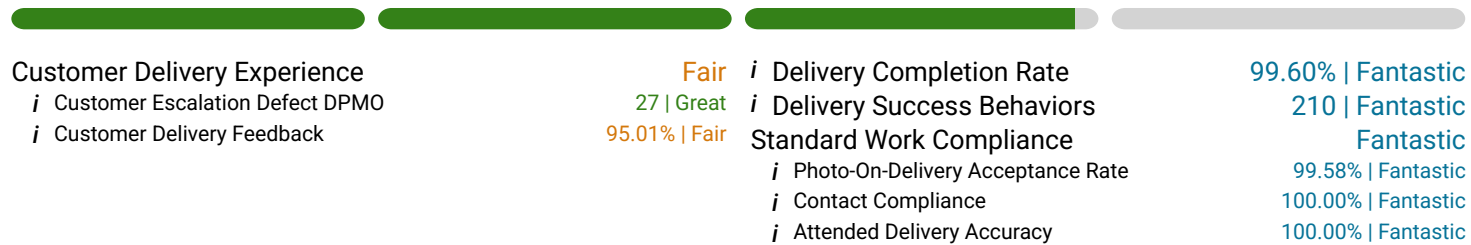
Overall Standing: **Fantastic**



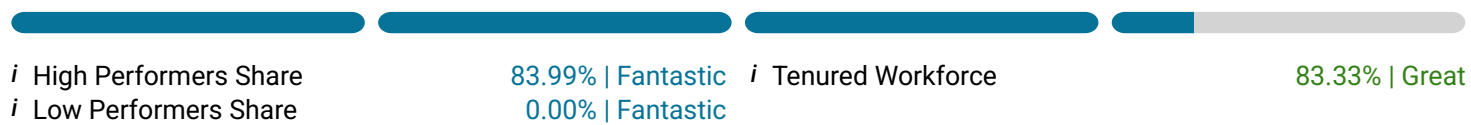
Safety and Compliance: **Fantastic**



Quality: **Great**



Team: **Fantastic**



Recommended Focus Areas

1. Customer Escalation Defect DPMO
2. Customer Delivery Feedback
3. Tenured Workforce

Improving Customer Escalation Defect DPMO, Customer Delivery Feedback, and Tenured Workforce 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. Provide visibility of the CDF report to DAs to show them where they stand and what areas they should focus on for improvement.
3. DAs who receive consistent full-time work stay in the role longer

