

Advanced Carrier Scorecard Sample

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 are 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 \geq 3.5
Gold	Overall score \geq 3.0 and $<$ 3.5
Silver	Overall score \geq 2.5 and $<$ 3.0

How do I use the Scorecard?

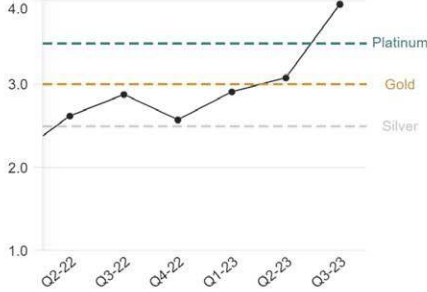
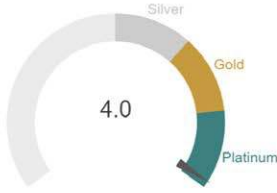
The certification at the top left of the page is your current certification based on the most recent completed quarter. The scorecard is designed to help carriers drive performance change and achieve higher certifications and in doing so promote themselves among e2open shippers.

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

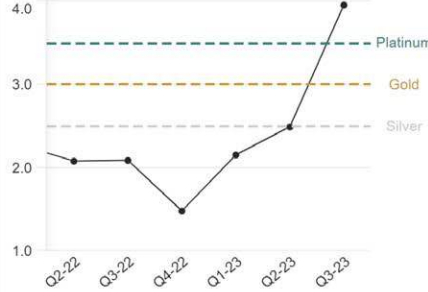
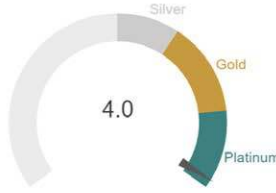
Metric definitions

Metric	Definition	Exclusions
Spot Market Rate Index Delta	Percent delta between spot market base 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
Delivery On Time Performance	On time stop % to the current plan end date or original appt end date time. Drop trailers are considered on time to the day	Loads with \$0 base charges, having incomplete dates
Pick On Time Performance	On time stop % to the current plan end date or original appt end date time	Loads with \$0 base charges or having incomplete dates, drop trailer loadings
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 (and never recovered) after initial acceptance	Loads $<$ \$250

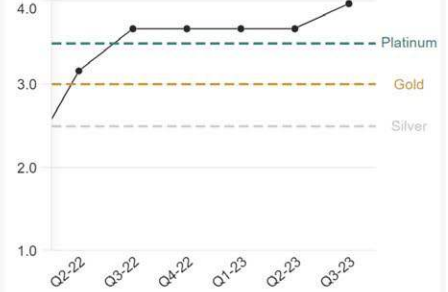
Overall



Reliability

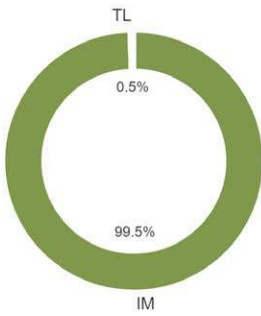


Service



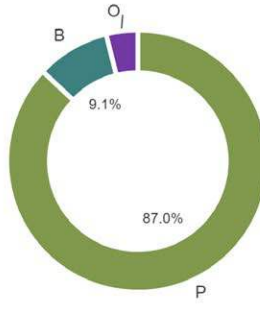
Bucket	Q	Metric	Q	Q3-23 Results	Q3-23 Score	vs Prior Quarter	Quartile 1	Quartile 2	Quartile 3
SERVICE		Delivery On Time Performance		94.78%	4.0	0.7 ▲	93.5%	87.0%	76.6%
SERVICE		Pick On Time Performance		97.03%	4.0	-0.0 ►	93.9%	85.8%	75.7%
RELIABILITY		Giveback Percentage		1.19%	4.0	2.0 ▲	0.5%	0.8%	1.0%
RELIABILITY		Primary Tender Acceptance		98.00%	4.0	1.0 ▲	97.4%	94.1%	85.7%
COST		Primary Carrier Rate Index Delta		10.68%	1.0	0.0 ►	-20.4%	-12.2%	5.1%

