

We've identified that your station was impacted by weather / an uncontrollable event in WK 04. In collaboration with your Station's leadership, we've proactively adjusted your WK 04 DCR from 96.96% to 100.00% to account for this impact. Please reach out to your OTR lead in case you have any questions.

DSP Delivery Excellence Performance

MANU at DCM2
Week 4
2023

Week 4 Performance

Overall Standing	Key Focus Areas	Top Drivers
Great <i>See details on next page</i>	1. Delivered and Received 2. Seatbelt-Off Rate 3. Customer Escalation Defect DPMO	1. Ajanae Waters Fantastic 2. Cazhaun Lett-Mason Fantastic 3. Doug Collins Fantastic 4. Lucas Rankin Fantastic 5. Scott Harphant Fantastic

Announcements

Tenured Workforce – Exemption Dashboard Delay

Due to a process error, Tenured Workforce Exemptions, including Sustained Route Increase, Wave Time Change, and RGU Change exemptions, were not applied to your WK3 scorecard. These exemptions are also not reflected in your TWF Supplemental Report for that week. We have identified the process gap that caused this to happen and sincerely apologize for the mistake. We are in the process of retroactively applying missed exemptions and adjusting incentive payments where impacted. We have fixed our process and expect future exemptions to be appropriately applied. Please partner with your Business Coach to surface any additional questions or concerns.

Driver Swag:

To show our appreciation to you and your drivers, we are allowing top-performing DSPs the ability to earn free swag for their teams! DSPs have a chance to qualify for DSP Driver Swag during our Q1 qualification period. The Q1 2023 Driver Swag qualification period is WK6 through WK11. To qualify for Q1 2023 Driver Swag your team must score "Fantastic Plus" on your weekly scorecard 4/6 weeks during this 6-week qualification period. Once qualified, you will be provided a username, password, a link to the Driver Swag website, and Swag tokens that you can use to make your free redemptions. All tokens will be deployed in WK14 and announced on the WK13 scorecard.

[Driver Swag Website](#)

Program Updated Qualifications: DSP Team must score "Fantastic Plus" on your weekly scorecard 4/6 weeks during this 6-week qualification period.

Existing Tokens Expire: 4/1/2023

Q1 Qualification Period: WK6 – WK11

Q1 Token Deployment: WK 14

Token Allotment: 1 Token per DA – Based on average DAs during qualification period.

If you have qualified for Driver Swag in any previous quarter please use the same login credentials. For any questions about the program please contact dsp@corp-imaging.com.

Delivery Associate Recognition Program

The Delivery Associate Recognition Program is designed to make every DA feel valued and

appreciated for their day-to-day efforts, while helping you coach your team by rewarding behaviors that positively impact your Scorecard metrics. This program awards top performers, recognizes extraordinary acts, and celebrates key (DSP facing) milestones through three pillars: Frontrunner Awards, Extra Mile Awards, and Milestone Awards. These program pillars are delivered by Amazon On-The-Road (OTR) teams in partnership with Delivery Service Partner (DSP) Owners, with the purpose of providing a more formalized and meaningful DA Recognition Program. Specifically, the Frontrunner Award highlights your high-performing DAs as outlined in the Scorecard, the Extra Mile Awards enables you to recognize your DAs that have gone above and beyond by submitting such actions via the Extra Mile Awards intake on the Support Hub (Select Delivery Associate Recognition) and the Milestone Awards aids in celebrating tenure achievements. For more information, please view the DA Recognition Program DSP Resource Guide

Questions?

- Discuss with your On-Road Area Manager.
- Leverage the resources in the links above.
- [Access DSP Support Hub](#)
- [Delivery Excellence Performance Program Guide](#)
- [Scorecard SOP](#)

DSP Scorecard

MANU at DCM2
Week 4
2023

Overall Standing: Great

Poor

Fair

Great

Fantastic

Fantastic Plus

Note: In order to earn a 'Fantastic' or 'Fantastic Plus' Overall Standing, you must achieve 'Fantastic' in Safety and Compliance. You can only achieve an Overall Standing less than or equal to your Safety and Compliance score.

