DSP Delivery Excellence Performance

Week 14 Performance

Overall Standing	Key Focus Areas
Fantastic	1. VSA Compliance
See details on next page	2. Customer escalation DPMO
	3. Delivered Not Received (DNR 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**							
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 DOX2
Week 14 - 2025

Rank at DOX2: **5** *(4 WoW)*

Overall Score: **86.84 | Fantastic**

Compliance and Safety   **Great**

Safety
Safe Driving Metric (FICO)	789|Great
Speeding Event Rate (Per 100 Trips)	2|Fantastic
Mentor Adoption Rate	93.4%|Fantastic

Compliance
Vehicle Audit (VSA) Compliance	97.62%|Fair
Breach of Contract (BOC)	None
Working Hours Compliance (WHC)	100%|Fantastic
Comprehensive Audit Score (CAS)	In Compliance

Quality & SWC: **Fantastic**

Customer delivery Experience
Customer escalation DPMO	43|Great
Customer Delivery Feedback	79.95%|Great

Standard Work Compliance
Photo-On-Delivery	98.74%|Fantastic
Contact Compliance	99.83%|Fantastic

Quality
Delivery Completion Rate(DCR)	99.21%|Fantastic
Delivered Not Received(DNR DPMO)	799|Fantastic
Lost on Road (LoR) DPMO	44|Fantastic

Capacity: **Fantastic**

Next Day Capacity Reliability	105.71%|Fantastic

Recommended Focus Areas
1. VSA Compliance
2. Customer escalation DPMO
3. Delivered Not Received (DNR DPMO)

Current Week Tips
Coming Soon

DSP WEEKLY SUMMARY

Transporter ID	Delivered	DCR	DNR DPMO	LoR DPMO	POD	CC	CE	DEX
A114CY5U4XNROR	752	99.34%	0	0	99.06%	100%	0	85.36%
A15M77Q8OYGKNR	659	98.8%	0	0	98.68%	98.92%	0	89.78%
A170QP8OP836HX	874	100%	0	0	100%	100%	0	72.57%
A1ECP6N5UR0MDK	765	99.48%	0	0	99.37%	100%	0	91.49%
A1HT8WAX7YFQL4	1028	99.71%	973	970	99.25%	100%	0	67.33%
A1LY78GDRCKI6K	1013	99.61%	0	0	99.2%	99.19%	0	79.34%
A1PQW3VP5CVKMP	880	95.97%	2273	0	98.35%	98.38%	0	79.02%
A26DD4YC0MB2C3	906	99.56%	1104	0	100%	100%	0	50.59%
A2FOSLFYNM6BGE	969	98.98%	0	0	99.07%	100%	0	75.24%
A2JK4K6OMJ0N04	745	98.03%	0	0	97.02%	100%	0	86.17%
A2PILMOHY82AEB	851	98.95%	0	0	98.97%	100%	0	75.16%
A38CPTSSJW8YHR	754	99.08%	1326	0	100%	100%	0	77.23%
A3ADOFBXCF5SA5	667	99.55%	0	0	100%	100%	0	85.39%
A3E16KC8ZVQK7J	360	99.17%	0	0	100%	97.3%	0	84.01%
A3H9J31BV3XBVM	810	99.75%	1235	0	100%	100%	0	87.11%
A3JVXQV63IIRAO	431	99.54%	0	0	100%	99.61%	0	77.31%
A3LKPLARIT93HQ	889	99.55%	1125	0	100%	100%	0	90.52%
A3Q40JE574E2XQ	1089	98.64%	918	0	94.44%	100%	0	76.69%
A3QSJRZH2JSG0L	942	99.05%	3185	0	99.08%	96.23%	0	79.47%
A84SUH5EDZNLZ	895	99.89%	1117	0	100%	100%	0	90.83%
AB3XW8JXN6R2I	786	98.87%	1272	0	92.79%	100%	1	62.89%
AISSK4I8KPFEN	901	99.78%	1110	0	100%	100%	0	80.85%
ALA7OGUKWELIH	1031	98.75%	0	0	100%	99.84%	0	88.08%
AMMMUQN71YVUV	758	99.87%	0	0	95.85%	100%	0	82.84%
ANDOTMCW3RFR6	1052	99.81%	0	0	100%	99.83%	0	84.71%
AT6PSWLI79DT5	702	99.86%	4274	0	97.98%	100%	0	87.42%
AVN5VGDG8E9XN	1010	99.41%	990	0	100%	100%	0	95.72%

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)	1020	1620
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% 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 <= 1020 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.