

Basic 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 ≥ 3.5 |
| Gold | Overall score ≥ 3.0 and < 3.5 |
| Silver | Overall score ≥ 2.5 and < 3.0 |

How do I use the Scorecard?

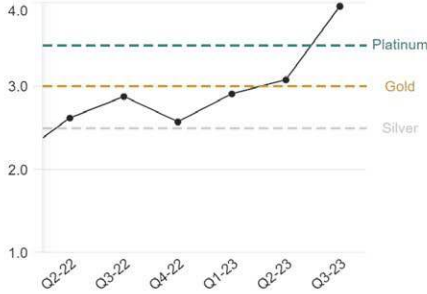
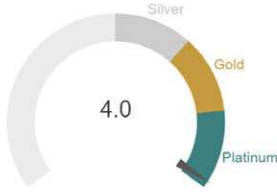
The certification at the top left of the page is your current certification based on the most recent completed quarter. The scorecard is designed to help carriers drive performance change and achieve higher certifications and in doing so promote themselves among e2open shippers.

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

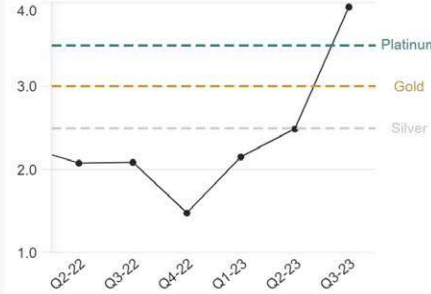
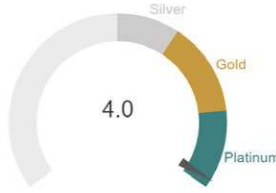
Metric definitions

| Metric | Definition | Exclusions |
|----------------------------------|---|--|
| Spot Market Rate Index Delta | Percent delta between spot market 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 $< \$250$ |

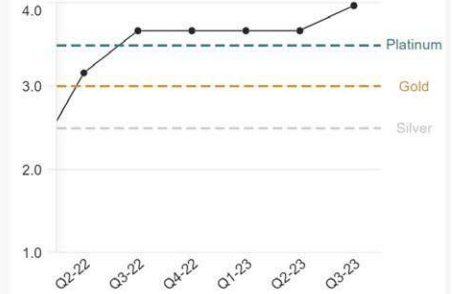
Overall



Reliability

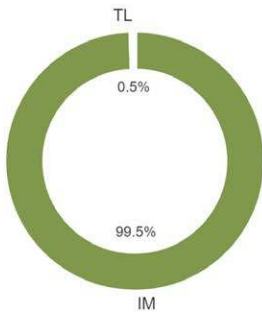


Service



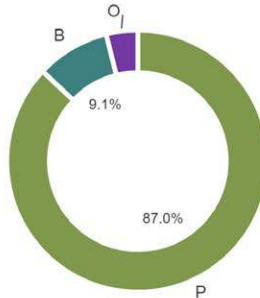
| Bucket | Q | Metric | Q | Q3-23 Results | Q3-23 Score | vs Prior Quarter | Quartile 1 | Quartile 2 | Quartile 3 |
|-------------|---|----------------------------------|---|---------------|-------------|------------------|------------|------------|------------|
| SERVICE | | Delivery On Time Performance | | 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



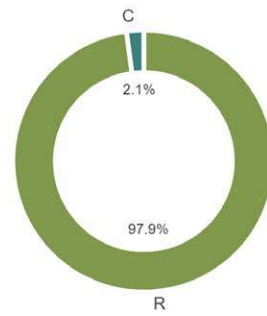
IM = Intermodal, LTL = Less Than Truckload, TL = Truckload

Rate Mix



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

Equipment Mix



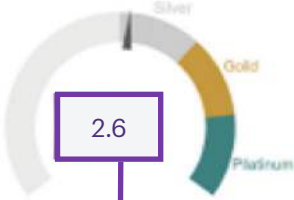
V = Van, R = Reefer, F = Flatbed, B = Bulk, C = Container

| 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 |

Certified SILVER ✓

Scorecard Q4 - 2022

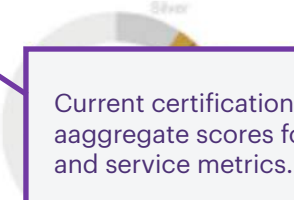
Overall



2.6

Aggregate score for reliability and service.

Reliability



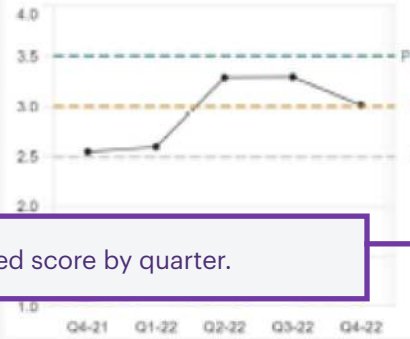
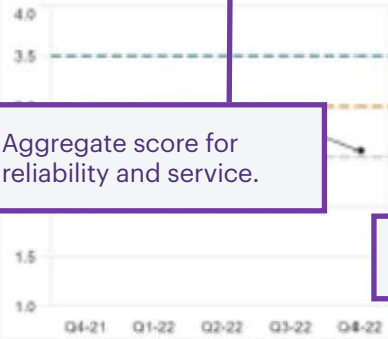
Current certification. Based on aggregate scores for reliability and service metrics.

Service



2.1

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% |

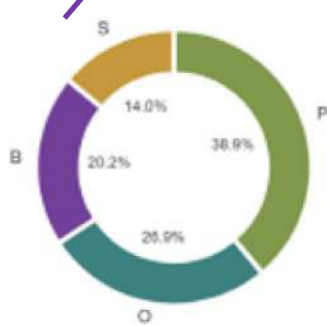
Shows % of loads hauled by rate type (Primary, Backup, Direct Tender, Spot Market).

Mode Mix



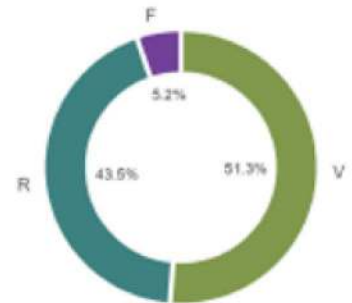
IM = Intermodal, LTL = Less Than Truckload, TL = Truckload

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 | \$3,492,471 | \$667,267 | \$123,021 |
| Nov-2022 | | 2,165 | 2,067 | 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 | \$1,615,819 | \$586,045 |
| Mar-2022 | | 4,269 | 2,997 | | | \$8,279,938 | \$1,365,906 | \$747,833 |
| Feb-2022 | | 4,871 | 2,807 | | | \$7,923,500 | \$1,065,447 | \$725,315 |
| Jan-2022 | | 5,725 | 3,003 | | | \$8,414,057 | \$957,590 | \$829,927 |
| 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.