DSP Delivery Excellence Performance

BWAY at DVA2
Week 37
2025

Week 37 Performance

Overall Standing	Key Focus Areas	Top Drivers	
Fantastic	1. Delivery Completion Rate	1. Ashley Norris	Fantastic
See details on next page	2. Speeding Event Rate	2. Dillon Ngoh	Fantastic
	3. Customer Delivery Feedback	3. Gregory Matthews	Fantastic
		4. Tyler Marshall	Fantastic
		5. Kevon Young	Fantastic

Announcements

Q3 Scorecard Updates: 4-Week Preview Starts September 10; Changes Take Effect October 8. As shared in the Communication Center Notification sent to you on Monday, September 8, we have launched your new Preview Scorecard, effective September 10 (Week 36 Scorecard). You will have four weeks to preview the updates. Then, on Wednesday, October 8 (starting with the Week 40 Scorecard), the updates will go live in 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 for more details on the changes, as well as a list of resources that can help support you.

We will also be hosting Office Hours sessions via Webinar to provide an overview of the changes and address any questions. You must register in advance for the webinar to ensure you have access. DSPs can register for webinars using the links in either the Comms Center announcement or below. If the webinar you would like to attend is already full, please choose the next available time that best fits your schedule. Once you are registered, please use the link provided in the confirmation email to access the webinar.

Date	Time (CST)	Registration Link
9/18/2025	3-4 PM CST	https://attendee.gotowebinar.com/register/5388213255387509854
9/19/2025	1-2 PM CST	https://attendee.gotowebinar.com/register/3909420693563678809
9/22/2025	11-12 PM CST	https://attendee.gotowebinar.com/register/4790531928668036446
9/23/2025	3-4 PM CST	https://attendee.gotowebinar.com/register/2646679967574602332
9/24/2025	2-3 PM CST	https://attendee.gotowebinar.com/register/3810066623854635863
9/25/2025	3-4 PM CST	https://attendee.gotowebinar.com/register/4903005371119810133
9/26/2025	11-12 PM CST	https://attendee.gotowebinar.com/register/4097871489006439262

DSP Delivery Associate Recognition Initiatives:

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

The DRC Tokens Program

The DRC Tokens Program allows top-performing DSPs the ability to earn free award tokens for their teams. To qualify for the DRC Tokens Program, 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.

DRC Tokens Qualifying Period: <u>OPEN</u>

The Q3 DRC Tokens Qualification period is now open through week 35.

2025 DRC Tokens Program Qualification Periods:

Q1: WK4-WK9   **Q2:** WK17-WK22   **Q3:** WK30-WK35   **Q4:** WK40-WK45

If you have qualified for the DRC Tokens Program in any of the 2025 Qualification periods, you can find your earned tokens in your Delivery Recognition Center (DRC) account once signed 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](#)

DSP Delivery Associate Recognition Program:

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

Frontrunner Awards: Highlights high-performing DSP DAs each month. **You will now select your monthly Frontrunner winner in the Delivery Recognition Center.**

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 Logistics Support Center (Select Delivery Associate Recognition).

Milestone Awards: Aids in celebrating milestone achievements with high quality enamel pins and years of service patches. **You are now able to award your DAs that have achieved milestones in the Delivery Recognition Center.**

For more information, please contact your OTR DSP 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](#)
- [Overall Performance Thresholds and Tiers Resource Guide](#)

Netradyne Portal Q&A is offered on Wednesdays from 3:00pm to 4:00pm CT. Please use the below link to join: https://chime.aws/7679216977

