

# Deactivation Disputes - Engagement Tracker



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## Summary

The [Watchlist Master](#) tab on the [DP Engagement Tracker](#) spreadsheet is designed to display complete details of all engagement forms submitted by Operations teams related to violations and deactivations submitted since the form's launch in 2021.

This tab allows agents to track the performance of each Delivery Partner. Agents can easily navigate this page by using "Command F" to search for a specific DP. The information on this tab is based on data from the past 60 days.

This Standard Operating Procedure will guide Driver Support agents on how to effectively manage deactivation disputes with Delivery Partners using the Watchlist Master tab.

## Steps

### 1. Understanding why a DP was deactivated

- a. Agents will scroll to the last column on the right for a general statement on why the DP was deactivated under the Reason for Recommendation column.
- b. The recommendation reasons are
  - i. Deactivated for too many NCNS
  - ii. Deactivated for cancellation rate above 40%
  - iii. Cancelling/Abandoning first 3 Claimed blocks
  - iv. Deactivated for a combination of factors: low CSAT, poor on-time delivery rate, high abandonment rate

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v. Deactivated for concession rate above 1%

| Reason for Recommendation                   |
|---|
| Deactivation is not recommended             |
| Deactivated for too many NCNS               |
| Deactivation is not recommended             |
| Deactivation is not recommended             |
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| Deactivation is not recommended             |
| Deactivation is not recommended             |
| Deactivation is not recommended             |
| Deactivated for Cancellation Rate above 40% |
| Deactivation is not recommended             |
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- c. To understand the statements in the **Reason For Recommendation** column, agents can check the following metrics in the named columns to understand the data shown. These metrics represent what triggers the sheet to apply the “Deactivate” recommendation and the adjacent Recommendation Reason. Please note, a DP will have to complete 5 blocks before being recommended for deactivation.
- i. **DP Score Column** - Score is below 65 = ( Deactivated for a Combination of Factors), 4 completed blocks necessary for DP score guidelines to take effect.
  - ii. **Concession Rate Column** - Concession is above 1% (meaning more than 1% of their overall delivered packages have resulted in a concession) = (Deactivated for Concession)
  - iii. **Cancellation Rate Column** - Cancellation Rate is 40% or above AND DP Score is below 80 AND they have claimed a minimum of 8 blocks = (Deactivated for Cancellation Rate)
  - iv. **Abandonment column** - 25% or higher = (Deactivated for Too Many NCNS)

Note: Warehouses manually submit the information in the “Deactivation Reason” column, which may or may not align with the sheet's reason for recommendation column. The source of truth should be the “Reason for Recommendation” column.

## 2. Communicating with the Delivery Partner, the reason for the deactivation

- a. Agents may share the Reason For Recommendation column with DPs to educate them on why their account was deactivated by referencing one of these answers:
  - i. **Deactivated: Cancellation/NCNS (Eligible in 6 Months)**

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## ii. **Deactivated: Combination/Concessions**

1. Note: DP will not be eligible for reactivation with this reason code
- b. After sending one of the above answers, if a delivery partner disputes the deactivation, send the dispute answer **Deactivated: Pushback - Final Response**.
  - i. If the DP continues to respond after the final standing decision, the Driver Ops team will DM a lead to request that we add the DP to the **DS - Account Deactivated Auto-Reply** rule by adding the DP's email to the rule in Gladly. This will send **the DS - Account Deactivated Auto-Reply**, letting them know they are deactivated and will close the conversation.

## 3. **Managing Delivery Partner deactivations when the DP is marked as “Keep Active”**

- a. First, check the “Deactivation Reason” on the Engagement tracker.

Acceptable Reasons to deactivate a DP marked as “Keep Active”

  - i. Stolen Package
  - ii. Stolen fob
  - iii. Incident
  - iv. Safety Concern
  - v. Refusal to Deliver
- b. If one of these reasons is listed, then the deactivation will stand
- c. If none of these reasons are listed, please contact the warehouse to confirm the reason for deactivating the DP.
  - i. If the WH informs us that the DP was deactivated for any reason other than what is listed above, we will inform the WH that we will be reactivating the DP and remind them that deactivations for metrics are only acceptable if the DP is marked as “At Risk” or “Deactivate.”
  - ii. If the Warehouse deactivated the DP due to metrics because the DP was previously marked as “At Risk” or “Deactivate,” but they were reassigned to “Keep Active” WITHIN the 7-day dispute window, inform the WH and the DP that we will be reactivating their account.