*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 25

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 Acceptance Rate
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	Ahmed GarciaCabrera	A40FONGSKI6NB	Fantastic	450		850	Coming Soon	Coming Soon	Coming Soon	Coming Soon	Coming Soon	100.0%	0	100.0%	0	100.0%	100.0%	0	0	303	175
2	Amani Miller	A7Z70ZMCW7562	Fantastic	239		Coming Soon	Coming Soon	Coming Soon	Coming Soon	Coming Soon	Coming Soon	100.0%	0	100.0%	0	100.0%	100.0%	0	0	151	1
3	Frank SalazarSierra	A2C38B340XLIVA	Fantastic	360		850	Coming Soon	Coming Soon	Coming Soon	Coming Soon	Coming Soon	100.0%	0	100.0%	0	100.0%	100.0%	0	0	242	75
4	Marcos ForteValle	A314FMQOYGS01Z	Fantastic	685		850	Coming Soon	Coming Soon	Coming Soon	Coming Soon	Coming Soon	100.0%	0	100.0%	0	100.0%	100.0%	0	0	453	85
5	Rosmery Canedofernandez	A5BP0EFTPM08	Fantastic	578		Coming Soon	Coming Soon	Coming Soon	Coming Soon	Coming Soon	Coming Soon	100.0%	0	100.0%	0	100.0%	100.0%	0	0	363	2
6	Erick Vicenteespinal	AFPUWRBM813UJ	Fantastic	476	POD	850	Coming Soon	Coming Soon	Coming Soon	Coming Soon	Coming Soon	100.0%	0	100.0%	0	99.7%	100.0%	0	0	289	3
7	Daniel HernandezAmbrocio	A1W6GIWP2EAJLD	Fantastic	788	FICO	846	Coming Soon	Coming Soon	Coming Soon	Coming Soon	Coming Soon	100.0%	0	100.0%	0	100.0%	100.0%	0	0	590	120
8	Maria FigueredoQuintero	AJUUEY8K77NLDT	Fantastic	516	DCR	850	Coming Soon	Coming Soon	Coming Soon	Coming Soon	Coming Soon	100.0%	0	99.8%	0	100.0%	100.0%	0	0	328	5
9	Maikel Serpa	A31B7LJBKSYQPP	Fantastic	677	DCR	850	Coming Soon	Coming Soon	Coming Soon	Coming Soon	Coming Soon	Coming Soon	0	99.9%	0	100.0%	100.0%	0	0	447	95
10	Joseph Heberle	A16AXUJSQIFNIU	Fantastic	831	DCR	850	Coming Soon	Coming Soon	Coming Soon	Coming Soon	Coming Soon	100.0%	0	99.8%	0	99.8%	100.0%	0	0	586	108
11	Romel Ogeris	AF8D3PUYM19IP	Fantastic	520	DCR	850	Coming Soon	Coming Soon	Coming Soon	Coming Soon	Coming Soon	Coming Soon	0	99.8%	0	100.0%	100.0%	0	0	304	4
12	Keaira Blanks	A26LJ2PHN6MXA9	Fantastic	496	DCR	850	Coming Soon	Coming Soon	Coming Soon	Coming Soon	Coming Soon	Coming Soon	0	99.8%	0	100.0%	100.0%	0	0	316	76
13	Karel CabrejaCabot	A3IFAT3P96PCJS	Fantastic	782	DCR	850	Coming Soon	Coming Soon	Coming Soon	Coming Soon	Coming Soon	100.0%	0	99.6%	0	100.0%	100.0%	0	0	456	77
14	Pedro SerafinJimenez	A2LSQW4A7Y5X6S	Fantastic	724	DCR	850	Coming Soon	Coming Soon	Coming Soon	Coming Soon	Coming Soon	Coming Soon	0	99.7%	0	99.8%	100.0%	0	0	441	128
15	Garvens Fleurantfils	APWTVMK95W01R	Fantastic	751	DCR	850	Coming Soon	Coming Soon	Coming Soon	Coming Soon	Coming Soon	100.0%	0	99.6%	0	99.4%	100.0%	0	0	499	224
16	Browjache Ford	A117GW2C2C2D45	Fantastic	525	POD	850	Coming Soon	Coming Soon	Coming Soon	Coming Soon	Coming Soon	Coming Soon	0	100.0%	0	96.6%	100.0%	0	0	353	55
