

# DSP Delivery Excellence Performance

H2OL at DRG2  
Week 14  
2025

## Week 14 Performance

### Overall Standing

Great

See details on next page

### Key Focus Areas

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

## 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	<a href="#">UK/ IE OSM,</a>	<a href="#">UK/ IE BO,</a>	<a href="#">DE/ AT,</a>	<a href="#">ES,</a>	<a href="#">FR,</a>	<a href="#">BE,</a>	<a href="#">NL,</a>	<a href="#">IT</a>
Metrics	Resource Links							
Vehicle Safety Audit (VSA)	<a href="#">UK/ IE OSM,</a>	<a href="#">UK/ IE BO,</a>	<a href="#">DE/ AT,</a>	<a href="#">ES,</a>	<a href="#">FR,</a>	<a href="#">BE,</a>	<a href="#">NL,</a>	<a href="#">IT</a>
Mentor Adoption Rate	<a href="#">UK/ IE OSM,</a>	<a href="#">UK/ IE BO,</a>	<a href="#">DE/ AT,</a>	<a href="#">ES,</a>	<a href="#">FR,</a>	<a href="#">BE,</a>	<a href="#">NL,</a>	
Speeding Event Rate	<a href="#">UK/ IE OSM,</a>	<a href="#">UK/ IE BO,</a>	<a href="#">DE/ AT,</a>	<a href="#">ES,</a>	<a href="#">FR,</a>	<a href="#">BE,</a>	<a href="#">NL,</a>	
FICO	<a href="#">UK/ IE OSM,</a>	<a href="#">UK/ IE BO,</a>	<a href="#">DE/ AT,</a>	<a href="#">ES,</a>	<a href="#">FR,</a>	<a href="#">BE,</a>	<a href="#">NL,</a>	
Netradyne	<a href="#">UK/ IE OSM,</a>	<a href="#">UK/ IE BO,</a>						
Delivery Completion Rate(DCR)	<a href="#">UK/ IE OSM,</a>	<a href="#">UK/ IE BO,</a>	<a href="#">DE/ AT,</a>	<a href="#">ES,</a>	<a href="#">FR,</a>	<a href="#">BE,</a>	<a href="#">NL,</a>	<a href="#">IT</a>
Delivered Not Received(DNR DPMO)	<a href="#">UK/ IE OSM,</a>	<a href="#">UK/ IE BO,</a>	<a href="#">DE/ AT,</a>	<a href="#">ES,</a>	<a href="#">FR,</a>	<a href="#">BE,</a>	<a href="#">NL,</a>	<a href="#">IT</a>
POD	<a href="#">UK/ IE OSM,</a>	<a href="#">UK/ IE BO,</a>	<a href="#">DE/ AT,</a>	<a href="#">ES,</a>	<a href="#">FR,</a>	<a href="#">BE,</a>	<a href="#">NL,</a>	<a href="#">IT</a>
Contact Compliance	<a href="#">UK/ IE OSM,</a>	<a href="#">UK/ IE BO,</a>	<a href="#">DE/ AT,</a>	<a href="#">ES,</a>	<a href="#">FR,</a>	<a href="#">BE,</a>	<a href="#">NL,</a>	<a href="#">IT</a>
Preference Honor Rate(PHR)	<a href="#">UK/ IE OSM,</a>	<a href="#">UK/ IE BO,</a>	<a href="#">DE/ AT,</a>	<a href="#">ES,</a>	<a href="#">FR,</a>	<a href="#">BE,</a>	<a href="#">NL,</a>	<a href="#">IT</a>
Customer escalation DPMO	<a href="#">UK/ IE OSM,</a>	<a href="#">UK/ IE BO,</a>	<a href="#">DE/ AT,</a>	<a href="#">ES,</a>	<a href="#">FR,</a>	<a href="#">BE,</a>	<a href="#">NL,</a>	<a href="#">IT</a>
Positive Delivery Experience Rate	<a href="#">UK/ IE OSM,</a>	<a href="#">UK/ IE BO,</a>	<a href="#">DE/ AT,</a>	<a href="#">ES,</a>	<a href="#">FR,</a>	<a href="#">BE,</a>	<a href="#">NL,</a>	<a href="#">IT</a>
Breach of contract	<a href="#">UK/ IE OSM,</a>	<a href="#">UK/ IE BO,</a>	<a href="#">DE/ AT,</a>	<a href="#">ES,</a>	<a href="#">FR,</a>	<a href="#">BE,</a>	<a href="#">NL,</a>	<a href="#">IT</a>
Working hours compliance	<a href="#">UK/ IE OSM,</a>	<a href="#">UK/ IE BO,</a>	<a href="#">DE/ AT,</a>	<a href="#">ES,</a>	<a href="#">FR,</a>	<a href="#">BE,</a>	<a href="#">NL,</a>	<a href="#">IT</a>
Comprehensive audit score	<a href="#">UK/ IE OSM,</a>	<a href="#">UK/ IE BO,</a>	<a href="#">DE/ AT,</a>	<a href="#">ES,</a>	<a href="#">FR,</a>	<a href="#">BE,</a>	<a href="#">NL,</a>	<a href="#">IT</a>
DPR	<a href="#">UK/ IE OSM,</a>	<a href="#">UK/ IE BO,</a>	<a href="#">DE/ AT,</a>	<a href="#">ES,</a>	<a href="#">FR,</a>	<a href="#">BE,</a>	<a href="#">NL,</a>	<a href="#">IT</a>