Safety and Compliance: Great

i On-Road Safety Score*

i Safe Driving Metric

i Seatbelt-Off Rate

i Speeding Event Rate

i Sign/Signal Violations Rate

i Distractions Rate

i Following Distance Rate

Great

834 | Fantastic

22 events per 100 trips | Fair

7 events per 100 trips | Fantastic

Coming Soon

Coming Soon

Coming Soon

Compliance

(These metrics do not currently reflect all areas of DSP Compliance)

i Breach of Contract

Compliant

i Comprehensive Audit (CAS)

Compliant

i Working Hour Compliance

100.0% | Fantastic

Quality: Great

Customer Delivery Experience

i Customer Escalation Defect DPMO

i Customer Delivery Feedback

Great

39 | Great

96.90% | Great

i Delivery Completion Rate

100.00% | Fantastic

i Delivered and Received

40 | Great

Standard Work Compliance

Fantastic

i Photo-On-Delivery

98.12% | Fantastic

i Contact Compliance

100.00% | Fantastic

i Attended Delivery Accuracy

98.75% | Great

Team: Fantastic

i High Performers Share

72.91% | Great

i Low Performers Share

0.00% | Fantastic

i Tenured Workforce

97.75% | Fantastic

Recommended Focus Areas

1. Delivered and Received
2. Seatbelt-Off Rate
3. Customer Escalation Defect DPMO

Improving Delivered and Received, Seatbelt-Off Rate, and Customer Escalation Defect DPMO scores would improve your Overall Standing.

Current Week Tips

1. To increase DA affinity, stick to auto-assign recommendations.
2. Make sure that your drivers wear their seatbelts all the time, no matter how short the distance is between stops.
3. 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.

*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.

