

DSP Delivery Excellence Performance

H2OL at DBS3

Week 12

2025

Week 12 Performance

Overall Standing

Great

See details on next page

Key Focus Areas

1. Delivered Not Received (DNR DPMO)
2. Customer escalation DPMO
3. Working Hours Compliance (WHC)

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

Questions?

- Discuss with your Account Manager

DSP WEEKLY SCORECARD

H2OL at DBS3

Week 12 - 2025

Rank at DBS3:

7 (0 WoW)

Overall Score:

81.61 | Great

Compliance and Safety

Fantastic

Safety

Safe Driving Metric (FICO)

805 | Fantastic

Speeding Event Rate (Per 100 Trips)

3 | Fantastic

Mentor Adoption Rate

N/A

Compliance

DVIC Compliance

N/A

Vehicle Audit (VSA) Compliance

100% | Fantastic

Breach of Contract (BOC)

None

Working Hours Compliance (WHC)

94.67% | Fair

Comprehensive Audit Score (CAS)

100% | In Compliance

Quality & SWC:

Great

Customer delivery Experience

Customer escalation DPMO

92 | Fair

Customer Delivery Feedback

80.45% | Great

Quality

Delivery Completion Rate(DCR)

99.14% | Fantastic

Delivered Not Received(DNR DPMO)

1630 | Fair

Lost on Road (LoR) DPMO

72 | Fantastic

Standard Work Compliance

Photo-On-Delivery

99.51% | Fantastic

Contact Compliance

99.36% | Fantastic

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

Capacity:

Fantastic

Next Day Capacity Reliability

105.79% | Fantastic

Same Day/Sub-Same Day Capacity Reliability

100% | Fantastic

Recommended Focus Areas

1. Delivered Not Received (DNR DPMO)
2. Customer escalation DPMO
3. Working Hours Compliance (WHC)

Current Week Tips

Coming Soon

CC - Contact Compliance
 POD - Photo On Delivery
 CE - Customer Escalations
 DEX - Positive Delivery Experience Rate

DSP WEEKLY SUMMARY

Transporter ID	Delivered	DCR	DNR DPMO	POD	CC	CE	DEX
A10CZVMR82IJ7U	1230	99.68%	813	99.48%	100%	0	91.64%
A1261PT0QTMFYG	924	97.88%	1082	100%	91.67%	0	87.78%
A13RHX94ITY24S	949	99.27%	2107	98.26%	86.67%	0	78.32%
A17EGAU1FOHEG5	577	99.83%	3466	98.92%	100%	0	95.37%
A17V5B9BV24ARP	733	97.99%	1364	100%	100%	0	95.45%
A19S46EFWN6YP2	579	99.66%	5181	99.17%	100%	0	92.48%
A1DNCPJEJ01OGL	1337	99.63%	0	100%	100%	0	74.48%
A1EE4E7W2IB61N	1190	99.5%	4202	100%	100%	1	66.82%
A1F2UINYFAOMWVC	1246	98.5%	4013	100%	44.44%	0	83.35%
A1IFLY6B5TIRMV	1044	97.48%	0	100%	100%	0	84.01%
A1IG9G5HDODWLW	470	100%	0	100%	100%	0	79.45%
A1JGMXCJ04I5OW	749	96.77%	0	95.69%	100%	0	79.54%
A1LRH1FXG9SBXE	223	99.55%	0	96.81%	-	0	100%
A1MBED6M8QW2QY	655	99.24%	4580	99.13%	50%	0	83.41%
A1MS9ATS4VVZ7V	1135	100%	881	100%	99.62%	0	87.02%
A1MVKQLJTM9XJ	990	99.6%	0	97.83%	100%	0	100%
A1N59MXB6BL6S1	1240	98.65%	1613	100%	100%	0	83.79%
A1OD4DCWFLDK2	951	99.48%	0	100%	100%	0	83.44%
A1QHN0KO9KBN81	300	99.34%	0	100%	100%	0	63.37%
A1QJ3VYGGKPMJA	242	95.28%	0	98.31%	96.77%	0	84.33%
A1R8IFEZCJJSK8	431	100%	0	100%	100%	0	77%
A1RCLX0Y3Z9970	1050	99.53%	952	100%	100%	0	69.5%
A1S684KDIMXFGS	716	98.9%	1397	99.26%	100%	0	81.76%
A1VB8BSLXLC7V6	927	100%	0	97.11%	100%	0	86.02%
A1VPJXCXCLU0Z5L	567	98.78%	0	100%	90%	0	80.51%
A1YLSJ8CJKBH4C	1201	97.72%	2498	100%	99.59%	1	79.15%
A21A00A15Y11NF	268	100%	0	100%	100%	0	89.59%
A21MQ9OIV73F32	92	100%	0	100%	-	0	100%
A22MI8DBZQKPJN	122	97.6%	0	96.15%	0%	0	50.92%
A24PSOFKXU97K9	106	100%	9434	100%	100%	0	50.08%
A25JTXY8KKBMU0	967	98.77%	4137	99.23%	88.89%	0	84.88%
A26MTBFVLL33GC	363	99.18%	0	98.36%	99.4%	0	100%
A27WUALLYO6PCM	459	97.66%	2179	99.17%	92.31%	0	71.78%
A29F15YX1JTGHK	809	98.66%	0	100%	100%	0	78.68%
A29SUP5EBCRK24	478	99.79%	2092	100%	-	0	73.45%
A2CZCYX9VY2O3B	12	100%	0	100%	-	0	-
A2DX5TSYQEQX3J	432	100%	0	100%	-	0	62.17%
A2EFIXCKFCQCF3	738	99.06%	1355	100%	96.15%	0	77.53%
A2IU7FUCGV0EEO	170	100%	0	95.83%	100%	0	100%
A2JSSMIPX44OQ5	714	99.03%	2801	100%	100%	0	82.79%
A2KTQC2LRA2HD7	735	99.86%	2721	94.32%	100%	0	50.75%
A2L4OW0TLVVVHP	1269	98.75%	788	99.03%	100%	0	81.43%
A2OCXBC6VYJFNS	774	99.36%	2584	98.96%	100%	0	86.77%
A2QVF3ZQJKRYBN	1379	98.57%	725	100%	100%	1	65.24%
A2WMUUPK4A5MP0	508	99.61%	0	100%	100%	0	91.96%
A2XWQ8SN29Y4PW	910	99.56%	3297	100%	100%	0	65.71%