## Questions?

- Discuss with your Account Manager

# DSP WEEKLY SCORECARD

H2OL at DRG2

Week 14 - 2025

Rank at DRG2:

5 (-3 WoW)

## Overall Score:

78.29 | Great

## Compliance and Safety

Fantastic

### Safety

Safe Driving Metric (FICO)

807 | Fantastic

Speeding Event Rate (Per 100 Trips)

1 | Fantastic

Mentor Adoption Rate

88.3% | Great

### Compliance

Vehicle Audit (VSA) Compliance

100% | Fantastic

Breach of Contract (BOC)

None

Working Hours Compliance (WHC)

100% | Fantastic

Comprehensive Audit Score (CAS)

In Compliance

## Quality & SWC:

Fair

### Customer delivery Experience

Customer escalation DPMO

52 | Great

Customer Delivery Feedback

79.63% | Great

### Quality

Delivery Completion Rate(DCR)

99.07% | Fantastic

Delivered Not Received(DNR DPMO)

1844 | Poor

Lost on Road (LoR) DPMO

71 | Fantastic

### Standard Work Compliance

Photo-On-Delivery

99.01% | Fantastic

Contact Compliance

98.74% | Fantastic

## Capacity:

Fantastic

Next Day Capacity Reliability

107.3% | Fantastic

Same Day/Sub-Same Day Capacity Reliability

104% | Fantastic

## Recommended Focus Areas

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

## 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	LoR DPMO	POD	CC	CE	DEX
A105YTVVO4RATD	534	99.44%	7491	0	99.6%	100%	0	76.39%
A122ODQB3A8M7	1519	98.83%	658	0	100%	100%	0	92.43%
A14F1SJLOOJE0W	1	100%	0	0	-	-	0	-
A1F206P8VOQM8H	1136	98.7%	0	0	99.07%	99.16%	0	86.06%
A1HT8WAX7YFQL4	287	100%	0	0	100%	100%	0	44.39%
A1HZJZZ5LYOK43	1012	99.9%	2964	0	99.77%	100%	0	79.26%
A1JOCV1UBQYUZ1	1356	99.85%	737	0	100%	100%	0	94.78%
A1LFH4TNLJQKHX	535	100%	3738	0	99.58%	100%	0	82.59%
A1LPQSY88A81WT	795	99.75%	0	0	100%	100%	0	86.98%
A1PG1CF3Z4SW3C	950	98.86%	0	0	100%	100%	0	96.47%
A1WH5T1FVRXRD9	527	99.81%	3795	0	100%	99.59%	0	83.46%
A1Z38KAEH1Z00L	162	99.39%	0	6135	100%	100%	0	100%
A205W0HCLELAJS	1423	97.8%	2811	0	98.82%	100%	0	70.45%
A20EQ4IR7DBM6G	1289	99.23%	0	0	-	91.67%	0	78.64%
A20M5STM7FUSMP	889	99.55%	0	0	99.33%	100%	0	87.75%
A22OOP6KZ6TZGU	1019	99.32%	0	0	99.45%	100%	0	91.16%
A23KJHYNQNXW94	1022	99.42%	3914	0	99.42%	100%	0	77.12%
A24ITURXW8SZMT	1290	100%	4651	0	100%	100%	0	81.97%
A24PKX3GKC7KW1	1157	99.83%	864	0	100%	100%	0	82.53%
A27CWCSXRTAKXD	433	97.74%	6928	0	100%	100%	0	65.29%
A28FLJJZ2EK4GV	1085	99.82%	9217	0	100%	98.63%	0	63.76%
A2ARGKGQ76LVP4	735	99.73%	1361	0	100%	100%	0	77.06%
A2AZHFHH6ONA35	466	99.79%	2146	0	-	100%	0	74.28%
A2BT5D2CNM2TPP	1019	98.84%	0	0	100%	98.11%	1	69.99%
A2BYEFRQ5RAVRK	1087	99%	920	0	100%	96.43%	1	83.55%
A2DKN6CBC564FK	973	99.49%	2055	0	98.39%	87.5%	0	78.06%
A2E367ALAQ55WU	517	98.1%	3868	0	99.51%	95.89%	0	70.03%
A2GT69NFJCYZY1	916	98.07%	0	1071	100%	86.96%	0	87.76%
