

Welcome Packet

Delivery Associate Training



Welcome to Amazon!

This Welcome Packet is meant to help you through Delivery Associate Training by providing answers to frequently asked questions from new Delivery Associates at DBK1.

The best practices shared in this packet will help you be highly successful in your new role within Amazon Logistics (AMZL).

Thanks for joining the team! We look forward to working with you.



It is always Day 1 at Amazon

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Training Location Information

The first 2 days of training will take place in-person at the station where you will be working.

STATION ADDRESS

1 Bulova Ave
Woodside, NY 11377

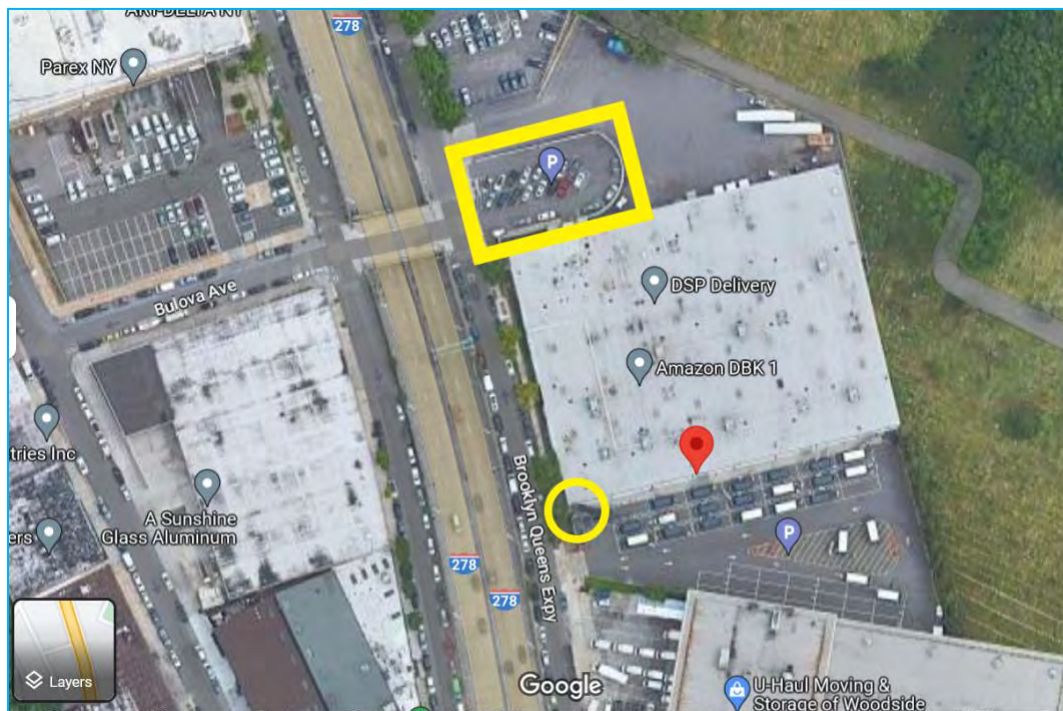
7:45AM

If you arrive later than 8:30 you will **NOT** be allowed into the class and will need to be rescheduled!

Make sure you stop by the ASBG Desk to sign in before (you can ask the security guard where it is.) It is a 2-day in-class training course.

