DSP Delivery Excellence Performance

Week 45 Performance

Overall Standing	Key Focus Areas
Fantastic	1. Delivered Not Received (DNR DPMO)
See details on next page	2. Speeding Event Rate
	3. Contact Compliance

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
Customer escalation DPMO	UK/ IE OSM,	UK/ IE BO,	DE/ AT,	ES,	FR,	BE,	NL,	IT
Customer Delivery Feedback	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
Delivery Success Conditions DPMO	-	-	DE/ AT,	ES,	FR,	BE,	NL,	IT
Lost on Road (LoR) DPMO	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 DSA1:   **2** *(4 WoW)*

Overall Score: **86.82 | Fantastic**

Compliance and Safety   **Fantastic**

Safety		**Compliance**	
Safe Driving Metric (FICO)	819|Fantastic	Vehicle Audit (VSA) Compliance	100%|Fantastic
Speeding Event Rate (Per 100 Trips)	1.6|Great	Breach of Contract (BOC)	None
Mentor Adoption Rate	94.95%|Fantastic	Working Hours Compliance (WHC)	100%|Fantastic
		Comprehensive Audit Score (CAS)	In Compliance

Delivery Quality & SWC: **Fantastic**

Customer delivery Experience		**Quality**	
Customer escalation DPMO	35|Great	Delivery Completion Rate(DCR)	99.78%|Fantastic
Customer Delivery Feedback	4818|Great	Delivered Not Received(DNR DPMO)	1365|Great
		Lost on Road (LoR) DPMO	40|Fantastic
Standard Work Compliance		*Delivery Success Conditions (DSC DPMO)**	803|Fantastic
Photo-On-Delivery	98.88%|Fantastic		
Contact Compliance	98.92%|Great		

Metrics highlighted in red are for visibility only and do not impact final DSP Scores/ Tiers

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Capacity: **Fantastic**

Next Day Capacity Reliability	119.87%|Fantastic	Same Day/Sub-Same Day Capacity Reliability	150%|Fantastic

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Pickup Quality: **Fantastic**