17	Joyma Macazaga	A3MKKCZELWX3NY	Fantastic	687	DCR	Coming Soon	Coming Soon	Coming Soon	Coming Soon	Coming Soon	Coming Soon	100.0%	0	99.7%	0	99.5%	100.0%	0	0	412	141
18	Ronald FloresRojar	A97JTL8B1J7MF	Fantastic	182	DCR	850	Coming Soon	Coming Soon	Coming Soon	Coming Soon	Coming Soon	100.0%	0	99.5%	0	100.0%	100.0%	0	0	132	73
19	Samuel Tiophile	A2PN6PUG832I00	Fantastic	481	DCR	850	Coming Soon	Coming Soon	Coming Soon	Coming Soon	Coming Soon	100.0%	0	99.4%	0	100.0%	100.0%	0	0	338	7
20	Noah Stanko	AI5J8U28B0BQK	Fantastic	777	DCR	Coming Soon	Coming Soon	Coming Soon	Coming Soon	Coming Soon	Coming Soon	100.0%	0	99.6%	0	100.0%	100.0%	0	0	552	80
21	Gerardo PinedaPineda	A1265RGDRDFIMR	Fantastic	254	DCR	Coming Soon	Coming Soon	Coming Soon	Coming Soon	Coming Soon	Coming Soon	100.0%	0	99.6%	0	99.4%	100.0%	0	0	177	2
22	Sarai PerezGuerrero	A389TGWQF06QBW	Fantastic	776	FICO	827	Coming Soon	Coming Soon	Coming Soon	Coming Soon	Coming Soon	100.0%	0	100.0%	0	99.8%	100.0%	0	0	501	324
23	JANDI GOMEZTEJEDA	A2SV9G2KEIXEHW	Fantastic	615	DCR	Coming Soon	Coming Soon	Coming Soon	Coming Soon	Coming Soon	Coming Soon	100.0%	0	99.5%	0	100.0%	100.0%	0	0	422	307
24	Yaquelin FernandezGarcia	A1AQIMYTSZD7	Fantastic	677	CDF	850	Coming Soon	Coming Soon	Coming Soon	Coming Soon	Coming Soon	96.5%	0	99.9%	0	99.8%	100.0%	0	0	425	21
25	Rainel SolarMartinez	A2N0FE2ET0PYQ4	Fantastic	703	CDF	850	Coming Soon	Coming Soon	Coming Soon	Coming Soon	Coming Soon	96.3%	0	99.9%	0	100.0%	100.0%	0	0	388	175
26	Robert Butts	A21KTJ2J25HW0K	Fantastic	809	CDF	850	Coming Soon	Coming Soon	Coming Soon	Coming Soon	Coming Soon	96.9%	0	99.6%	0	100.0%	100.0%	0	0	518	117
27	Carolina SierraARENAS	A30Z8MBDIPGWVZ	Fantastic	793	DCR	850	Coming Soon	Coming Soon	Coming Soon	Coming Soon	Coming Soon	100.0%	0	99.0%	0	100.0%	100.0%	0	0	536	139
28	Deixon marinjames	A12BVZCJ8JMGF1	Fantastic	768	CDF	850	Coming Soon	Coming Soon	Coming Soon	Coming Soon	Coming Soon	96.0%	0	99.7%	0	100.0%	100.0%	0	0	507	95
29	Manuel Diazborroto	A2865IQG6K1K4T	Fantastic	747	DCR	850	Coming Soon	Coming Soon	Coming Soon	Coming Soon	Coming Soon	100.0%	0	98.9%	0	99.8%	100.0%	0	0	518	92
30	Corneisha Robertson	A3BN69X9NUP6CC	Fantastic	479	CDF	850	Coming Soon	Coming Soon	Coming Soon	Coming Soon	Coming Soon	96.6%	0	99.6%	0	100.0%	100.0%	0	0	295	59
31	Marvin Harvey	AOIYNGAZAO69D	Fantastic	770	CDF	850	Coming Soon	Coming Soon	Coming Soon	Coming Soon	Coming Soon	97.1%	0	99.5%	0	100.0%	100.0%	0	0	493	139
32	Jasmyne Kaye	AK0L9GI73T5AX	Fantastic	710	CDF	850	Coming Soon	Coming Soon	Coming Soon	Coming Soon	Coming Soon	96.5%	0	99.6%	0	100.0%	100.0%	0	0	431	79
33	Jacob Colson	A3VV3XDBY4YN9S	Fantastic	824	CDF	850	Coming Soon	Coming Soon	Coming Soon	Coming Soon	Coming Soon	95.4%	0	99.8%	0	99.0%	100.0%	0	0	501	76

