DSP Delivery Excellence Performance

Week 40 Performance

Overall Standing	Key Focus Areas	Top Drivers	
Fantastic Plus	1. Customer Delivery Feedback	1. Daniel Rusoff	Fantastic
See details on next page	2. Customer Escalation Defect DPMO	2. Darnell Guerra	Fantastic
	3. Sign/Signal Violations Rate	3. Donella Nelson	Fantastic
		4. Lance Johnson	Fantastic
		5. Dwayne Lewin	Fantastic

Announcements

Second Q3 Scorecard Updates: 4-Week Preview Starts September 18; Changes Take Effect Oct 16

As shared in the Communication Center Notification sent to you on **Thursday, July 25** , we have launched your Second Q3 Preview Scorecard. You will have four weeks to preview the updates. Then, on Wednesday, **October 16** (starting with the **Week 42** Scorecard), the updates will go live on your Scorecard and begin to impact your Overall Standing. You can preview the entire Scorecard update by downloading the Preview Scorecard from the Supplementary Reports. Please refer to your communication for more details on the changes, as well as a list of resources that can help support you. We also encourage you to sign up for upcoming office hours – shared in the table below.

Date Time (CST)	Audience	Link
10/15/2024 2:00 - 3:00pm	U.S AMXL, AMZL, RSR	https://attendee.gotowebinar.com/register/5722840815137591386

DSP Driver SWAG Program:

The SWAG Program allows top-performing DSPs the ability to earn free swag for their teams. DSPs have a chance to qualify for DSP Driver Swag during our Q4 qualification period. To qualify for Q4 2024 Driver Swag your team must score "Fantastic/ Fantastic+" on your weekly scorecard at least 4/6 weeks during this 6-week qualification period. If you qualify, all tokens will be deployed and announced on the WK49 scorecard. If you have not yet signed up for the Delivery Recognition Center, you can do so by going to the website below and clicking "DSP Owner Sign In" [Symbol] "Sign Up"

Website: **https://www.deliveryrecognitioncenter.com/login**

Swag Token Qualifying Period: Wk40 – Wk45

Questions?

- Discuss with your On-Road Area Manager.
- Leverage the resources in the links below:
- Access Logistics Support Central
- Delivery Excellence Performance Program Guide
- Data Disputes Resource Guide

Netradyne Portal Q&A is offered on Fridays from 2:00 pm to 3:15pm. Please use the below link to join:

https://chime.aws/7889874554

Scorecard Publishing SLA is Wednesday at noon PST. If we will be delayed past that time, we will communicate it via a portal banner.

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DSP Scorecard
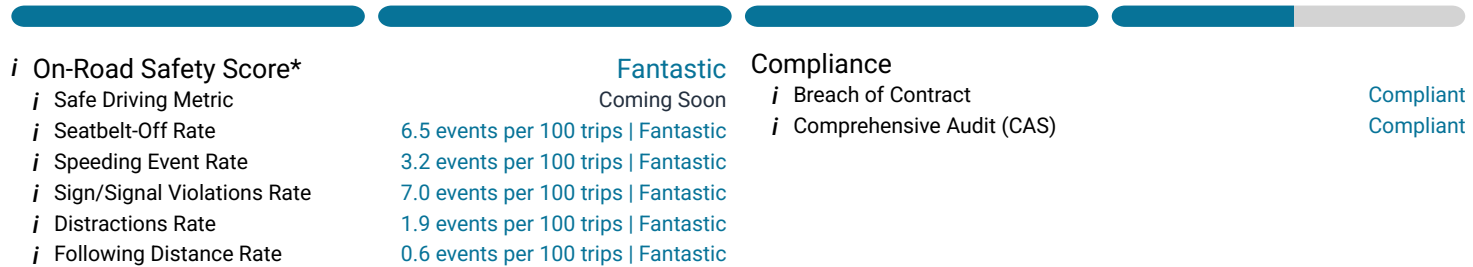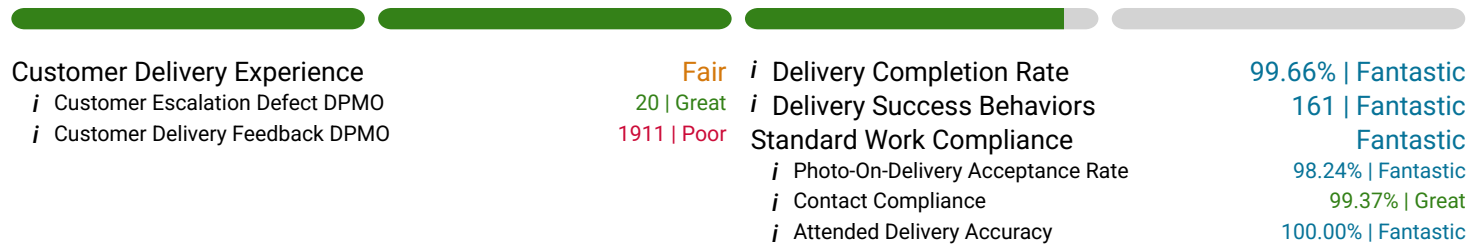
Overall Standing: Fantastic Plus

Poor	Fair	Great	Fantastic	Fantastic Plus

Safety and Compliance: Fantastic

i On-Road Safety Score*	**Fantastic**	Compliance
i Safe Driving Metric	Coming Soon	*i* Breach of Contract — Compliant
i Seatbelt-Off Rate	6.5 events per 100 trips | Fantastic	*i* Comprehensive Audit (CAS) — Compliant
i Speeding Event Rate	3.2 events per 100 trips | Fantastic	
i Sign/Signal Violations Rate	7.0 events per 100 trips | Fantastic	
i Distractions Rate	1.9 events per 100 trips | Fantastic	
i Following Distance Rate	0.6 events per 100 trips | Fantastic	

Quality: Great

Customer Delivery Experience	**Fair**	*i* Delivery Completion Rate — 99.66% | Fantastic
i Customer Escalation Defect DPMO	20 | Great	*i* Delivery Success Behaviors — 161 | Fantastic
i Customer Delivery Feedback DPMO	1911 | Poor	Standard Work Compliance — Fantastic
		i Photo-On-Delivery Acceptance Rate — 98.24% | Fantastic
		i Contact Compliance — 99.37% | Great
		i Attended Delivery Accuracy — 100.00% | Fantastic

Team: Fantastic

i High Performers Share	100.00% | Fantastic	*i* Tenured Workforce — 96.32% | Fantastic
i Low Performers Share	0.00% | Fantastic	

Recommended Focus Areas

1. Customer Delivery Feedback
2. Customer Escalation Defect DPMO
3. Sign/Signal Violations Rate

Improving Customer Delivery Feedback, Customer Escalation Defect DPMO, and Sign/Signal Violations Rate scores would improve your Overall Standing.