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
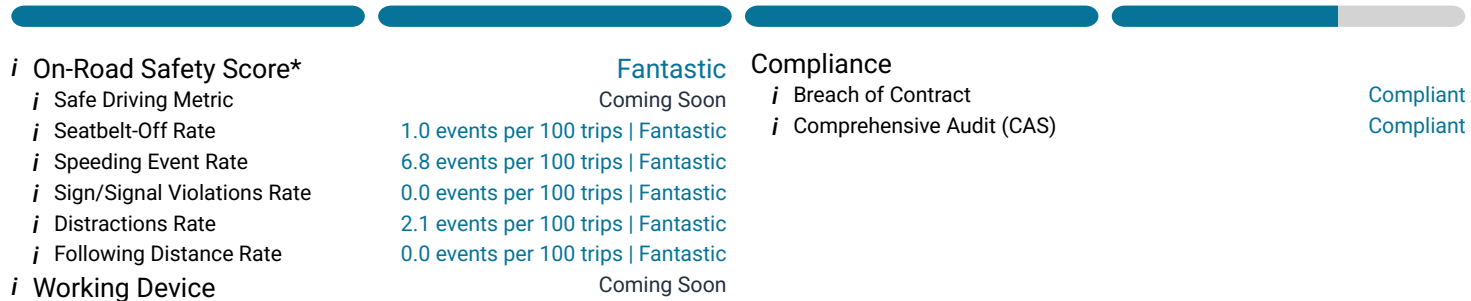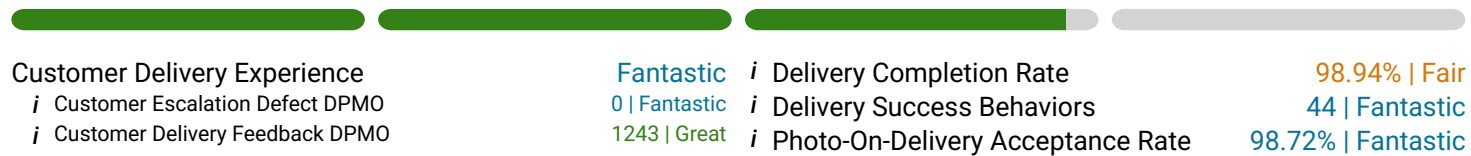
Overall Standing: 79.2 | Fantastic

Poor	Fair	Great	Fantastic	Fantastic Plus
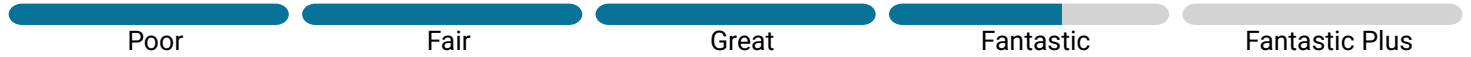
Safety and Compliance: Fantastic

i On-Road Safety Score*   Fantastic
   i Safe Driving Metric   Coming Soon
   i Seatbelt-Off Rate   1.0 events per 100 trips | Fantastic
   i Speeding Event Rate   6.8 events per 100 trips | Fantastic
   i Sign/Signal Violations Rate 0.0 events per 100 trips | Fantastic
   i Distractions Rate   2.1 events per 100 trips | Fantastic
   i Following Distance Rate   0.0 events per 100 trips | Fantastic
i Working Device   Coming Soon

Compliance
   i Breach of Contract   Compliant
   i Comprehensive Audit (CAS)   Compliant

Delivery Quality: Great

Customer Delivery Experience   Fantastic
   i Customer Escalation Defect DPMO   0 | Fantastic
   i Customer Delivery Feedback DPMO   1243 | Great

i Delivery Completion Rate   98.94% | Fair
i Delivery Success Behaviors   44 | Fantastic
i Photo-On-Delivery Acceptance Rate   98.72% | Fantastic

Pickup Quality: Coming Soon

i Pickup Success Behaviors   Coming Soon

Team: Fantastic

i High Performers Share   97.36% | Fantastic
i Low Performers Share   0.00% | Fantastic
i Tenured Workforce   86.35% | Great

Recommended Focus Areas

1. Delivery Completion Rate
2. Speeding Event Rate
3. Customer Delivery Feedback

Improving Delivery Completion Rate, Speeding Event Rate, and Customer Delivery Feedback scores would improve your Overall Standing.