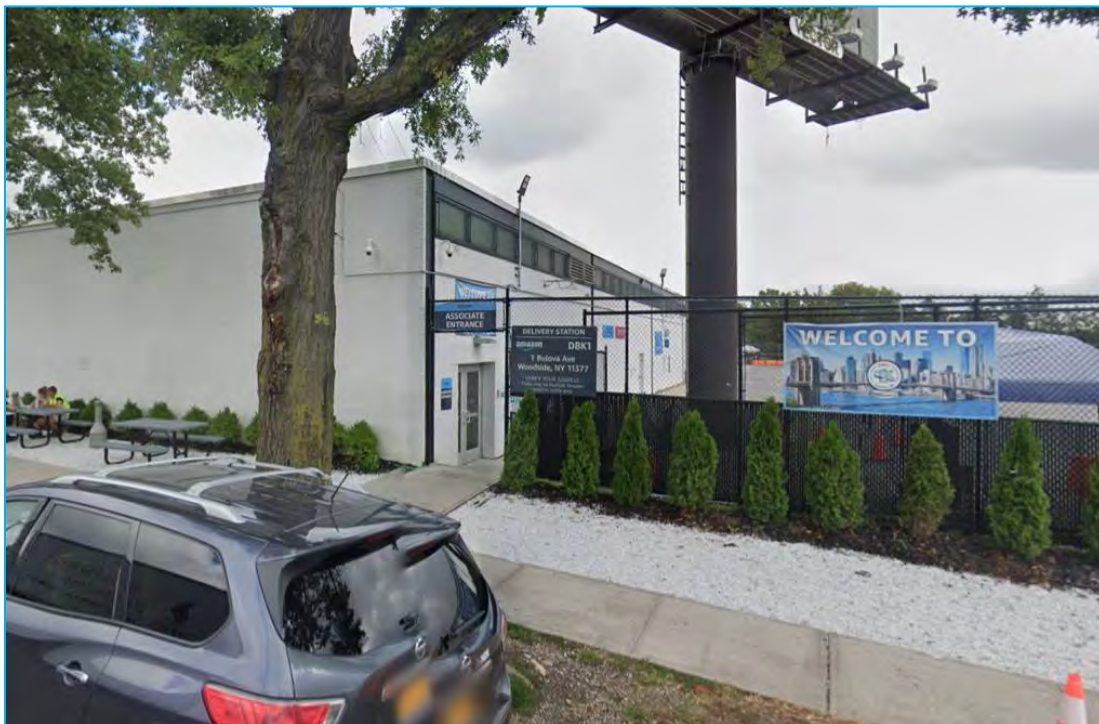
Indicated on the map of the station below are:

1. Parking Lot (highlighted with a yellow rectangle). If no parking spaces are available then use parking spaces on the street.
2. Associate Main Entrance (highlighted with a yellow circle). When you enter, check in with security using your ID. State that you are at the station for Driver Training.



Delivery Associate Training

Here is the ground view of the Parking Lot and Associate Main Entrance:



Delivery Associate Training Agenda

Day 1 | In- Station

Duration	Time	Day 1	Category
0:25:00	8:00 - 8:25	Orientation I	Instructor-Led Training
0:30:00	8:25 - 8:55	Site Safety Tour	Group Activity
0:05:00	8:55 - 9:00	Orientation II	Instructor-Led Training
0:10:00	9:00 - 9:10	Expectations I	Instructor-Led Training
0:05:00	9:10 - 9:15	Who's Who	Instructor-Led Training
0:20:00	9:15 - 9:35	All in, All out I	Instructor-Led Training
0:15:00	9:35 - 9:50	All in, All out II	Instructor-Led Training
0:10:00	9:50 - 10:00	DAT Foundations All in, All out Quiz	e-Learning Course (KNET)
0:15:00	10:00 - 10:15	<i>Break</i>	
0:45:00	10:15 - 11:00	Vehicle Basics	Instructor-Led Training
0:15:00	11:00 - 11:15	Delivery Vehicle Inspection Checklist	Instructor-Led Training
0:15:00	11:15 - 11:30	Inclement Weather on Road	Instructor-Led Training
0:20:00	11:30 - 11:50	Identify Paths	Instructor-Led Training
0:10:00	11:50 - 12:00	DAT Foundations Safe Driving Quiz	e-Learning Course (KNET)
0:30:00	12:00 - 12:30	<i>Lunch</i>	
0:10:00	12:30 - 12:40	Delivery App	e-Learning Course (KNET)
0:40:00	12:40 - 13:20	Delivery Execution I	e-Learning Course (KNET)
0:10:00	13:20 - 13:30	Sup. Mechanisms & Incident Reporting	Instructor-Led Training
0:20:00	13:30 - 13:50	Expectations II	Instructor-Led Training
0:10:00	13:50 - 14:00	DA Feedback Mechanisms	Instructor-Led Training
0:15:00	14:00 - 14:15	<i>Break</i>	
0:20:00	14:15 - 14:35	Driver Professionalism	Instructor-Led Training
0:20:00	14:35 - 14:55	Introduction to Behind the Wheel	Instructor-Led Training
0:05:00	14:55 - 15:00	Return to Station	Instructor-Led Training
0:35:00	15:00 - 15:35	DAT Foundations I Exam	e-Learning Course (KNET)
Total Duration (including Breaks and Lunches)			7:35:00