A2ZW4XEBHEEK44	742	98.93%	0	100%	100%	0	85.77%
A2ZZI6FWX7RAGY	1107	99.1%	0	98.89%	100%	0	89.94%
A30V335CNDE4BY	431	99.77%	4640	100%	100%	0	91.82%
A32IFGUZIJ4K4KW	466	99.15%	4292	100%	100%	0	82.21%
A330PNNGO82QLS	1211	99.1%	826	99.49%	100%	0	80.4%
A35V761UTN4UZH	1189	99.41%	1682	99.29%	100%	0	82.59%
A3AB3RCWHOR75C	1032	99.71%	969	100%	100%	0	96.07%
A3CKI4IH8A5I66	937	99.68%	0	99.51%	100%	0	88.64%
A3IWHIJ1AVFMQW	172	100%	11628	98%	100%	0	79.25%
A3LF777TSKYP0G	1013	98.16%	1974	99.14%	27.27%	0	78.15%
A3LKPWLEK8UDM4	553	100%	3617	99.73%	100%	0	77.64%
A3MZALW3MUO75Y	491	100%	2037	100%	100%	0	81.6%
A3O8S61LUA4H1L	522	98.68%	0	100%	100%	0	87.59%
A3Q4G2NSU1QH5K	1122	99.29%	0	100%	100%	0	89.33%
A3ZO3STNBR2TB	983	99.59%	2035	100%	100%	0	85.88%
A4JQ04T1QMR96	595	99.5%	1681	99.31%	100%	0	83.84%
A4VWDC22J5APD	1202	99.75%	1664	99.62%	100%	0	70.08%
A5IAHE92ILNZP	836	97.66%	0	100%	80%	0	71.73%
A9EX7RPMJPLY5	14	82.35%	0	100%	100%	0	100%
AC6JRVVL2TNOZ	914	99.89%	7659	99.58%	100%	0	53.93%
AH2FDZ75H9JT4	785	96.91%	1274	100%	80%	0	86.32%
AJWNFX5VBJ1L4	815	98.43%	3681	98.57%	71.43%	0	75.68%
AP8BOEED7HT1W	1009	99.51%	0	99.53%	99.24%	0	88.03%
APMTEKDVZNU3A	966	99.9%	1035	100%	100%	0	66.89%
ARFANSX6T0TOB	1216	99.51%	4112	99.13%	100%	0	71.03%
AURCEZTZB3SBS	1414	99.65%	0	100%	100%	0	95.86%
AYBL73D1X7FOH	521	99.05%	0	100%	100%	2	85.04%

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	A27WUALYYO6PCM	No	No	Yes	No	Yes
2	A29SUP5EBCRK24	No	No	Yes	No	Yes
3	A5IAHE92ILNZP	No	No	Yes	No	Yes
4	A2QVF3ZQJKRYBN	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

(Click on the country you operate in)

[UK/ IE,](#)

[DE/ AT,](#)

[ES,](#)

[FR,](#)

[BE,](#)

[NL,](#)

[IT](#)

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 $\geq 100\%$ 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 $\leq 5\%$ speeding events per 100 trips.

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 $\geq 100\%$ in DVIC.

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 $\geq 90\%$ in E-Mentor 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 $\geq 99.09999999999995\%$ 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 $\geq 98.5\%$ 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 $\geq 82.5\%$ 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.