Current Week Tips

1. 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.
2. Remind drivers there is no acceptable reason to speed/violate posted speed limits. Anticipate and adjust in advance of speed reduction areas (work zones, on/off ramps, school zones, etc.).
3. Provide visibility of the CDF report to DAs to show them where they stand and what areas they should focus on for improvement.

*The On-Road Safety Score is a rating partly derived from third party metrics. The third party metrics provide indicators of safe driving behaviors available to us today from third party services.

DA Current Week Performance

Abbreviations Key
SSVR: Sign/Signal Violations Rate
DSB: Delivery Success Behaviors
SER: Speeding Event Rate
CDF DPMO: Customer Delivery Feedback Defect Per Million Opportunities

SOR: Seatbelt Off Rate
DCR: Delivery Completion Rate
POD: Photo-On-Delivery Acceptance Rate
PSB: Pickup Success Behaviors

DR: Distractions Rate
FDR: Following Distance Rate
CED: Customer Escalation Defect

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	Ashley Norris	A2SQLN0IS72MTR	Fantastic	102		Coming Soon	Coming Soon	Coming Soon	Coming Soon	Coming Soon	Coming Soon	0	0	100.0%	0	100.0%	Coming Soon	0	69
2	Dillon Ngoh	A2967U2M9HTX1A	Fantastic	436		Coming Soon	0.0	0.0	0.0	0.0	0.0	0	0	100.0%	0	100.0%	Coming Soon	0	255
3	Gregory Matthews	A281N8PX5RDS6Z	Fantastic	425		Coming Soon	0.0	0.0	0.0	0.0	0.0	0	0	100.0%	0	100.0%	Coming Soon	0	252
4	Tyler Marshall	A3H5TOQ36UVEWH	Fantastic	857		Coming Soon	0.0	0.0	0.0	0.0	0.0	0	0	100.0%	0	100.0%	Coming Soon	0	478
5	Kevon Young	AOFTRN8UNL4IZ	Fantastic	583	POD	Coming Soon	0.0	0.0	0.0	0.0	0.0	Coming Soon	0	100.0%	0	99.8%	Coming Soon	0	401
6	Justin Benson	A1ZGYG113U3H2C	Fantastic	434	POD	Coming Soon	0.0	0.0	0.0	0.0	0.0	0	0	100.0%	0	99.6%	Coming Soon	0	249
7	Carmon Holley	A3SU7ZOI3PQWE6	Fantastic	602	POD	Coming Soon	0.0	0.0	0.0	0.0	0.0	Coming Soon	0	100.0%	0	99.7%	Coming Soon	0	372
8	Diego RodriguezGuzman	AX4EPWPJVWWWV	Fantastic	652	POD	Coming Soon	0.0	0.0	0.0	0.0	0.0	0	0	100.0%	0	99.4%	Coming Soon	0	357
9	Daniel Ledford	A11DDERU3RN01Y	Fantastic	321	POD	Coming Soon	0.0	0.0	0.0	0.0	0.0	0	0	100.0%	0	98.7%	Coming Soon	0	228
10	Javais Bigger	ATF9FFKHBK9FL	Fantastic	640	DCR	Coming Soon	0.0	0.0	0.0	0.0	0.0	0	0	99.8%	0	99.7%	Coming Soon	0	393
11	Jose Garcia	A3Q3698E9DLLVX	Fantastic	346	POD	Coming Soon	Coming Soon	Coming Soon	Coming Soon	Coming Soon	Coming Soon	Coming Soon	0	100.0%	0	99.1%	Coming Soon	0	220
12	Dequane Lewis	ATJN1F43IL36C	Fantastic	606	DCR	Coming Soon	0.0	0.0	0.0	0.0	0.0	Coming Soon	0	99.8%	0	100.0%	Coming Soon	0	342