Day 2 | In- Station

Duration	Time	Day 2	Category
0:30:00	8:00 - 8:30	On Road	e-Learning Course (KNET)
0:15:00	8:30 - 8:45	VR Driver Hunt	e-Learning Course (KNET)
0:15:00	8:45 - 9:00	Wellness	Group Activity
0:10:00	9:00 - 9:10	Stretching & Lifting Activity	Group Activity
0:40:00	9:10 - 9:50	Load Out Observation Activity	Group Activity
0:20:00	9:50 - 10:10	Delivery Execution II	e-Learning Course (KNET)
0:10:00	10:10 - 10:20	DAT Foundations Delivery Execution Quiz	e-Learning Course (KNET)
0:15:00	10:20 - 10:35	Break	e-Learning Course (KNET)
0:25:00	10:35 - 11:00	Delivery Vehicle Inspection Checklist Activity	Group Activity
0:15:00	11:00 - 11:15	Enter & Exit Activity	Group Activity
1:30:00	11:15 - 12:45	Van Loading Activity	Group Activity
0:30:00	12:45 - 13:15	Lunch	
0:35:00	13:15 - 13:50	Dog Bite Prevention	e-Learning Course (KNET)
0:05:00	13:50 - 13:55	Dangerous Goods Awareness	e-Learning Course (KNET)
0:20:00	13:55 - 14:15	Driver Security Awareness	e-Learning Course (KNET)
0:15:00	14:15 - 14:30	Break	
0:20:00	14:30 - 14:50	Zappos at Work	Group Activity
0:35:00	14:50 - 15:25	DAT Foundations II Exam	e-Learning Course (KNET)
Total Duration (including Breaks and Lunches)			7:25:00

Safe Driving

How can I be a safe driver while operating my vehicle?

1) *Recognize hazards*



Hazards can be both inside and outside the vehicle. Fixed objects, other cars, pedestrians, intersections, and weather are all examples of common hazards. Scan your windshield and check your side mirrors frequently to ensure that you see hazards before they become dangerous. People and traffic can be unpredictable.

2) *Eliminate distractions*



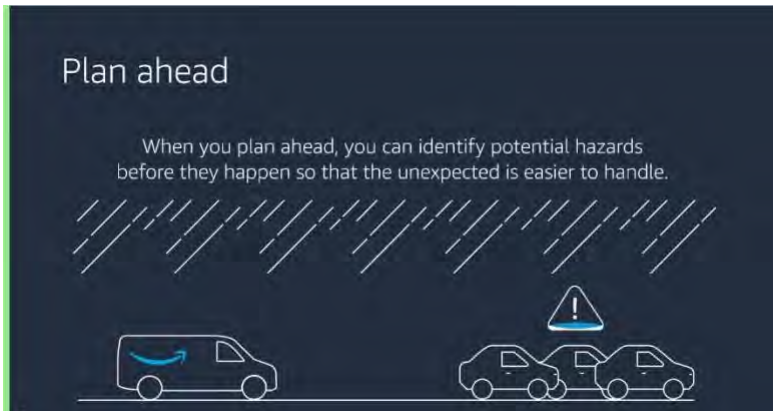
Did you know that 9 people are killed, on average, every day in the United States due to distracted driving?

You can properly maintain your focus by maintaining an 8- to 15-second eye lead-time and by eliminating distractions.

Distractions can be physical items inside your vehicle like phones, the radio, or your work tools.

Distractions also may be things on your mind like friends or family. Check yourself to ensure that you're focused and prepared mentally and physically.

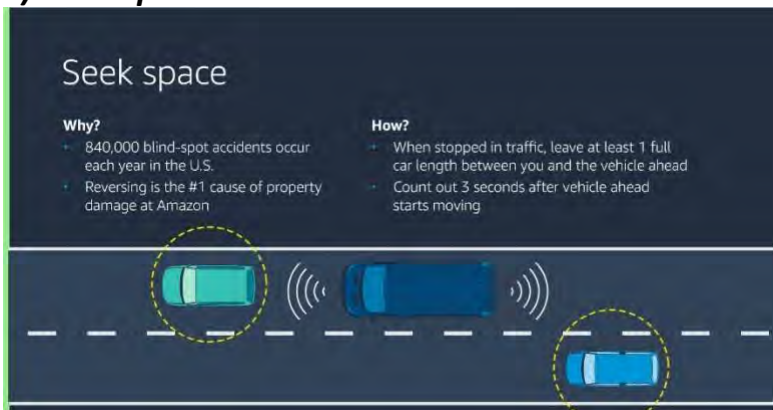
3) Plan ahead



As a Delivery Associate, one of your most useful tools is your ability to plan ahead. Expect the unexpected. Take time to think and plan ahead.

