PER-DRIVER ANALYSIS · IBSS SAMPLE DATA

Who is responsible for which concession

For every report: what the app offered, what the driver chose, where the scan happened — and whether Amazon charged it.

REPORTS	CHARGED	CLEAR FAULT	NO DRIVER FAULT
24	17	13	7
in one week	€738.70	avoidable	Amazon paid

Customer reports cannot be prevented. Whether they are charged to the company depends solely on whether the driver followed the workflow.

1 How the assessment works

The Amazon file shows for every shipment **which options the app offered** and **which the driver chose**. If the two do not match, the workflow is broken — and that is exactly what Amazon charges.

ASSESSMENT	WHEN	MEANING
At fault	option not offered · scanned over 25 m · no photo despite requirement · customer confirms nothing received	avoidable
Partly	chose the offered but riskiest option and was charged	no rule broken
No fault	offered option, GPS close, photo present	Amazon bears the cost

2 Every report individually

DATE	DRIVER	OFFERED BY THE APP	CHOSEN	GPS	PHOTO	CHARGED	AMOUNT	ASSESSMENT
16.03. 14:22	**Tomasz Wójcik**	Mailbox, hand to household member	**Front door**	4.10 m	yes	**YES**	€58.40	**Chose an option the app did not offer** The mailbox was offered and the package would have fitted.
17.03. 11:05	**Tomasz Wójcik**	Hand to household member, neighbour	**Rear door**	9.80 m	yes	**YES**	€47.10	**Chose an option the app did not offer** Rear door was not on the display.
19.03. 16:48	**Tomasz Wójcik**	Front door	**Front door**	**31.60 m**	yes	**YES**	€37.30	**Scanned more than 25 m away** GPS 31.60 m — six metres over the limit.
16.03. 17:31	**Dragan Pavlović**	Hand to household member	**Hand to household member**	12.40 m	—	**YES**	€92.80	**False scan — confirmed by customer** Marked as handed over; the customer reports nothing received.
18.03. 13:12	**Dragan Pavlović**	Front door, hand to household member	**Front door**	7.90 m	no	**YES**	€44.60	**No photo taken** Photo-mandatory address, no photo on file.
19.03. 12:48	**Dragan Pavlović**	Garage, hand to household member	**Garage**	6.20 m	yes	no	€29.90	**Workflow followed** Four packages, one stop. Amazon covered the report itself.
19.03. 12:48	**Dragan Pavlović**	Garage, hand to household member	**Garage**	6.20 m	yes	no	€14.70	**Workflow followed** Same stop.
20.03. 15:09	**Dragan Pavlović**	Hand to household member, neighbour	**Hand to household member**	9.60 m	—	**YES**	€47.00	**Hand-over to a person — risky choice**
16.03. 18:02	**Youssef Benali**	Hand to household member	**Hand to household member**	11.10 m	—	**YES**	€52.30	**False scan — confirmed by customer** Second case of this kind for this driver in four weeks.
18.03. 10:37	**Youssef Benali**	Mailbox, neighbour	**Mailbox**	2.80 m	yes	no	€31.90	**Workflow followed**
20.03. 09:14	**Youssef Benali**	Mailbox, front door	**Front door**	5.30 m	yes	**YES**	€33.70	**Chose an option the app did not offer** Mailbox recorded as the preferred location.
21.03. 12:26	**Youssef Benali**	Front door	**Front door**	**28.40 m**	yes	**YES**	€32.40	**Scanned more than 25 m away**
17.03. 15:44	**Elena Marinescu**	Front door	**Front door**	**26.05 m**	yes	**YES**	€46.90	**Scanned more than 25 m away** GPS 26.05 m — one metre over the limit. Everything else correct.
20.03. 17:02	**Elena Marinescu**	Hand to household member	**Hand to household member**	8.10 m	—	**YES**	€46.90	**Hand-over to a person — risky choice**
17.03. 09:51	**Amir Haddad**	Hand to household member, neighbour	**Neighbour**	14.30 m	yes	**YES**	€38.40	**Hand-over to a person — risky choice** The option was offered; the customer still reports nothing received.
20.03. 14:38	**Amir Haddad**	Mailbox	**Front door**	4.70 m	yes	**YES**	€24.10	**Chose an option the app did not offer**
16.03. 16:15	**Ivan Kovalenko**	Mailbox, front door	**Front door**	5.60 m	yes	**YES**	€26.80	**Chose an option the app did not offer**

DATE	DRIVER	OFFERED BY THE APP	CHOSEN	GPS	PHOTO	CHARGED	AMOUNT	ASSESSMENT
								Mailbox recorded as the preferred location.
18.03. 14:29	**Sofia Castellanos**	Hand to household member	**Hand to household member**	8.70 m	—	**YES**	€41.20	**Hand-over to a person — risky choice** No further breach, but the riskiest of the offered options.
19.03. 17:58	**Marek Novák**	Front door, garden	**Garden**	4.90 m	yes	no	€19.40	**Workflow followed**
17.03. 12:03	**Hassan Al-Rashid**	—	**Hand to household member**	9.20 m	—	**YES**	€35.70	**Chose an option the app did not offer** The app offered no drop-off option at all.
18.03. 16:41	**Andrei Popescu**	Mailbox	**Mailbox**	3.10 m	yes	no	€12.60	**Workflow followed**
20.03. 11:22	**Nikola Jovanović**	Front door, neighbour	**Front door**	4.40 m	yes	no	€27.50	**Workflow followed**
17.03. 18:36	**Karim Ziani**	Hand to household member	**Hand to household member**	10.50 m	—	**YES**	€33.10	**False scan — confirmed by customer**
21.03. 13:55	**Petra Horáková**	Mailbox, hand to household member	**Mailbox**	2.20 m	yes	no	€15.80	**Workflow followed**

3 Three rules cover everything

1 Only choose what is on the display

Six charged concessions arose this way — the single most common error of the week. If no offered option is possible, the package goes back; an option is never invented.

2 Scan at the door

Over 25 m Amazon charges automatically. Three concessions arose this way, one of them at 26.05 m — one metre over the limit.

3 Handing to a person is the last resort

Four charged reports are hand-overs to a person, plus three where the customer confirmed receiving nothing.

Sample report. All figures, names, transporter IDs, tracking numbers, postcodes and dates in this document are fictitious and serve only to illustrate the report format. No data of real clients, stations or employees is shown.