DSP Delivery Excellence Performance

Week 1 Performance

Overall Standing	Key Focus Areas
Fantastic	1. Customer escalation DPMO
See details on next page	2. Delivered Not Received (DNR DPMO)
	3. Photo-On-Delivery

Announcements

We are pleased to inform you that metric definitions on page 5 and 6 are now available in country specific language. This can be found in the **resources table** and also in the **metric definition section**.

We are surfacing a reminder of the interactive metric modules available below, in the resources section. These modules cover Safety, Quality/Standard Work Compliance & Customer Feedback / Team.

We have updated the supplementary Concessions report with additional "focus areas" that identify delivery factors that may have contributed to the issuance of concessions (Incorrect Scan Indicator, Signature on Delivery , High Value Item, Delivery Exception, Mailbox Eligible). DSPs using the report experience a 35% higher reduction in DNR DPMO compared to DSPs with lower adoption rates.

Note: Users can only access the same geography modules, as example, UK can only access these modules via UK/IE links.

Resources

Please click on the the Country code below you operate in. They are hyperlinks to the resource pages.

Scorecard Metric Definitions	UK/ IE OSM,	UK/ IE BO,	DE/ AT,	ES,	FR,	BE,	NL,	IT
Metrics	**Resource Links**							
DVIC Compliance	UK/ IE OSM,	UK/ IE BO,	DE/ AT,	ES,	FR,	BE,	NL,	IT
Vehicle Safety Audit (VSA)	UK/ IE OSM,	UK/ IE BO,	DE/ AT	ES,	FR,	BE,	NL,	IT
Mentor Adoption Rate	UK/ IE OSM,	UK/ IE BO,	DE/ AT,	ES,	FR,	BE,	NL	
Speeding Event Rate	UK/ IE OSM,	UK/ IE BO,	DE/ AT,	ES,	FR,	BE,	NL	
FICO	UK/ IE OSM,	UK/ IE BO,	DE/ AT,	ES,	FR,	BE,	NL	
Netradyne	UK/ IE OSM,	UK/ IE BO,						
Delivery Completion Rate(DCR)	UK/ IE OSM,	UK/ IE BO,	DE/ AT,	ES,	FR,	BE,	NL,	IT
Delivered Not Received(DNR DPMO)	UK/ IE OSM,	UK/ IE BO,	DE/ AT,	ES,	FR,	BE,	NL,	IT
POD	UK/ IE OSM,	UK/ IE BO,	DE/ AT,	ES,	FR,	BE,	NL,	IT
Contact Compliance	UK/ IE OSM,	UK/ IE BO,	DE/ AT,	ES,	FR,	BE,	NL,	IT
Preference Honor Rate(PHR)	UK/ IE OSM,	UK/ IE BO,	DE/ AT,	ES,	FR,	BE,	NL,	IT
Customer escalation DPMO	UK/ IE OSM,	UK/ IE BO,	DE/ AT,	ES,	FR,	BE,	NL,	IT
Positive Delivery Experience Rate	UK/ IE OSM,	UK/ IE BO,	DE/ AT,	ES,	FR,	BE,	NL,	IT
Breach of contract	UK/ IE OSM,	UK/ IE BO,	DE/ AT,	ES,	FR,	BE,	NL,	IT
Working hours compliance	UK/ IE OSM,	UK/ IE BO,	DE/ AT,	ES,	FR,	BE,	NL,	IT
Comprehensive audit score	UK/ IE OSM,	UK/ IE BO,	DE/ AT,	ES,	FR,	BE,	NL,	IT

Questions?

- Discuss with your Account Manager

DSP WEEKLY SCORECARD

Rank at DCF1:   **1** *(0 WoW)*

Overall Score: **86.51 | Fantastic**

Compliance and Safety   **Fantastic**

Safety

Vehicle Audit (VSA) Compliance	100%|Fantastic
❷Safe Driving Metric (FICO)	796|Great
DVIC Compliance	100%|Fantastic
❷Speeding Event Rate (Per 100 Trips)	0|Fantastic
❷Mentor Adoption Rate	85.47%|Great

Compliance

Breach of Contract (BOC)	None
❷Working Hours Compliance (WHC)	100%|Fantastic
❷Comprehensive Audit Score (CAS)	100%|In Compliance