Current Week Tips

1. Provide visibility of the CDF report to DAs to show them where they stand and what areas they should focus on for improvement.
2. In addition to infraction emails, check your weekly infraction report and scorecard weekly to look for patterns and identify which drivers may need deeper retraining for repeat infractions.
3. Instruct drivers to fully stop at stop signs, do not attempt to "beat" a yellow light, and avoid illegal U-turns.

*The On-Road Safety Score is a rating partly derived from third party metrics. The third party metrics provide indicators of safe driving behaviors available to us today from third party services.

DA Current Week Performance

Abbreviations Key

SSVR: Sign/Signal Violations Rate	SOR: Seatbelt Off Rate	DR: Distractions Rate
DSB: Delivery Success Behaviors	DCR: Delivery Completion Rate	FDR: Following Distance Rate
CC: Contact Compliance	SER: Speeding Event Rate	POD: Photo-On-Delivery Acceptance Rate
CED: Customer Escalation Defect	CDF DPMO: Customer Delivery Feedback DPMO	ADA: Attended Delivery Accuracy

Color Key
Fantastic
Great
Fair
Poor

Drivers ranked by overall score, descending.   **Safety** - metrics (except FICO) are measured as events per trip at DA level

#	Name	Transporter ID	Overall Tier	Delivered	Key Focus Area	Fico Score	Seatbelt Off Rate	Speeding Event Rate	Distractions Rate	Following Distance Rate	Sign/Signal Violations Rate	CDF DPMO	CED	DCR	DSB	SWC-POD	SWC-CC	SWC-AD	DSB DNR	POD Opps.	CC Opps.
1	Daniel Rusoff	A286FEW553WS3X	Fantastic	384		Coming Soon	0.0	0.0	0.0	0.0	0.0	Coming Soon	0	100.0%	0	100.0%	Coming Soon	0	0	281	0
2	Darnell Guerra	A3RYQ7V99RMM5F	Fantastic	1108	POD	Coming Soon	0.0	0.0	0.0	0.0	0.0	0	0	100.0%	0	99.7%	100.0%	0	0	749	768
3	Donella Nelson	ALR5KEPUEH8V4	Fantastic	1035	POD	Coming Soon	0.0	0.0	Coming Soon	Coming Soon	Coming Soon	0	0	100.0%	0	99.3%	100.0%	0	0	716	34
4	Lance Johnson	A1F0I3384G167K	Fantastic	1020	DCR	Coming Soon	0.0	0.0	0.0	0.0	0.0	0	0	99.9%	0	100.0%	100.0%	0	0	696	639
5	Dwayne Lewin	ANHBJ3O02G3FU	Fantastic	440	POD	Coming Soon	0.0	0.0	0.0	0.0	0.0	0	0	100.0%	0	98.1%	100.0%	0	0	209	2
6	Mubarick Ibrahim	A22NU3TXE70PVZ	Fantastic	1186	DCR	Coming Soon	0.0	0.0	0.0	0.0	0.0	0	0	99.9%	0	98.9%	100.0%	0	0	813	695
7	Rolando Benavides	A3JISN5ZHHSK5	Fantastic	749	DCR	Coming Soon	0.0	0.0	0.0	0.0	0.0	0	0	99.8%	0	99.8%	100.0%	0	0	481	312
8	Gennaro Chavisjr	ACEA672LYMW6E	Fantastic	822	DCR	Coming Soon	0.0	0.0	0.0	0.0	0.0	0	0	99.7%	0	99.8%	100.0%	0	0	556	519
9	Monifa Davia	A12DD8MVS6W2C	Fantastic	462	POD	Coming Soon	0.0	0.0	Coming Soon	Coming Soon	Coming Soon	Coming Soon	0	100.0%	0	98.1%	99.7%	0	0	322	319
10	Chante Painter	A6J1KANUPVGJM	Fantastic	823	POD	Coming Soon	0.0	0.0	0.0	0.0	0.0	Coming Soon	0	100.0%	0	97.3%	100.0%	0	0	565	5
