DSP Delivery Excellence Performance

Week 14 Performance

Overall Standing	Key Focus Areas
Great	1. Delivered Not Received (DNR DPMO)
See details on next page	2. Customer escalation DPMO
	3. Delivery Completion Rate (DCR)

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**							
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
DPR	UK/ IE OSM,	UK/ IE BO,	DE/ AT,	ES,	FR,	BE,	NL,	IT

Questions?

- Discuss with your Account Manager

DSP WEEKLY SCORECARD

Rank at DBS3: **7** *(0 WoW)*

Overall Score: **77.82 | Great**

Compliance and Safety   Fantastic

Safety
Safe Driving Metric (FICO)	804	Fantastic
Speeding Event Rate (Per 100 Trips)	3	Fantastic
Mentor Adoption Rate	N/A

Compliance
Vehicle Audit (VSA) Compliance	100%	Fantastic
Breach of Contract (BOC)	None
Working Hours Compliance (WHC)	98.91%	Great
Comprehensive Audit Score (CAS)	In Compliance

Quality & SWC: Fair

Customer delivery Experience
Customer escalation DPMO	67	Fair
Customer Delivery Feedback	81.37%	Great

Standard Work Compliance
Photo-On-Delivery	99.3%	Fantastic
Contact Compliance	99.69%	Fantastic

Quality
Delivery Completion Rate(DCR)	99.12%	Fantastic
Delivered Not Received(DNR DPMO)	1871	Poor
Lost on Road (LoR) DPMO	48	Fantastic

Capacity: Fantastic

Next Day Capacity Reliability	114.49%	Fantastic
Same Day/Sub-Same Day Capacity Reliability	100%	Fantastic

Recommended Focus Areas
1. Delivered Not Received (DNR DPMO)
2. Customer escalation DPMO
3. Delivery Completion Rate (DCR)

