

Certified SILVER ✓

Scorecard Q4 - 2022

eZopen
Carrier Marketplace

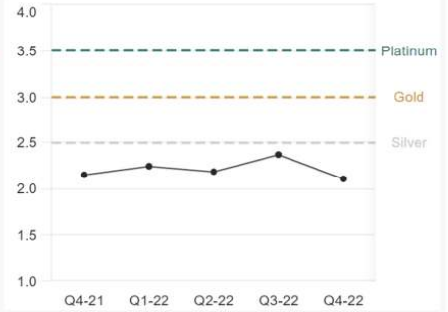
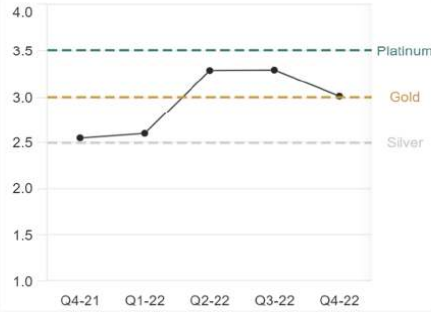
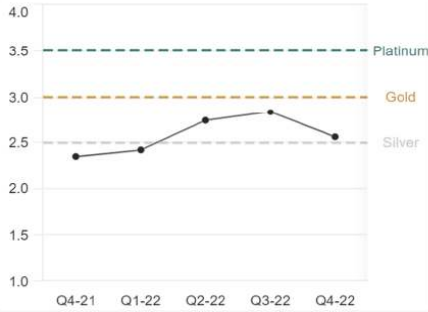
Overall



Reliability

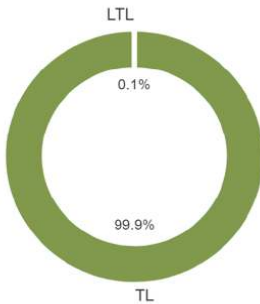


Service



Bucket	Q	Metric	Q	Q4-22 Results	Q4-22 Score	vs Prior Quarter	Quartile 1	Quartile 2	Quartile 3
SERVICE		On Time to Delivery Plan		80.48%	2.2	-0.4 ▼	92.3%	85.0%	73.8%
SERVICE		On Time to Pick Plan		70.21%	2.0	-0.1 ▼	90.1%	79.4%	62.9%
RELIABILITY		Giveback Percentage		1.43%	2.0	-0.6 ▼	0.0%	0.2%	2.9%
RELIABILITY		Primary Tender Acceptance		96.85%	4.0	0.0 ►	93.2%	82.7%	57.9%
COST		Primary Carrier Rate Index Delta		-7.86%	3.8	0.5 ▲	-5.5%	4.4%	15.2%
COST		Spot Market Rate Index Delta		-10.05%	1.8	-0.2 ▼	-22.5%	-15.7%	-6.5%

Mode Mix



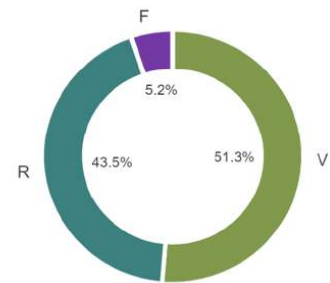
IM = Intermodal, LTL = Less Than Truckload, TL = Truckload

