**Delivery Completion rate**

We want our drivers to be Fantastic every week.  One of the key metrics to be fantastic is Delivery Completion rate.  IF you are unable to deliver packages to customers, you must give them to dispatch when you finish at the end of your route. If you do not do this and just leave the packages at the station, this will impact your performance as well as the company’s performance.

**You MUST return all packages to dispatch.**  Call dispatch and make sure that they get these packages.  They should be off your itinerary before you end work.  This is a simple task that you must do at the end of your day as this has a huge impact on the company's performance.

Failure to follow this process will result in write ups and eventual termination if you fail to follow this procedure.

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

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