

## PERFORMANCE RANKING

- The Hub Service Scorecard (**Exhibit M**) evaluates carrier performance on the following criteria:
  - Service Measures - On-time Delivery to the stores on the scheduled delivery day and within the delivery window. The standard store delivery window is from 10:00AM - 3:00PM
  - Reporting Measures - Timely and accurate receipt of the OS&D Report/Return Form
- The Hub Service Scorecard is completed and distributed to the carriers on a weekly basis

### EXHIBIT M



**Hub Service Scorecard**

Requested Date: 1/6/2024

**Week 1**  
 Begins: 12/31/23  
 Ends: 1/6/24

Carrier Code	Hub #	Hub Carrier	Lane	Service Measures				Reporting Measures				
				Current			Year-to-Date		Current		Year-to-Date	
				On-Time Store Delivery	Primary Service Failure Reason Code	Stores Impacted by Delays	YTD On-Time Store Delivery	YTD Stores Impacted by Delays	Earned Points On-Time Report Submission	Percentage of Points Earned	YTD Earned Points On-Time Report Submission	YTD Points Available
				100.00%	0	0	100.00%	0	0	100.00%	0	0
				100.00%	0	0	100.00%	0	0	100.00%	0	0
				100.00%	0	0	100.00%	0	0	100.00%	0	0
				100.00%	0	0	100.00%	0	0	100.00%	0	0
				100.00%	0	0	100.00%	0	0	100.00%	0	0
				100.00%	0	0	100.00%	0	0	100.00%	0	0
				100.00%	0	0	100.00%	0	0	100.00%	0	0
				100.00%	0	0	100.00%	0	0	100.00%	0	0
				100.00%	0	0	100.00%	0	0	100.00%	0	0
				100.00%	0	0	100.00%	0	0	100.00%	0	0
				100.00%	0	0	100.00%	0	0	100.00%	0	0
				100.00%	0	0	100.00%	0	0	100.00%	0	0
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				100.00%	0	0	100.00%	0	0	100.00%	0	0
				100.00%	0	0	100.00%	0	0	100.00%	0	0
				100.00%	0	0	100.00%	0	0	100.00%	0	0
				100.00%	0	0	100.00%	0	0	100.00%	0	0
				100.00%	0	0	100.00%	0	0	100.00%	0	0
				100.00%	0	0	100.00%	0	0	100.00%	0	0