Mode Mix



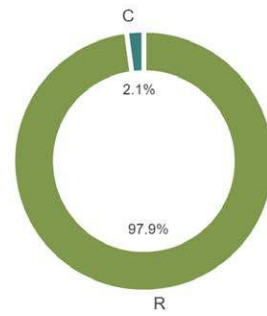
IM = Intermodal, LTL = Less Than Truckload, TL = Truckload

Rate Mix



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

Equipment Mix

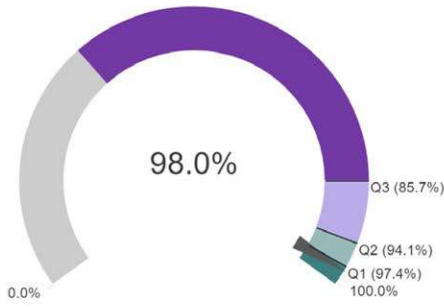


V = Van, R = Reefer, F = Flatbed, B = Bulk, C = Container

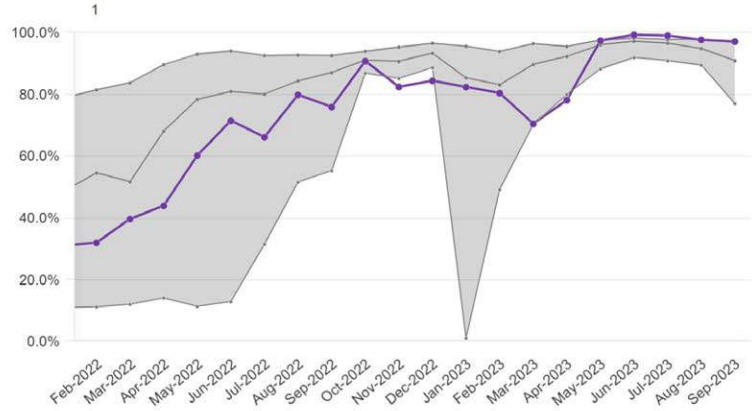
Pick Month	Q	Tenders	Loads	Shippers	Payable Total (USD)	Payable Linehaul (USD)	Payable Fuel (USD)	Payable Accessorials (USD)
Totals		11,181	7,271	17	\$31,958,158	\$24,463,412	\$7,310,005	\$184,742
Sep-2023		537	500	9	\$2,134,274	\$1,621,977	\$506,737	\$5,560
Aug-2023		536	517	7	\$2,099,807	\$1,621,502	\$476,400	\$1,905
Jul-2023		410	394	7	\$1,584,710	\$1,267,795	\$314,562	\$2,353
Jun-2023		370	358	6	\$1,461,154	\$1,169,204	\$290,761	\$1,189
May-2023		322	295	8	\$1,244,699	\$990,607	\$252,702	\$1,390
Apr-2023		412	307	8	\$1,484,514	\$1,175,466	\$305,119	\$3,928
Mar-2023		384	264	12	\$1,169,610	\$938,424	\$220,584	\$10,602
Feb-2023		295	237	11	\$1,055,085	\$826,007	\$220,984	\$8,094
Jan-2023		302	244	11	\$1,091,712	\$847,745	\$230,305	\$13,663
Dec-2022		386	274	10	\$1,177,673	\$922,924	\$246,772	\$7,977
Nov-2022		515	402	8	\$1,816,084	\$1,357,367	\$450,977	\$7,740
Oct-2022		474	365	10	\$1,536,433	\$1,161,076	\$369,687	\$5,670
Sep-2022		429	304	10	\$1,334,834	\$1,000,469	\$330,692	\$3,673
Aug-2022		639	483	11	\$2,217,786	\$1,665,428	\$547,739	\$4,619
Jul-2022		603	371	10	\$1,695,436	\$1,252,476	\$432,411	\$10,550
Jun-2022		678	439	12	\$2,164,174	\$1,575,162	\$582,640	\$6,372
May-2022		736	400	10	\$1,939,277	\$1,418,808	\$512,891	\$7,578
Apr-2022		680	300	9	\$1,326,057	\$964,107	\$338,653	\$23,297

Primary Tender Acceptance

Q3-23 Performance



Trended Performance



Impact by Shipper (Top 10)