13	Omar Muhammad	A1I55FPJMP8EMX	Fantastic	623	DCR	Coming Soon	0.0	0.0	0.0	0.0	0.0	0	0	99.8%	0	98.7%	Coming Soon	0	394
14	Tony Jackson jr	A3N0Z10BYQ9XBK	Fantastic	682	DCR	Coming Soon	0.0	0.0	0.0	0.0	0.0	0	0	99.7%	0	100.0%	Coming Soon	0	373
15	Zarmarius Webster	A13ZYG9ZBD6QWJ	Fantastic	425	DCR	Coming Soon	0.0	0.0	0.0	0.0	0.0	0	0	99.8%	0	99.3%	Coming Soon	0	274
16	Isaiah Williams	A234DQ9EG4JTOL	Fantastic	967	DCR	Coming Soon	0.0	0.0	0.0	0.0	0.0	0	0	99.7%	0	100.0%	Coming Soon	0	604
17	Toyris Goodwyn	A24M5RGEIIRXGL	Fantastic	494	DCR	Coming Soon	0.0	0.0	0.0	0.0	0.0	0	0	99.6%	0	100.0%	Coming Soon	0	287
18	David Novo	A29Z9SLCUP9LHG	Fantastic	659	DCR	Coming Soon	0.0	0.0	0.0	0.0	0.0	0	0	99.5%	0	100.0%	Coming Soon	0	397
19	Nadja Wallen	A3ACZHB2S4KJNA	Fantastic	798	DCR	Coming Soon	0.0	0.0	0.0	0.0	0.0	Coming Soon	0	99.8%	0	99.1%	Coming Soon	0	536
20	Janiyah Adams	A2YD6HLF32ST4N	Fantastic	577	DCR	Coming Soon	0.0	0.0	0.0	0.0	0.0	Coming Soon	0	99.7%	0	99.7%	Coming Soon	0	366
21	Angelique Cook	A3UN0QL08EYXS3	Fantastic	331	DCR	Coming Soon	0.0	0.0	0.0	0.0	0.0	0	0	99.4%	0	100.0%	Coming Soon	0	196
22	Trequan Young	AE13HBTJLVGGK	Fantastic	371	DCR	Coming Soon	0.0	0.0	0.0	0.0	0.0	Coming Soon	0	99.5%	0	99.5%	Coming Soon	0	208
23	Victor Romano	A3TPI8HO2PXO1	Fantastic	595	POD	Coming Soon	0.0	0.0	0.0	0.0	0.0	0	0	99.7%	0	93.1%	Coming Soon	0	391
24	Emil Jordan	A200TFTNVXTRL9	Fantastic	148	DCR	Coming Soon	0.0	0.0	0.0	0.0	0.0	0	0	99.3%	0	97.2%	Coming Soon	0	107
25	Brandon Irvin	A3DKAYTWQNYMWE	Fantastic	338	POD	Coming Soon	0.0	0.0	0.0	0.0	0.0	Coming Soon	0	100.0%	0	94.1%	Coming Soon	0	187
26	Sharabia Jones	A157CU9JVM2MKG	Fantastic	89	POD	Coming Soon	0.0	0.0	0.0	0.0	0.0	Coming Soon	0	100.0%	0	90.3%	Coming Soon	0	62
27	OMAR EL IDRISSI	AE60XHYBJGL2N	Fantastic	527	DCR	Coming Soon	0.0	0.0	0.0	0.0	0.0	Coming Soon	0	99.2%	0	99.3%	Coming Soon	0	307
28	Demetria McGheeClarke	A3UX1XC8VEH3KD	Fantastic	455	SER	Coming Soon	0.0	1.0	0.0	0.0	0.0	Coming Soon	0	100.0%	0	99.5%	Coming Soon	0	213
29	Juliana Fenelus	A1L4YQ9SMH8SD5	Fantastic	375	SER	Coming Soon	0.0	1.0	0.0	0.0	0.0	0	0	100.0%	0	99.2%	Coming Soon	0	259
30	Devin Sinclair	AOC8QUN6V3Z9S	Fantastic	567	DCR	Coming Soon	0.0	0.0	0.0	0.0	0.0	Coming Soon	0	99.1%	0	97.4%	Coming Soon	0	345
31	Tarik Ellis	A22AXMZG2ZE4IE	Fantastic	1288	CDF	Coming Soon	0.0	0.3	0.3	0.0	0.0	778	0	99.8%	0	93.4%	Coming Soon	0	713
32	Alvin Peebles jr	A2CS92BQ8DW2IU	Fantastic	429	SER	Coming Soon	0.0	1.0	0.0	0.0	0.0	Coming Soon	0	99.8%	0	96.6%	Coming Soon	0	238
33	Corey Darby	AA1CSTG6QE62W	Fantastic	198	DCR	Coming Soon	0.0	0.0	0.0	0.0	0.0	0	0	87.6%	0	100.0%	Coming Soon	0	137