MANU at DCM2 - Week 4

DA Current Week Performance

Abbreviations Key		
SSVR: Sign/Signal Violations Rate	SOR: Seatbelt Off Rate	DR: Distractions Rate
DAR: Delivered and Received	DCR: Delivery Completion Rate	FDR: Following Distance Rate
CC: Contact Compliance	SER: Speeding Event Rate	POD: Photo-On-Delivery
CED: Customer Escalation Defect	CDF: Customer Delivery Feedback	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	CED	DCR	DAR	SWC-POD	SWC-CC	SWC-AD	DNRs	POD Opps.	CC Opps.
1	Ajanae Waters	A19EB44MOUBJ23	Fantastic	198		Coming Soon	0.0	0.0	Coming Soon	Coming Soon	Coming Soon	100.0%	0	100.0%	100	100.0%	Coming Soon	0	0	142	0
2	Cazhaun Lett-Mason	A109VIXU453A6R	Fantastic	557		850	0.0	0.0	Coming Soon	Coming Soon	Coming Soon	100.0%	0	100.0%	100	100.0%	100.0%	0	0	358	1
3	Doug Collins	AR3ZDQ0BAMH4N	Fantastic	113		Coming Soon	Coming Soon	Coming Soon	Coming Soon	Coming Soon	Coming Soon	100.0%	0	100.0%	100	100.0%	Coming Soon	0	0	68	0
4	Lucas Rankin	AISW3H7UTHKTQ	Fantastic	638		850	0.0	0.0	Coming Soon	Coming Soon	Coming Soon	100.0%	0	100.0%	100	100.0%	100.0%	0	0	344	2
5	Scott Harphant	A1CY8DDM65ARB8	Fantastic	347	POD	Coming Soon	0.0	0.0	Coming Soon	Coming Soon	Coming Soon	100.0%	0	100.0%	100	99.6%	Coming Soon	0	0	276	0
6	Jerry FarmerJr	A9USIAUJH7B31	Fantastic	380	POD	850	0.0	0.0	Coming Soon	Coming Soon	Coming Soon	Coming Soon	0	100.0%	100	99.6%	100.0%	0	0	237	2
7	Deslyn Martin	A1AZGUMN72LMLQ	Fantastic	572	POD	850	0.0	0.0	Coming Soon	Coming Soon	Coming Soon	100.0%	0	100.0%	100	99.5%	Coming Soon	0	0	390	0
8	Thomas Philbeck	A1PIGJ2PWF9AP3	Fantastic	227	POD	850	0.0	0.0	Coming Soon	Coming Soon	Coming Soon	Coming Soon	0	100.0%	100	99.4%	100.0%	0	0	175	2
9	Brandon Moses	A1NV61GM0V8E76	Fantastic	317	FICO	827	0.0	0.0	Coming Soon	Coming Soon	Coming Soon	100.0%	0	100.0%	100	100.0%	Coming Soon	0	0	242	0
10	Nino McWilliams	ANGMGGAGFGHEQ	Fantastic	539	FICO	812	0.0	0.0	Coming Soon	Coming Soon	Coming Soon	Coming Soon	0	100.0%	100	99.7%	Coming Soon	0	0	388	0
11	Early Conway	A1R6QZSHH66ZU4	Fantastic	328	FICO	803	0.0	0.0	Coming Soon	Coming Soon	Coming Soon	100.0%	0	100.0%	100	100.0%	Coming Soon	0	0	187	0
12	Damion Booth	ADU3AALIGCI62	Fantastic	791	POD	Coming Soon	0.0	0.0	Coming Soon	Coming Soon	Coming Soon	100.0%	0	99.9%	100	97.1%	100.0%	0	0	383	2
13	Tosha SuttonSwintLee	A32GX2XKCDZ2W1	Fantastic	755	POD	Coming Soon	0.0	0.0	Coming Soon	Coming Soon	Coming Soon	100.0%	0	100.0%	100	90.0%	100.0%	0	0	319	1
14	Trayshaun Foster	AQFVB274JWV2M	Fantastic	818	POD	Coming Soon	0.0	0.0	Coming Soon	Coming Soon	Coming Soon	100.0%	0	99.9%	100	94.9%	100.0%	0	0	572	1
15	Arbenita Demnika	A1WHUMFU1YHN7L	Fantastic	765	POD	Coming Soon	0.0	0.0	Coming Soon	Coming Soon	Coming Soon	100.0%	0	100.0%	100	91.0%	Coming Soon	0	0	510	0