Quality & SWC: **Great**

Customer delivery Experience

❷Customer escalation DPMO	85|Fair
❷Customer Delivery Feedback	96.24%|Fantastic

Quality

❷Delivery Completion Rate(DCR)	99.26%|Fantastic
❷Delivered Not Received(DNR DPMO)	1435|Fantastic

Standard Work Compliance

❷Photo-On-Delivery	97.96%|Fair
❷Contact Compliance	95.54%|Great

Capacity: **Fantastic**

Capacity Reliability	104.27%|Fantastic

Recommended Focus Areas

1. Customer escalation DPMO
2. Delivered Not Received (DNR DPMO)
3. Photo-On-Delivery

Current Week Tips

Coming Soon

DSP WEEKLY SUMMARY

Transporter ID	Delivered	DCR	DNR DPMO	POD	CC	CE	DEX	Focus Area
A1071GLY08ZH51	270	99.63%	7407	100%	-	0	89.62%	DNR DPMO
A10M21CIQ83XSU	209	93.72%	4785	82.76%	0%	0	87.46%	DNR DPMO
A11A9ZUOXD3HKT	1293	99.92%	773	97.08%	60%	0	97.85%	DNR DPMO
A14WRV9A8GC489	1092	99.54%	1832	98.01%	100%	0	97.27%	DNR DPMO
A15ZO0J45C4NHG	758	99.48%	1319	98.33%	100%	0	95.73%	DNR DPMO
A1E2GDTQUHVXNF	493	99.8%	-	98.33%	100%	0	100%	DCR
A1EGWK6LOU2WLB	558	94.58%	-	63.64%	7.69%	0	86.61%	DCR
A1F94HGSN6WOR4	184	99.46%	-	100%	-	0	100%	DCR
A1IITZEV3NV89N	536	88.74%	3731	82.61%	100%	0	94.2%	DNR DPMO
A1JLX8VYSVYUJ0	384	99.22%	2604	98.08%	89.47%	0	100%	DNR DPMO
A1N03L62LRQQQC	1005	99.9%	995	87.23%	100%	0	100%	DNR DPMO
A1O32YWMWQARGU	735	99.73%	1361	98.77%	100%	0	96.68%	DNR DPMO
A1P3ZN7CM3Y50X	826	99.76%	-	98.51%	100%	0	100%	DCR
A1PBO81VXPLBO	669	98.67%	8969	100%	100%	0	100%	DNR DPMO
A1Q8DRDA2PF060	128	96.97%	-	100%	0%	0	100%	DCR
A1RAG4OKSSP976	455	99.56%	4396	98.63%	-	0	92.4%	DNR DPMO
A1T3VIRARI8DBT	157	97.52%	0	100%	66.67%	1	100%	DCR
A1UAZKDWSGGRD5	830	99.28%	0	95.16%	94.74%	0	100%	POD
A1VBGCRQFGSEEP	569	98.96%	-	100%	100%	0	92.18%	DCR
A2089EA5QSETU4	497	99.6%	-	99.05%	100%	0	100%	DCR
A20IR6H0OQT8CF	279	98.59%	-	100%	-	0	93.18%	DCR
A230NJEC4V1YH0	503	100%	-	100%	100%	0	100%	-
A27ISPJ60MOG8Q	293	97.34%	-	100%	100%	0	100%	DCR
A287ENOYO37QS1	442	98.22%	2262	99.07%	100%	0	100%	DNR DPMO
A2CUK7Q6HCL3L	876	99.66%	-	99.37%	100%	0	100%	DCR
A2D1QQHQVQEVGJ	237	98.75%	4219	100%	100%	0	100%	DNR DPMO
A2E7LGPCUH8V91	576	98.46%	-	100%	90.32%	0	93.61%	DCR
A2GGI8JRWMF1S8	104	99.05%	-	100%	100%	0	100%	DCR
A2IKVQ0ZYVPK6X	40	100%	-	100%	100%	0	-	-
A2KDV3C8VLDTRV	669	100%	1495	96%	100%	0	100%	DNR DPMO
A2KO95QJH2EKPA	923	99.89%	-	100%	100%	0	96.97%	DEX
A2MNTCGO1WW2HI	1221	99.59%	819	98.63%	100%	0	97.43%	DNR DPMO
A2MR4GVMCJ3T4B	822	100%	-	100%	-	0	100%	-
A2MYL9XUKAFICF	420	100%	-	100%	100%	0	100%	-
A2OD2489WR1FE7	659	100%	-	98.44%	-	0	100%	POD
A2OK9PMIFS7III	530	92.33%	3774	98.11%	100%	0	100%	DNR DPMO
A2QY6KNBKLPNXH	480	99.17%	-	100%	100%	0	83.08%	DEX
A2RZJ960BCS8CN	541	98.54%	1848	93.62%	100%	0	95.5%	DNR DPMO
A2S3N610XJL460	776	99.49%	3866	97.92%	100%	0	94.34%	DNR DPMO
A2V4KSOMLHTT5Z	375	99.47%	5333	100%	50%	0	96.72%	DNR DPMO
A2Z8MYDDJ9J2EP	386	96.5%	-	100%	99.54%	0	100%	DCR
A2ZD0BX89B68QC	711	99.03%	-	98.23%	100%	0	100%	DCR
A2ZFOT759R1DQY	609	99.51%	1642	100%	66.67%	0	94.44%	DNR DPMO
A2ZG3ZK5P85TAT	685	99.85%	-	100%	100%	0	100%	DCR
A31A1LM4WRQXHE	831	99.28%	-	100%	100%	0	96.98%	DCR
A31KOOZONR3CT4	620	99.52%	3226	98.26%	100%	0	87.48%	DNR DPMO
A31LEG9GWXVA3	629	98.28%	-	98.4%	90%	0	87.65%	DCR
A340D2SXB98B76	138	100%	-	95.83%	-	0	100%	POD
A36JBK1UGSOT7V	1028	99.42%	1946	99.43%	100%	0	96.88%	DNR DPMO
A383I86ET7P69H	140	98.59%	-	91.67%	100%	0	100%	DCR
A3ACVAYCS5X08Q	338	100%	2959	93.1%	100%	0	93.45%	DNR DPMO

