

DAR (Delivered and Received)

What is the metric?

Delivered and Received (DAR): DAR measures the Delivered-Not-Received (DNR) rate that is adjusted for crime based on your specific delivery areas for the week. The metric is scaled from a score of 0 (worst) to 100 (best). Delivery Service Partner (DSPs) and Delivery Associates (DAs) who earn Fantastic for DAR typically achieve a DAR of 70 or higher.

Thresholds:

Poor	Fair	Great	Fantastic
0	0.01-39.99	40-69.99	70-100

What is the metric?

Delivered and Received (DAR): DAR measures the Delivered-Not-Received (DNR) rate that is adjusted for crime based on your 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.

IMPORTANT TO KNOW

DNRs represent actual customers that contacted Amazon indicating they did not get their package.

Identify who to Coach:

You can identify which DAs had DNR opportunities on the DA Current View page of the scorecard. The "Concessions" supplementary report allows you to deep dive DA-level opportunities and reason codes.

Coaching Best Practices:

- ✓ Coach your DAs to deliver packages to secure locations.
- ✓ Remind DAs to call the customer if they cannot find a secure location.
- ✓ Select the right reason code; "Delivered to Household Member" should only be used when the packaged is directly handed to a recipient. Amazon tells customers when their package was delivered and will let customers know it was handed to a resident. This can be confusing and alarming for customers if they are not home and may cause them to contact Amazon.
- ✓ Always take a picture when prompted. This helps customers find the safe location of their package!

Metric Details:

- DNRs are only included for packages marked as delivered 45 days or less from when the customer called in to report the concessions.
- The logic does not hold DAs accountable for DNRs from remote deliveries.
- DNRs in the Scorecard may not match other data sources as we've updated the logic to be more fair. For example, we exclude remote deliveries from counting against your score.
- DNRs are excluded if there is no delivered attempt.
- The score is adjusted for crime based on your specific delivery areas each week.

How to Achieve Fantastic:

- ✓ To achieve a high (i.e. Fantastic) DAR score, continue coaching DAs to deliver packages to secure locations.
- ✓ Remind DAs to call the customer if they cannot find a secure location.

FAQs	
What does a 0 score mean?	Your DAs' DNRs or customer concessions were too high. See the DA page to coach DSPs.
What is a secure location?	Secure places are those which are not visible from the street, have little foot traffic, and are protected from weather. Some examples of a secure location: behind a pillar on the customer's porch, etc. Use a weather bag to protect package from inclement weather.

Keys to Success

Tips for DAs

- 1) **Make sure you are at the correct address.** Compare the address displayed in your app to both the package label AND the physical address on the building.
- 2) **Check the labels in a multiple package stop.** Do not assume that multiple packages in a stop are bound for the same address as sometimes a single stop may have packages going to different addresses.
- 3) **Knock on the door using your Amazon Delivery Device (to avoid direct contact) between 8am and 8pm.** Customers like to know their package has arrived and delivering directly to a person helps prevent porch theft. If the delivery is a Scheduled Delivery and the delivery slot is before 8am, please knock on the door and ring the bell to alert the customer to the delivery.
- 4) **When delivering to the customer directly, verify the name.** If someone other than the customer or household members says they can accept the package, ask for their first and last name, enter it into the Amazon Delivery App, and get a signature. This does not apply as long as COVID protocols provide a different guidance.
- 5) **Delivering directly to the customer is the best option.** When that is not available, deliver to the front door in a location that is protected from weather and hidden from view. Do not deliver to common spaces like lobbies, mailrooms or leasing offices if you are able to deliver to the customer or customer's door.
- 6) **Follow the customer's delivery instructions when safe and secure.** Customers may leave delivery instructions in the Amazon Delivery App or at their front door. Follow the customer's instructions if it is safe to do so. If the instructions ask you to place the package in an unsecure location, call the customer to confirm.
- 7) **Never deliver to a customer's mailbox.** Mailboxes are for the Postal Service only and any Amazon Logistics packages may be confiscated by the Postal Service as it is a federal offense.
- 8) **Scan the delivered packages with the right reason codes.** Customers receive notification of the types of scans you make, which helps them locate the package (e.g. delivered to front door). They will notice and escalate inaccurate scan reason codes.
- 9) **Take Photo of Delivery (POD) for all applicable deliveries.** Take a clear POD of the package when applicable, including its surroundings, which will help the customer locate it.