11	Carlos CentenoValerio	A3SCZV31QXMSV6	Fantastic	375	DCR	Coming Soon	0.0	0.0	0.0	0.0	0.0	0	0	99.5%	0	100.0%	100.0%	0	0	211	4
12	Travis Ortiz	A2OBBPPHALONDY	Fantastic	434	POD	Coming Soon	0.0	0.0	Coming Soon	Coming Soon	Coming Soon	0	0	100.0%	0	95.3%	100.0%	0	0	300	1
13	Caprice Robinson	AN7K0TF7SSSVY	Fantastic	594	CC	Coming Soon	0.0	0.0	0.0	0.0	0.0	Coming Soon	0	99.7%	0	100.0%	98.1%	0	0	412	107
14	Jose Santanacolon	A2O66BOWE7JSMK	Fantastic	702	POD	Coming Soon	0.0	0.0	0.0	0.0	0.0	Coming Soon	0	100.0%	0	94.4%	100.0%	0	0	467	53
15	Carlos Maldonadojr	A3E3M2AW6Q6LNI	Fantastic	869	CC	Coming Soon	0.0	0.0	Coming Soon	Coming Soon	Coming Soon	0	0	99.7%	0	100.0%	80.0%	0	0	616	5
16	Josue GuzmanMoreno	A3KI5DP17A7YE8	Fantastic	636	DCR	Coming Soon	0.0	0.0	0.0	0.0	0.0	0	0	99.4%	0	96.9%	100.0%	0	0	458	314
17	Amrane NaitAbdesselam	A2KGYZDP9UBCYL	Fantastic	1116	CDF	Coming Soon	0.0	0.0	0.0	0.0	0.0	896	0	99.9%	0	99.9%	99.9%	0	0	767	714
18	Kareem Stanley	A3CC5KMYNS1B6Q	Fantastic	1005	CDF	Coming Soon	0.0	0.0	0.0	0.0	0.0	995	0	100.0%	0	99.1%	100.0%	0	0	660	467
19	Mohammed Mustafa	A2N5R9TQZOV373	Fantastic	966	CDF	Coming Soon	0.0	0.0	0.0	0.0	0.0	1036	0	100.0%	0	99.3%	99.8%	0	0	693	488
20	Qendrim Frangu	A1GCZLQ6TNHUGN	Fantastic	1246	CDF	Coming Soon	0.0	0.0	0.0	0.0	0.0	803	0	99.3%	0	99.8%	100.0%	0	0	819	6
21	Andrea Johncastro	A33IHBBD7NXTCX	Fantastic	368	DCR	Coming Soon	0.0	0.0	0.0	0.0	0.0	0	0	98.9%	0	100.0%	100.0%	0	0	247	4
22	John Ciappina	A2KOKKDDB4LY1S	Fantastic	971	CDF	Coming Soon	0.0	0.0	0.0	0.0	0.0	1030	0	99.6%	0	98.0%	100.0%	0	0	695	10
23	Ernesto Vargas olivera	A1GZKITIK7YIFU	Fantastic	889	DCR	Coming Soon	0.0	0.0	0.0	0.0	0.3	0	0	99.4%	0	98.2%	96.3%	0	0	612	27
24	Patrice Harris	A39FCSHRDP87JW	Fantastic	276	DR	Coming Soon	0.0	0.0	1.0	0.0	0.0	0	0	100.0%	0	97.0%	100.0%	0	0	198	5
25	Nghia Lam	A1053T343RAV73	Fantastic	1114	CDF	Coming Soon	0.0	0.0	Coming Soon	Coming Soon	Coming Soon	900	0	99.6%	0	99.4%	99.2%	0	0	770	262
26	Nasir Francis	A1STH6UXZ3K4GZ	Fantastic	814	DCR	Coming Soon	0.0	0.0	0.3	0.0	0.0	Coming Soon	0	99.2%	0	99.8%	100.0%	0	0	555	25
27	Marlin Burgos	A2E79WQKUHJAE7	Fantastic	679	DCR	Coming Soon	0.0	0.0	0.0	0.0	0.0	Coming Soon	0	99.4%	0	99.0%	96.3%	0	0	488	54
28	Aarron Williams	A3MS96NIV1IHG3	Fantastic	1207	CDF	Coming Soon	0.0	0.0	0.0	0.0	0.0	829	0	99.8%	0	99.2%	87.5%	0	0	829	8
29	Ashley Murrell	A1J5OWR6ODFW7G	Fantastic	481	SER	Coming Soon	0.0	0.5	0.0	0.0	0.0	Coming Soon	0	100.0%	0	96.5%	100.0%	0	0	289	6
30	Regina Johnson	A35CDFIPDNO6LE	Fantastic	974	CDF	Coming Soon	0.0	0.3	0.0	0.3	0.0	1028	0	100.0%	0	97.6%	100.0%	0	0	591	10
31	Sebastian Moran ballesteros	A1QRIYOF5KUG36	Fantastic	1046	CDF	Coming Soon	0.0	0.3	0.0	0.0	0.0	956	0	99.9%	0	99.1%	50.0%	0	0	681	4
32	Elygah Allen	A1930M7N511I8H	Fantastic	280	CC	Coming Soon	0.0	0.0	0.0	0.0	0.0	Coming Soon	0	99.6%	0	96.3%	0.0%	0	0	191	1