16	Branden Grise	AOJWKEWVN2S99	Fantastic	667	SER	850	0.0	0.3	Coming Soon	Coming Soon	Coming Soon	100.0%	0	100.0%	100	99.2%	Coming Soon	0	0	377	0
17	David Oxley	A3KIFNHXXQ7IR3	Fantastic	763	DCR	850	0.0	0.0	Coming Soon	Coming Soon	Coming Soon	100.0%	0	99.2%	100	98.7%	100.0%	0	0	526	1
18	Quinton Malone	A005G8C9MBZQ0	Fantastic	498	DCR	Coming Soon	0.0	0.0	Coming Soon	Coming Soon	Coming Soon	100.0%	0	99.2%	100	98.6%	Coming Soon	0	0	209	0
19	Jessica Caldwell	A2SOL0L1KHZFN8	Fantastic	686	DCR	850	0.0	0.0	Coming Soon	Coming Soon	Coming Soon	Coming Soon	0	99.6%	100	98.9%	100.0%	0	0	441	1
20	Andrew Hinton	A2SPGW50C7XMT5	Fantastic	545	POD	801	0.0	0.0	Coming Soon	Coming Soon	Coming Soon	100.0%	0	100.0%	100	95.3%	Coming Soon	0	0	359	0
21	DeMiko Waters	AFKCIKJ4VLZLQ	Fantastic	156	DCR	850	0.0	0.0	Coming Soon	Coming Soon	Coming Soon	Coming Soon	0	99.4%	100	100.0%	100.0%	0	0	108	2
22	Anthony Rollings	A2M4PZPNBBOA6T	Fantastic	148	ADA	Coming Soon	Coming Soon	Coming Soon	Coming Soon	Coming Soon	Coming Soon	100.0%	0	100.0%	100	100.0%	Coming Soon	1	0	1	0
23	Andrew Hunter	A2C16E4SFRVDPV	Fantastic	778	DCR	802	0.0	0.0	Coming Soon	Coming Soon	Coming Soon	100.0%	0	99.6%	100	96.0%	100.0%	0	0	568	2
24	Kurt Kangas	A22LBFMWGMRPOM	Fantastic	310	DCR	850	0.0	0.0	Coming Soon	Coming Soon	Coming Soon	Coming Soon	0	99.4%	100	98.7%	Coming Soon	0	0	75	0
25	Elizabeth Tilton	A1SP16JL1F222E	Fantastic	281	SER	850	0.0	0.5	Coming Soon	Coming Soon	Coming Soon	100.0%	0	100.0%	100	100.0%	100.0%	0	0	205	1
26	Josh Vann	A12V0Y49FD3TMH	Fantastic	716	DCR	850	0.5	0.0	Coming Soon	Coming Soon	Coming Soon	Coming Soon	0	99.7%	100	99.0%	100.0%	0	0	506	3
27	Amy Rose	A2T96O6CHL7IAA	Fantastic	435	DCR	810	0.3	0.0	Coming Soon	Coming Soon	Coming Soon	100.0%	0	99.4%	100	100.0%	100.0%	0	0	316	5
28	Leakator RiveraPerez	A2CWDGPLAK987J	Fantastic	675	DAR	Coming Soon	0.0	0.0	Coming Soon	Coming Soon	Coming Soon	100.0%	0	100.0%	20	100.0%	100.0%	0	1	473	1
29	Dylan Borns	A3Q5F8U9HLYNRT	Fantastic	344	SOR	850	0.5	0.3	Coming Soon	Coming Soon	Coming Soon	100.0%	0	100.0%	100	96.6%	100.0%	0	0	261	1
30	John Ryan	A10P9XYPOGE2RG	Fantastic	184	DCR	Coming Soon	0.0	0.0	Coming Soon	Coming Soon	Coming Soon	Coming Soon	0	98.9%	100	97.1%	Coming Soon	0	0	136	0
31	Justin Yackamoui	A1G6847F6OUZZY	Fantastic	752	DAR	850	0.0	0.0	Coming Soon	Coming Soon	Coming Soon	100.0%	0	99.7%	20	99.8%	100.0%	0	1	510	1
32	Ashley Ward	A137JUXQ8X200F	Fantastic	149	DAR	850	0.0	0.0	Coming Soon	Coming Soon	Coming Soon	100.0%	0	100.0%	0	100.0%	Coming Soon	0	4	84	0
33	Gary Bobbitt	A19DRO60A74L08	Fantastic	396	DAR	Coming Soon	0.0	0.0	Coming Soon	Coming Soon	Coming Soon	100.0%	0	100.0%	0	100.0%	Coming Soon	0	1	283	0
34	Gary Owens	A1YTYIL128GUK9	Fantastic	188	POD	801	Coming Soon	Coming Soon	Coming Soon	Coming Soon	Coming Soon	Coming Soon	0	100.0%	100	94.9%	100.0%	0	0	137	2