RLGM at DLF1 - Week 25

DA Current Week Performance

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CC: Contact Compliance	SER: Speeding Event Rate	POD: Photo-On-Delivery Acceptance Rate
CED: Customer Escalation Defect	CDF: Customer Delivery Feedback	ADA: Attended Delivery Accuracy

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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.
34	Aracelys PerezRoman	A2YPZWSUULGX2E	Fantastic	1042	CDF	850	Coming Soon	Coming Soon	Coming Soon	Coming Soon	Coming Soon	94.6%	0	99.9%	0	99.9%	100.0%	0	0	740	129
35	Lianet Rodriguezcosta	AKMXMHKTIH3B6	Fantastic	547	CDF	850	Coming Soon	Coming Soon	Coming Soon	Coming Soon	Coming Soon	95.2%	0	99.3%	0	100.0%	100.0%	0	0	386	125
36	Yasser AvalosJaquinet	A2CU05QISIH6KP	Fantastic	733	CDF	Coming Soon	Coming Soon	Coming Soon	Coming Soon	Coming Soon	Coming Soon	96.8%	0	99.6%	0	98.9%	100.0%	0	0	522	98
37	Kervens Jolsaint	AEEJP6W70MXVB	Fantastic	806	CDF	850	Coming Soon	Coming Soon	Coming Soon	Coming Soon	Coming Soon	92.4%	0	99.9%	0	100.0%	100.0%	0	0	567	237
38	Lazaro RevoredoRoque	AJJR5Q0II241M	Fantastic	817	CDF	850	Coming Soon	Coming Soon	Coming Soon	Coming Soon	Coming Soon	92.6%	0	99.6%	0	99.4%	100.0%	0	0	509	12
39	Angelica UrregoPatino	A8V4BNLB73TN7	Fantastic	697	CDF	850	Coming Soon	Coming Soon	Coming Soon	Coming Soon	Coming Soon	91.6%	0	99.9%	0	100.0%	100.0%	0	0	448	11
40	Cornelius Baptiste	A2PM72XWIAKJWY	Fantastic	461	FICO	818	Coming Soon	Coming Soon	Coming Soon	Coming Soon	Coming Soon	Coming Soon	0	99.6%	0	94.7%	100.0%	0	0	319	66
41	Armando Gutierrezmato	A12P82MCP23H25	Fantastic	856	CDF	850	Coming Soon	Coming Soon	Coming Soon	Coming Soon	Coming Soon	85.8%	0	100.0%	0	98.2%	100.0%	0	0	438	1
42	Arieja Barnett	AXA2MUHT8GD69	Fantastic	800	CDF	850	Coming Soon	Coming Soon	Coming Soon	Coming Soon	Coming Soon	85.6%	0	99.9%	0	100.0%	100.0%	0	0	557	98
43	Tara Pedraza	A2SHFASVNCZYRV	Fantastic	886	CDF	850	Coming Soon	Coming Soon	Coming Soon	Coming Soon	Coming Soon	91.7%	0	99.2%	0	99.5%	100.0%	0	0	577	295
44	Alain MorataBasulto	A1PSP4WCK3RJNX	Fantastic	980	DSB	850	Coming Soon	Coming Soon	Coming Soon	Coming Soon	Coming Soon	97.3%	0	99.6%	1020	100.0%	100.0%	0	1	616	215
45	Ivan Crespo	A3NED9BYQXA8WU	Fantastic	512	DSB	850	Coming Soon	Coming Soon	Coming Soon	Coming Soon	Coming Soon	Coming Soon	0	100.0%	1953	100.0%	100.0%	0	1	349	261
46	Maria CastilloGonzalez	AFJ80CJ2S2H0M	Fantastic	667	CDF	850	Coming Soon	Coming Soon	Coming Soon	Coming Soon	Coming Soon	86.4%	0	99.7%	0	99.6%	100.0%	0	0	450	3
47	Eduardo Dominguez	A3RROH5TLAQEAX	Fantastic	558	CDF	850	Coming Soon	Coming Soon	Coming Soon	Coming Soon	Coming Soon	82.9%	0	99.6%	0	99.7%	100.0%	0	0	362	1
48	Louis Chalender	AWOTLXKNNQG9K	Fantastic	546	CDF	850	Coming Soon	Coming Soon	Coming Soon	Coming Soon	Coming Soon	86.7%	0	99.8%	0	97.9%	Coming Soon	0	0	376	0
49	Jake Amatuccio	A1R56NWBADPW85	Fantastic	494	CDF	850	Coming Soon	Coming Soon	Coming Soon	Coming Soon	Coming Soon	87.8%	0	99.6%	0	99.0%	Coming Soon	0	0	313	0
50	Daylin ArmenterosCabrera	AJWXE5AZLNTV	Fantastic	488	CDF	Coming Soon	Coming Soon	Coming Soon	Coming Soon	Coming Soon	Coming Soon	92.2%	0	100.0%	0	99.4%	100.0%	0	0	317	7
51	Aaron Gonzalezmustelier	A1C0PINQ8ZW4PE	Fantastic	713	DSB	850	Coming Soon	Coming Soon	Coming Soon	Coming Soon	Coming Soon	100.0%	0	98.8%	1404	99.5%	Coming Soon	0	1	430	0
52	Eric Gilles	ACP3LM1V7R6ZC	Fantastic	705	CDF	850	Coming Soon	Coming Soon	Coming Soon	Coming Soon	Coming Soon	88.4%	0	99.0%	0	99.2%	Coming Soon	0	0	475	0
53	Dimityr JeanLouis	AIF2YJBTPLF4G	Great	988	FICO	752	Coming Soon	Coming Soon	Coming Soon	Coming Soon	Coming Soon	97.1%	0	99.9%	0	99.4%	100.0%	0	0	690	3
54	Richard GonzalezTorres	A1TTP9S3M9T1FD	Great	670	DCR	Coming Soon	Coming Soon	Coming Soon	Coming Soon	Coming Soon	Coming Soon	97.0%	0	97.8%	0	99.5%	100.0%	0	0	427	173
55	Sean Travis	A128XCW6HYKAUH	Great	209	CDF	Coming Soon	Coming Soon	Coming Soon	Coming Soon	Coming Soon	Coming Soon	81.1%	0	99.5%	0	97.6%	100.0%	0	0	164	22
56	Yuniel MartinezDeSantelicesDelPino	A3880QYMACADV8	Great	394	CDF	Coming Soon	Coming Soon	Coming Soon	Coming Soon	Coming Soon	Coming Soon	77.5%	0	99.2%	0	99.6%	100.0%	0	0	259	64
57	Adrian Urbinarodriguez	A025SAXD775K0	Great	549	CDF	Coming Soon	Coming Soon	Coming Soon	Coming Soon	Coming Soon	Coming Soon	87.7%	0	98.4%	0	100.0%	100.0%	0	0	355	7
58	Brayan Wilsonmartinez	A2SS41HG50QOV8	Fair	714	CDF	Coming Soon	Coming Soon	Coming Soon	Coming Soon	Coming Soon	Coming Soon	88.4%	0	99.9%	1401	99.4%	100.0%	0	1	502	6
59	Victor GonzalezRafael	A8G7VTWEXJ450	Fair	501	CDF	Coming Soon	1.0	2.0	0.0	0.0	0.0	87.0%	0	98.2%	7984	100.0%	100.0%	0	4	347	1
60	Roxann Hughett	A22BXMSPNNCPW0	Poor	271	FICO	704	Coming Soon	Coming Soon	Coming Soon	Coming Soon	Coming Soon	100.0%	0	98.5%	0	99.5%	100.0%	0	0	187	30