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#	Name	Transporter ID	Overall Tier	Delivered	Key Focus Area	Fico Score	Seatbelt Off Rate	Speeding Event Rate	Distractions Rate	Following Distance Rate	Sign/Signal Violations Rate	CDF DPMO	CED	DCR	DSB	SWC-POD	SWC-CC	SWC-AD	DSB DNR	POD Opps.	CC Opps.
33	Thomas Perez	A372HTEWT82BHU	Fantastic	267	DCR	Coming Soon	0.0	0.0	0.0	0.0	0.0	Coming Soon	0	98.9%	0	100.0%	100.0%	0	0	205	3
34	Antonio Tavares	A3INL4EFGTBJ17	Fantastic	979	CDF	Coming Soon	0.0	0.0	0.0	0.0	0.0	1021	0	99.3%	0	98.5%	37.5%	0	0	730	8
35	Jennifer Rodriguezleon	A16BV9HSZOZMZ9	Fantastic	808	SSVR	Coming Soon	0.0	0.0	0.0	0.0	3.3	0	0	99.4%	0	99.6%	99.8%	0	0	557	529
36	Matthew Dillon	A70686EOYPEG2	Fantastic	1077	CDF	Coming Soon	0.0	0.0	0.0	0.0	0.0	1864	0	100.0%	0	96.6%	100.0%	0	0	776	8
37	Eddy Bonhometre	ACN5C7ELORKYN	Fantastic	954	CDF	Coming Soon	0.0	0.0	0.0	0.0	0.0	2099	0	99.7%	0	99.1%	100.0%	0	0	676	595
38	Chad Elnahal	A3D7TKWA5X4ZCT	Fantastic	1068	CDF	Coming Soon	0.0	0.0	0.0	0.0	0.0	1873	0	99.3%	0	100.0%	100.0%	0	0	775	41
39	Saliou Diallo	A3GCK5WSMQOLDI	Fantastic	955	CDF	Coming Soon	0.0	0.0	0.0	0.0	0.0	2101	0	100.0%	0	91.4%	100.0%	0	0	676	141
40	darwin mejiaRojas	A2PU5C1OP8WC5B	Fantastic	786	CDF	Coming Soon	0.0	0.0	0.0	0.0	0.0	2544	0	100.0%	0	99.3%	100.0%	0	0	570	48
41	Andy MatiasMatias	A2IXMT67D5UBGN	Fantastic	1122	DSB	Coming Soon	0.0	0.0	0.0	0.0	0.0	0	0	99.9%	1783	99.1%	0.0%	0	2	766	2
42	Johnathan Aliseo	AT1JRUGI41ERF	Fantastic	1233	DSB	Coming Soon	0.0	0.0	0.0	0.0	0.0	0	0	100.0%	812	96.8%	66.7%	0	1	868	3
43	Jerry Castillo	A33P3WK5BDPVDD	Fantastic	775	DCR	Coming Soon	0.0	0.0	0.0	0.0	0.0	0	0	93.9%	0	96.2%	50.0%	0	0	501	4
44	Gregorio DegalesCortes	A2LCAN9B9F68GP	Fantastic	1085	CDF	Coming Soon	0.0	0.0	0.0	0.0	0.0	2764	0	99.8%	0	98.7%	100.0%	0	0	635	3
45	Fanke White	AE1NC9GTB86DD	Fantastic	279	DCR	Coming Soon	0.0	0.0	0.0	0.0	0.0	0	0	98.2%	0	92.3%	60.0%	0	0	207	5
46	Jorge Zunigaaliaga	A21HQOYM2NSC3P	Fantastic	919	CDF	Coming Soon	0.0	0.0	0.0	0.0	0.0	4367	0	99.9%	0	97.8%	100.0%	0	0	649	58
47	Joel Vasquez	A3JQQAZZI0FPVZ	Fantastic	843	CDF	Coming Soon	0.0	0.0	0.0	0.0	0.0	3559	0	100.0%	0	98.3%	66.7%	0	0	598	3
48	Luciano Briosi	AUKN98SOMPPGT	Fantastic	773	CDF	Coming Soon	0.0	0.0	0.0	0.0	0.0	2596	0	99.6%	0	99.3%	0.0%	0	0	534	2
49	Jeffrey Mendiola	A1IY4M410U12HL	Fantastic	1047	CDF	Coming Soon	0.0	0.0	0.0	0.0	0.0	2868	0	99.7%	0	94.5%	100.0%	0	0	731	4
50	Christopher Veloz	A1O6OV83L8COZ3	Fantastic	831	CDF	Coming Soon	0.0	0.0	0.0	0.0	0.0	2407	0	98.9%	0	98.6%	100.0%	0	0	585	564
51	George Stephens	A1YAQVFGZEPDCP	Fantastic	1079	CDF	Coming Soon	0.0	0.0	0.0	0.0	0.0	2780	0	99.4%	0	99.7%	83.3%	0	0	715	12
52	Oladimeji Ademodi	APJSATD22XDTS	Fantastic	1218	CDF	Coming Soon	0.0	0.0	0.0	0.0	0.0	7395	0	100.0%	0	95.8%	33.3%	0	0	875	18
53	Dashawn Singleton	A1YEW2LCD7FJJZ	Fantastic	1037	CDF	Coming Soon	0.0	0.0	Coming Soon	Coming Soon	Coming Soon	3883	0	99.1%	0	97.1%	99.4%	0	0	722	176
54	Rafael VilaJr	A5880ISLYI3RR	Great	231	SOR	Coming Soon	2.0	0.0	Coming Soon	Coming Soon	Coming Soon	Coming Soon	0	100.0%	0	100.0%	Coming Soon	0	0	154	0
55	Sophonie Philot	A37NB3RSUHQZTO	Great	956	CDF	Coming Soon	0.0	0.0	Coming Soon	Coming Soon	Coming Soon	2096	0	99.9%	1048	97.5%	100.0%	0	1	644	513
56	Robert Boldeagle	A1GD9MAPY1X51C	Great	522	DCR	Coming Soon	0.0	0.0	0.0	0.0	0.0	Coming Soon	0	94.8%	0	94.2%	70.6%	0	0	344	17
57	Victor Martinez	A3N4U2J07Q0EKC	Great	798	CDF	Coming Soon	0.0	0.0	0.0	0.0	0.0	3759	0	99.5%	1253	99.1%	100.0%	0	1	587	20
58	Thomas HughesJr	AIBFBNUSLVKFW	Great	1137	CDF	Coming Soon	0.0	0.0	0.0	0.0	0.0	7041	0	99.9%	880	99.1%	87.5%	0	1	786	8
59	Daniel Adeoye	A10Y9W8VFOU0C5	Great	945	CDF	Coming Soon	0.0	0.3	0.0	0.0	0.0	2119	0	99.1%	1058	97.5%	88.9%	0	1	650	9
60	Jalen Boothman	A2C4ZHP197GZRF	Fair	465	DSB	Coming Soon	5.0	1.0	1.0	0.0	0.0	0	0	100.0%	2151	96.0%	Coming Soon	0	1	325	0
61	Adrian LopezLainez	A1MWLP3O71C9JJ	Poor	684	CED	Coming Soon	0.0	0.0	0.0	0.0	0.0	Coming Soon	1	100.0%	0	99.1%	92.3%	0	0	447	13