A3BXIR8QMK5GJ3	331	99.7%	-	100%	100%	0	100%	DCR
A3CFRKZ9TYZOV5	163	100%	-	100%	100%	0	-	-
A3ECX7BOP0W6EA	402	95.49%	-	100%	100%	0	69.88%	DCR
A3G5B1U3QL5A4F	562	99.47%	1779	100%	100%	0	100%	DNR DPMO
A3G6A8YJKAWWT	669	99.85%	1495	100%	100%	0	94.79%	DNR DPMO
A3JBLNCKM0CBAJ	545	100%	0	100%	100%	0	94.54%	DEX
A3K7RG78X3525P	986	99.9%	1014	98.75%	100%	0	94.38%	DNR DPMO
A3QK8SGBO6B12H	655	98.5%	-	98.55%	100%	0	100%	DCR
A3R9VPN5LS32SY	120	99.17%	8333	100%	100%	0	100%	DNR DPMO
A3RQ8347NYE8GP	326	99.39%	6135	100%	100%	0	100%	DNR DPMO
A3VERKBB66ZO7I	172	99.42%	-	100%	-	0	100%	DCR
A7FME9BOQ1DRF	255	100%	-	100%	100%	0	-	-
A7Q3FDOK6XKFO	452	100%	2212	100%	100%	0	94.56%	DNR DPMO
AAB83UC010F1G	977	99.8%	-	100%	100%	0	97.1%	DCR
ACLSBY7P3SKWW	628	99.52%	-	100%	100%	0	100%	DCR
ACVVCU8AQQQ4M	431	100%	-	100%	100%	0	100%	-
AFPJ6HVB31DQ3	570	92.83%	1754	100%	100%	0	100%	DCR
AGJMANVG0XVKG	614	98.71%	4886	97.96%	50%	0	92.29%	DNR DPMO
AGNQEZKETS2BF	1172	99.83%	1706	99.56%	100%	1	97.46%	DNR DPMO
AJ89TVL7QIDOI	329	98.21%	3040	100%	100%	3	100%	DNR DPMO
AKQSUL751WWI6	459	99.14%	-	97.35%	-	0	88.3%	DCR
ANLR94YRQBDML	223	99.55%	-	100%	100%	0	100%	DCR
APVI8HZ7ZMOXI	335	99.11%	-	100%	100%	0	94.79%	DCR
AQMW0LZJEV5JG	138	100%	-	100%	-	0	100%	-
AT3V6HZTXANFD	228	100%	-	96.97%	100%	0	100%	POD
AUKLDB6Q9ENN8	705	96.97%	1418	77.27%	96.43%	0	100%	DCR
AUZL4RK2F8WG	473	98.54%	6342	100%	100%	0	100%	DNR DPMO
AWB7A8Y7S5HJ3	176	100%	-	100%	-	0	88.49%	DEX
AY26VSH24F0AR	84	100%	0	100%	-	0	100%	-
AYDSF7S17AK7A	144	100%	6944	100%	-	0	70.76%	DNR DPMO
AYOWXM8RVW67M	777	99.87%	2574	100%	100%	0	100%	DNR DPMO
AZX95F443F7WX	589	99.49%	-	97.39%	100%	0	80.71%	DEX