BWAY at DVA2 - Week 37

DA Current Week Performance

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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.
34	Isiah Robinson	A3H42MOV3FXDUL	Fantastic	1170	DCR	Coming Soon	0.0	0.0	0.0	0.0	0.0	0	0	98.0%	0	99.9%	Coming Soon	0	760
35	Jordan Bigness	A1ZZI8QYEO0MFU	Fantastic	604	DCR	Coming Soon	0.0	0.0	0.0	0.0	0.0	0	0	89.1%	0	98.2%	Coming Soon	0	391
36	Phillip White	A1Y4NPN47ZAZWZ	Fantastic	275	DCR	Coming Soon	0.0	0.0	Coming Soon	Coming Soon	Coming Soon	0	0	93.5%	0	97.9%	Coming Soon	0	144
37	Jakye Brockenbrough	A3Z8DXPZVP0CG	Fantastic	539	DCR	Coming Soon	0.0	0.4	0.0	0.0	0.0	0	0	98.0%	0	97.9%	Coming Soon	0	337
38	Conor Jenkins	A3F81WYKT19V7H	Fantastic	519	DCR	Coming Soon	0.0	0.0	Coming Soon	Coming Soon	Coming Soon	Coming Soon	0	99.0%	0	99.1%	Coming Soon	0	320
39	India Lovelace	A2G2294NOZ9HRV	Fantastic	685	DCR	Coming Soon	0.0	0.0	0.0	0.0	0.0	Coming Soon	0	97.7%	0	99.8%	Coming Soon	0	453
40	Toney Barcroft	A2Y1RPNWHJ38D0	Fantastic	734	DSB	Coming Soon	0.0	0.0	0.0	0.0	0.0	Coming Soon	0	100.0%	1362	99.1%	Coming Soon	1	447
41	Marc Alvarez	A18KOMK85GD5NF	Great	234	SOR	Coming Soon	1.0	0.0	1.0	0.0	0.0	0	0	99.6%	0	100.0%	Coming Soon	0	156
42	Eric Wood	A2GBCP11UKXNOX	Great	831	CDF	Coming Soon	0.0	0.0	0.0	0.0	0.0	2407	0	96.5%	0	98.5%	Coming Soon	0	478

