

Base

# Port Agent Performance Scorecard

Agent

Port

Principal

Evaluation Period

Total Calls Reviewed

Reviewer

| KPI                                 | Target | Actual Result | Status      | Supporting Record | Finding | Corrective Action |
|-------------------------------------|--------|---------------|-------------|-------------------|---------|-------------------|
| 1. PDA-to-FDA variance              |        |               | <div></div> |                   |         |                   |
| 2. DA accuracy rate                 |        |               | <div></div> |                   |         |                   |
| 3. FDA turnaround time              |        |               | <div></div> |                   |         |                   |
| 4. First-pass FDA acceptance        |        |               | <div></div> |                   |         |                   |
| 5. Exception and rebill rate        |        |               | <div></div> |                   |         |                   |
| 6. Response latency                 |        |               | <div></div> |                   |         |                   |
| 7. Update timeliness                |        |               | <div></div> |                   |         |                   |
| 8. SOF timestamp discipline         |        |               | <div></div> |                   |         |                   |
| 9. Supporting-document completeness |        |               | <div></div> |                   |         |                   |
| 10. Cost exception control          |        |               | <div></div> |                   |         |                   |