

DSP Delivery Excellence Performance

H2OL at DSN1
Week 43
2024

Week 43 Performance

Overall Standing

Fantastic

See details on next page

Key Focus Areas

1. Delivered Not Received (DNR DPMO)
2. DVIC Compliance
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							
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	IT
Speeding Event Rate	UK/ IE OSM	UK/ IE BO	DE/ AT	ES	FR	BE	NL	IT
FICO	UK/ IE OSM	UK/ IE BO	DE/ AT	ES	FR	BE	NL	IT
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

H2OL at DSN1
Week 43 - 2024

Rank at DSN1: **6** (-3 WoW)
85 | Fantastic



Safety

Vehicle Audit (VSA) Compliance **100% | Fantastic**
Safe Driving Metric (FICO) **785 | Great**
DVIC Compliance **99.37% | Great**
Speeding Event Rate (Per 100 Trips) **1 | Fantastic**
Mentor Adoption Rate **95.18% | Fantastic**

Compliance

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



Customer delivery Experience

Customer escalation DPMO **0 | Fantastic**
Customer Delivery Feedback **95.48% | Fantastic**

Quality

Delivery Completion Rate(DCR) **98.98% | Great**
Delivered Not Received(DNR DPMO) **1514 | Fair**

Standard Work Compliance

Photo-On-Delivery **98.35% | Great**
Contact Compliance **96.24% | Great**



Capacity Reliability **104.08% | Fantastic**

Recommended Focus Areas

- Delivered Not Received (DNR DPMO)
- DVIC Compliance
- Contact Compliance

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	Focus Area
A13MUN3N6325NV	101	98.06%	-	100%	100%	0	-	DCR
A16VSBVDVWGO1AM	749	99.6%	0	100%	100%	0	100%	DCR
A174B3WJFH38MV	862	99.54%	-	99.02%	100%	0	96.6%	DCR
A1754HH2UVAJ5C	682	96.6%	1466	96.11%	85.71%	0	100%	DCR
A1BC9YN9NCBUS	864	99.65%	3472	98.57%	100%	0	92.97%	DNR DPMO
A1ETXSPHUGD7LN	1088	99.27%	0	100%	100%	0	100%	DCR
A1LKOO7RZ23Q3T	882	99.32%	3401	97.22%	75%	0	86.93%	DNR DPMO
A1SAQH4A32H7XE	140	99.29%	-	100%	100%	0	-	DCR
A1ULTTNN14LLJ2	1028	98.75%	973	99.27%	100%	0	95.49%	DCR
A1Y06N9ZPMC3TD	915	99.89%	-	100%	100%	0	100%	DCR
A1Y1BMIL6SS8PT	758	98.44%	1319	100%	50%	0	89.78%	DNR DPMO
A1YGLT6OAJGBWC	1176	99.66%	5102	99.6%	100%	0	84.41%	DNR DPMO
A1Z22YRSC4HN45	858	99.31%	3497	99.33%	100%	0	100%	DNR DPMO
A236HGCY1DXMV6	152	99.35%	-	95%	100%	0	-	DCR
A25YIO5GU1WRGQ	987	98.9%	-	98.88%	100%	0	100%	DCR
A2879TAAFSJ1UU	1000	99.9%	-	98.82%	100%	0	97.48%	POD
A29M5B159J19AE	1270	99.45%	787	97.5%	100%	0	100%	DNR DPMO
A29OJAGFROZ29Z	223	98.67%	-	100%	100%	0	100%	DCR
A2HY3PEEI4KO8	990	99.9%	2020	98.28%	100%	0	93.88%	DNR DPMO
A2K5YLZ6PCCGZH	918	100%	3268	96.08%	-	0	88.47%	DNR DPMO
A2KJAOQUI1I1L0	786	95.62%	1272	98.8%	89.47%	0	100%	DCR
A2KNBTJYF1QPFU	1070	98.08%	0	98.95%	100%	0	100%	DCR
A2LBJKMTQ6WMO4	478	97.75%	6276	100%	80%	0	100%	DNR DPMO
A2M25A0NHGSVJ5	792	98.14%	-	82.54%	100%	0	96.26%	DCR
A2N0TIS3GT3RA3	1036	99.14%	-	100%	99.78%	0	100%	DCR
A2W4Q5QQNRXUP	1184	99.16%	0	100%	100%	0	97.65%	DCR
A2X3O7342NU7CC	1032	95.03%	969	97.48%	83.87%	0	89.04%	DCR
A2YOCL8PM7MT4S	255	100%	-	100%	-	0	-	-
A310YKEDTBY3SA	654	100%	1529	99.22%	100%	0	94.85%	DNR DPMO
A35G9CHX9CCXQA	522	99.62%	-	98.8%	100%	0	93.79%	DCR
A35VXK8UR7N37	647	99.69%	1546	92.65%	97.5%	0	94.55%	DNR DPMO
A3DMMSGNR396QL	1211	99.75%	-	97.75%	100%	0	89.98%	POD
A3FTEB3HAX9COO	1145	100%	2620	99.33%	100%	0	91.32%	DNR DPMO
A3HUKJRI41R38I	156	100%	-	100%	-	0	84.64%	DEX
A3N49RXVTIEA9V	918	98.39%	3268	100%	58.33%	0	91.87%	DNR DPMO
A3OKXFNF06ZM3M	720	97.3%	6944	99.25%	73.33%	0	95.84%	DNR DPMO
A3T3CGXT12B6KQ	716	99.03%	1397	99.43%	100%	0	95.46%	DNR DPMO
A3V6CQHCF61HNK	133	100%	22556	91.43%	-	0	100%	DNR DPMO
A9LXPME9YBI2Q	364	99.73%	-	100%	100%	0	100%	DCR
ADX5JM3PRIFEI	929	99.79%	1076	95.81%	100%	0	93.95%	DNR DPMO
AJGKH17AAN8DW	897	99.78%	-	98.28%	66.67%	0	100%	CC
ARI0X3K0YGQ13	1085	98.73%	922	100%	52.17%	0	95.7%	DNR DPMO

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
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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)	99.1%	98%
Delivered Not Received (DNR DPMO)	1100	1700
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)

1 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 >=98% in VSA.

2 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.

3 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 <= 10 speeding events per 100 trips.

4 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 >=95% in DVIC.

5 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.

1 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.

2 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)

1 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 >= 99.09999999999999% in DCR.

2 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 <= 1100 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)

1 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.

2 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.

1 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 $\geq 84.5\%$ in CDF.

2 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.