MANU at DCM2 - Week 4

DA Current Week Performance

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CED: Customer Escalation Defect	CDF: Customer Delivery Feedback	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	CED	DCR	DAR	SWC-POD	SWC-CC	SWC-AD	DNRs	POD Opps.	CC Opps.
35	Zakary Tronc	A375CKNCH668MC	Fantastic	737	DAR	Coming Soon	0.0	0.3	Coming Soon	Coming Soon	Coming Soon	100.0%	0	100.0%	20	99.2%	Coming Soon	0	1	483	0
36	Dylan Leiter	A2U2P5IFWSTUPP	Fantastic	438	DAR	834	0.0	0.0	Coming Soon	Coming Soon	Coming Soon	100.0%	0	99.8%	0	98.2%	100.0%	0	1	276	2
37	Taylor Grooms	A1P0B9W7RDW6J7	Fantastic	329	CDF	Coming Soon	0.0	0.0	Coming Soon	Coming Soon	Coming Soon	72.3%	0	100.0%	100	100.0%	Coming Soon	0	0	220	0
38	Scott Moses	A3N873MJ7BAVD8	Fantastic	312	DAR	Coming Soon	0.0	0.0	Coming Soon	Coming Soon	Coming Soon	Coming Soon	0	100.0%	0	99.2%	Coming Soon	0	1	238	0
39	Chad Detamore	A3FXD94ANL6ICH	Fantastic	366	CDF	Coming Soon	0.0	0.0	Coming Soon	Coming Soon	Coming Soon	85.1%	0	100.0%	100	96.3%	Coming Soon	0	0	246	0
40	Tavaughn Johnson	A29ZNLQAJ2DFZP	Fantastic	322	DCR	Coming Soon	0.3	0.0	Coming Soon	Coming Soon	Coming Soon	100.0%	0	89.4%	100	100.0%	Coming Soon	1	0	4	0
41	Christopher Brenner	A2HB5CV0VRBMAC	Fantastic	528	DAR	822	0.0	0.5	Coming Soon	Coming Soon	Coming Soon	100.0%	0	100.0%	0	98.6%	100.0%	0	2	359	1
42	Shawndista Caldwell	A1JK5GZAJ89OYK	Great	29	DCR	850	Coming Soon	Coming Soon	Coming Soon	Coming Soon	Coming Soon	Coming Soon	0	93.5%	100	87.5%	Coming Soon	0	0	24	0
43	Cody Bourquin	A37HSNK0TC8T54	Great	725	POD	Coming Soon	0.5	0.3	Coming Soon	Coming Soon	Coming Soon	Coming Soon	0	100.0%	100	96.4%	Coming Soon	0	0	466	0
44	Keilo Lawson	A2J84IIIRUUAKB	Great	280	SOR	Coming Soon	1.5	0.0	Coming Soon	Coming Soon	Coming Soon	Coming Soon	0	100.0%	100	99.5%	100.0%	0	0	189	1
45	Zion Jones	A3JFD4EVNG75R2	Great	337	SER	Coming Soon	0.0	0.5	Coming Soon	Coming Soon	Coming Soon	100.0%	0	100.0%	100	100.0%	Coming Soon	0	0	188	0
46	Serenity Anderson	A1K4BECEZ3HOT6	Great	560	SOR	Coming Soon	1.0	0.0	Coming Soon	Coming Soon	Coming Soon	100.0%	0	99.8%	100	99.5%	Coming Soon	0	0	382	0
47	Jacob Mellon	A368BONJS2VG5F	Great	554	SOR	Coming Soon	2.0	0.0	Coming Soon	Coming Soon	Coming Soon	100.0%	0	99.6%	100	99.4%	100.0%	0	0	351	4
48	Kaitlyn Carter	A2ZU07MC459CUT	Great	452	DCR	812	2.0	0.0	Coming Soon	Coming Soon	Coming Soon	100.0%	0	96.0%	100	100.0%	100.0%	0	0	241	3
49	Donnie Todd	ADJTPGZYER2BN	Great	65	DAR	850	0.0	0.0	Coming Soon	Coming Soon	Coming Soon	Coming Soon	0	98.5%	0	100.0%	100.0%	0	1	50	3
50	Stephen Grocejr	A22YHEBVJXK105	Great	594	DAR	Coming Soon	0.0	0.7	Coming Soon	Coming Soon	Coming Soon	Coming Soon	0	100.0%	20	96.2%	100.0%	0	1	442	1
51	Kaivan Carter	A2BUN0LDT3N7V4	Great	855	CDF	Coming Soon	2.7	0.0	Coming Soon	Coming Soon	Coming Soon	87.6%	0	99.7%	100	99.2%	Coming Soon	0	0	589	0
52	Mario Torres	A1DDM086JW6CTT	Great	426	CDF	Coming Soon	0.0	0.0	Coming Soon	Coming Soon	Coming Soon	87.4%	0	100.0%	0	94.6%	Coming Soon	0	5	223	0
53	Curtis McClelland	AN373RQUJP69N	Great	49	DCR	Coming Soon	Coming Soon	Coming Soon	Coming Soon	Coming Soon	Coming Soon	Coming Soon	0	94.2%	100	97.8%	100.0%	0	0	45	1
54	Durron Harris	A1P7M837NFNZW4	Poor	748	DAR	Coming Soon	0.0	0.0	Coming Soon	Coming Soon	Coming Soon	Coming Soon	1	99.7%	0	100.0%	100.0%	0	2	502	1