Driving defensively means knowing your route and anticipating traffic patterns and the actions of others. Planning will help you avoid reversing and help you choose the path of least resistance to get to your destination safely. It also means being aware of the limits of the vehicle you're operating, so you can avoid incidents.

5) Seek space



Did you know that reversing is the number one cause of property damage?

Understanding your vehicle size and the amount of space that you require is important. Your vehicle is larger, longer, and taller, so you need to know the limits of where it can fit and allow yourself enough space to react.

Create space around your vehicle by practicing appropriate following distances. Leave a one-car

cushion between you and the vehicle ahead, so you can pull around other vehicles and avoid reversing.

Maintain awareness of your vehicle's size. It's probably very different than your personal car and has distinct limitations.

"Brake by weight, and clear by height" is how to think about the length of time needed to stop the delivery vehicle and the minimum height needed to drive under bridges or covered structures.

Fico Score and Mentor:

Mentor measures your safe driving habits. It is mandatory to keep the application running throughout your shift.

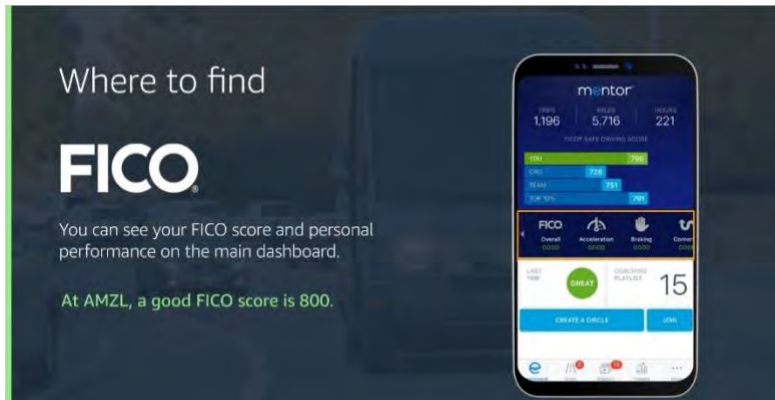


FICO scores are displayed in the Mentor App. They are used to help improve your safe driving behaviors. It measures instances of unsafe driving and provides direct feedback in the form of a score, as well as educational videos.

FICO is measured through 5 key inputs: acceleration, braking, cornering, distractions, and speeding.

You can improve your FICO score by practicing the basics of safe driving. This will help keep you from accelerating too quickly, braking or cornering too hard, becoming distracted while driving, or speeding.

Where to find FICO score



You can see your FICO score and personal performance on the main dashboard.

Below your personal performance summary, you also have access to supplementary videos, which act as coaching modules to help you improve.

The score is tracked on a rolling 7-day period, so one instance of safe driving or unsafe driving is typically not enough to change your score. Rather, it's a measure of your average driving habits.

How do I safely drive into my site at the start of my shift?

Most sites will require you to drive inside of a station to load your vehicle at the start of shift. Driving in a station has different safety rules and regulations than driving on the road.

When driving in a station:

1. Drive at the speed limit of 5 mph (both inside the station and in the parking lot)
2. Turn your headlights and hazard lights on
3. Put your windows down
4. Turn off all music - headphones are not permitted
5. Never Reverse
6. Turn your engine off once you are parked in the station - DO NOT IDLE
7. Exit the station only when the Yard Marshall permits you – you must exit in waves and cannot exit as soon as you are finished loading your vehicle

Loadout

How do I start my shift using the Rabbit application?

1. Open the Rabbit application
2. Select “Sign In With Amazon” (orange button)
3. Enter your email address and password that was created during training (you should have written it on your Access Card)
4. Select “Start Work”
5. Read all the notifications
6. To perform the Vehicle inspection: select “Start”. Once completed Select “Submit Report” to move to the next step.
7. Tap “Start Travel” to go to the delivery station
8. Follow the Yard Marshal’s direction and Once safely parked, select “I’ve parked.”
9. The screen provides a pickup overview. Identify your stage location. Tap “Start scanning” on the screen.
10. When you find your carts, scan one and walk it to your vehicle.