A2J6E1OQRTOK7K	1101	98.74%	0	897	100%	46.15%	0	88.01%
A2M25A0NHGSVJ5	293	97.99%	0	0	98.41%	100%	0	88.73%
A2N61EPIL8FU50	1119	96.47%	7149	0	100%	46.43%	0	55.16%
A2PG3JQ8FCMWLN	878	99.77%	0	0	100%	80%	0	90.18%
A2TMKPWHKG7V27	520	100%	0	0	95.24%	100%	0	100%
A2W79IP316D11M	454	100%	0	0	100%	-	0	60.75%
A2X3ESAQZJC3I	879	99.55%	3413	0	98%	100%	0	64.77%
A2XPGPK35KWZDW	566	99.65%	0	1761	100%	100%	0	85.37%
A33AY8IYPRW3P3	860	99.31%	4651	0	100%	0%	0	72.47%
A35NJWC7Z3Q8R0	929	98.31%	0	0	99.49%	37.5%	0	74.35%
A37Q4CI4UQGM17	1341	98.97%	0	0	100%	100%	0	88.89%
A382X3T2LN3ZWC	473	99.58%	0	0	100%	100%	0	77.83%
A3946GETCTZ35T	1186	97.13%	1686	0	100%	87.5%	0	69.68%
A3AEIY1JX53S4J	1028	98.66%	973	0	100%	75%	0	91.19%
A3AND16L7C0GHH	793	99.62%	0	0	100%	100%	0	76.7%
A3D8QGOAV1JTVJ	871	98.98%	1148	0	99.8%	99.62%	0	76.57%
A3ISGXW5BTX4P3	1636	99.45%	611	0	98.8%	93.33%	0	81.33%
A3J7Z4HE9UWREK	1044	99.81%	0	0	100%	100%	0	77.89%
A3JFR3B6THUOZE	951	99.69%	2103	0	95.54%	100%	0	78.31%
A3JI9LBM482TJ	1106	99.19%	1808	0	99.14%	85.71%	0	81.73%
A3JVXQV63IIRAO	280	100%	0	0	100%	100%	0	61.29%
A3LKPLARIT93HQ	87	100%	0	0	100%	100%	0	100%
A3MBV7FO8H8TMY	1083	99.36%	3693	0	100%	100%	0	88.44%

A3NJ2PU42BRHM8	552	98.22%	0	0	99.43%	100%	0	67.57%
A3Q40JE574E2XQ	332	96.79%	3012	0	38.46%	90%	0	38.23%
A3U5V7FMZ196FA	215	100%	4651	0	100%	100%	1	86.68%
A4CDALG8XPKQS	575	98.46%	5217	0	97.85%	28.57%	0	78.21%
A57FHOR6I3RVR	1086	98.28%	0	0	98.35%	96.97%	0	87.17%
A7WYCNK9TRONQ	573	99.65%	1745	0	96.28%	100%	0	68.66%
ABQD182AL7SXU	1158	99.83%	0	0	100%	100%	0	91.82%
AHZ4WHE408EW2	424	98.83%	0	0	100%	100%	0	81.49%
AJR2M1RH308Z4	1055	99.06%	1896	0	99.77%	95%	0	75.99%
AJVJQI612B4B	1270	99.69%	1575	0	100%	60%	0	65.69%
AL2ERBDP8XS8T	525	99.24%	5714	0	100%	100%	0	94.77%
AOVIQQ1O2ZN47	1256	97.52%	3185	0	99.57%	98.43%	0	90.76%
APXODYD1SCWLT	188	94%	21277	0	100%	100%	0	40.58%
AS0KK9KBUN8DO	1115	99.11%	897	0	85.71%	87.5%	0	87.46%
ATB0R7J3YXR9U	727	98.91%	2751	0	98.63%	98.84%	0	92.84%
AXF6WB18Q0K64	335	99.7%	0	0	100%	100%	0	90.27%
AYDPMXUOBO1BR	860	99.88%	2326	0	90.34%	100%	0	85.1%

# 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	0.02	130
Customer Delivery Feedback	82.5	76.9
Route Reliability	100%	85%
Delivery Completion Rate (DCR)	99%	98%
Delivered Not Received (DNR DPMO)	920	1420
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  $\geq 800$  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.

### 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 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  $\geq 99\%$  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  $\leq 920$  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  $\leq 215$  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.