BWAY at DVA2 - Week 37

DA Trailing 6-Week Performance

#	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
				Safety - metrics (except FICO) are measured as events per trip at DA level											Weeks			
1	Dillon Ngoh	A2967U2M9HTX1A	Coming Soon	0.0	0.0	0.0	0.0	0.0	0	100.0%	0	100.0%	Coming Soon	High Performer	6	0	0	0
2	Justin Benson	A1ZGYG113U3H2C	850	0.0	0.0	0.0	0.0	0.0	0	99.9%	0	99.6%	Coming Soon	High Performer	4	0	0	0
3	Marc Alvarez	A18KOMK85GD5NF	Coming Soon	0.0	0.0	0.0	0.0	0.0	0	99.9%	0	99.9%	Coming Soon	Normal Performer	3	1	0	0
4	Javais Bigger	ATF9FFKHBK9FL	Coming Soon	0.0	0.0	0.0	0.0	0.0	0	99.9%	0	99.7%	Coming Soon	No Status (<4 wks)	2	0	0	0
5	Tyler Marshall	A3H5TOQ36UVEWH	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
6	Daniel Ledford	A11DDERU3RN01Y	Coming Soon	0.0	0.0	0.0	0.0	0.0	0	99.9%	0	99.0%	Coming Soon	High Performer	6	0	0	0
7	David Novo	A29Z9SLCUP9LHG	Coming Soon	0.0	0.0	0.0	0.0	0.0	0	99.8%	0	99.9%	Coming Soon	High Performer	5	0	0	1
8	Janiyah Adams	A2YD6HLF32ST4N	Coming Soon	0.0	0.0	0.0	0.0	0.0	0	99.8%	0	99.9%	Coming Soon	High Performer	6	0	0	0
9	Dequane Lewis	ATJN1F43IL36C	Coming Soon	0.0	0.0	0.0	0.0	0.0	0	99.7%	0	99.9%	Coming Soon	No Status (<4 wks)	3	0	0	0
10	Nadja Wallen	A3ACZHB2S4KJNA	Coming Soon	0.0	0.0	0.0	0.0	0.0	0	99.8%	0	99.2%	Coming Soon	No Status (<4 wks)	2	0	0	0
11	Jose Garcia	A3Q3698E9DLLVX	Coming Soon	0.0	0.0	0.0	0.0	0.0	0	99.8%	0	98.9%	Coming Soon	High Performer	6	0	0	0
12	OMAR EL IDRISSI	AE60XHYBJGL2N	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	Gregory Matthews	A281N8PX5RDS6Z	Coming Soon	0.0	0.0	0.0	0.0	0.0	0	99.6%	0	99.9%	Coming Soon	High Performer	5	1	0	0
14	Sharabia Jones	A157CU9JVM2MKG	Coming Soon	0.0	0.0	0.0	0.0	0.0	0	99.8%	0	97.4%	Coming Soon	High Performer	6	0	0	0
15	Carmon Holley	A3SU7ZOI3PQWE6	Coming Soon	0.0	0.0	0.0	0.0	0.0	0	99.5%	0	99.8%	Coming Soon	High Performer	5	1	0	0
16	Tony Jackson jr	A3N0Z10BYQ9XBK	Coming Soon	0.0	0.0	0.0	0.0	0.0	0	99.5%	0	99.9%	Coming Soon	High Performer	4	0	0	0
17	Emil Jordan	A200TFTNVXTRL9	Coming Soon	0.0	0.0	0.0	0.0	0.0	0	99.6%	0	97.9%	Coming Soon	High Performer	6	0	0	0
18	Angelique Cook	A3UN0QL08EYXS3	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
19	Conor Jenkins	A3F81WYKT19V7H	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
20	Diego RodriguezGuzman	AX4EPWPJVWWWV	Coming Soon	0.0	0.0	0.0	0.0	0.0	489	99.8%	0	99.4%	Coming Soon	High Performer	5	0	0	0
21	Brandon Irvin	A3DKAYTWQNYMWE	Coming Soon	0.0	0.0	0.0	0.0	0.0	0	99.6%	0	97.0%	Coming Soon	High Performer	5	1	0	0
22	India Lovelace	A2G2294NOZ9HRV	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
23	Victor Romano	A3TPI8HO2PXO1	Coming Soon	0.0	0.0	0.0	0.0	0.0	0	99.7%	0	93.2%	Coming Soon	High Performer	6	0	0	0
24	Devin Sinclair	AOC8QUN6V3Z9S	Coming Soon	0.0	0.0	0.0	0.0	0.0	0	99.4%	0	97.3%	Coming Soon	High Performer	6	0	0	0
25	Kevon Young	AOFTRN8UNL4IZ	Coming Soon	0.0	0.0	0.0	0.0	0.0	253	100.0%	190	99.4%	Coming Soon	High Performer	6	0	0	0
26	Isaiah Williams	A234DQ9EG4JTOL	Coming Soon	0.0	0.0	0.0	0.0	0.0	799	99.8%	0	100.0%	Coming Soon	High Performer	5	0	0	0