Current Week Tips
Coming Soon

DSP WEEKLY SUMMARY

Transporter ID	Delivered	DCR	DNR DPMO	LoR DPMO	POD	CC	CE	DEX
A10CZVMR82IJ7U	1269	99.92%	0	0	100%	100%	0	96.44%
A1261PT0QTMFYG	569	98.78%	0	0	99.04%	83.33%	0	68.62%
A13RHX94ITY24S	1073	98.53%	0	0	98.68%	90%	0	85.51%
A15Y4UUDQ0UYTN	283	99.3%	0	0	98.92%	100%	0	78.13%
A17EGAU1FOHEG5	414	99.76%	4831	0	99.39%	100%	1	87.97%
A17V5B9BV24ARP	1066	98.25%	3752	0	99.42%	99.09%	1	80.77%
A19S46EFWN6YP2	807	99.02%	1239	0	100%	100%	0	94.7%
A1A6LGEYYW8RV4	1495	99.53%	3344	0	99.82%	100%	0	80.13%
A1DNCPJEJ01OGL	1392	99.86%	0	0	100%	100%	0	83.91%
A1EE4E7W2IB61N	311	98.73%	3215	0	100%	100%	0	81.23%
A1F2UINYFAOMWC	1098	97.43%	2732	0	99.36%	100%	0	88.13%
A1IFLY6B5TIRMV	1501	97.91%	3331	0	100%	100%	0	85.6%
A1IG9G5HDODWLW	193	100%	0	0	100%	100%	1	88.71%
A1JGMXCJ04I5OW	536	98.17%	0	0	97.94%	100%	0	77.47%
A1M38CMKGFBSIZ	67	100%	0	0	100%	-	0	72.53%
A1MS9ATS4VVZ7V	913	99.02%	0	0	100%	100%	0	82.1%
A1MVKQLJJTM9XJ	811	99.14%	0	0	97.87%	100%	0	88.52%
A1N59MXB6BL6S1	1102	98.75%	907	0	100%	100%	0	72.53%
A1O32YWMWQARGU	42	100%	0	0	100%	100%	0	58.33%
A1OD4DCWFLIDK2	683	99.85%	2928	0	99.49%	100%	0	89.14%
A1QI3VYGGKPMJA	233	97.9%	8584	0	100%	100%	0	84.1%
A1R8IFEZCJJSK8	843	99.53%	1186	0	100%	100%	0	82.44%
A1RCLX0Y3Z9970	1015	100%	4926	0	100%	100%	0	64.53%
A1S684KDIMXFGS	1022	99.51%	0	0	99.44%	100%	0	88.86%
A1T3VIRARI8DBT	75	100%	0	0	100%	100%	0	100%
A1T6WR82MBO50S	499	97.65%	2004	0	100%	70%	0	79.85%
A1V4PBJ2L605VO	59	100%	0	0	100%	100%	0	100%
A1VPJCXCLU0Z5L	804	99.01%	1244	0	99.7%	100%	0	77.99%
A1WZDN7EGHH13A	104	100%	0	0	100%	100%	0	100%
A1YLSJ8CJKBH4C	622	98.42%	0	0	98.4%	99.68%	0	86.4%
A21A0OA15Y11NF	825	100%	0	0	99.59%	100%	0	94.44%
A21MQ9OIV73F32	115	100%	0	0	98.21%	-	0	41.29%
A22MI8DBZQKPJN	24	100%	0	0	100%	100%	0	-
A230NJEC4V1YH0	68	100%	0	0	100%	-	0	100%
A23JB5ESMGEN19	189	96.92%	10582	0	100%	100%	0	77.32%
A24PSOFKXU97K9	880	99.44%	6818	0	99.31%	100%	0	45.39%
A25FSHWD6IIJ7P	1364	99.78%	4399	0	100%	100%	0	90.03%
A25JTXY8KKBMU0	1238	98.41%	808	795	99.76%	92.77%	0	77.93%
A27WUALYYO6PCM	220	96.49%	4545	0	100%	88.89%	1	75.21%
A29F15YX1JTGHK	953	97.34%	0	0	98.25%	100%	0	85.46%
A29SUP5EBCRK24	762	99.48%	2625	0	100%	100%	0	86.03%
A2CZCYX9VY2O3B	603	96.33%	0	1597	81.75%	94.12%	0	86.74%
A2DC4R83XHUN10	1129	99.3%	2657	0	97.07%	94.44%	0	83.27%
A2DX5TSYQEQX3J	1362	99.49%	1468	0	98.81%	100%	0	82.72%
A2EMXYYH526PZT	429	99.54%	11655	0	100%	100%	0	53.97%
A2IU7FUCGVOEEO	547	97.33%	0	0	100%	97.93%	0	95.52%
A2JSSMIPX44OQ5	929	99.46%	2153	0	100%	100%	0	70.62%
A2KTQC2LRA2HD7	219	100%	4566	0	91.67%	-	0	50.37%
A2M25A0NHGSVJ5	53	100%	0	0	100%	100%	0	100%
A2OCXBC6VYJFNS	1099	99.91%	910	0	99.6%	100%	0	87.71%
A2QVF3ZQJKRYBN	1385	99.07%	1444	0	99.54%	100%	0	81.63%