DA Trailing 6-Week Performance

Drivers ranked by overall score, descending.

#	Name	Transporter ID	Fico Score	Seatbelt Off Rate	Speeding Event Rate	Distractions Rate	Following Distance Rate	Sign/Signal Violations Rate	CDF DPMO	DCR	DSB	SWC-POD	SWC-CC	SWC-AD	High/Low Performer Status	Fant.	Great	Fair	Poor
1	Dwayne Lewin	ANHBJ3O02G3FU	Coming Soon	0.0	0.0	0.0	0.0	0.0	0	99.7%	0	99.4%	100.0%	0	High Performer	6	0	0	0
2	Darnell Guerra	A3RYQ7V99RMM5F	Coming Soon	0.0	0.0	0.0	0.0	0.0	161	99.8%	0	99.5%	100.0%	0	High Performer	6	0	0	0
3	Amrane NaitAbdesselam	A2KGYZDP9UBCYL	Coming Soon	0.0	0.0	0.0	0.0	0.0	452	100.0%	0	99.8%	100.0%	0	High Performer	4	0	0	0
4	Mubarick Ibrahim	A22NU3TXE70PVZ	Coming Soon	0.0	0.0	0.0	0.0	0.0	334	99.9%	0	99.1%	100.0%	0	High Performer	6	0	0	0
5	Lance Johnson	A1F0I3384G167K	Coming Soon	0.0	0.0	0.0	0.0	0.0	324	99.7%	0	99.9%	100.0%	0	High Performer	6	0	0	0
6	Travis Ortiz	A2OBBPPHALONDY	Coming Soon	0.0	0.0	Coming Soon	Coming Soon	Coming Soon	0	100.0%	0	95.3%	100.0%	0	No Status (<4 wks)	1	0	0	0
7	Monifa Davia	A12DD8MVS6W2C	Coming Soon	0.0	0.0	0.0	0.0	0.0	0	99.5%	0	98.1%	99.9%	0	High Performer	4	0	0	0
8	Rolando Benavides	A3JISN5ZHHSK5	Coming Soon	0.0	0.0	0.0	0.0	0.0	394	99.8%	0	99.9%	99.9%	0	High Performer	5	0	0	0
9	Andrea Johncastro	A33IHBBD7NXTCX	Coming Soon	0.0	0.0	0.0	0.0	0.0	0	99.2%	0	98.8%	100.0%	0	No Status (<4 wks)	2	0	0	0
10	John Ciappina	A2KOKKDDB4LY1S	Coming Soon	0.0	0.0	0.0	0.0	0.0	395	99.6%	0	97.3%	100.0%	0	High Performer	6	0	0	0
11	Mohammed Mustafa	A2N5R9TQZOV373	Coming Soon	0.0	0.0	0.0	0.0	0.0	868	99.7%	0	99.5%	99.9%	0	High Performer	6	0	0	0
12	Daniel Rusoff	A286FEW553WS3X	Coming Soon	0.0	0.0	0.0	0.0	0.0	0	99.4%	0	99.6%	50.0%	0	High Performer	5	0	0	0
13	Regina Johnson	A35CDFIPDNO6LE	Coming Soon	0.0	0.0	0.0	0.0	0.0	900	99.9%	0	97.1%	100.0%	0	High Performer	5	1	0	0
14	Josue GuzmanMoreno	A3KI5DP17A7YE8	Coming Soon	0.0	0.0	0.0	0.0	0.0	591	99.5%	0	98.5%	99.7%	0	High Performer	6	0	0	0
15	Christopher Veloz	A1O6OV83L8COZ3	Coming Soon	0.0	0.0	0.0	0.0	0.0		99.7%	0	98.3%	100.0%	0	High Performer	6	0	0	0
16	Qendrim Frangu	A1GCZLQ6TNHUGN	Coming Soon	0.0	0.0	0.0	0.0	0.0		99.7%	0	99.7%	100.0%	0	High Performer	6	0	0	0
17	Patrice Harris	A39FCSHRDP87JW	Coming Soon	0.0	0.0	1.0	0.0	0.0	0	100.0%	0	97.0%	100.0%	0	No Status (<4 wks)	1	0	0	0
18	Kareem Stanley	A3CC5KMYNS1B6Q	Coming Soon	0.0	0.0	0.0	0.0	0.0		99.7%	0	99.2%	99.9%	0	High Performer	6	0	0	0
19	Jennifer Rodriguezleon	A16BV9HSZOZMZ9	Coming Soon	0.0	0.0	0.0	0.0	1.0	178	99.7%	0	99.6%	99.9%	0	High Performer	6	0	0	0
20	Carlos Maldonadojr	A3E3M2AW6Q6LNI	Coming Soon	0.0	0.0	0.0	0.0	0.0		99.6%	0	99.8%	95.7%	0	High Performer	5	0	0	0
21	Chante Painter	A6J1KANUPVGJM	Coming Soon	0.0	0.0	0.0	0.0	0.0	0	99.9%	375	98.1%	95.0%	0	High Performer	6	0	0	0
22	Eddy Bonhometre	ACN5C7ELORKYN	Coming Soon	0.0	0.0	0.0	0.0	0.0		99.7%	169	99.6%	100.0%	0	High Performer	6	0	0	0
23	Elygah Allen	A1930M7N511I8H	Coming Soon	0.0	0.0	0.0	0.0	0.0	Coming Soon	99.8%	0	96.1%	75.0%	0	No Status (<4 wks)	2	0	0	0
24	Marlin Burgos	A2E79WQKUHJAE7	Coming Soon	0.0	0.0	0.0	0.0	0.0		99.6%	0	99.2%	99.1%	0	High Performer	4	0	0	0
25	Ernesto Vargas olivera	A1GZKITIK7YIFU	Coming Soon	0.0	0.0	0.0	0.0	1.0	0	99.4%	0	97.2%	98.2%	0	No Status (<4 wks)	2	0	0	0
26	Thomas Perez	A372HTEWT82BHU	Coming Soon	0.0	0.0	0.0	0.0	0.0	Coming Soon	98.9%	0	100.0%	100.0%	0	No Status (<4 wks)	1	0	0	0
27	Nghia Lam	A1053T343RAV73	Coming Soon	0.0	0.0	0.0	0.0	0.0		99.9%	251	99.3%	99.6%	0	High Performer	5	1	0	0
28	Ashley Murrell	A1J5OWR6ODFW7G	Coming Soon	0.0	1.0	0.0	0.0	0.0	Coming Soon	100.0%	0	96.5%	100.0%	0	No Status (<4 wks)	1	0	0	0
29	Matthew Dillon	A70686EOYPEG2	Coming Soon	0.0	0.0	0.0	0.0	0.0		99.5%	0	97.3%	91.1%	0	High Performer	4	1	0	1
30	Adrian LopezLainez	A1MWLP3O71C9JJ	Coming Soon	0.0	0.0	0.0	0.0	0.0		99.6%	0	98.1%	94.1%	0	High Performer	5	0	0	1
31	Gennaro Chavisjr	ACEA672LYMW6E	Coming Soon	0.0	0.0	0.0	0.0	0.0		99.5%	0	99.1%	99.8%	0	High Performer	5	1	0	0
32	Johnathan Aliseo	AT1JRUGI41ERF	Coming Soon	0.0	0.0	0.0	0.0	0.0		99.8%	170	97.3%	84.2%	0	High Performer	6	0	0	0
33	Caprice Robinson	AN7K0TF7SSSVY	Coming Soon	0.0	0.0	0.0	0.0	0.0		99.6%	0	99.9%	99.1%	0	High Performer	6	0	0	0
34	Chad Elnahal	A3D7TKWA5X4ZCT	Coming Soon	0.0	0.0	0.0	0.0	0.0		99.5%	0	99.7%	99.0%	0	High Performer	6	1	0	0
35	Antonio Tavares	A3INL4EFGTBJ17	Coming Soon	0.0	0.0	0.0	0.0	0.0	521	98.6%	0	98.8%	40.0%	0	No Status (<4 wks)	2	0	0	0
36	Luciano Briosi	AUKN98SOMPPGT	Coming Soon	0.0	0.0	0.0	0.0	0.0		99.7%	0	99.4%	25.0%	0	High Performer	4	0	0	0
37	Fanke White	AE1NC9GTB86DD	Coming Soon	0.0	0.0	0.0	0.0	0.0	0	97.6%	0	97.1%	43.8%	0	No Status (<4 wks)	2	1	0	0
38	Jose Santanacolon	A2O66BOWE7JSMK	Coming Soon	0.0	0.0	0.0	0.0	0.0		99.2%	0	95.6%	95.7%	0	High Performer	4	2	0	0
39	darwin mejiaRojas	A2PU5C1OP8WC5B	Coming Soon	0.0	0.0	0.0	0.0	0.0		99.8%	0	99.1%	97.5%	0	High Performer	6	0	0	0