Rate Mix



P = Primary, B = Backup, S = Other, O = Other / Manual

Equipment Mix

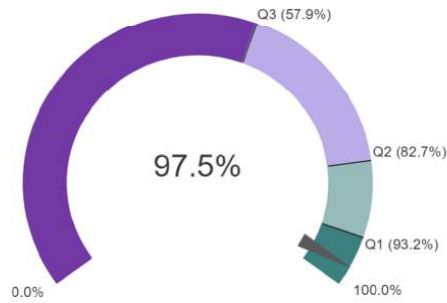


V = Van, R = Reefer, F = Flatbed, B = Bulk, C = Container

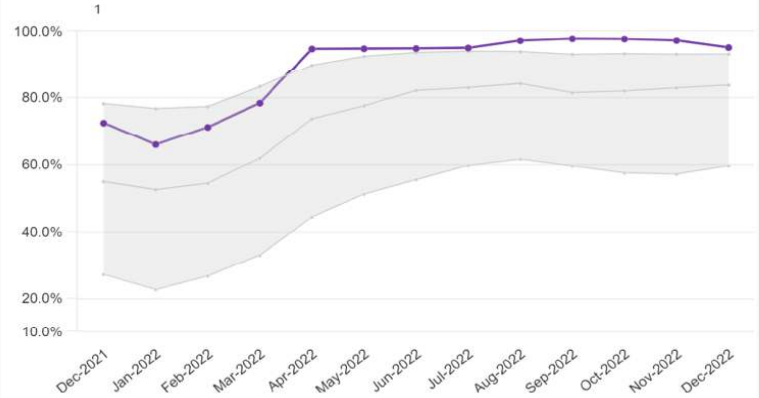
Pick Month	Q	Tenders	Loads	Shippers	Payable Total (USD)	Payable Linehaul (USD)	Payable Fuel (USD)	Payable Accessorials (USD)
Totals		42,709	32,911	48	\$104,054,491	\$81,598,336	\$15,904,131	\$6,552,024
Dec-2022		1,799	1,690	31	\$4,462,759	\$3,482,471	\$857,267	\$123,021
Nov-2022		2,165	2,097	32	\$5,813,719	\$4,277,365	\$1,195,595	\$340,759
Oct-2022		2,215	2,104	34	\$6,015,359	\$4,436,474	\$1,160,820	\$418,064
Sep-2022		2,212	2,123	34	\$6,322,851	\$4,809,440	\$1,040,470	\$472,941
Aug-2022		2,432	2,340	34	\$7,121,400	\$5,504,290	\$1,205,119	\$411,992
Jul-2022		2,662	2,497	35	\$7,401,539	\$5,738,128	\$1,332,704	\$330,706
Jun-2022		2,824	2,582	34	\$7,906,756	\$6,022,198	\$1,547,295	\$337,264
May-2022		3,010	2,673	37	\$8,470,256	\$6,525,316	\$1,529,488	\$415,452
Apr-2022		3,265	2,893	38	\$10,012,373	\$7,810,509	\$1,615,819	\$586,045
Mar-2022		4,269	2,997	37	\$10,393,757	\$8,279,938	\$1,365,986	\$747,833
Feb-2022		4,871	2,807	38	\$9,714,342	\$7,923,580	\$1,065,447	\$725,315
Jan-2022		5,725	3,003	39	\$10,201,574	\$8,414,057	\$957,590	\$829,927
Dec-2021		5,260	3,105	41	\$10,217,806	\$8,374,570	\$1,030,532	\$812,705

Primary Tender Acceptance

Q4-22 Performance



Trended Performance



Impact by Shipper (Top 10)

Shipper	Q	% Impact	+/-	Scope	Metric	vs Prior Quarter
SHIPPER 1		4.0%	+	552	100.0%	0.2% ▲
SHIPPER 2		2.0%	+	396	95.5%	-4.5% ▼
SHIPPER 3		1.9%	+	266	100.0%	0.0% ▲
SHIPPER 4		1.9%	+	255	100.0%	0.4% ▲
SHIPPER 5		0.7%	+	93	100.0%	5.0% ▲
SHIPPER 6		0.5%	+	111	94.5%	66.6% ▲
SHIPPER 7		0.4%	+	61	100.0%	0.0% ▲
SHIPPER 8		0.4%	+	65	98.5%	7.0% ▲
SHIPPER 9		0.4%	+	56	98.2%	-1.8% ▼
SHIPPER 10		0.4%	+	50	100.0%	0.0% ▲

Impact by Region

Origin Region	Q	% Impact	+/-	Scope	Metric	vs Prior Quarter
North East		5.4%	+	738	99.2%	3.9% ▲
Central		3.0%	+	496	96.8%	1.2% ▲
South West		2.3%	+	421	94.6%	-5.0% ▼
West		2.0%	+	280	100.0%	0.2% ▲
South East		2.0%	+	297	98.3%	1.3% ▲
North West		0.3%	+	142	87.1%	-12.9% ▼
Mid West		0.1%	-	16	66.7%	-13.3% ▼
Canada		0.0%	+	2	100.0%	0.0% ▲

Impact by Lane (Top 25)