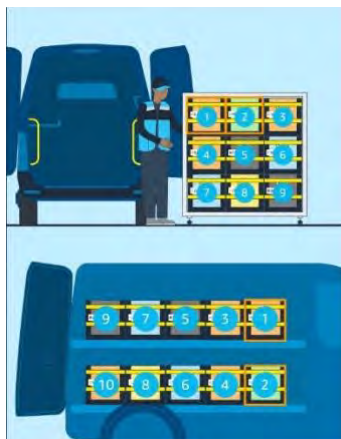
How do I load my vehicle?

The Rabbit will show you which order your bags will be delivered while on your route. Use this order as a guide to identify where/how bags should be loaded in your vehicle.

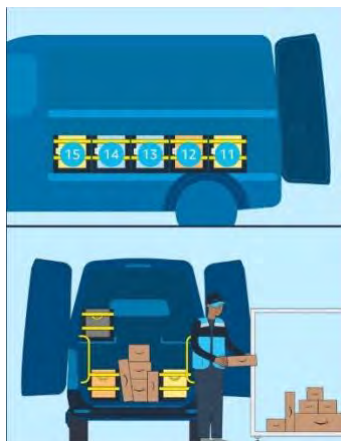


The idea is to easily access your delivery bags from the door separating the cab and the cargo areas in your van. As bags are emptied, you can collapse them and pull your next delivery bags closer to you. Organization is key: get in the habit of loading your vehicle the same way each day to ensure efficiency during Load Out and while on the road.

The goal is to take one look at your Delivery App screen and only one touch to find your package.

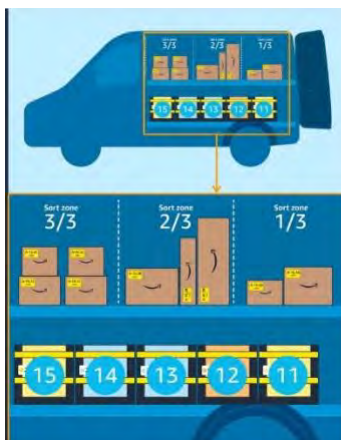
Start at the front:

Before you load an empty van, flip up the shelf on the passenger side and lower it on the driver's side to put bags on it. Load bag 1 in the illustration on the driver's side shelf nearest to the cab. Put bag 2 on the floor under it. Continue this pattern until you run out of space on the driver's side.

Use passenger side:

The passenger side shelf should be used for overflow packages. If you have additional bags, put them on the floor under the passenger side shelf. Use the middle of the van floor for oversize and heavy packages.

Pro tip: Always keep the customer in mind, especially when loading overflow packages. It's important to load all heavy packages first and put them on the floor, so heavy packages don't crush smaller packages throughout their journey.

Oversize packages:

If shelf space is still available, begin loading the oversize packages by the last letter of the Sort Zone. The first third of the oversize packages go to the rear of the van, the second third should be loaded in the middle, and the last third of the packages go closest to the cab.

Oversize packages near the rear of the van will be the first delivered. Use all the shelf space before putting packages in the aisle. Never place packages on the Launch Pad and keep the side door entry clear.

Delivering On Road

If my bags are out of order, how do I know which bag a package is in?

The Rabbit will identify which bag a package belongs to. Each bag has a code that states the number and color of a bag (refer to picture on the right). In this example, the package is in a blue bag numbered 618.



How should I mark a package?

You have to mark how you delivered a package in the Rabbit application so the customer and Amazon knows how and when the package was delivered.

You can choose the following options on the Rabbit app:

- Customer or Household Member: Used when you hand the package directly to the customer or a member of their household
- Receptionist or Doorman: Used when you leave the package with an authorized third party member to accept the packages for the customer
- Secure Mailroom: Used when a package is left in a secure mailroom for the customer to pick up
- Front Door/Front Porch: Used when a package is left in a secure location on the customer's front porch
- Back Door/Back Porch: Used when a package is left in a secure location on the customer's back porch
- Another Secure Location: Used when a package is left in a secure location that does not fall into any other category (e.g. garage, side door, bin for delivered packages)

What do I do if I am unable to deliver a package?