Pickup Success Behaviours	0|Fantastic

Recommended Focus Areas

1. Delivered Not Received (DNR DPMO)
2. Speeding Event Rate
3. Contact Compliance

Current Week Tips

Coming Soon

DSP WEEKLY SUMMARY

Transporter ID	Delivered	DCR	DNR DPMO	LoR DPMO	POD	CC	CE	CDF DPMO	PSB
A11GZCXLPCBJVG	695	99.86%	1439	0	99.09%	100%	0	-	0
A154I5OHDA62O2	529	100%	1890	0	97.59%	100%	0	7561	-
A16TRZ43G10Q7A	517	99.61%	3868	0	100%	100%	0	1934	-
A1GYCIWK9E1B50	614	100%	1629	0	100%	100%	0	3257	0
A1HN0AET7W8HD7	77	100%	0	0	100%	-	0	-	-
A1MRRDV8S9V1NJ	859	100%	1164	0	98.92%	99.05%	0	3492	0
A1O3PW36RDSATI	589	99.83%	0	0	100%	100%	0	1698	-
A1PVLZJ3PCZU03	257	99.23%	0	0	92.59%	100%	0	11673	-
A1Q8DRDA2PF060	885	99.89%	2260	0	100%	100%	0	4520	-
A1U5PS1HQ4YER2	83	100%	0	0	100%	100%	0	-	-
A1VBSEJ4F3U40I	205	99.51%	0	0	88.1%	100%	0	-	-
A1WE6D37BULXHP	486	99.59%	0	0	100%	60%	0	6173	-
A23BNCSNY17ZYR	533	99.44%	0	0	97.64%	-	0	7505	0
A24DSARIWFWCYZ	1118	100%	0	0	100%	100%	0	7156	-
A26W25DECA1CL9	188	100%	10638	0	100%	-	0	10638	-
A2AEEVB7HMHKIG	460	100%	2174	0	99.55%	100%	0	2174	-
A2BOXO1XBTT80Q	512	99.81%	0	0	100%	100%	0	-	-
A2G14M8XU80GNP	590	99.33%	1695	0	99.48%	100%	0	3390	0
A2IXAKHOBXGU7H	890	99.78%	1124	0	100%	60%	0	2247	0
A2JRI6VKSBRATR	513	99.81%	1949	0	100%	100%	0	3899	0
A2JZWXD3U1YAM	309	100%	0	0	99.44%	100%	0	6472	-
A2KO95QJH2EKPA	345	100%	0	0	100%	100%	0	14493	0
A2QDICH4NK50I2	553	100%	1808	0	100%	-	0	1808	-
A2WK6H7WETBD9Y	717	98.49%	0	0	98.7%	93.75%	0	15342	0
A2XT9TADZ6CZTQ	807	100%	3717	0	96.21%	100%	0	6196	-
A32L8D417V7WVX	498	99.6%	2008	0	99.3%	100%	0	4016	-
A35HWBMQ2FV36O	609	99.67%	0	0	97.87%	100%	0	4926	-
A36U1FSZQP0119	467	99.79%	2141	0	99.63%	100%	0	4283	-
A378MS36JUIM9U	345	100%	0	0	99.21%	100%	0	-	-
A38XSFKMN4RMIN	616	99.84%	0	0	100%	-	0	4870	0
A3CFRKZ9TYZOV5	855	99.88%	2339	0	100%	100%	0	7018	-
A3M9TVQGORTNX4	719	99.86%	1391	0	93.44%	93.75%	0	5563	0
A3QPZOLHE6PR95	282	100%	21277	0	93.33%	100%	0	7092	-
A3R9VPN5LS32SY	187	100%	0	0	100%	-	0	-	-
A7MHO5MN197D4	435	100%	0	0	100%	100%	0	-	-
A8NQBPW9NIN0P	413	99.28%	0	0	96.63%	93.33%	0	16949	-
A8T4DXOZV8W96	508	99.22%	0	0	99.43%	100%	0	1969	0
AAOFT5V2LVZ5S	72	100%	0	0	100%	-	0	13889	-
ABYEOQADLQWO2	661	100%	1513	0	98.89%	100%	0	7564	-
ACTXKHXNW500X	82	100%	0	0	100%	-	0	-	-
AEWSVC27FEEUU	525	99.62%	0	0	99.58%	100%	0	5714	0
AQL9MRDR8IUUW	712	99.72%	0	0	100%	100%	0	2809	-
ASU7F5W8SZ2UW	555	99.82%	0	0	99.22%	100%	0	1802	-
AUKLDB6Q9ENN8	169	100%	5917	0	95%	100%	0	11834	-
AV1TBLQTXIF6Y	473	100%	0	0	98.85%	100%	0	4228	-
AVSNN0BTLZHH0	720	99.72%	0	0	99.61%	100%	0	2778	-
AWMYWHRJR0E1X	623	99.84%	3210	0	98.39%	100%	0	1605	-
AY26VSH24F0AR	150	99.34%	0	0	100%	100%	0	-	-
AYDSF7S17AK7A	898	99.89%	0	0	100%	100%	0	4454	-

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)	810	730
DVIC Compliance	100%	97%
Speeding Event Rate (per 100 trips)	1	4
Customer Escalation DPMO	0.02	130
Customer Delivery Feedback DPMO	4420	6420
Route Reliability	100%	85%
Delivery Completion Rate (DCR)	99.1%	98%
Delivered Not Received (DNR DPMO)	1160	1760
Photo On Delivery	98.5%	97%
Contact Compliance	99%	95%
Lost on Road DPMO	80	220
Pickup Success Behaviours	3	12

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 >=810 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 <= 1% 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 >= 99.099999999999% 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 <= 1160 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 <=80 LoR DPMO.

Delivery Success Conditions (DSC DPMO)

The number of packages delivered but not received (DNR) by customers — on a per-million-opportunities / delivered (DPMO) basis — where these DNR concessions fall into one of eight root-cause buckets of concessions:
• Delivered to Household Member / Customer
• Delivered to Receptionist
• Delivered to Neighbor
• Delivered to Mailbox
• Delivered greater than 25 metres from the delivery location
• Delivered unattended with no photo-on-delivery (POD)
• Delivered not following customer preferences
• Delivered using the 'simultaneous group stop' function

DSC is measured in DPMO (Defects per Million Opportunities). A DSC DPMO of 1,000 means that customers did not receive their packages 1,000 times per 1,000,000 deliveries. A DSP with Fantastic standing would require a DSC DPMO ≤ 880.

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 99% in Contact Compliance.

Customer Feedback
Includes Customer Delivery Feedback DPMO and Customer Escalations DPMO

Customer Delivery Feedback
CDF DPMO metric is a measurement of the negative customer feedback received — on a per-million-opportunities / delivered (DPMO) basis. A DSP who has Fantastic standing would receive a <= 4420 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.

Pickup Quality
Includes Pickup Success Behaviours

Pickup Success Behaviours
Measurement of successful visits to all pickup stops on Delivery Associates itinerary on a given day. 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 distance constraints. A DSP who has Fantastic standing would achieve 3 or lower