DSP Delivery Excellence Performance

Week 13 Performance

Overall Standing

Fantastic

See details on next page

Key Focus Areas

1. Delivered Not Received (DNR DPMO)
2. Mentor Adoption Rate
3. Customer escalation DPMO

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

Rank at DCF1: **3** *(0 WoW)*

Overall Score: **90.72 | Fantastic**

Compliance and Safety   **Fantastic**

Safety
Safe Driving Metric (FICO)	805|Fantastic
Speeding Event Rate (Per 100 Trips)	0|Fantastic
Mentor Adoption Rate	85.51%|Great

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

Quality & SWC: **Fantastic**

Customer delivery Experience
Customer escalation DPMO	21|Great
Customer Delivery Feedback	88.88%|Fantastic

Standard Work Compliance
Photo-On-Delivery	98.81%|Fantastic
Contact Compliance	98.89%|Fantastic

Quality
Delivery Completion Rate(DCR)	99.3%|Fantastic
Delivered Not Received(DNR DPMO)	905|Fantastic
Lost on Road (LoR) DPMO	68|Fantastic

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	112.44%|Fantastic

Recommended Focus Areas
1. Delivered Not Received (DNR DPMO)
2. Mentor Adoption Rate
3. Customer escalation DPMO

Current Week Tips
Coming Soon

DSP WEEKLY SUMMARY

Transporter ID	Delivered	DCR	DNR DPMO	POD	CC	CE	DEX
A11A9ZUOXD3HKT	1327	100%	754	99.39%	100%	0	93.53%
A12DX1N0VLE2ZF	415	99.52%	0	88.06%	100%	0	94.74%
A137ZOGXTZ9T1E	173	99.43%	0	93.33%	83.33%	0	89.22%
A14WRV9A8GC489	477	99.79%	0	98.53%	100%	0	95.93%
A15ZO0J45C4NHG	1226	99.84%	816	100%	100%	0	94.72%
A1E2GDTQUHVXNF	796	99.5%	2513	98.68%	100%	0	92.03%
A1EGWK6LOU2WLB	892	99.22%	1121	100%	88.89%	0	92.91%
A1IITZEV3NV89N	1040	99.43%	2885	97.26%	100%	0	82%
A1O32YWMWQARGU	918	99.24%	0	100%	100%	1	95.44%
A1P3ZN7CM3Y50X	1192	99.83%	839	100%	100%	0	90.1%
A1PBO81VXPLBO	747	99.2%	1339	100%	95.45%	0	84.94%
A1RAG4OKSSP976	1224	100%	1634	100%	100%	0	83.69%
A1T3VIRARI8DBT	907	99.45%	1103	100%	93.55%	0	95.09%
A1UAZKDWSGGRD5	901	100%	0	100%	99.72%	0	87.41%
A1UYFFJ01RTFJG	675	100%	0	91.67%	99.67%	0	83.97%
A1V4PBJ2L605VO	505	99.02%	1980	98.61%	100%	0	97.04%
A1X1X2BTCJIMTL	341	99.13%	0	92.59%	100%	0	86.92%
A2089EA5QSETU4	1004	99.8%	0	99.36%	100%	0	88.82%
A20IR6H0OQT8CF	732	98.39%	0	93.88%	97.03%	0	80.06%
A230NJEC4V1YH0	482	100%	0	100%	75%	0	95.94%
A27ISPJ60MOG8Q	897	99.23%	0	100%	100%	0	91.03%
A27J6JHEI6J6TK	209	100%	0	100%	100%	0	100%
A28O6DLUC55SWD	1	100%	0	-	-	0	-
A2E7LGPCUH8V91	1193	99.33%	0	99.45%	100%	0	98.17%
A2FCULV7P322W7	1300	98.86%	769	100%	85%	0	90.4%
A2GGI8JRWMF1S8	439	98.43%	0	100%	100%	0	90.57%
A2KDV3C8VLDTRV	410	100%	2439	100%	-	0	86.91%
A2MNTCGO1WW2HI	928	98.93%	3233	98.7%	100%	0	84.42%
A2MYL9XUKAFICF	1112	99.73%	0	100%	100%	0	92.6%
A2OK9PMIFS7III	1158	96.58%	0	100%	91.3%	0	88.7%
A2Q1KVCSIDW4AZ	1073	100%	0	99.14%	100%	0	80.51%
A2QY6KNBKLPNXH	549	98.92%	0	98.9%	100%	0	86.77%
A2V4KSOMLHTT5Z	1159	99.4%	863	100%	100%	0	87.5%
A2Z8MYDDJ9J2EP	897	99.45%	0	100%	97.22%	0	89.27%
A2ZD0BX89B68QC	881	99.21%	0	100%	100%	0	97.8%
A2ZFOT759R1DQY	938	99.36%	1066	100%	-	0	88.11%
A2ZG3ZK5P85TAT	1225	98.87%	0	100%	100%	0	93.08%
A2ZNPEKRHJ3IM4	244	100%	0	100%	100%	0	100%
A31A1LM4WRQXHE	1130	99.56%	0	98.54%	80%	0	80.83%
A31KOOZONR3CT4	1050	99.62%	0	99.43%	66.67%	0	95.93%
A340D2SXB98B76	1101	99.28%	908	98.36%	100%	0	86.26%
A383I86ET7P69H	226	99.56%	0	100%	100%	0	91.78%
A3B7YTRFJPV57F	932	99.47%	0	97.54%	100%	0	88.26%
A3BXIR8QMK5GJ3	408	100%	0	94.34%	100%	0	84.53%
A3ECCWJXATL20O	833	99.64%	1200	93.55%	95%	0	94.13%
A3ECX7BOP0W6EA	634	99.22%	1577	100%	100%	0	72.25%

