DSP Delivery Excellence Performance

Week 01 Performance

Overall Standing	Key Focus Areas
Fantastic	1. Delivery Completion Rate (DCR)
See details on next page	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

Rank at DBY5:   **2** *(5 WoW)*

Overall Score: **83.86 | Fantastic**

Compliance and Safety   **Fantastic**

Safety
Safe Driving Metric (FICO)	806|Great
Speeding Event Rate (Per 100 Trips)	2.97|Fantastic
Mentor Adoption Rate	92.77%|Fantastic

Compliance
Vehicle Audit (VSA) Compliance	100%|Fantastic
Breach of Contract (BOC)	None
Working Hours Compliance (WHC)	96.08%|Fair
Comprehensive Audit Score (CAS)	In Compliance

Quality & SWC: **Fantastic**

Customer delivery Experience
Customer escalation DPMO	0|Fantastic
Customer Delivery Feedback	81.99%|Fantastic

Standard Work Compliance
Photo-On-Delivery	98.26%|Fantastic
Contact Compliance	96.8%|Fair

Quality
Delivery Completion Rate(DCR)	98.74%|Great
Delivered Not Received(DNR DPMO)	1097|Fantastic
Lost on Road (LoR) DPMO	90|Fantastic

Capacity: **Fantastic**

Next Day Capacity Reliability	106.8%|Fantastic	*Same Day/Sub-Same Day Capacity Reliability*	100%|Fantastic

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

Current Week Tips
Coming Soon

DSP WEEKLY SUMMARY

Transporter ID	Delivered	DCR	DNR DPMO	LoR DPMO	POD	CC	CE	CDF
A16P1XWR59PZR1	55	87.3%	0	15873	100%	28.57%	0	43.18%
A1CLTB8C50RG4D	1	100%	0	0	-	-	0	-
A1DR1I9N2666L2	1003	98.82%	997	0	99.66%	67.5%	0	72.62%
A1EEVXIKF56DMI	822	99.04%	9732	0	93.82%	0%	0	59.35%
A1FUK8W5UWQSF9	324	99.39%	0	0	100%	100%	0	92.92%
A1HYJ4G71Y5GGQ	854	99.42%	1171	0	97.59%	100%	0	81.77%
A1ISAABLH0O0ES	978	98.99%	0	0	97.85%	100%	0	96.38%
A1LRY443WQUWE6	690	99.57%	1449	0	97.98%	66.67%	0	78.7%
A1P7WR7XVP66BE	614	99.51%	0	0	99.65%	100%	0	100%
A1RY5N03UD7YSZ	884	96.3%	3394	2179	97.17%	97.13%	0	52.98%
A1VL6FXC4T3T16	164	85.42%	0	0	100%	92.98%	0	84.83%
A1VMLYUEJWBKLG	757	99.34%	0	0	99.69%	99.81%	0	81.33%
A1W7DK4GM3NK3Y	903	98.8%	1107	0	98.17%	100%	0	100%
A1XKG2KYSSL194	970	98.28%	0	0	99.13%	50%	0	95.76%
A1ZACGKQYC77GH	673	100%	0	0	100%	100%	0	100%
A20YHLI0TJ9VIM	900	98.79%	1111	0	100%	99.06%	0	86.28%
A2BYO2TS9D8A3E	428	99.3%	0	0	98.41%	-	0	77.26%
A2F2YOQXGRETDO	849	97.7%	1178	0	96.84%	85%	0	73.39%
A2I58T8EHFRIEO	731	99.19%	0	0	98.44%	94.29%	0	100%
A2IEHJ434ZM6TX	685	99.85%	0	0	99.6%	100%	0	94.36%
A2JSX4I6FU4DF1	824	96.83%	0	0	98.67%	50%	0	77.43%
A2NK719SQMNRD8	857	99.65%	2334	0	99.46%	75%	0	87.1%
A2SH6OO3XP1MEU	920	98.08%	0	0	97.18%	91.67%	0	78.32%
A2TKYUUUIQV1D9	829	99.52%	2413	0	100%	50%	0	89.32%
A2VOW7YHZQNQ7W	778	98.73%	0	0	99.13%	100%	0	76.89%
A2Y74VRYWO0OR5	738	99.46%	0	0	100%	100%	0	84.98%
A31T2WS7D8WLZ0	888	99.44%	0	0	96.41%	98.11%	0	80.73%
A32JYIIGG8M6IU	1065	97.26%	0	0	97.55%	12.5%	0	80.54%
A33UCX3JZMWN76	1054	96.88%	0	0	94.59%	99.06%	0	86.62%
A37PILXMJVB7ZU	137	100%	0	0	98.81%	100%	0	-
A38R69COKUIRBE	643	98.32%	0	0	97.69%	88.1%	0	63.73%
A3ALROM073LW44	927	99.89%	2157	0	99.07%	95.24%	0	92.62%
A3DGK1S1D9RS6X	595	98.35%	1681	0	98.31%	97.5%	0	100%
A3FTNUP0KX138H	902	99.67%	0	0	99.01%	-	0	66.54%
A3GW9MBTRHK3OS	64	95.52%	0	0	100%	97.73%	0	100%
A3OMDYPW7OVBJO	737	97.36%	1357	0	99.76%	96.65%	0	77.46%
A3S3RPKV8YUB98	410	94.91%	0	0	97.72%	77.78%	0	90.04%
A3S5YU2UZUOBN8	103	91.96%	0	0	100%	100%	0	100%
A3V1P68C6YO919	707	100%	1414	0	99.68%	100%	0	83.3%
A5A6I65TGFZ5R	1011	99.21%	989	0	99.05%	66.67%	0	72.63%
A7H5ML6G1ENPO	431	99.08%	0	0	100%	100%	0	78.4%
A85JEH6GCOZV3	934	99.89%	1071	0	97.95%	100%	0	95.87%
AB05ESQ500CMR	559	100%	0	0	99.42%	100%	0	84.03%
ABUP96Y6LNDMT	100	99.01%	0	0	97.67%	100%	0	100%
ADZUQ5MI8UTC2	655	98.35%	0	0	99.28%	100%	0	81.31%
AHJEP0M7CT722	755	99.21%	2649	0	95.77%	94.12%	0	85.17%
AJ2HME0DRDXI1	286	99.31%	0	0	96.49%	87.5%	0	79.34%
AM4HMCKF5WU1Q	662	97.78%	3021	0	99.12%	97.38%	0	72.49%
ASMX0VHXOGCDW	462	98.3%	2165	0	98.84%	99.64%	0	81.82%
ASSFMKI5PF5AX	513	99.03%	0	0	97.05%	0%	0	81.27%

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	A2BYO2TS9D8A3E	Yes	No	No	No	Yes
2	A2JSX4I6FU4DF1	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

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.