MANU at DCM2 - Week 4

DA Trailing 6-Week Performance

Drivers ranked by overall score, descending.				Safety - metrics (except FICO) are measured as events per trip at DA level													Weeks			
#	Name	Transporter ID	Average Tier	Fico Score	Seatbelt Off Rate	Speeding Event Rate	Distractions Rate	Following Distance Rate	Sign/Signal Violations Rate	CDF	DCR	DAR	SWC-POD	SWC-CC	SWC-AD	High/Low Performer Status	Fant.	Great	Fair	Poor
1	Thomas Philbeck	A1PIGJ2PWF9AP3	Fantastic	850	0.0	0.0	Coming Soon	Coming Soon	Coming Soon	Coming Soon	100.0%	100	99.9%	100.0%	0	High Performer	6	0	0	0
2	Kurt Kangas	A22LBFMWGRPOM	Fantastic	850	0.0	0.0	Coming Soon	Coming Soon	Coming Soon	Coming Soon	99.8%	100	99.6%	Coming Soon	0	High Performer	4	1	0	0
3	Josh Vann	A12V0Y49FD3TMH	Fantastic	842	0.0	0.0	Coming Soon	Coming Soon	Coming Soon	Coming Soon	100.0%	88	99.4%	100.0%	0	High Performer	4	2	0	0
4	Justin Yackamouih	A1G6847F6OUZZY	Fantastic	850	0.0	0.0	Coming Soon	Coming Soon	Coming Soon	100.0%	99.9%	86	99.3%	100.0%	0	High Performer	6	0	0	0
5	Dylan Borns	A3Q5F8U9HLYNRT	Fantastic	850	0.0	0.0	Coming Soon	Coming Soon	Coming Soon	100.0%	99.9%	100	95.8%	100.0%	0	High Performer	5	1	0	0
6	Trayshaun Foster	AQFVB274JWV2M	Fantastic	Coming Soon	0.0	0.0	Coming Soon	Coming Soon	Coming Soon	100.0%	100.0%	84	96.9%	100.0%	0	High Performer	5	1	0	0
7	Arbenita Demnika	A1WHUMFU1YHN7L	Fantastic	Coming Soon	0.0	0.0	Coming Soon	Coming Soon	Coming Soon	100.0%	100.0%	100	93.1%	Coming Soon	0	No Status (<4 wks)	2	0	0	0
8	Cazhaun Lett-Mason	A109VIXU453A6R	Fantastic	848	0.0	0.0	Coming Soon	Coming Soon	Coming Soon	100.0%	99.7%	84	100.0%	100.0%	0	High Performer	6	0	0	0
9	Brandon Moses	A1NV61GMOV8E76	Fantastic	832	0.0	0.0	Coming Soon	Coming Soon	Coming Soon	100.0%	99.6%	84	99.2%	100.0%	0	High Performer	4	1	0	0
10	Tosha SuttonSwintLee	A32GX2KCDZ2W1	Fantastic	850	0.0	0.0	Coming Soon	Coming Soon	Coming Soon	100.0%	100.0%	75	73.1%	100.0%	0	High Performer	6	0	0	0
11	Lucas Rankin	AISW3H7UTHKTQ	Fantastic	850	0.0	0.0	Coming Soon	Coming Soon	Coming Soon	100.0%	99.2%	88	99.8%	100.0%	0	High Performer	6	0	0	0
12	DeMiko Waters	AFKCIKJ4VLZLQ	Fantastic	850	0.0	0.0	Coming Soon	Coming Soon	Coming Soon	Coming Soon	99.4%	100	100.0%	100.0%	0	No Status (<4 wks)	1	0	0	0
13	Scott Harphant	A1CY8DDM65ARB8	Fantastic	850	0.0	0.0	Coming Soon	Coming Soon	Coming Soon	100.0%	99.8%	84	99.4%	75.0%	0	High Performer	6	0	0	0
14	Jerry FarmerJr	A9USIAUJH7B31	Fantastic	783	0.0	0.0	Coming Soon	Coming Soon	Coming Soon	Coming Soon	100.0%	86	98.4%	100.0%	0	High Performer	5	1	0	0
15	Jessica Caldwell	A2SLOL1KHZFNB	Fantastic	841	0.0	0.0	Coming Soon	Coming Soon	Coming Soon	Coming Soon	99.8%	74	99.4%	100.0%	0	High Performer	5	1	0	0
16	Zakary Tronc	A375CKNCH668MC	Fantastic	Coming Soon	0.0	0.0	Coming Soon	Coming Soon	Coming Soon	100.0%	99.9%	47	99.5%	100.0%	0	Normal Performer	3	2	0	0
17	Early Conway	A1R6QZSHH66ZU4	Fantastic	799	0.0	0.0	Coming Soon	Coming Soon	Coming Soon	100.0%	98.8%	100	99.8%	100.0%	0	No Status (<4 wks)	2	1	0	0
18	David Oxley	A3KIFNHXXQ7IR3	Fantastic	842	0.0	0.0	Coming Soon	Coming Soon	Coming Soon	100.0%	99.1%	78	99.2%	100.0%	0	High Performer	5	1	0	0