A3G5B1U3QL5A4F	962	99.59%	2079	100%	100%	0	81.2%
A3IPYEBSD26F5Z	1306	99.77%	0	99.08%	100%	0	91.32%
A3PC8LSXFCQRMS	1238	99.68%	0	94.87%	100%	0	90.19%
A3PGS443TQ4NAJ	697	99.29%	0	97.56%	100%	0	94.07%
A3QK8SGBO6B12H	893	98.67%	0	98.8%	100%	0	92.61%
A3R9VPN5LS32SY	1046	99.52%	956	99.08%	91.67%	0	92.14%
A3RQ8347NYE8GP	824	96.15%	0	91.78%	100%	0	89.76%
A3TS150T39I4YN	892	99.89%	1121	100%	100%	0	91.81%
A3VERKBB66ZO7I	32	91.43%	0	100%	100%	0	100%
A7FME9BOQ1DRF	822	99.4%	10949	97.47%	100%	0	79.97%
A7Q3FDOK6XKFO	972	99.69%	1029	100%	100%	0	79.72%
AAB83UC010F1G	1337	99.78%	1496	100%	100%	0	94.34%
ACLSBY7P3SKWW	1133	99.56%	3530	100%	100%	0	77.74%
ACVVCU8AQQQ4M	842	96.34%	1188	98.56%	87.5%	0	94.31%
AGJMANVG0XVKG	1426	99.3%	701	99.56%	70%	0	81.96%
AGNQEZKETS2BF	1268	98.6%	1577	99.3%	100%	0	89.69%
ANLR94YRQBDML	1098	99.55%	0	96.4%	100%	0	92.39%
APVI8HZ7ZMOXI	958	99.07%	1044	99.12%	96%	0	84.52%
AT3V6HZTXANFD	662	98.81%	0	100%	100%	0	96.21%
AUKLDB6Q9ENN8	1034	99.52%	1934	96.83%	100%	0	80.37%
AUZL4RK2F8WG	1037	99.62%	0	100%	100%	0	97.96%
AY26VSH24F0AR	507	99.22%	1972	100%	100%	0	86.3%
AYDSF7S17AK7A	691	99.71%	1447	100%	100%	0	79.19%

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	0.02	130
Customer Delivery Feedback	82.5	76.9
Route Reliability	100%	85%
Delivery Completion Rate (DCR)	99%	98%
Delivered Not Received (DNR DPMO)	1160	1800
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.

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.

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% 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 <=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.