Shipper	Q	% Impact	+/-	Tenders	Metric	vs Prior Quarter
...		4.0%	+	1075	98.7%	10.5% ▲
...		0.3%	-	37	81.1%	-10.6% ▼
...		0.1%	+	21	100.0%	0.0% ►
...		0.1%	+	27	100.0%	4.8% ▲
...		0.1%	+	55	96.4%	-3.1% ▼
...		0.0%	+	4	100.0%	-
...		0.0%	-	34	94.1%	-0.3% ▼
...		0.0%	-	0	-	-
...		0.0%	-	0	-	-

Impact by Region

Origin Region	Q	% Impact	+/-	Tenders	Metric	vs Prior Quarter
West		2.5%	+	617	99.0%	-0.3% ▼
North East		0.8%	+	353	96.3%	33.0% ▲
South West		0.4%	+	108	98.1%	-0.2% ▼
Mid West		0.3%	+	65	100.0%	0.0% ►
Central		0.3%	+	98	98.0%	-2.0% ▼
North West		0.1%	-	12	83.3%	-6.7% ▼

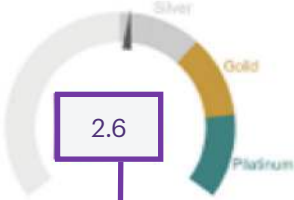
Impact by Lane (Top 25)

Lane	Q	% Impact	+/-	Tenders	Metric	vs Prior Quarter
...		0.7%	+	159	100.0%	0.0% ►
...		0.5%	+	109	100.0%	0.0% ►
...		0.5%	+	102	100.0%	2.2% ▲
...		0.4%	+	79	100.0%	0.0% ►
...		0.4%	+	79	100.0%	0.0% ►
...		0.3%	+	74	100.0%	0.0% ►
...		0.3%	-	110	89.1%	56.3% ▲
...		0.2%	+	48	100.0%	0.0% ►
...		0.2%	-	3	0.0%	-
...		0.2%	+	42	100.0%	0.0% ►
...		0.2%	+	36	100.0%	0.0% ►
...		0.1%	-	2	0.0%	-
...		0.1%	-	2	0.0%	0.0% ►
...		0.1%	+	21	100.0%	0.0% ►
...		0.1%	+	28	100.0%	0.0% ►
...		0.1%	+	28	100.0%	0.0% ►
...		0.1%	+	23	100.0%	0.0% ►
...		0.1%	+	21	100.0%	0.0% ►
...		0.1%	+	22	100.0%	0.0% ►
...		0.1%	+	22	100.0%	0.0% ►
...		0.1%	+	18	100.0%	0.0% ►
...		0.1%	+	17	100.0%	0.0% ►
...		0.1%	-	1	0.0%	-100.0% ▼
...		0.1%	+	32	96.9%	-3.1% ▼
...		0.1%	-	2	50.0%	-50.0% ▼

Certified SILVER ✓

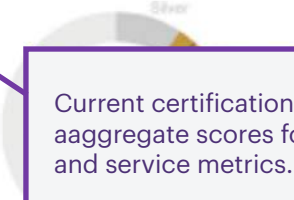
Scorecard Q4 - 2022

Overall



2.6

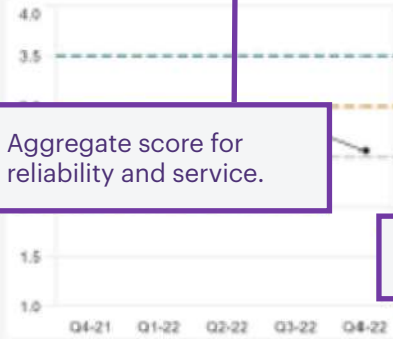
Reliability



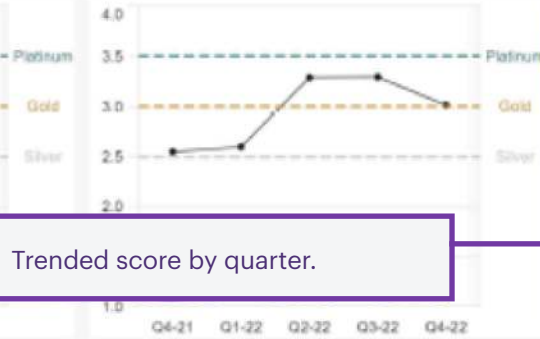
2.1

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

Service



Aggregate score for reliability and service.