19	Deslyn Martin	A1AZGUMN72LMLQ	Fantastic	839	0.0	0.0	Coming Soon	Coming Soon	Coming Soon	100.0%	99.9%	46	98.9%	100.0%	0	High Performer	5	1	0	0
20	Elizabeth Tilton	A1SP16JL1F222E	Fantastic	850	0.0	0.0	Coming Soon	Coming Soon	Coming Soon	100.0%	99.8%	40	99.4%	100.0%	0	High Performer	5	1	0	0
21	Andrew Hunter	A2C16E4SFRVDPV	Fantastic	768	0.0	0.0	Coming Soon	Coming Soon	Coming Soon	100.0%	99.8%	79	97.3%	100.0%	0	High Performer	6	0	0	0
22	Cody Bourquin	A37HSNK0TC8T54	Fantastic	Coming Soon	0.0	0.0	Coming Soon	Coming Soon	Coming Soon	Coming Soon	100.0%	52	98.7%	Coming Soon	0	High Performer	4	1	0	0
23	Damion Booth	ADU3AALIGCI62	Fantastic	Coming Soon	0.0	0.0	Coming Soon	Coming Soon	Coming Soon	100.0%	99.4%	87	96.7%	89.7%	0	High Performer	6	0	0	0
24	Nino McWilliams	ANGMGGAGFGHEQ	Fantastic	831	0.0	0.0	Coming Soon	Coming Soon	Coming Soon	Coming Soon	100.0%	48	99.7%	100.0%	0	High Performer	5	1	0	0
25	Dylan Leiter	A2U2P5IFWSTUPP	Fantastic	840	0.0	0.0	Coming Soon	Coming Soon	Coming Soon	100.0%	99.9%	20	97.8%	100.0%	0	High Performer	5	1	0	0
26	Amy Rose	A2T96O6CHL7IAA	Fantastic	844	0.0	0.0	Coming Soon	Coming Soon	Coming Soon	100.0%	99.7%	20	100.0%	100.0%	0	High Performer	5	1	0	0
27	Branden Grise	AOJWKEWVN2S99	Fantastic	807	0.0	0.0	Coming Soon	Coming Soon	Coming Soon	100.0%	99.9%	40	98.9%	60.0%	0	High Performer	6	0	0	0
28	Scott Moses	A3N873MJ7BAVD8	Fantastic	Coming Soon	0.0	0.0	Coming Soon	Coming Soon	Coming Soon	Coming Soon	98.6%	76	98.9%	100.0%	0	High Performer	4	2	0	0
29	Ajanae Waters	A19EB44MOUBJ23	Fantastic	850	0.0	0.0	Coming Soon	Coming Soon	Coming Soon	100.0%	99.7%	20	95.2%	100.0%	0	High Performer	4	2	0	0
30	Keilo Lawson	A2J84IIIRUUAKB	Fantastic	840	0.0	0.0	Coming Soon	Coming Soon	Coming Soon	Coming Soon	98.0%	100	99.0%	83.3%	0	Normal Performer	2	4	0	0
31	Leakator RiveraPerez	A2CWDGPLAK987J	Fantastic	742	0.0	0.0	Coming Soon	Coming Soon	Coming Soon	100.0%	99.9%	20	99.9%	50.0%	0	High Performer	5	0	0	0
32	Gary Owens	A1YTYIL128GUK9	Fantastic	801	Coming Soon	Coming Soon	Coming Soon	Coming Soon	Coming Soon	Coming Soon	100.0%	100	94.9%	100.0%	0	No Status (<4 wks)	1	0	0	0
33	John Ryan	A1OP9XYPOGE2RG	Fantastic	Coming Soon	0.0	0.0	Coming Soon	Coming Soon	Coming Soon	Coming Soon	99.7%	59	95.6%	0.0%	0	High Performer	4	2	0	0
34	Andrew Hinton	A2SPGW50C7XMT5	Fantastic	800	0.0	0.0	Coming Soon	Coming Soon	Coming Soon	100.0%	98.0%	50	93.4%	Coming Soon	0	Normal Performer	1	5	0	0
35	Durron Harris	A1P7M837NFNZW4	Fantastic	Coming Soon	0.0	0.0	Coming Soon	Coming Soon	Coming Soon	Coming Soon	99.9%	0	99.7%	100.0%	0	High Performer	4	0	0	1
36	Shawndista Caldwell	A1JK5GZAJ89OYK	Fantastic	849	0.0	0.0	Coming Soon	Coming Soon	Coming Soon	Coming Soon	89.0%	100	98.1%	Coming Soon	0	No Status (<4 wks)	2	1	0	0
37	Doug Collins	AR3ZDQ0BAMH4N	Fantastic	Coming Soon	Coming Soon	Coming Soon	Coming Soon	Coming Soon	Coming Soon	100.0%	99.9%	20	100.0%	100.0%	0	High Performer	5	1	0	0
38	Serenity Anderson	A1K4BECEZ3HOT6	Fantastic	850	0.0	0.0	Coming Soon	Coming Soon	Coming Soon	100.0%	96.4%	20	98.4%	100.0%	0	Normal Performer	3	2	0	1
39	Kaivan Carter	A2BUN0LDT3N7V4	Fantastic	Coming Soon	0.0	0.0	Coming Soon	Coming Soon	Coming Soon	87.6%	100.0%	80	94.9%	93.9%	0	High Performer	4	2	0	0