Lane	Q	% Impact	+/-	Scope	Metric	vs Prior Quarter
LANE 1		1.0%	+	143	100.0%	0.0% ▲
LANE 2		0.8%	+	106	100.0%	0.0% ▲
LANE 3		0.7%	+	92	100.0%	-
LANE 4		0.6%	+	79	100.0%	0.0% ▲
LANE 5		0.6%	+	77	100.0%	0.0% ▲
LANE 6		0.5%	+	72	100.0%	0.0% ▲
LANE 7		0.5%	+	61	100.0%	0.0% ▲
LANE 8		0.4%	+	65	100.0%	0.0% ▲
LANE 9		0.3%	+	45	100.0%	0.0% ▲
LANE 10		0.3%	+	62	96.5%	-3.5% ▼
LANE 11		0.3%	+	43	100.0%	11.4% ▲
LANE 12		0.2%	+	32	100.0%	0.0% ▲
LANE 13		0.2%	+	32	100.0%	0.0% ▲
LANE 14		0.2%	+	20	100.0%	0.0% ▲
LANE 15		0.2%	+	25	100.0%	0.0% ▲
LANE 16		0.2%	+	42	91.3%	8.3% ▲
LANE 17		0.2%	+	23	100.0%	0.0% ▲
LANE 18		0.2%	+	23	100.0%	0.0% ▲
LANE 19		0.2%	+	22	100.0%	0.0% ▲
LANE 20		0.2%	+	22	100.0%	0.0% ▲
LANE 21		0.2%	+	21	100.0%	0.0% ▲
LANE 22		0.1%	+	20	100.0%	0.0% ▲
LANE 23		0.1%	+	20	100.0%	0.0% ▲
LANE 24		0.1%	+	50	89.8%	-10.2% ▼
LANE 25		0.1%	+	19	100.0%	0.0% ▲

What is the scorecard?

The carrier scorecard has been designed to assist carriers in managing performance and earning certifications that promote their services to e2open shippers.

How are scores evaluated?

The performance KPIs in this document are measured across e2open's vast carrier network, consisting of over 8,000 unique partners, and broken into quartiles for benchmarking purposes. Quartile ranges are generated for each equipment and mode type. Carriers are measured against their qualified peers using this quartile data.

Based on the quartile a carrier falls into for a given metric a score is generated (Q4 = 1 pts, Q3 = 2 pts, Q2 = 3 pts, Q1 = 4 pts). Scores are evaluated for each quartile subset (equipment/mode/month). These scores are weighted and aggregated to form a monthly score. The aggregated monthly scores is then averaged to form an overall quarterly score.

How are certifications determined?

The prior quarter's scores are used to determine a carrier's certification. Only scores for service and reliability metrics are considered for the carrier's overall certification. Cost scores are for reference only.

Platinum	overall score ≥ 3.5
Gold	overall score ≥ 3.0 and < 3.5
Silver	overall score ≥ 2.5 and < 3.0

How do I use the Scorecard?

The certification at the top left of the page is your current certification based on the most recent completed quarter. The scorecard is designed to help carriers drive performance change and achieve higher certifications and in doing so promote themselves among e2open shippers.

The scope table found at the bottom of the summary page reflects volume information as used for carrier marketplace pricing tiers.

Metric definitions

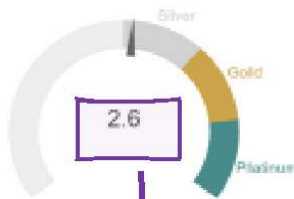
Metric	Definition	Exclusions
Spot Market Rate Index Delta	percent delta between spot market rates and Rate Index rates.	Loads $< \$250$, loads < 250 miles, multi stop loads, nondomestic US, non TL van/reefer
Primary Tender Acceptance	percent of total tenders to primary carriers accepted	Loads $< \$250$, shipper rejections
On Time to Delivery Plan	percent of stops that are on time to the current plan end date.	Loads with \$0 base charges or having incomplete dates
On Time to Pick Plan	percent of stops that are on time to the current plan end date.	Loads with \$0 base charges or having incomplete dates
Primary Carrier Rate Index Delta	percent delta between primary carrier rates and Rate Index rates.	Loads $< \$250$, Loads < 250 miles, multi stop loads, nondomestic US, non TL van/reefer
Giveback Percentage	percent of accepted tenders rejected after initial acceptance	Loads $< \$250$, shipper rejections