Trended score by quarter.



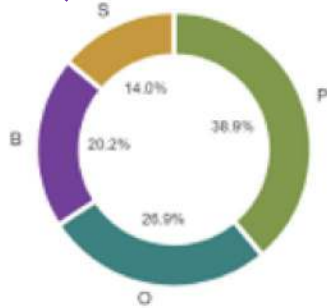
Bucket	Q	Metric	Q	Q4-22 Results	Q4-22 Score	vs Prior Quarter	Quartile 1	Quartile 2	Quartile 3
SERVICE		On Time to Delivery Plan					92.3%	85.0%	73.8%
SERVICE		On Time to Pick Plan					90.1%	79.4%	62.9%
RELIABILITY		Giveback Percentage					0.0%	0.2%	2.9%
RELIABILITY		Primary Tender Acceptance					93.2%	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).

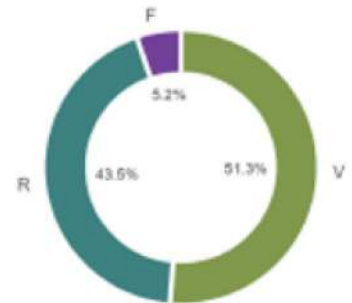
Mode Mix



Rate Mix



Equipment Mix



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

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

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	\$3,492,474	\$657,267	\$123,021
Nov-2022		2,165	2,007	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			
Jun-2022		2,824	2,582	34	\$7,906,756			
May-2022		3,010	2,673	37	\$8,470,256			
Apr-2022		3,265	2,893		\$7,810,509			
Mar-2022		4,269	2,997		\$8,279,938			
Feb-2022		4,871	2,807		\$7,923,500			
Jan-2022		5,725	3,003		\$8,414,057			
Dec-2021		5,260	3,105		\$8,374,570			

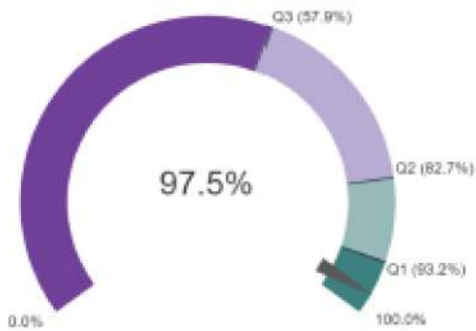
General scope of loads/shippers/tenders and TMS revenue converted to USD.

This load count is used to determine e2 Carrier Marketplace tier.

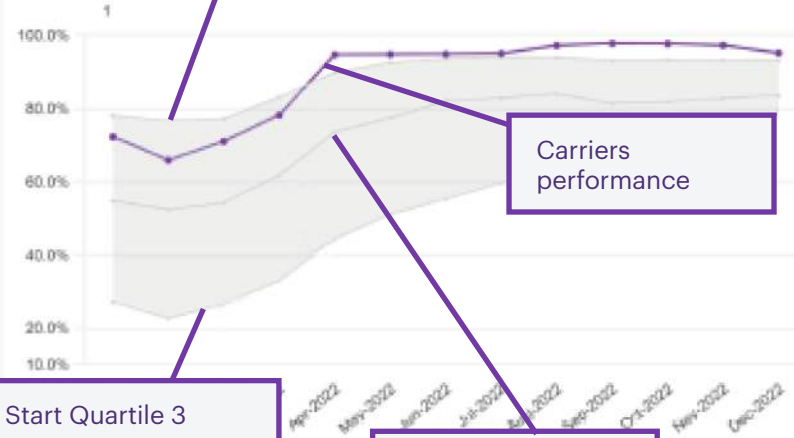
Primary Tender A

Start of Quartile 1

Q4-22 Performance



Trended Performance



Carriers performance

Start Quartile 3

Median

Impact by Shipper (Top 10)

Shipper	Q	% Impact	+/-	Scope	Metric	vs Prior Quarter
		4.0%	+	552	100.0%	0.2% ▲
		2.7%	+	396	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% ▲

Impact by Region

Origin Region	Q	% Impact	+/-	Scope	Metric	vs Prior Quarter
North East		5.6%	+	38	99.2%	3.9% ▲
Central		3.7%	+	416	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 (in the USA) 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	96.3%	-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% ▲