MANU at DCM2 - Week 4

DA Trailing 6-Week Performance

Drivers ranked by overall score, descending.				Safety - metrics (except FICO) are measured as events per trip at DA level													Weeks			
#	Name	Transporter ID	Average Tier	Fico Score	Seatbelt Off Rate	Speeding Event Rate	Distractions Rate	Following Distance Rate	Sign/Signal Violations Rate	CDF	DCR	DAR	SWC-POD	SWC-CC	SWC-AD	High/Low Performer Status	Fant.	Great	Fair	Poor
40	Ashley Ward	A137JUXQ8X200F	Fantastic	847	0.0	0.0	Coming Soon	Coming Soon	Coming Soon	100.0%	97.2%	0	96.9%	100.0%	0	High Performer	5	1	0	0
41	Kaitlyn Carter	A2ZU07MC459CUT	Fantastic	827	1.0	0.0	Coming Soon	Coming Soon	Coming Soon	100.0%	94.2%	100	98.9%	100.0%	0	High Performer	4	2	0	0
42	Anthony Rollings	A2M4PZPNBBOA6T	Fantastic	Coming Soon	Coming Soon	Coming Soon	Coming Soon	Coming Soon	Coming Soon	100.0%	99.8%	20	100.0%	100.0%	1	Normal Performer	3	2	0	0
43	Tavaughn Johnson	A29ZNLQAJ2DFZP	Fantastic	Coming Soon	0.0	0.0	Coming Soon	Coming Soon	Coming Soon	100.0%	90.9%	0	100.0%	100.0%	1	Normal Performer	2	3	0	0
44	Donnie Todd	ADJTPGZYER2BN	Fantastic	845	0.0	0.0	Coming Soon	Coming Soon	Coming Soon	Coming Soon	96.9%	40	99.1%	100.0%	0	High Performer	4	2	0	0
45	Zion Jones	A3JFD4EVNG75R2	Great	Coming Soon	1.0	0.0	Coming Soon	Coming Soon	Coming Soon	100.0%	99.8%	20	99.7%	Coming Soon	0	Normal Performer	2	3	1	0
46	Jacob Mellon	A368BONJS2VG5F	Great	Coming Soon	1.0	0.0	Coming Soon	Coming Soon	Coming Soon	100.0%	98.1%	100	99.2%	95.0%	0	No Status (<4 wks)	1	2	0	0
47	Quinton Malone	A005G8C9MBZQ0	Great	Coming Soon	0.0	1.0	Coming Soon	Coming Soon	Coming Soon	100.0%	99.3%	78	98.2%	100.0%	0	Normal Performer	1	2	2	0
48	Stephen Grocejr	A22YHEBVJXK105	Great	850	0.0	0.0	Coming Soon	Coming Soon	Coming Soon	Coming Soon	92.2%	42	96.1%	100.0%	0	Normal Performer	1	4	1	0
49	Christopher Brenner	A2HB5CVOVRBMAC	Great	839	0.0	1.0	Coming Soon	Coming Soon	Coming Soon	100.0%	99.8%	20	98.6%	100.0%	0	High Performer	4	1	0	1
50	Mario Torres	A1DDM086JW6CTT	Great	Coming Soon	0.0	0.0	Coming Soon	Coming Soon	Coming Soon	87.4%	99.6%	0	95.0%	0.0%	0	Normal Performer	2	4	0	0
51	Taylor Grooms	A1POB9W7RDW6J7	Great	Coming Soon	1.0	0.0	Coming Soon	Coming Soon	Coming Soon	72.3%	100.0%	40	99.8%	100.0%	0	Normal Performer	1	4	0	1
52	Gary Bobbitt	A19DRO60A74L08	Great	827	1.0	0.0	Coming Soon	Coming Soon	Coming Soon	100.0%	96.2%	0	99.7%	90.0%	0	High Performer	4	2	0	0
53	Chad Detamore	A3FXD94ANL6ICH	Great	850	0.0	0.0	Coming Soon	Coming Soon	Coming Soon	85.1%	91.8%	20	95.0%	100.0%	0	Normal Performer	3	3	0	0
54	Curtis McClelland	AN373RQUJP69N	Fair	Coming Soon	Coming Soon	Coming Soon	Coming Soon	Coming Soon	Coming Soon	Coming Soon	88.0%	0	98.4%	100.0%	0	Normal Performer	3	3	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 weighting 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. **37.5%**
- 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. **2.5%**
- 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. **7.0%**
- 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. **7.0%**
- 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, and stop 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. **7.0%**
- 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. **7.0%**
- 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). **7.0%**

Compliance

- i Breach of Contract:** Breach of Contract indicates whether your organization has been issued a Breach of Contract (BOC) Notice due to 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 amzlcompliance@amazon.com.
- i Comprehensive Audit:** The Comprehensive Audit is a measurement of DSP/Driver Eligibility, DSP Operations, Safety, Wages & Benefits, DSP Management, and Working Hours (all controls measuring compliance to 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 your safety and success and achieving our compliance standards is required. 'In Compliance' is earned by achieving a 90 or higher on your latest Compliance Audit and not having an outstanding breach of contract. You are required to earn an 'In Compliance' on your Comprehensive Audit to be eligible for an Overall Standing of 'Fantastic' or 'Fantastic Plus'.
- i Working Hours Compliance (WHC):** Metric based on continuous monitoring of a DSP's compliance with working hour requirements established by Amazon Supply Chain Standards, AMZL business policy, and prevailing law. This includes compliance with: Daily and weekly working hour thresholds; Maximum permissible consecutive workdays; and Minimum required rest between shifts. DSPs that achieve a Fantastic WHC score typically achieve 100% compliance for Working Hours for the week. **5.0%**

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>i</i>	Delivered and Received (DAR): A measure of the Delivered-Not-Received rate adjusted for the crime index of the specific delivery areas for the week. The metric is scaled from a score of 0 (worst) to 100 (best). DSPs and DAs who earn Fantastic for DAR typically achieve a DAR of 70 or higher.	10.0%
	Standard Work Compliance (SWC): The average of POD Compliance Score, Contact Compliance Score, and Attended Delivery Accuracy Score. See below.	7.5%
<i>i</i>	Photo-on-Delivery Compliance (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 Compliance typically achieve 98.0% or better.	2.5%
<i>i</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 or NSL as the total opportunities (denominator). DSPs and DAs who earn Fantastic for Contact Compliance typically achieve 99.5%.	2.5%
<i>i</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>i</i>	Customer Delivery Feedback: The 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. Refer to the metric deep dive guide for more details.	5.0%
	Note: CDF only includes 'DA Controllable' feedback.	
<i>i</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>i</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>i</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>i</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.