



Optimal Supply Chain Pricing Plan

Disputes only (starting at \$150 per week)

Designed for DSPs that already have effective coaching mechanisms in place and just need expert assistance with disputes

Every week after scorecard is published, regardless of your scorecard results, we will have our US-based, human Analyst review your data and submit disputes for anything they can see is bad data or not DA-controllable. Actual defects, such as *truly* delivering to the wrong address or clearly not following customer notes, will *not* be disputed. This distinction from AI-based dispute services or DSPs that dispute “every tba, every week” without conducting research or using human discretion keeps you compliant with Amazon’s new Zero-Tolerance Fraud policy outlined in the new Program Policies. We will dispute even if you are Fantastic Plus, helping you gain incremental points vs. DSPs that do not dispute their Fantastic Plus scorecards, which may ultimately help your DSP Status. We will not create coaching tasks or send you insight based on the valid data that we see and do not dispute.

Disputes + Weekly Coaching Tasks (starting at \$200 per week)

Designed for DSPs that need expert dispute assistance + minimal assistance with coaching and formally tracking performance issues of DAs

Same as above, but as our analyst reviews and disputes your previous week’s scorecard data each week, they will create coaching tasks within the Logistics Portal for your team to deliver to top offending DA’s. Invalid data/disputed data will not result in coaching tasks being created. Valid behavior issues that our analyst sees *will* have coaching tasks created. High-impact defects and top offending DAs will have feedback tasks created- we may not create a coaching task for every single defect.

Note: This weekly cadence can result in a coaching delay vs. our daily coaching cadence. For example, if a DA creates a defect on Sunday, January 1st, the scorecard will not be published for us to review until Wednesday, January 9th, and you may not coach them until Thursday, January 10th. They may have continued this behavioral issue throughout Week 1 and Week 2 before they are coached.

Disputes + Daily Coaching Tasks + Projections + Strategy (starting at \$250 per week)

Designed for DSPs that want dispute assistance + every edge possible to coach DAs, understand and control every aspect of their scorecard, and achieve Fantastic Plus consistently

Our Analyst will review each line-item of the live data of your scorecard including Safety Dashboard, Quality Dashboard, VERO/Fleet portal, Monday through Friday. We will create coaching tasks each day for legitimate behavioral issues but will *not* create coaching tasks for data that is disputable. The feedback loop starts as soon as possible, not up to 10 days later. Trends that we may see as we analyze your data each day will be communicated to you to action.

We will make a note of disputable data and dispute it on your behalf once the scorecard is published.

Each Monday, we will send you a projection of each Metric and Overall score based on our proprietary mathematical model so that you know where you stand days before the scorecard is published.

Pricing varies based on package volume. Under our Fractional Analyst model, we have a trained and skilled human analyst reviewing every line item or defect on your scorecard. DSPs with more line-items to review and coaching tasks to create require more labor hours, so we charge accordingly.

Pricing is constant for one year based on your assumed volume. If you see a large “permanent” change in volume, we can change your pricing plan accordingly (up or down), but pricing will not change with expected fluctuations such as Prime Week, Peak, shortened weeks due to holidays, etc. Pop Ups, Pinnacles, CNRG, Long-Term Planned TCO, etc. may require a repricing if added.

We ask for one-year commitments, because we use human Analysts with finite bandwidth and make hiring and staffing decisions based on our volume. This may result in waitlists for new customers as we hire and train new analysts.

Fractional Analyst / Scorecard Services Pricing	Price/week by approx. weekly packages			
	Service Level	<50k	50k to 75k	75k+
Disputes Only	\$150	\$200	\$250	
Disputes + Weekly Coaching Tasks	\$200	\$250	\$300	
Disputes + Daily Coaching Tasks + Projections + Strategy	\$250	\$300	\$350	