DA Trailing 6-Week Performance

				Safety - metrics (except FICO) are measured as events per trip at DA level											Weeks			
Drivers ranked by overall score, descending.																		
#	Name	Transporter ID	Fico Score	Seatbelt Off Rate	Speeding Event Rate	Distractions Rate	Following Distance Rate	Sign/Signal Violations Rate	CDF DPMO	DCR	DSB	SWC-POD	SWC-CC	SWC-AD	High/Low Performer Status	Fant.	Great	Fair	Poor
40	Thomas HughesJr	AIBFBNUSLVKFW	Coming Soon	0.0	0.0	0.0	0.0	0.0		99.8%	156	99.5%	90.0%	0	High Performer	5	1	0	0
41	Joel Vasquez	A3JQQAZZI0FPVZ	Coming Soon	0.0	0.0	0.0	0.0	0.0		99.7%	197	99.1%	80.4%	0	High Performer	6	0	0	0
42	Donella Nelson	ALR5KEPUEH8V4	Coming Soon	0.0	0.0	0.0	0.0	1.0		99.6%	331	98.7%	97.6%	0	High Performer	6	0	0	0
43	Gregorio DegalesCortes	A2LCAN9B9F68GP	Coming Soon	0.0	0.0	0.0	0.0	0.0		99.9%	176	99.0%	100.0%	0	High Performer	5	1	0	0
44	Sebastian Moran ballesteros	A1QRIYOF5KUG36	Coming Soon	0.0	1.0	0.0	0.0	0.0	956	100.0%	433	99.3%	84.6%	0	No Status (<4 wks)	2	1	0	0
45	Rafael VilaJr	A5880ISLYI3RR	Coming Soon	0.0	0.0	0.0	0.0	0.0		99.7%	0	98.3%	73.7%	0	High Performer	4	1	0	0
46	Oladimeji Ademodi	APJSATD22XDTS	Coming Soon	0.0	0.0	0.0	0.0	0.0		99.8%	0	97.5%	53.8%	0	High Performer	6	0	0	0
47	Jorge Zunigaaliaga	A21HQOYM2NSC3P	Coming Soon	0.0	0.0	0.0	0.0	0.0		99.8%	173	98.0%	99.8%	0	High Performer	5	1	0	0
48	Dashawn Singleton	A1YEW2LCD7FJJZ	Coming Soon	0.0	0.0	0.0	0.0	0.0		99.4%	0	96.8%	98.9%	0	High Performer	6	0	0	0
49	Aarron Williams	A3MS96NIV1IHG3	Coming Soon	0.0	0.0	0.0	0.0	0.0		99.7%	408	99.3%	85.4%	0	High Performer	4	2	0	0
50	Nasir Francis	A1STH6UXZ3K4GZ	Coming Soon	0.0	0.0	0.0	0.0	0.0		99.6%	191	99.4%	96.7%	0	High Performer	5	1	0	0
51	Daniel Adeoye	A10Y9W8VFOU0C5	Coming Soon	0.0	0.0	0.0	0.0	0.0		99.5%	174	97.2%	90.5%	0	High Performer	5	1	0	0
52	Victor Martinez	A3N4U2J07Q0EKC	Coming Soon	0.0	0.0	0.0	0.0	0.0		99.5%	167	98.6%	89.8%	0	High Performer	4	2	0	0
53	Jeffrey Mendiola	A1IY4M410U12HL	Coming Soon	0.0	0.0	0.0	0.0	0.0		99.6%	0	95.2%	91.3%	0	High Performer	5	1	0	0
54	Andy MatiasMatias	A2IXMT67D5UBGN	Coming Soon	0.0	0.0	0.0	0.0	0.0		99.8%	305	98.8%	35.3%	0	High Performer	6	0	0	0
55	Jalen Boothman	A2C4ZHP197GZRF	Coming Soon	1.0	0.0	0.0	0.0	1.0	239	99.7%	409	98.4%	93.3%	0	High Performer	5	0	1	0
56	Carlos CentenoValerio	A3SCZV31QXMSV6	Coming Soon	1.0	0.0	0.0	0.0	5.0	0	99.5%	0	99.6%	100.0%	0	No Status (<4 wks)	2	1	0	0
57	Jerry Castillo	A33P3WK5BDPVDD	Coming Soon	0.0	0.0	0.0	0.0	1.0		98.9%	223	96.3%	71.4%	0	High Performer	5	1	0	0
58	Robert Boldeagle	A1GD9MAPY1X51C	Coming Soon	0.0	0.0	0.0	0.0	0.0	Coming Soon	94.8%	0	94.2%	70.6%	0	No Status (<4 wks)	0	1	0	0
59	Saliou Diallo	A3GCK5WSMQOLDI	Coming Soon	0.0	0.0	0.0	0.0	0.0		98.7%	0	92.8%	99.5%	0	High Performer	4	2	0	0
60	George Stephens	A1YAQVFGZEPDCP	Coming Soon	0.0	0.0	0.0	0.0	0.0		98.7%	0	99.6%	83.3%	0	High Performer	4	2	0	0
61	Sophonie Philot	A37NB3RSUHQZTO	Coming Soon	0.0	0.0	0.0	0.0	0.0		99.5%	962	98.3%	99.9%	0	High Performer	4	2	0	0