RLGM at DLF1 - Week 25

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	DCR	DSB	SWC-POD	SWC-CC	SWC-AD	High/Low Performer Status	Fant.	Great	Fair	Poor
1	Frank SalazarSierra	A2C38B340XLIVA	850			Coming Soon	Coming Soon	Coming Soon	100.0%	100.0%	0	100.0%	100.0%	0	No Status (<4 wks)	1	0	0	0
2	Rosmery Canedofernandez	A5BP0EFTXPM08	Coming Soon			Coming Soon	Coming Soon	Coming Soon	100.0%	100.0%	0	97.9%	100.0%	0	No Status (<4 wks)	2	0	0	0
3	Pedro SerafinJimenez	A2LSQW4A7Y5X6S	841	0.0	0.0	0.0			99.2%	99.8%	0	99.6%	100.0%	0	High Performer	6	0	0	0
4	Amani Miller	A7Z70ZMCW7562	Coming Soon			Coming Soon	Coming Soon	Coming Soon	100.0%	99.7%	0	100.0%	100.0%	0	No Status (<4 wks)	3	0	0	0
5	JANDI GOMEZTEJEDA	A2SV9G2KEIXEHW	Coming Soon			Coming Soon	Coming Soon	Coming Soon	100.0%	99.7%	0	100.0%	100.0%	0	No Status (<4 wks)	2	0	0	0
6	Daniel HernandezAmbrocio	A1W6GIWP2EAJLD	849			Coming Soon	Coming Soon	Coming Soon	98.9%	99.7%	0	99.7%	100.0%	0	High Performer	6	0	0	0
7	Marvin Harvey	AOIYNGAZAO69D	833	0.0	0.0	0.0			98.2%	99.7%	0	100.0%	100.0%	0	High Performer	6	0	0	0
8	Jasmyne Kaye	AK0L9GI73T5AX	849			Coming Soon	Coming Soon	Coming Soon	98.7%	99.6%	0	99.9%	100.0%	0	High Performer	6	0	0	0
9	Kervens Jolsaint	AEEJP6W70MXVB	850	0.0	0.0	0.0			96.5%	99.9%	0	99.8%	100.0%	0	High Performer	6	0	0	0
10	Erick Vicenteespinal	AFPUWRBM813UJ	850	0.0	0.0	0.0			95.8%	100.0%	0	99.8%	100.0%	0	High Performer	4	0	0	0
11	Noah Stanko	AISJ8U28B0BQK	850			Coming Soon	Coming Soon	Coming Soon	97.0%	99.8%	0	99.6%	100.0%	0	High Performer	6	0	0	0
12	Robert Butts	A21KTJ2J25HW0K	850			Coming Soon	Coming Soon	Coming Soon	99.3%	99.4%	0	100.0%	99.2%	0	High Performer	5	0	0	0
13	Marcos ForteValle	A314FMQOYGS01Z	850			Coming Soon	Coming Soon	Coming Soon	96.1%	99.9%	0	99.3%	100.0%	0	High Performer	6	0	0	0
14	Tara Pedraza	A2SHFASVNCZYRV	850			Coming Soon	Coming Soon	Coming Soon	96.7%	99.6%	0	99.7%	100.0%	0	High Performer	6	0	0	0
15	Gerardo PinedaPineda	A1265RGDRDFIMR	Coming Soon	0.0	0.0	0.0		0.0	100.0%	99.5%	0	99.2%	92.9%	0	High Performer	5	1	0	0
16	Richard GonzalezTorres	A1TPP9S3M9T1FD	850			Coming Soon	Coming Soon	Coming Soon	97.5%	99.5%	0	99.8%	100.0%	0	High Performer	5	1	0	0
17	Arieja Barnett	AXA2MUHT8GD69	850			Coming Soon	Coming Soon	Coming Soon	96.2%	99.7%	0	99.9%	100.0%	0	High Performer	6	0	0	0
18	Joyma Macazaga	A3MKKCZELWX3NY	812	0.0	0.0	0.0			98.1%	99.9%	216	99.5%	100.0%	0	High Performer	4	2	0	0
19	Deixon marinjames	A12BVZCJ8JMGF1	822	0.0	0.0	0.0			95.8%	99.8%	0	99.9%	100.0%	0	High Performer	6	0	0	0