Drivers With Working Hour Exceptions

Blank Sheet means no exceptions

#	Transporter ID	Daily Limit Exceeded	Weekly Limit Exceeded	Under Offwork Limit	Work Day Limit Exceeded	WH Exception

Performance Standards and Service Levels

Per Work order, your company's performance will be measured across the following SLS metrics, and your company will be expected to meet the SLS targets included on this page. Below presents the target and minimum service level per metric. If you repeatedly* fall below the Minimum Service Levels (presented below), it can result in a reduction of volume allocated to your company, or termination of your company's Work order

* Definition of Repeatedly = falling below the minimum requirement in 2 consecutive instances (weekly scorecards) below minimum requirement

* Metrics and the associated targets are subject to change. We reserve the right to make amendments with notice in writing including via email, 8 weeks prior to change.

Operational SLS Metrics	Target	Minimum
Scorecard Performance	85	50
Vehicle Audit Compliance (VSA)	100%	97%
Safe Driving (FICO)	800	730
DVIC Compliance	100%	97%
Speeding Event Rate (per 100 trips)	5	20
Customer Escalation DPMO	0.01	180
Customer Delivery Feedback	84.5	80
Route Reliability	100%	85%
Delivery Completion Rate (DCR)	99%	98%
Delivered Not Received (DNR DPMO)	1500	2100
Photo On Delivery	98.5%	97%
Contact Compliance	98%	90%
-	-	-

Metric Definitions

Safety

Includes metrics such as Vehicle Audit (VSA) Compliance, Safe Driving Metric, Seatbelt off Rate (only for UK DSP 2.0s), Speeding event Rate, Daily Vehicle Inspection Check Compliance and E-Mentor Adoption Rate. (See Below for more details)

❷ Vehicle Audit (VSA) Compliance

Vehicle Audit (VSA) Compliance is calculated as the DVIC Checks verified by Amazon over last two weeks. We calculate this metric as the count of vehicles that have passed Amazon's VSA check against the total number of vehicles audited during WK-2 and WK-1. Vehicle Audit (VSA) Compliance calculation: Total VSA Passed Audits (WK-2 & WK-1) / Total VSA Audits (WK-2 & WK-1). A DSP who has Fantastic standing would receive a >=100% in VSA.

❷ Safe Driving Metric (FICO)

This metric is calculated using the eDriving Mentor FICO score, which is a composite potential indicator of a driver's safe driving behaviour. The metric is measured by analysing indicators of how your drivers operate their vehicles, such as Harsh Acceleration, Braking, Cornering, Cell phone Distraction and Speeding. The metric is a weighted average of all driver's eDriving Mentor FICO scores at the end of the week on a 100 – 850 scale where a higher score is better. A DSP who has Fantastic standing would receive a >=800 in FICO.

❷ Speeding Event Rate

The Speeding Event Rate metric is the average number of speeding instances incurred by a DA per route. A speeding instance is counted as exceeding the speed limit by 20% or more for at least 60 seconds. A DSP who has Fantastic standing would receive a <= 5% speeding events per 100 trips.

❷ DVIC Compliance

The Daily Vehicle Inspection Check (DVIC) allows you to stay up-to-date on the condition of the vehicles, thus ensuring vehicles are safe for its drivers and the community. Drivers are required to perform pre trip DVIC before they are able to pick up route, and a post trip after completion of route (DVIC compliance). The metric is calculated as The rate of vehicles inspected after the return to stations out of all the 'Inspected Vehicles' (before getting on road, hence pre-trip). Note: cargo bikes and walking routes are excluded from metric calculations. A DSP who has Fantastic standing would receive a >=100% in DVIC.