A2S2KOOLEUXR4C	340	97.98%	2941	0	85.19%	100%	0	93%
A2XWQ8SN29Y4PW	74	98.67%	0	0	100%	-	0	63.24%
A2ZD0BX89B68QC	33	100%	0	0	100%	-	0	100%
A2ZW4XEBHEEK44	596	98.68%	3356	0	99.67%	100%	0	81.31%
A2ZZI6FWX7RAGY	840	99.76%	1190	0	100%	100%	0	86.16%
A32IFGUZIJA4KW	455	97.64%	4396	2146	100%	100%	0	80.57%
A330PNNGO82QLS	1003	99.41%	2991	0	100%	100%	0	79.09%
A35V761UTN4UZH	1117	99.47%	895	0	100%	100%	0	82.61%
A3AB3RCWHOR75C	1204	99.5%	831	0	100%	100%	0	84.12%
A3CKI4IH8A5I66	1079	99.17%	927	0	100%	100%	0	87.85%
A3EFH3TNQC7T4R	62	100%	0	0	100%	100%	0	100%
A3EX5OIQJPSNB7	68	100%	0	0	100%	100%	0	-
A3IWHIJ1AVFMQW	247	99.2%	4049	0	98.44%	100%	0	61.77%
A3LF777TSKYP0G	525	99.62%	1905	0	100%	50%	0	81.5%
A3LKPWLEK8UDM4	787	99.62%	1271	0	99.8%	100%	0	71.9%
A3MBZNLV2X77WB	838	99.76%	0	0	99.46%	100%	0	87.55%
A3MNNBMI6HZZKF	1442	99.24%	0	0	98.83%	100%	0	77.95%
A3MZALW3MUO75Y	935	99.57%	0	0	99.78%	100%	0	86.36%
A3O8S61LUA4H1L	497	96.69%	0	0	100%	100%	0	86.84%
A3PQZN06UUEXE3	1083	98.72%	1847	0	97.45%	100%	0	90.8%
A3PR1GUITK406Y	723	99.18%	0	0	100%	100%	0	93.11%
A3Q4G2NSU1QHSK	881	99.1%	2270	0	99.36%	100%	0	88.08%
A3VPV9G3FPU8ZP	259	100%	0	0	100%	-	0	93.09%
A3ZO3STNBR2TB	1136	99.82%	1761	0	99.53%	100%	0	97.3%
A4JQ04T1QMR96	765	98.84%	3922	0	99.67%	100%	0	94.18%
A4VWDC22J5APD	1209	99.92%	2481	0	100%	100%	0	78.42%
A5IAHE92ILNZP	502	99.8%	0	0	99.3%	100%	0	55.68%
A7FME9BOQ1DRF	71	100%	0	0	100%	100%	0	100%
AC6JRVVL2TNOZ	880	99.55%	0	0	99.24%	99.67%	0	74.09%
AEMUSNA12OGYN	197	99.49%	0	0	100%	100%	0	49.43%
AH2FDZ75H9JT4	827	97.52%	6046	0	96.15%	100%	0	84.06%
AJWNFX5VBJ1L4	692	98.72%	1445	0	99.37%	-	0	94.68%
AP8BOEED7HT1W	1217	99.51%	0	0	99.01%	100%	0	77.47%
APMTEKDVZNU3A	557	100%	12567	0	100%	100%	0	70.47%
APOO2R8DDKNI4	735	96.58%	0	0	100%	100%	0	73.24%
ARFANSX6T0TOB	782	99.87%	5115	0	98.78%	0%	0	69.3%
AS0KK9KBUN8DO	58	98.31%	0	0	100%	-	0	77.97%
AURCEZTZB3SBS	1199	99.09%	0	0	100%	100%	0	89.5%
AYBL73D1X7FOH	433	96.87%	2309	0	100%	100%	0	79.28%
AYSXO6PAJOS63	898	99.67%	0	0	100%	99.8%	0	77.6%

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
1	AYSXO6PAJOS63	No	No	Yes	No	Yes

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	0.02	130
Customer Delivery Feedback	82.5	76.9
Route Reliability	100%	85%
Delivery Completion Rate (DCR)	99.1%	98%
Delivered Not Received (DNR DPMO)	1060	1660
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)

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.

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.

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.

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.

Compliance

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

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.

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)

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 >= 99.0999999999994% in DCR.

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 <= 1060 in DNR DPMO.

Lost on Road (LoR) DPMO

The number of packages dispatched to the drivers but not delivered to the customer (and not returned to the station), on per million opportunities / dispatched (DPMO) basis. A DSP who has Fantastic standing would receive a <=215 LoR DPMO.

Standard Work Compliance

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

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.

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.

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 >= 82.5% in CDF.

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.