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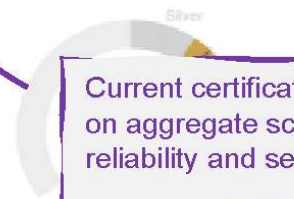
Scorecard Q4 - 2022

e2open
Carrier Marketplace

Overall



Reliability



Service



Current certification. Based on aggregate scores for reliability and service metrics

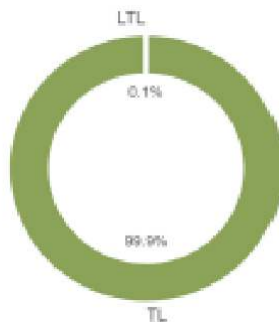
Aggregate score for reliability and service

Trended score by quarter

Bucket	Q	Metric	Q	Q4-22 Results	Q4-22 Score	vs. Prior Quarter	Quantile 1	Quantile 2	Quantile 3
SERVICE		On Time to Delivery Plan					92.3%	85.0%	73.8%
SERVICE		On Time to Pick Plan					90.1%	79.4%	62.9%
RELIABILITY		Giveback Percentage					0.0%	0.2%	2.9%
RELIABILITY		Primary Tender Acceptance					93.2%	82.7%	57.9%
COST		Primary Carrier Rate Index Delta					-5.5%	4.4%	15.2%
COST		Spot Market Rate Index Delta					-22.5%	-15.7%	-6.5%

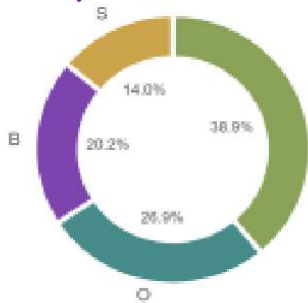
Shows % of loads hauled by rate type (Primary, Backup, Direct Tender, Spot Market)

Mode Mix



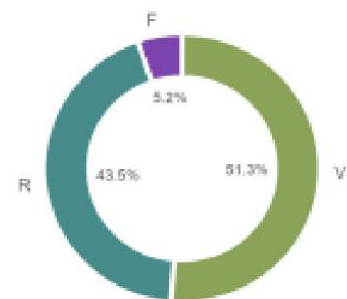
W = Intermodal, LTL = Less Than Truckload, TL = Truckload

Rate Mix



P = Primary, B = Backup, S = Other, Q = Other / Manual

Equipment Mix



V = Van, R = Reefer, F = Flatbed, B = Bulk, C = Container

Pick Month	Q	Tenders	Loads	Shippers	Payable Total (USD)	Payable Linehaul (USD)	Payable Fuel (USD)	Payable Accessories (USD)
Totals		42,709	32,911	48	\$104,054,491	\$61,598,336	\$15,904,131	\$6,552,024
Dec-2022		1,799	1,650	31	\$4,462,759	\$3,482,471	\$653,367	\$123,674
Nov-2022		2,165	2,097	32	\$5,813,719			
Oct-2022		2,215	2,104	34	\$6,015,359			
Sep-2022		2,212	2,123	34	\$6,322,851			
Aug-2022		2,432	2,340	34	\$7,121,400			
Jul-2022		2,662	2,497	35	\$7,401,539	\$5,735,128	\$1,332,704	\$330,706
Jun-2022		2,824	2,582	34	\$7,908,756	\$6,022,198	\$1,547,295	\$337,264
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Dec-2021		5,260	3,105			\$8,374,570	\$1,030,532	\$812,705

General scope of loads/shippers/tenders and TMS revenue converted to USD.