20	Maria FigueredoQuintero	AJUEY8K77NLDT	846	0.0	0.0	0.0			95.8%	99.7%	0	99.9%	100.0%	0	High Performer	6	0	0	0
21	Garvens Fleurantfils	APWTVMK95W01R	850	0.0	0.0	0.0	1.0		98.7%	99.7%	0	99.4%	100.0%	0	High Performer	6	0	0	0
22	Samuel Tiophile	A2PN6PUG832IO0	837			Coming Soon	Coming Soon	Coming Soon	96.5%	99.8%	0	98.9%	100.0%	0	High Performer	5	1	0	0
23	Jacob Colson	A3VV3XDBY4YN9S	850			Coming Soon	Coming Soon	Coming Soon	95.1%	99.6%	0	99.3%	100.0%	0	High Performer	6	0	0	0
24	Eric Gilles	ACP3LM1V7R6ZC	850			Coming Soon	Coming Soon	Coming Soon	97.3%	99.6%	213	99.0%	100.0%	0	High Performer	6	0	0	0
25	Lianet Rodriguezcosta	AKMXMHKTIH3B6	850			Coming Soon	Coming Soon	Coming Soon	96.9%	99.0%	0	99.8%	100.0%	0	No Status (<4 wks)	3	0	0	0
26	Manuel Diazborroto	A2865IQG6K1K4T	850			Coming Soon	Coming Soon	Coming Soon	98.4%	99.1%	202	99.8%	100.0%	0	High Performer	5	1	0	0
27	Karel CabrejaCabot	A3IFAT3P96PCJS	850	1.0	0.0	0.0			97.4%	99.9%	0	99.9%	100.0%	0	High Performer	6	0	0	0
28	Yasser AvalosJaquinet	A2CU05QISIH6KP	850			Coming Soon	Coming Soon	Coming Soon	94.5%	99.5%	0	98.4%	99.8%	0	Normal Performer	3	1	0	0
29	Sarai PerezGuerrero	A389TGWQF06QBW	826			Coming Soon	Coming Soon	Coming Soon	95.7%	99.8%	0	100.0%	100.0%	0	High Performer	6	0	0	0
30	Corneisha Robertson	A3BN69X9NUP6CC	842			Coming Soon	Coming Soon	Coming Soon	98.2%	98.8%	0	99.6%	99.7%	0	High Performer	6	0	0	0
31	Ivan Crespo	A3NED9BYQXA8WU	850			Coming Soon	Coming Soon	Coming Soon	100.0%	100.0%	1091	99.6%	100.0%	0	No Status (<4 wks)	3	0	0	0
32	Angelica UrregoPatino	A8V4BNLB73TN7	843			Coming Soon	Coming Soon	Coming Soon	92.5%	100.0%	0	99.7%	100.0%	0	High Performer	6	0	0	0
33	Browjache Ford	A117GW2C2C2D45	837			Coming Soon	Coming Soon	Coming Soon	94.2%	99.9%	0	96.7%	100.0%	0	High Performer	6	0	0	0
34	Rainel SolarMartinez	A2N0FE2ET0PYQ4	848			Coming Soon	Coming Soon	Coming Soon	92.8%	99.9%	220	100.0%	100.0%	0	High Performer	6	0	0	0
35	Ahmed GarciaCabrera	A40FONGSKI6NB	847			Coming Soon	Coming Soon	Coming Soon	100.0%	99.7%	928	99.6%	100.0%	0	High Performer	5	1	0	0
36	Dimityr JeanLouis	AIF2YJBTPLF4G	814			Coming Soon	Coming Soon	Coming Soon	95.2%	99.7%	0	99.4%	100.0%	0	High Performer	5	1	0	0
37	Daylin ArmenterosCabrera	AJWXE5AZLNTV	Coming Soon			Coming Soon	Coming Soon	Coming Soon	94.8%	99.6%	0	99.6%	100.0%	0	No Status (<4 wks)	2	0	0	0
38	Carolina SierraARENAS	A30Z8MBDIPGWWZ	850	0.0	0.0	0.0		1.0	95.6%	99.6%	187	99.9%	100.0%	0	High Performer	5	1	0	0
39	Jake Amatuccio	A1R56NWABDPW85	833			Coming Soon	Coming Soon	Coming Soon	93.9%	99.7%	0	98.8%	80.0%	0	Normal Performer	3	2	0	0

