

Contact Compliance

Audience: All NA DSPs
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How do we define Contact Compliance?

Contact Compliance: The share of deliveries where the driver attempted a call or text to the customer through the Amazon Delivery App divided by the count of deliveries where the driver experienced Unable to Access (UTA), Unable to Locate (UTL), or No Secure Location (NSL) issues. DSPs and DAs who earn Fantastic for Contact Compliance typically achieve above 99.5%.

Calculation Details

- A driver receives credit for a call when they attempt a call, even if the customer doesn't answer.
- A driver receives credit for a call/text whether it leads to a successful delivery or not.
- For an address with multiple packages or deliveries, only one call/text is needed to get credit for this metric.
- A driver only receives credit for a call or text if they make it through the Amazon Delivery Device (rather than through another device). If they make a call or text through their personal phone it will NOT credit them with a contact attempt. Drivers should never contact the customer through their personal phone and instead should only use the Amazon Delivery Device to contact the customer (for this circumstance or any other).

Tips for Success:

- ✓ Remind your drivers that contacting the customer is an important way to achieve higher scores on other scorecard metrics; Contacting the customer will help them complete deliveries when they otherwise couldn't find or access the address (improving Delivery Completion Rate) or finding a secure location to leave the package, reducing the chance it gets stolen (improving DAR).

FAQs

What does it mean if the Contact Compliance metric is blank for one of my drivers?	It means that the driver did not have any contact opportunities that week. In this case, Contact Compliance is not factored into their Driver Standing for the week.
Does texting the customer prior to calling impact Contact Compliance?	A driver receives credit if they call OR text. Calling after texting is encouraged if it helps complete the delivery, but it is not required and does not impact your Contact Compliance metric.
Does calling Shipping and Delivery Support (SDS) impact Contact Compliance?	No, calling SDS does not credit or impact your Contact Compliance. To get credit you need to call or text the customer.
If I contact customer using my own device (not the Amazon Delivery Device), do I get credit for the contact?	No, you must call/text from the Amazon Delivery Device device to get credit.