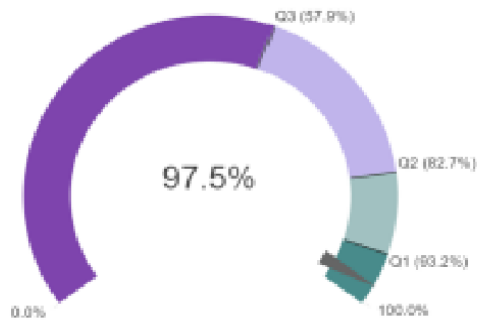
This load count is used to determine e2 Carrier Marketplace tier

Primary Tender A

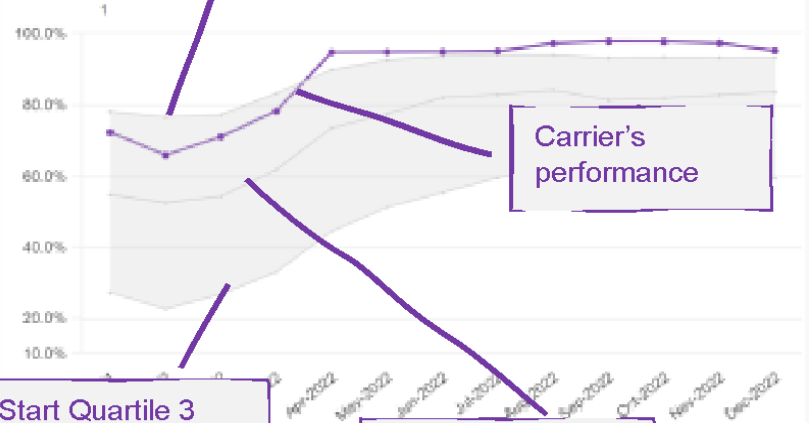
Start of Quartile 1

e2open
Carrier Marketplace

Q4-22 Performance



Trended Performance



Impact by Shipper (Top 10)

Shipper	Q	% Impact	+/-	Scope	Metric	vs Prior Quarter
		4.0%	+	552	100.0%	0.2% ▲
		2.7%	+	398	95.5%	-4.5% ▼
		1.9%	+	266	100.0%	0.0% ▲
		1.9%	+	255	100.0%	0.4% ▲
		1.6%	+	222	85.5%	-9.2% ▼
		0.8%	+	111	94.5%	66.6% ▲
		0.7%	+	93	100.0%	5.0% ▲
						-3.5% ▼
						7.0% ▲
						0.0% ▲

Impact by Region

Origin Region	Q	% Impact	+/-	Scope	Metric	vs Prior Quarter
North East		5.6%	+	738	99.2%	3.9% ▲
Central		3.7%	+	406	96.8%	1.2% ▲
South West		3.2%	+	42	94.6%	-5.0% ▼
South East		2.2%	+	297	98.3%	1.3% ▲
West		2.0%	+	280	100.0%	0.2% ▲
North West		1.0%	+	142	87.1%	-12.9% ▼
Mid West		0.1%	+	16	66.7%	-13.3% ▼
Canada		0.0%	+	2	100.0%	0.0% ▲

Impact is measured by calculating the positive or negative change that would have occurred to a carrier's overall performance if a specific business subset would have achieved median FMI performance.

Scope removes any metric-based exclusions.

Regions are based on e2open procurement regions and assigned by origin state

Absolute difference in performance for the given subset vs the previous quarter

Impact

Lane	Q	% Impact	+/-	Scope	Metric	vs Prior Quarter
		1.0%	+	143	100.0%	0.0% ▲
		0.8%	+	106	100.0%	0.0% ▲
		0.7%	+	92	100.0%	
		0.6%	+	79	100.0%	0.0% ▲
		0.6%	+	77	100.0%	0.0% ▲
		0.5%	+	72	100.0%	0.0% ▲
		0.5%	+	61	100.0%	0.0% ▲
		0.4%	+	65	100.0%	0.0% ▲
		0.4%	+	62	96.5%	-3.5% ▼
						-10.2% ▼
						8.3% ▲
						0.0% ▲
						11.4% ▲
						-10.3% ▼
		0.2%	+	32	100.0%	0.0% ▲
		0.2%	+	32	100.0%	0.0% ▲
		0.2%	+	26	100.0%	0.0% ▲
		0.2%	+	25	100.0%	0.0% ▲
		0.2%	+	24	91.7%	
		0.2%	+	23	100.0%	0.0% ▲
		0.2%	+	23	100.0%	0.0% ▲
		0.2%	+	26	78.3%	
		0.2%	+	22	100.0%	0.0% ▲
		0.2%	+	22	100.0%	0.0% ▲
		0.2%	+	21	100.0%	0.0% ▲