Appendix A: Metric Definitions and Weightings

Metric	Weighting (this week's Scorecard)

Overall Standing — 100%

Safety and Compliance
The Safety and Compliance category score is a weighted average of your Safety Score and Compliance Score. If your Safety score is marked as "Coming Soon" then your Safety and Compliance category score will remain "Coming Soon". Note: If you don't yet have an On-Road Safety score, we will re-distribute the Safety weightage of your overall standing over all other Scorecard metrics in proportion to their individual weights.

i **On-Road Safety Score:** Weighted average of Safe Driving, Seatbelt Off Rate, Speeding Event Rate, Distractions Rate, Following Distance Rate, and Sign/Signal Violations Rate. On-Road Safety Score is a rating partly derived from third party metrics. The third party metrics provide indicators of safe driving behaviors available to us today from third party services. — **42.5%**

i **Safe Driving Metric:** This metric is calculated using the eDriving Mentor FICO® score, which is a composite potential indicator of a driver's safe driving behavior. The metric is measured by analyzing indicators of how your drivers operate their vehicles, such as Harsh Acceleration, Braking, Cornering, Cellphone Distraction and Speeding. The metric is a weighted average of all driver's eDriving Mentor FICO® scores at the end of the week, converted to a 0.00 - 4.00 score where a higher score is better. Safe Driving Scores of at least 3.00 (equivalent to a FICO® score of at least 800 for a DSP) will earn Fantastic. You can see your DSP FICO® score, and details on how to improve, in the eDriving Mentor Portal (see link in cover page). This is a 3rd party metric and is a potential indicator of DA safe driving behavior. — **0.0%**

i **Speeding Event Rate:** It is critical that your Delivery Associates (DAs) travel within posted speed limits for their safety and the safety of the communities they serve. The Speeding Event Rate metric is the average number of speeding instances incurred by a DA per route. A speeding instance is speeding 10 Miles per Hour (MPH) or more for roughly one city block. Any instance of speeding is unacceptable and we've designed this metric to enable you to focus on coaching DAs with the riskiest speeding behaviors. — **10.4%**

i **Seatbelt Off Rate:** The average number of times per route your drivers did not wear their seatbelt. It is calculated as the total number 'seatbelt off instances' your drivers incurred for the week, divided by the total number of routes your drivers completed. A 'seatbelt off instance' is any time the vehicle accelerated faster than 6mph and the driver's seatbelt was not buckled. This metric is currently only available for Amazon-branded vehicles which have fully functional hardware for measuring seatbelt clicks, and does not factor in non-Amazon-branded vehicles or vehicles without supported hardware. Note that because of this, the "Trips" count shown in the eDriving portal may not match the number of trips we used to calculate score, since we factor out vans without seatbelt sensors. The Scorecard is your source of truth for your Seatbelt-Off Rate. For the safety of your drivers, Amazon has zero-tolerance for your drivers not wearing their seatbelt. Amazon has no tolerance for seatbelt misuse or tampering and will be adding additional signals in the future to account for improper seatbelt usage. — **10.4%**

i **Sign/Signal Violations Rate:** It is critical that your Delivery Associates (DAs) follow traffic regulations for their safety and the safety of the communities they serve. The Sign/Signal Violations Rate measures how well your DAs adhere to posted road signs and traffic signals. We're currently including stop sign violations, which is any time a DA drives past/through a stop sign without coming to a full stop, illegal U-turns, which measure any time a DA makes a U-turn when a "No U-Turn sign" is present, andstop light violations, which is triggered any time a DA drives through an intersection while the light is red. In the measurement of this metric, a stop light violation will count 10 times to every one stop sign violation or illegal u-turn, since stop light violations can be particularly dangerous. In the new metric, your DSP weekly score is the sum of all stop sign violation events, illegal U-turns, and stop light violation events (which again, are weighted at 10 times stop sign violations) divided by the number of trips. This will show on your DSP Scorecard as XX events per 100 trips to make it easier to interpret. — **10.4%**

i **Distractions Rate:** It is critical that your Delivery Associates (DAs) are not distracted while driving for their safety and the safety of the communities they serve. The Distractions Rate metric measures your team's performance on distracted driving. Netradyne captures 3 types of distraction based on video evidence, including when a DA is looking down, looking at their phone, or talking on their phone while driving.Each time a DA is driving while distracted, Netradyne will register one event.Your DSP weekly score is the sum of all distraction events divided by the total number of trips.This will show on your DSP Scorecard as XX events per 100 trips to make it easier to interpret. — **6.7%**

i **Following Distance Rate:** It is critical that your Delivery Associates (DAs) leave enough following distance between their vehicle and the vehicle in front of them for their safety and the safety of the communities they serve. The Following Distance Rate measures how DSPs are performing in terms of leaving enough following distance from the vehicle in front. Netradyne will create a Following Distance event if a DA has 0.6 seconds or less following distance from the vehicle in front. Each time a DA doesn't leave enough following distance, Netradyne registers 1 event, and the DSP weekly score is the sum of all following distance events divided by the number of trips. This will show on your DSP Scorecard as XX events per 100 trips to make it easier to interpret. For example, if a DSP incurred 10 Following Distance Events during 200 trips in a week, then the Following Distance Rate is 5 events per 100 trips (10 events per 200 trips is the same as 5 events per 100 trips). — **4.5%**

Compliance

i **Breach of Contract:** Breach of Contract indicates whether your organization has been issued a Breach of Contract (BOC) Notice dueto a breach of the DSP Program Agreement or Program Policies. Receiving a BOC Notice automatically makes your Compliance score and Overall Standing "Poor" while the notice is in effect. If you have a BOC Notice, or are unable to locate your BOC, please email dsp-na-boc-monitoring@amazon.com.

i **Comprehensive Audit Score:** The Comprehensive Audit Score (CAS) is a measurement of DSP/Driver Eligibility, DSP Operations, Safety, Wages & Benefits, DSP Management, and Working Hours (all measuring compliance to DSP Program Agreements and Policies). Maintaining Amazon's compliance standards is required and the CAS provides a view of your weekly state of compliance. A 'Compliant' status is earned on a weekly basis by: 1) achieving 92.00% or higher on the (typically annual) Compliance Audit, when applicable, 2) incur no more than one Wages & Benefits CAP, and 3) remediate all open CAPs issued by TRC. You are required to earn a 'Compliant' status to be eligible for an Overall Standing of 'Fantastic' or 'Fantastic Plus'.