RLGM at DLF1 - Week 25

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	DCR	DSB	SWC-POD	SWC-CC	SWC-AD	High/Low Performer Status	Fant.	Great	Fair	Poor
40	Aracelys PerezRoman	A2YPZWSUULGX2E	842			Coming Soon	Coming Soon	Coming Soon	93.4%	99.8%	340	99.3%	100.0%	0	High Performer	5	1	0	0
41	Roxann Hughett	A22BXMSPNNCPW0	813			Coming Soon	Coming Soon	Coming Soon	94.4%	99.6%	0	99.6%	100.0%	0	High Performer	4	0	0	1
42	Maria CastilloGonzalez	AFJ80CJ2S2H0M	850			Coming Soon	Coming Soon	Coming Soon	95.4%	99.7%	563	99.2%	80.0%	0	High Performer	5	0	0	0
43	Eduardo Dominguez	A3RROH5TLAQEAX	850			Coming Soon	Coming Soon	Coming Soon	83.0%	99.6%	0	99.5%	100.0%	0	Normal Performer	3	3	0	0
44	Yaquelin FernandezGarcia	A1AQIMYTS5ZZD7	849			Coming Soon	Coming Soon	Coming Soon	95.5%	99.8%	881	99.6%	100.0%	0	High Performer	5	1	0	0
45	Alain MorataBasulto	A1PSP4WCK3RJNX	820			Coming Soon	Coming Soon	Coming Soon	93.4%	99.7%	223	100.0%	100.0%	0	High Performer	5	0	1	0
46	Romel Ogeris	AF8D3PUYM19IP	840			Coming Soon	Coming Soon	Coming Soon	83.6%	99.7%	0	99.8%	100.0%	0	High Performer	5	0	0	1
47	Maikel Serpa	A31B7LJBKSYQPP	824			Coming Soon	Coming Soon	Coming Soon	90.5%	100.0%	0	99.9%	100.0%	0	High Performer	5	0	1	0
48	Ronald FloresRojar	A97JTL8B1J7MF	824	0.0	0.0	0.0		1.0	91.5%	99.7%	0	99.6%	100.0%	0	High Performer	4	2	0	0
49	Keaira Blanks	A26LJ2PHN6MXA9	801			Coming Soon	Coming Soon	Coming Soon	92.9%	99.7%	0	99.9%	99.1%	0	High Performer	4	2	0	0
50	Armando Gutierrezmato	A12P82MCP23H25	837			Coming Soon	Coming Soon	Coming Soon	86.8%	99.9%	208	99.0%	100.0%	0	High Performer	4	1	0	1
51	Yuniel MartinezDeSantelicesDelPino	A388OQYMACADV8	850			Coming Soon	Coming Soon	Coming Soon	87.1%	99.5%	388	99.8%	100.0%	0	Normal Performer	3	2	0	1
52	Joseph Heberle	A16AXUJSQIFNIU	850	0.0	0.0	2.0		14.0	96.3%	99.9%	0	99.9%	100.0%	0	High Performer	4	1	0	1
53	Louis Chalender	AWOTLXKNNQG9K	837			Coming Soon	Coming Soon	Coming Soon	92.6%	99.3%	876	98.8%	100.0%	0	High Performer	4	1	1	0
54	Lazaro RevoredoRoque	AJJR5Q0II241M	850			Coming Soon	Coming Soon	Coming Soon	89.7%	99.5%	1205	99.5%	100.0%	0	Normal Performer	3	3	0	0
55	Cornelius Baptiste	A2PM72XWIAKJWY	817			Coming Soon	Coming Soon	Coming Soon	92.4%	99.5%	681	96.3%	100.0%	0	Normal Performer	3	3	0	0
56	Aaron Gonzalezmustelier	A1C0PINQ8ZW4PE	850	0.0	0.0	1.0		0.0	85.6%	99.0%	556	99.7%	100.0%	0	No Status (<4 wks)	2	1	0	0
57	Sean Travis	A128XCW6HYKAUH	Coming Soon			Coming Soon	Coming Soon	Coming Soon	78.8%	99.4%	0	96.1%	100.0%	0	Normal Performer	1	3	0	0
58	Adrian Urbinarodriguez	AO25SAXD775K0	Coming Soon			Coming Soon	Coming Soon	Coming Soon	87.7%	98.4%	0	99.8%	100.0%	0	No Status (<4 wks)	0	2	0	0
59	Victor GonzalezRafael	A8G7VTWEXJ450	850	0.0	1.0	0.0			89.3%	98.9%	1016	99.8%	100.0%	0	Normal Performer	3	1	1	0
60	Brayan Wilsonmartinez	A2SS41HG50QOV8	Coming Soon			Coming Soon	Coming Soon	Coming Soon	83.2%	99.9%	892	99.6%	90.9%	0	No Status (<4 wks)	0	0	2	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. **15.0%**
- 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. **15.0%**
- 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. **0.0%**
- i Seatbelt Off Rate:** The average number of times per route your drivers did not wear their seatbelt. It is calculated as the total number 'seatbelt off instances' your drivers incurred for the week, divided by the total number of routes your drivers completed. A 'seatbelt off instance' is any time the vehicle accelerated faster than 6mph and the driver's seatbelt was not buckled. This metric is currently only available for Amazon-branded vehicles which have fully functional hardware for measuring seatbelt clicks, and does not factor in non-Amazon-branded vehicles or vehicles without supported hardware. Note that because of this, the "Trips" count shown in the eDriving portal may not match the number of trips we used to calculate score, since we factor out vans without seatbelt sensors. The Scorecard is your source of truth for your Seatbelt-Off Rate. For the safety of your drivers, Amazon has zero-tolerance for your drivers not wearing their seatbelt. Amazon has no tolerance for seatbelt misuse or tampering and will be adding additional signals in the future to account for improper seatbelt usage. **0.0%**
- 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. **0.0%**
- 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. **0.0%**
- 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). **0.0%**

