**Customer Feedback**

It is critical that all customer deliveries are done in a courteous manner that:

1. Ensures customers get their packages
2. Delivers to the customer’s actual address
3. Does not lead to damaging of packages
4. Follows customer notes.

Customers rate deliveries in the app on these metrics.

We have over 150 employees. If you are bottom 15 for customer feedback for the week, you will receive a write up. Receiving three or more write ups in a two month period will result in termination.

DA Name: \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_ Date: \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_

Signature: \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_