

# DSP Delivery Excellence Performance

AION at DBY5  
Week 38  
2025

## Week 38 Performance

### Overall Standing

Great

See details on next page

### Key Focus Areas

1. Mentor Adoption Rate
2. Working Hours Compliance (WHC)
3. Delivery Completion Rate (DCR)

## 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>
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>
Customer Delivery Feedback	<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>
Lost on Road (LoR) 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>
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

AION at DBY5

Week 38 - 2025

Rank at DBY5:

6 (-4 WoW)

**72.86 | Great**

## Overall Score:



## Compliance and Safety

### Safety

Safe Driving Metric (FICO)

806 | Great

Speeding Event Rate (Per 100 Trips)

3.33 | Fantastic

Mentor Adoption Rate

76.99% | Poor

### Compliance

Vehicle Audit (VSA) Compliance

100% | Fantastic

Breach of Contract (BOC)

None

Working Hours Compliance (WHC)

88.89% | Poor

Comprehensive Audit Score (CAS)

In Compliance

## Quality & SWC:

### Customer delivery Experience

Customer escalation DPMO

0 | Fantastic

Customer Delivery Feedback

81.84% | Fantastic

### Quality

Delivery Completion Rate(DCR)

98.55% | Great

Delivered Not Received(DNR DPMO)

1077 | Fantastic

Lost on Road (LoR) DPMO

133 | Fair

### Standard Work Compliance

Photo-On-Delivery

98.66% | Fantastic

Contact Compliance

97.8% | Great

## Capacity:

### Capacity:

Next Day Capacity Reliability

103.57% | Fantastic

Same Day/Sub-Same Day Capacity Reliability

103% | Fantastic

## Recommended Focus Areas

1. Mentor Adoption Rate
2. Working Hours Compliance (WHC)
3. Delivery Completion Rate (DCR)

## 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	CDF
A16P1XR59PZR1	1027	93.45%	2921	0	99.24%	74.67%	0	87.52%
A1CLTB8C50RG4D	6	100%	0	0	100%	100%	0	-
A1DR1I9N2666L2	1297	97.45%	771	0	99.03%	92.51%	0	88.39%
A1EEVXIKF56DMI	909	99.45%	0	1094	93.44%	-	0	79.11%
A1HYJ4G71Y5GGQ	1099	99.64%	0	0	97.7%	100%	0	95.81%
A1ISAABLH0O0ES	677	99.12%	4431	0	98.08%	100%	0	95.15%
A1LRY443WQUWE6	1016	99.71%	984	0	99.21%	25%	0	94.15%
A1P7WR7XVP66BE	1091	99.27%	917	0	99.28%	98.82%	0	84.47%
A1PPLQX8HTZC2D	1252	99.21%	0	0	98.41%	92.68%	0	82.37%
A1RY5N03UD7YSZ	751	97.41%	2663	1297	98.83%	99.13%	0	75.35%
A1VMLYUEJBKLG	997	98.71%	1003	0	99.73%	100%	0	85.61%
A1W7DK4GM3NK3Y	1061	99.25%	0	0	99.16%	99.76%	0	100%
A1XKG2KYSSL194	924	96.35%	0	0	99.15%	82.19%	0	92.33%
A20YHIL0TJ9VIM	1152	99.48%	0	0	99.7%	100%	0	88.33%
A2BYO2TS9D8A3E	742	97.25%	9434	0	99.4%	-	0	54.64%
A2E8NSR90JPQCO	364	98.11%	0	0	99.25%	98.2%	0	84.87%
A2F2YOQXGRETDO	228	95%	0	0	100%	89.74%	0	58.51%
A2I58T8EHFRIO	1179	99.41%	0	0	98.84%	100%	0	100%
A2IEHJ434ZM6TX	135	91.84%	0	0	100%	100%	0	62.34%
A2JSX4I6FU4DF1	673	97.82%	1486	0	97.88%	-	0	49.03%
A2NK719SQMNRD8	1007	99.31%	2979	0	99.77%	78.57%	0	73.98%
A2SH6003XP1MEU	916	98.49%	1092	0	96.79%	81.82%	0	76%
A2TKYUUUIQV1D9	951	99.48%	3155	0	99.83%	96%	0	67.16%
A2VOW7YHZQNQ7W	977	99.69%	1024	0	100%	100%	0	67.67%
A31T2WS7D8WLZ0	1058	98.69%	0	0	98.69%	97.13%	0	91.74%
A32JYIIIGG8M6IU	904	94.26%	1106	0	97.8%	21.28%	0	79.9%
A33UCX3JZMWN76	1189	98.84%	841	0	93.4%	100%	0	82.76%
A3DGK1S1D9RS6X	904	99.67%	0	0	100%	100%	0	86.9%
A3GW9MBTRHK3OS	1078	96.25%	928	0	99.56%	99.16%	0	85.1%
A3H11XF1SVS840	1317	99.7%	1519	0	98.53%	94.59%	0	82.16%
A3L3USE4T0W2YK	769	97.84%	0	0	98.35%	98.61%	0	85.96%
A30MDYPW7OVBJO	1123	97.48%	890	0	99.69%	96.87%	0	95.67%
A3RYNUCQ8MTSUV	790	97.65%	1266	0	97.58%	100%	0	81.62%
A3S3RPKV8YUB98	337	97.12%	2967	0	95.48%	86.96%	0	75.96%
A3S5YU2UZUOBN8	30	100%	0	0	100%	-	0	100%
A3ST6ZRMACD9WK	1152	99.74%	0	0	99.39%	91.89%	0	63.73%
A3V1P68C6YO919	964	100%	0	0	100%	100%	0	83.83%
A5A6I65TGFZ5R	826	99.28%	1211	0	99.3%	100%	0	64.13%
A7XH5ILV93KZL	13	100%	0	0	100%	-	0	-
A85JEH6GCOZV3	996	99.8%	3012	0	98.81%	96.43%	0	89.4%
AB05ESQ500CMR	1335	99.63%	0	0	99.45%	99.8%	0	87.17%
AHJEP0M7CT722	8	100%	0	0	100%	-	0	-
AM4HMCKF5WU1Q	992	97.25%	0	0	100%	98.55%	0	77.92%
ASMX0VHXOGCDW	914	99.56%	0	0	99.27%	100%	0	80.6%

## 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	AB05ESQ500CMR	Yes	No	No	No	Yes
2	A3H11XF1SVS84O	No	No	Yes	No	Yes
3	A2VOW7YHZQNQ7W	Yes	No	No	No	Yes
4	ASMX0VHXOGCDW	Yes	No	No	No	Yes
5	A3GW9MBTRHK3OS	Yes	No	No	No	Yes

#### Performance Standards and Service Levels

Per Program Policy, 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 Program Agreement

\* 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	78	50
Vehicle Audit Compliance (VSA)	98%	95%
Safe Driving (FICO)	810	730
DVIC Compliance	95%	90%
Speeding Event Rate (per 100 trips)	5	10
Customer Escalation DPMO	0.02	160
Customer Delivery Feedback	81.2%	69.3%
Route Reliability	100%	85%
Delivery Completion Rate (DCR)	99%	97%
Delivered Not Received (DNR DPMO)	1200	1760
Photo On Delivery	98%	96%
Contact Compliance	98%	95%
Lost on Road DPMO	95	205

# 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 >=98% 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 >=810 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 <= 1200 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 <=95 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% 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 >= 81.2% 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.