

DSP Delivery Excellence Performance

AION at DBY5
Week 42
2025

Week 42 Performance

Overall Standing

Fantastic

See details on next page

Key Focus Areas

1. Delivery Completion Rate (DCR)
2. Customer escalation DPMO
3. Lost on Road (LoR) 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
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
Delivery Success Conditions DPMO	-	-	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 42 - 2025

Rank at DBY5:

1 (0 WoW)

Overall Score:

84.98 | Fantastic

Compliance and Safety

Fantastic

Safety

Safe Driving Metric (FICO)

807 | Great

Speeding Event Rate (Per 100 Trips)

2.38 | Fantastic

Mentor Adoption Rate

100% | Fantastic

Compliance

Vehicle Audit (VSA) Compliance

100% | Fantastic

Breach of Contract (BOC)

None

Working Hours Compliance (WHC)

100% | Fantastic

Comprehensive Audit Score (CAS)

In Compliance

Delivery Quality & SWC:

Great

Customer delivery Experience

Customer escalation DPMO

27 | Great

Customer Delivery Feedback

3765 | Great

Quality

Delivery Completion Rate(DCR)

98.96% | Great

Delivered Not Received(DNR DPMO)

1114 | Fantastic

Lost on Road (LoR) DPMO

52 | Great

Delivery Success Conditions (DSC DPMO)*

610 | Fantastic

Standard Work Compliance

Photo-On-Delivery

98.43% | Fantastic

Contact Compliance

98.33% | Fantastic

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

Capacity:

Fantastic

Next Day Capacity Reliability

102.08% | Fantastic

Same Day/Sub-Same Day Capacity Reliability

107% | Fantastic

Recommended Focus Areas

1. Delivery Completion Rate (DCR)
2. Customer escalation DPMO
3. Lost on Road (LoR) DPMO

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	672	96.14%	0	1431	97.18%	33.33%	0	-
A1CLTB8C50RG4D	19	90.48%	0	0	100%	88.89%	0	-
A1DR1I9N2666L2	1017	98.64%	983	0	98.8%	96.67%	0	4916
A1EEVXIKF56DMI	701	99.01%	1427	0	93.42%	0%	0	4280
A1FUK8W5UWQSF9	822	99.88%	0	0	100%	100%	0	1217
A1HYJ4G71Y5GGQ	912	99.45%	2193	0	98.11%	100%	0	7675
A1ISAABLH000ES	1005	99.6%	1990	0	99.65%	100%	0	-
A1L82HU8EBZEI	446	97.17%	0	0	99.53%	0%	0	2242
A1LRY443WQUWE6	1135	99.91%	1762	0	99.13%	97.83%	0	3524
A1P7WR7XVP66BE	818	98.91%	0	0	98.55%	100%	0	1222
A1RY5N03UD7YSZ	723	96.92%	2766	0	98.96%	99.77%	0	15214
A1VL6FXC4T3T16	108	87.8%	0	0	100%	97.14%	0	-
A1VMLYUEJWBKLG	942	98.74%	1062	0	99.76%	99.54%	0	2123
A1W7DK4GM3NK3Y	737	99.73%	1357	0	98.6%	100%	0	4071
A1XKG2KYSSL194	405	98.78%	2469	0	98.25%	100%	0	2469
A1ZACGKQYC77GH	1000	100%	1000	0	100%	100%	0	1000
A20YHLI0TJ9VIM	953	99.79%	1049	0	99.49%	100%	0	2099
A215SIKLBSBDLZ	956	99.07%	0	0	98.03%	97.44%	0	2092
A2BYO2TS9D8A3E	669	97.66%	4484	0	99.56%	0%	0	11958
A2E8NSR90JPQC0	32	96.97%	0	0	100%	100%	0	-
A2F2YOQXGRETDO	289	97.97%	0	0	97.5%	93.33%	0	-
A2I58T8EHFRIEO	766	99.74%	2611	0	97.42%	100%	0	3916
A2IEHJ434ZM6TX	519	98.48%	1927	0	99.51%	96.36%	0	3854
A2JSX4I6FU4DF1	858	95.65%	1166	0	98.22%	0%	0	11655
A2NK719SQMNRD8	924	99.89%	0	0	98.93%	100%	0	7576
A2SH60O3XP1MEU	878	99.32%	3417	0	97.9%	100%	0	2278
A2TKYUUUIQV1D9	704	99.44%	1420	0	100%	100%	0	4261
A2VOW7YHZQNQ7W	715	99.44%	4196	0	99.78%	96.61%	0	9790
A2Y74VRYWO0OR5	757	99.21%	0	0	100%	85.71%	0	2642
A31T2W57D8WLZ0	921	99.14%	0	0	94.31%	78.95%	0	6515
A32JYIIGG8M6IU	419	99.29%	0	0	97.62%	0%	0	-
A33UCX3JZMWN76	565	97.25%	0	0	96.36%	100%	0	1770
A37PILXMJV87ZU	667	99.85%	1499	0	99.75%	100%	0	1499
A38R69COKUIRBE	391	97.51%	7673	2494	99.58%	0%	0	5115
A39BVX5ER28H7P	985	98.99%	1015	0	100%	100%	0	1015
A3ALROM073LW44	743	99.73%	1346	0	99.49%	100%	0	5384
A3DGGK1S1D9RS6X	792	99.37%	1263	0	98.97%	98.96%	0	3788
A3FTNUP0KX138H	272	98.91%	3676	0	98.37%	-	0	3676
A3GW9MBTRHK3OS	1104	98.31%	906	0	98.29%	99.7%	0	4529
A3OMDYPW7OVBJO	723	95.76%	0	0	99.03%	96.67%	0	2766
A3RYNUCQ8MTSUV	824	99.64%	1214	0	99.73%	-	0	2427
A3S3RPKV8YUB98	487	98.19%	0	0	94.25%	90.91%	0	4107
A3S5YU2UZUOBN8	37	100%	0	0	100%	-	0	-
A3V1P68C6YO919	896	99.67%	0	0	100%	100%	0	1116
A5A6I65TGFZ5R	708	99.02%	0	0	98.76%	81.25%	1	4237
A7H5ML6G1ENPO	640	100%	3125	0	99.71%	-	0	1563
A85JEH6GCOZV3	964	98.77%	0	0	99.05%	88.89%	0	-
AB05ESQ500CMR	935	100%	0	0	99.5%	100%	0	2139
ABUP96Y6LNDMT	14	100%	0	0	83.33%	-	0	-
ADZUQ5MI8UTC2	943	99.16%	0	0	97.88%	41.67%	0	6363
AHJEP0M7CT722	784	99.75%	0	0	98.36%	100%	0	2551

AJ2HME0DRDXI1	449	98.68%	0	0	94.84%	100%	0	-
AM4HMCKF5WU1Q	880	99.21%	0	0	99.65%	97.42%	0	-
ASSFMKI5PF5AX	587	98.49%	0	0	95.03%	33.33%	0	6814
AUYK1E4LDUB8H	503	95.99%	0	0	98.98%	33.33%	0	9940

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 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.