27	Omar Muhammad	A1I55FPJMP8EMX	Coming Soon	0.0	0.0	0.0	0.0	0.0	0	99.7%	276	98.9%	Coming Soon	High Performer	6	0	0	0
28	Toyris Goodwyn	A24M5RGEIIRXGL	Coming Soon	0.0	0.0	0.0	0.0	0.0	0	99.8%	414	98.9%	Coming Soon	High Performer	6	0	0	0
29	Demetria McGheeClarke	A3UX1XC8VEH3KD	Coming Soon	0.0	0.0	0.0	0.0	0.0	962	99.8%	227	99.9%	Coming Soon	High Performer	6	0	0	0
30	Toney Barcroft	A2Y1RPNWHJ38D0	Coming Soon	0.0	0.0	0.0	0.0	0.0	897	99.8%	283	99.6%	Coming Soon	High Performer	6	0	0	0
31	Alvin Peebles jr	A2CS92BQ8DW2IU	Coming Soon	0.0	1.0	0.0	0.0	0.0	Coming Soon	99.9%	0	98.0%	Coming Soon	No Status (<4 wks)	2	0	0	0
32	Juliana Fenelus	A1L4YQ9SMH8SD5	Coming Soon	0.0	1.0	0.0	0.0	0.0	0	99.4%	0	99.1%	Coming Soon	High Performer	6	0	0	0
33	Isiah Robinson	A3H42MOV3FXDUL	Coming Soon	0.0	0.0	0.0	0.0	0.0	542	99.3%	372	100.0%	Coming Soon	High Performer	5	1	0	0
34	Ashley Norris	A2SQLN0IS72MTR	Coming Soon	0.0	0.0	0.0	0.0	0.0	0	94.4%	0	100.0%	Coming Soon	High Performer	5	0	0	0
35	Zarmarius Webster	A13ZYG9ZBD6QWJ	Coming Soon	0.0	0.0	0.0	0.0	0.0	0	98.9%	0	99.7%	Coming Soon	High Performer	5	0	0	0
36	Jakye Brockenbrough	A3Z8DXPZVP0CG	Coming Soon	0.0	0.0	0.0	0.0	0.0	0	99.0%	0	92.6%	Coming Soon	High Performer	5	1	0	0
37	Tarik Ellis	A22AXMZG2ZE4IE	Coming Soon	0.0	0.0	0.0	0.0	0.0	1601	99.8%	0	92.3%	Coming Soon	High Performer	6	0	0	0
38	Phillip White	A1Y4NPN47ZAZWZ	Coming Soon	0.0	0.0	0.0	0.0	0.0	0	98.5%	0	97.6%	Coming Soon	High Performer	6	0	0	0
39	Corey Darby	AA1CSTG6QE62W	Coming Soon	0.0	0.0	0.0	0.0	0.0	1119	99.1%	0	99.6%	Coming Soon	High Performer	6	0	0	0

Drivers ranked by overall score, descending.

BWAY at DVA2 - Week 37

DA Trailing 6-Week Performance

#	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	Trequan Young	AE13HBTJLVGGK	Coming Soon	0.0	0.0	0.0	0.0	0.0	0	99.0%	421	99.9%	Coming Soon	High Performer	5	1	0	0
41	Jordan Bigness	A1ZZI8QYEO0MFU	Coming Soon	0.0	0.0	0.0	0.0	0.0	0	96.5%	337	99.1%	Coming Soon	High Performer	6	0	0	0
42	Eric Wood	A2GBCP11UKXNOX	Coming Soon	0.0	0.0	0.0	0.0	0.0	3514	98.8%	243	98.9%	Coming Soon	High Performer	4	2	0	0

Drivers ranked by overall score, descending.

Safety - metrics (except FICO) are measured as events per trip at DA level

Weeks

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 weightage 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. — **0.0%**

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. — **10.4%**

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. — **10.4%**

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, andstop 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. — **10.4%**

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. — **6.7%**

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). — **4.5%**

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 dueto 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%. Station delivery thresholds vary by +/- 1.0%, with a maximum of 99.65%. This is 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. 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.