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'.

Quality

- 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. **14.1%**
- 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 four DA-controllable behaviors: Simultaneous Deliveries, Delivered >50 meters, Delivered to Household Member and No-POD deliveries. **14.1%**
- Standard Work Compliance (SWC):** The average of POD Compliance Score, Contact Compliance Score, and Attended Delivery Accuracy Score. See below. **10.6%**

<i>i</i>	Photo-on-Delivery Acceptance Rate (SWC-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.	3.5%
<i>i</i>	Contact Compliance (SWC-CC): Measurement of all calls and texts that were made by a DA through the Rabbit app in the numerator and take the total packages delivered with a call or text, as well as packages not delivered due to UTA, UTL or NSL as the total opportunities (denominator). DSPs and DAs who earn Fantastic for Contact Compliance typically achieve 99.5%.	3.5%
<i>i</i>	Attended Delivery Accuracy: The share of routes delivered by a DSP which did not have an Attended Delivery Anomaly (see below). This metric is only at the DSP level and is only shown on the cover sheet of the scorecard. DSPs who earn Fantastic for Attended Delivery Accuracy typically achieve 100.0% (i.e. none of their DAs had any Attended Delivery Anomalies for the week).	3.5%
	Attended Delivery Anomaly (SWC-AD): The count of routes which the DA delivered that week which the DA used an Attended Delivery Scan Codes (e.g. delivered to customer) at an egregiously high rate for a route. Thresholds for this anomaly are set at the station level to account for differences in delivery regions. This metric is only at the DA level and is only shown on the DA-level views of the scorecard. A DA may have 0,1, or multiple Attended Delivery Anomalies each week, but cannot have more Attended Delivery Anomalies than they had routes. DAs who earn Fantastic for Attended Delivery Anomaly typically score a 0.	n/a

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. 21.2%

i **Customer Delivery Feedback:** The CDF metric is a measurement of the customer feedback received after packages are delivered by the Delivery Associates (DAs). The metric is a weighted ratio that accounts for positive, negative, and no feedback. Refer to the metric deep dive guide for more details. 7.1%

Note: CDF only includes 'DA Controllable' feedback.

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. 14.1%

Team		
<i>i</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).	8.3%
<i>i</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.	8.3%
<i>i</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'.	8.3%

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.