Quality

i **Delivery Completion Rate (DCR):** The share of packages dispatched to the DA which are delivered to the customer (and not returned to the station). Thresholds are set at the station level. DSPs and DAs who earn Fantastic for DCR typically achieve a DCR of greater than 99.0%, although the threshold varies by +/- 0.5% due to differences in historical delivery difficulty levels. — **10.0%**

i **Delivery Success Behaviors (DSB):** Number of packages marked delivered by DAs but not received by customers (DNR) where the DA did not adhere to best practice while completing the delivery. This metric is calculated as a defect per million opportunities (DPMO) driven by five DA-controllable behaviors: Simultaneous Deliveries, Delivered >50 meters, Inaccurate Scan Usage - Unattended Deliveries, Inaccurate Scan Usage - Attended Deliveries, and No-POD deliveries. — **10.0%**

Standard Work Compliance (SWC): The average of POD Compliance Score, Contact Compliance Score, and Attended Delivery Accuracy Score. — **7.5%**

See below.	
i **Photo-on-Delivery Acceptance Rate (SWC-POD):** The number of usable (i.e. presentable to the customer) POD (Photo-on-delivery) photos taken, divided by total POD opportunities. DSPs and DAs who earn Fantastic for POD Acceptance Rate typically achieve 98.0% or better.	2.5%
i **Contact Compliance (SWC-CC):** Measurement of all calls and texts that were made by a DA through the Rabbit app in the numerator and take the total packages delivered with a call or text, as well as packages not delivered due to UTA, UTL, NSL, UDD, or Customer unavailable as the total opportunities (denominator). DSPs and DAs who earn Fantastic for Contact Compliance typically achieve 99.5%.	2.5%
i **Attended Delivery Accuracy:** The share of routes delivered by a DSP which did not have an Attended Delivery Anomaly (see below). This metric is only at the DSP level and is only shown on the cover sheet of the scorecard. DSPs who earn Fantastic for Attended Delivery Accuracy typically achieve 100.0% (i.e. none of their DAs had any Attended Delivery Anomalies for the week).	2.5%
Attended Delivery Anomaly (SWC-AD): The count of routes which the DA delivered that week which the DA used an Attended Delivery Scan Codes (e.g. delivered to customer) at an egregiously high rate for a route. Thresholds for this anomaly are set at the station level to account for differences in delivery regions. This metric is only at the DA level and is only shown on the DA-level views of the scorecard. A DA may have 0,1, or multiple Attended Delivery Anomalies each week, but cannot have more Attended Delivery Anomalies than they had routes. DAs who earn Fantastic for Attended Delivery Anomaly typically score a 0.	n/a
Customer Delivery Experience: Weighted average of Customer Escalations DPMO and Customer Delivery Feedback. If you don't yet have a CDF metric, we will calculate your Customer Delivery Experience score only based on Customer Escalations DPMO.	15.0%
i **Customer Delivery Feedback DPMO:** The CDF metric is a measurement of the customer feedback received after packages are delivered by the Delivery Associates (DAs). The metric is a ratio that accounts for negative feedback in relation to the total deliveries made by the DSP in the same week. Refer to the metric deep dive guide for more details.	5.0%
i **Customer Escalation Defect DPMO:** The frequency at which DAs incur customer escalations, on a per-million opportunities (DPMO) basis. Violations are triple-weighted, Multiple Defect Offboardings (MDOs) are double weighted, and Defects are single-weighted. Customer Escalation Defect DPMO is a 2-week delayed metric because we only hold your organization accountable for escalations that have not been overturned by appeals. DSPs who earn Fantastic for Customer Escalations Defect DPMO typically achieve a "0" DPMO for the week.	10.0%

Team

i **High Performers Share:** The number of DA's that achieved Fantastic as an overall performance tier in 4 (or more) of the past 6 weeks, divided by the total number of DAs that have delivered for 4 (or more) of the past 6 weeks. DSPs who earn Fantastic for High Performers Share typically achieve 75% or better (i.e. 75% of DAs earned Fantastic tier in 4 or more of the past 6 weeks).	5.0%
i **Low Performers Share:** The number of DA's that achieved Fair or Poor as an overall performance tier in 4 (or more) of the past 6 weeks divided by the total number of DAs which have delivered for 4 (or more) of the past 6 weeks. DSPs who earn Fantastic for Low Performers Share typically achieve 0.0% for the metric.	5.0%
i **Tenured Workforce:** The percent share of Delivery Associates (DAs) with an attempted delivery in the week who have a tenure of at least 30 completed workdays. Completed workdays are calculated as the cumulative count of distinct dates with an attempted delivery. Tenured Workforce rate of 90% or higher is rated 'Fantastic'.	5.0%

Learn More: Metric Weighting Methodology

Your Overall Standing is designed to reflect your holistic success as a Delivery Service Partner. It is a weighted average of your Safety & Compliance, Reliability, Team, and Quality scores (except when you don't have a Safety score). Each of these four category-level scores are in turn weighted averages of the metrics within them, e.g. your Team score is a weighted average of High Performers Share, Low Performers Share, & Tenured Workforce. If a metric has sub-metrics then it is an equally-weighted average of its sub-metrics (unless otherwise noted); e.g. Standard Work Compliance is a weighted average of POD, Contact Compliance, and AD Accuracy scores. All "Coming Soon" metrics are not considered in the roll-up, and in such cases metric weights are re-adjusted accordingly.

Two additional notes: 1) You can only achieve an Overall Standing less than or equal to your Safety and Compliance score. 2) Incurrence of a 30-Day Noncompliance Notice automatically makes your Overall Standing "Poor" while the notice is in effect.