❷ E-Mentor Adoption Rate

The E-Mentor Adoption Rate allows you to understand what percent of your drivers are using Mentor App on a weekly basis. This metric is calculated by number of active drivers on the Mentor app divided by total active drivers for the particular week. If your drivers have low adoption rates, your other safety metrics might be impacted, resulting in overall lower score. We encourage DSPs to increase eMentor app adoption rate with the drivers to help support improved driver behaviour. A DSP who has Fantastic standing would receive a >= 90% in EMentor Adoption Rate.

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Compliance

We regularly audit for compliance to ensure DSP's business operations adhere to Amazon supply chain standards and program policy.

❷ Comprehensive Audit Score

The Comprehensive Audit is a measurement of DSP/Driver Eligibility, DSP Operations, Safety, Wages & Benefits, DSP Management, and Working Hours (all measurements outlined in the DSP Program Agreements and Policies). The results of the Comprehensive Audit provide a baseline for a DSP's state of compliance. Compliance is critical to ensuring a good working environment for you and your drivers and meeting our compliance standards is required. You must earn an 'In Compliance' on your Comprehensive Audit to be eligible for scorecard evaluation and not be in Breach of Contract (BOC). A DSP who has Fantastic standing would receive a 100% in CAS.

❷ Working Hour Compliance (WHC)

WHC metric is based on a DSP's continuous compliance with working hour requirements as established by Amazon Supply Chain Standards, Amazon Logistics business policy, and prevailing local law. This includes compliance with: Daily and weekly working hour thresholds; Maximum permissible consecutive workdays; and Minimum required rest between shifts. The metric is calculated as % of drivers complying with working hour limits. A DSP who has Fantastic standing would receive a 100% in WHC.

Delivery Quality

Includes metrics: Delivery Completion Rate, Delivered not Received DPMO and SWA On-time Arrival (DSPs within the SWA program)

❷ Delivery Completion Rate

The share of packages dispatched to the drivers which are delivered to the customer (and not returned to the station). Thresholds are set at the station level to account for regional differences. A DSP who has Fantastic standing would receive a >= 99% in DCR.

❷ Delivered Not Received DPMO

The number of packages delivered but not received by customer, on per million opportunities / delivered (DPMO) basis. Thresholds are set at the station level to account for regional differences. A DSP who has Fantastic standing would receive a <= 1500 in DNR DPMO.

Standard Work Compliance

Includes metrics on Photo on Delivery, Contact Compliance and SWA Scan Compliance (only applicable for DSPs within the SWA program)

❷ Photo on Delivery

The number of usable (i.e. presentable to the customer) POD (Photo-on-delivery) photos taken, divided by total POD opportunities. A DSP who has Fantastic standing would receive a >=98.5% in Photo on Delivery.

❷ Contact Compliance

The metric is calculated as the count of all calls and texts that were made by a driver through the Amazon Flex app vs the total packages delivered with a call or text, as well as packages not delivered due to reasons such as Unable to Access (UTA), Unable to Locate (UTL), No Safe Locations (NSL). A DSP who has Fantastic standing would receive a 98% in Contact Compliance.

Customer Feedback

Includes Positive Delivery Experience (DEX) and Customer Escalations DPMO. If you don't yet have a DEX score, we will consider DEX score based on your Customer Escalations DPMO.

❷ Customer Delivery Feedback

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. A DSP who has Fantastic standing would receive a >= 84.5% in CDF.

❷ Customer Escalations DPMO

Customer Escalations DPMO: The frequency at which drivers incur customer escalations, on a per-million opportunities (DPMO) basis. Violations are triple-weighted, and Defects are single weighted. Only successfully resolved tickets with customer escalations are counted with a 4-week delay. For example, Week 45 Scorecard Escalation Defect DPMO is calculated by counting and weighting the feedback incurred by drivers in Week 41 and not overturned by appeals. A DSP who has Fantastic standing would receive a 0 in Customer Escalations DPMO.

Capacity

Includes Capacity Reliability

Capacity Reliability

Capacity Reliability compares your completed routes per day (excluding any Amazon caused cancellations) from Work Summary Tool to your day-level Reliability Targets from Route Targets (Okami) with an exception; if your final day-before scheduled plan comes in lower due to Amazon caused cancellations, those cancelled routes will be subtracted from your Reliability Target.