

DSP Delivery Excellence Performance

AION at DBY5
Week 41
2025

Week 41 Performance

Overall Standing

Fantastic

See details on next page

Key Focus Areas

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

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
Customer escalation DPMO	UK/ IE OSM	UK/ IE BO	DE/ AT	ES	FR	BE	NL	IT
Customer Delivery Feedback	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
Lost on Road (LoR) DPMO	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

AION at DBY5

Week 41 - 2025

Rank at DBY5:

1 (1 WoW)

Overall Score:

85.67 | Fantastic

Compliance and Safety

Fantastic

Safety

Safe Driving Metric (FICO)

804 | Great

Speeding Event Rate (Per 100 Trips)

4.67 | Fantastic

Mentor Adoption Rate

99.59% | Fantastic

Compliance

Vehicle Audit (VSA) Compliance

100% | Fantastic

Breach of Contract (BOC)

None

Working Hours Compliance (WHC)

96.3% | Fair

Comprehensive Audit Score (CAS)

In Compliance

Delivery Quality & SWC:

Fantastic

Customer delivery Experience

Customer escalation DPMO

0 | Fantastic

Customer Delivery Feedback

3156 | Fantastic

Standard Work Compliance

Photo-On-Delivery

97.94% | Great

Contact Compliance

97.55% | Great

Quality

Delivery Completion Rate(DCR)

98.65% | Great

Delivered Not Received(DNR DPMO)

733 | Fantastic

Lost on Road (LoR) DPMO

22 | Fantastic

Delivery Success Conditions (DSC DPMO)*

467 | Fantastic

Metrics highlighted in red are for visibility only and do not impact final DSP Scores/ Tiers

Capacity:

Fantastic

Next Day Capacity Reliability

115% | Fantastic

Same Day/Sub-Same Day Capacity Reliability

105% | Fantastic

Recommended Focus Areas

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

Current Week Tips

Coming Soon

CC - Contact Compliance
 POD - Photo On Delivery
 CE - Customer Escalations

DSP WEEKLY SUMMARY

Transporter ID	Delivered	DCR	DNR DPMO	LoR DPMO	POD	CC	CE	CDF DPMO
A16P1XWR59PZR1	682	94.72%	0	0	96.41%	54.29%	0	5865
A1DR1I9N2666L2	1239	98.02%	0	0	98.61%	84.29%	0	4843
A1EEVXIKF56DMI	1024	98.75%	1953	0	90.65%	-	0	4883
A1FUK8W5UWQSF9	891	99.44%	0	0	100%	100%	0	5612
A1HYJ4G71Y5GGQ	1365	98.77%	0	0	96.77%	90.91%	0	733
A1ISAABLH000ES	1244	99.6%	804	0	98.31%	100%	0	1608
A1L82HU8EBZEI	244	99.59%	0	0	99.03%	-	0	12295
A1LR443WQUWE6	1179	99.49%	0	0	97.88%	80.95%	0	2545
A1P7WR7XVP66BE	1063	99.44%	1881	0	99.18%	98.7%	0	941
A1RY5N03UD7YSZ	1098	96.06%	1821	875	98.3%	99.49%	0	7286
A1VL6FXC4T3T16	175	92.59%	5714	0	100%	97.96%	0	-
A1VMLYUEJWBKLG	905	99.23%	1105	0	100%	99.84%	0	1105
A1W7DK4GM3NK3Y	953	98.96%	3148	0	97.08%	99.76%	0	6296
A1XKG2KYS5L194	856	98.85%	1168	0	97.08%	96.23%	0	4673
A1ZACGKQYC77GH	230	100%	0	0	100%	100%	0	-
A20YHLI0TJ9VIM	1112	99.64%	0	0	99.84%	99.22%	0	1799
A215SIKLBSBDLZ	903	94.16%	0	0	99.28%	100%	0	2215
A2BYO2TS9D8A3E	812	99.88%	0	0	98.94%	-	0	2463
A2E8NSR90JPQC0	4	100%	0	0	100%	100%	0	-
A2F2YOQXGRETDO	80	96.39%	0	0	100%	100%	0	-
A2I58T8EHFRIEO	1162	99.15%	0	0	99.4%	97.65%	0	861
A2IEHJ434ZM6TX	972	99.9%	1029	0	100%	100%	0	3086
A2JSX4I6FU4DF1	1374	98.92%	728	0	99.32%	0%	0	10917
A2NK719SQMNDRD8	265	100%	0	0	99.02%	-	0	-
A2SH6003XP1MEU	1274	98.45%	1570	0	96.66%	95.83%	0	3140
A2TKYUUUIQV1D9	1225	99.11%	0	0	100%	33.33%	0	816
A2VOW7YHZQNQ7W	1205	99.42%	3320	0	99.19%	97.85%	0	2490
A2Y74VRYW00OR5	878	99.66%	0	0	100%	100%	0	1139
A30F1DZJLFP RSF	49	100%	0	0	100%	-	0	20408
A31T2W57D8WLZ0	898	99.01%	0	0	93.89%	85.19%	0	6682
A32JIIGG8M6IU	790	95.3%	2532	0	94.4%	16.67%	0	1266
A33UCX3JZMWN76	1161	96.51%	861	0	95.7%	99.33%	0	3445
A37PILXMJV87ZU	589	99.33%	0	0	99.1%	100%	0	-
A38R69COKUIRBE	618	95.37%	1618	0	98.46%	0%	0	14563
A39BVX5ER28H7P	1063	94.32%	0	0	100%	100%	0	941
A3ALROM073LW44	1257	99.21%	0	0	98.72%	96.77%	0	796
A3DGK1S1D9RS6X	1229	98.64%	0	0	96.85%	94.81%	0	2441
A3FTNUP0KX138H	987	99.4%	4053	0	98.28%	100%	0	5066
A3GW9MBTRHK3OS	1082	98.36%	0	0	97.94%	99.69%	0	1848
A3OMDYPW7OVBJO	1004	97.1%	0	0	99.65%	95.36%	0	996
A3RYNUCQ8MTSUV	1016	99.03%	0	0	98.66%	37.5%	0	2953
A3S3RPKV8YUB98	368	98.92%	0	0	95.94%	100%	0	-
A3S5YU2UZUOBN8	12	100%	0	0	100%	100%	0	-
A3V1P68C6YO919	810	99.51%	0	0	99.44%	100%	0	1235
A5A6I65TGFZ5R	995	99.3%	1005	0	97.79%	100%	0	1005
A7H5ML6G1ENPO	798	99.75%	0	0	100%	100%	0	2506
A85JEH6GCOZV3	1419	99.58%	0	0	97.56%	100%	0	2819
AB05ESQ500CMR	842	99.88%	1188	0	97.73%	100%	0	2375
ADZUQ5MI8UTC2	760	99.87%	1316	0	99.12%	83.33%	0	1316
AHJEP0M7CT722	1299	99.08%	0	0	96.11%	100%	0	3079
AJ2HME0DRDXI1	104	100%	0	0	93.1%	100%	0	-

AM4HMCKF5WU1Q	958	97.96%	0	0	98.79%	93.75%	0	2088
ASSFMKI5PF5AX	477	99.58%	2096	0	94.55%	-	0	10482

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	A16P1XWR59PZR1	Yes	No	No	No	Yes
2	A1RY5N03UD7YSZ	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	3680	5460
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	50	200

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 $\geq 98\%$ 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 $\leq 5\%$ 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 E-Mentor 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 ≤ 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 ≤ 50 LoR DPMO.

Delivery Success Conditions (DSC DPMO)

The number of packages delivered but not received (DNR) by customers — on a per-million-opportunities / delivered (DPMO) basis — where these DNR concessions fall into one of eight root-cause buckets of concessions:

- Delivered to Household Member / Customer
- Delivered to Receptionist
- Delivered to Neighbor
- Delivered to Mailbox
- Delivered greater than 25 metres from the delivery location
- Delivered unattended with no photo-on-delivery (POD)
- Delivered not following customer preferences
- Delivered using the 'simultaneous group stop' function

DSC is measured in DPMO (Defects per Million Opportunities). A DSC DPMO of 1,000 means that customers did not receive their packages 1,000 times per 1,000,000 deliveries. A DSP with Fantastic standing would require a DSC DPMO ≤ 880.

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 Customer Delivery Feedback DPMO and Customer Escalations DPMO

Customer Delivery Feedback

CDF DPMO metric is a measurement of the negative customer feedback received — on a per-million-opportunities / delivered (DPMO) basis. A DSP who has Fantastic standing would receive a <= 3680 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.