Make sure you follow the 3Cs to Troubleshooting (Call the customer, Call Driver Support, and Call Dispatch) before marking a package as undeliverable. You should try to exhaust all resources before not meeting customer promise. If you still cannot complete the delivery after exhausting your resources, you can mark the package as "Unable to Deliver".

The Rabbit will show the following categories that you must choose from to explain why you were unable to deliver:

- Access Problem: When you are unable to physically approach the customers home (e.g. closed street, dog in the yard, dangerous ice covering the driveway)

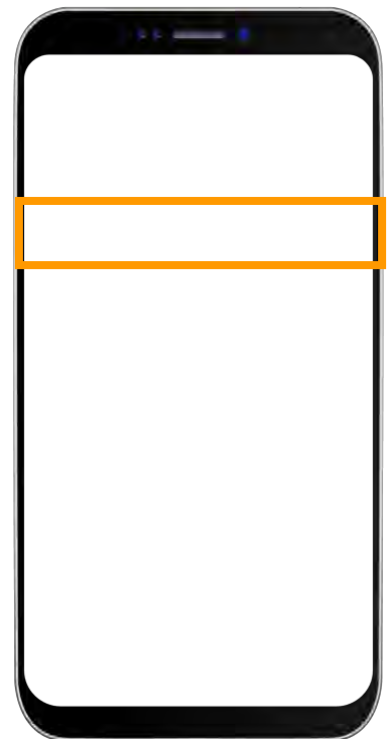
- Cannot Find Address: When you cannot find the customer's address
- Security Access Code Needed: When you cannot deliver to a customer because of security reasons (e.g. code needed to get into apartment building, gated community)
- Business Closed: When the business you are delivering to is closed for the day (enter the correct business hours into the app)
- Nowhere Safe to Leave Packages: When there is no secure place to leave a package

What if I find a package that is not on my route?

All packages **MUST** be attempted, even packages that are not technically on your route. If you find a package in one of your bags that is not included on your route, select "Pick Up" on the Rabbit (located on the Main Menu) and attempt the delivery.

All packages must be attempted to be delivered **twice**. If you cannot complete a delivery, you have to go back to that location a second time during your route to reattempt the delivery. If you have questions about a package that may not be close to you on your route, contact your dispatcher for help.

What if a package on my route is missing?



If you are making a delivery and are unable to find package in bag stated on the Rabbit, check in your next two bags in sequential order. If you are still unable to find it, look in your oversized (OV) packages.

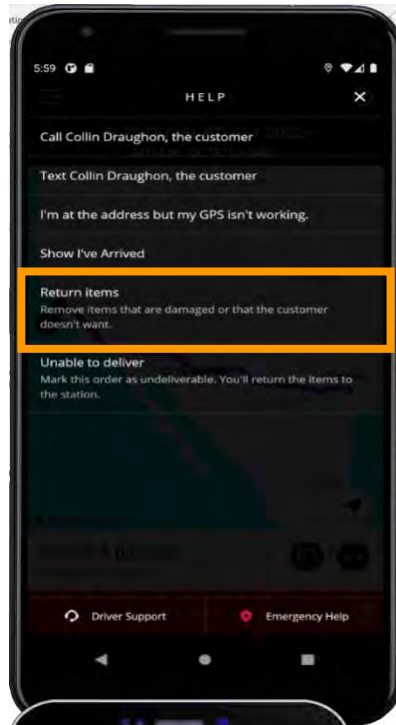
If you still cannot find it:

- Go to the “Help Menu” at the top right.
- Select “Return Items”, then select “Package is Missing”.

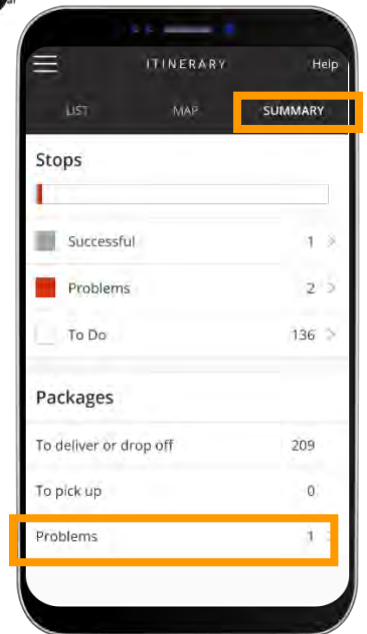
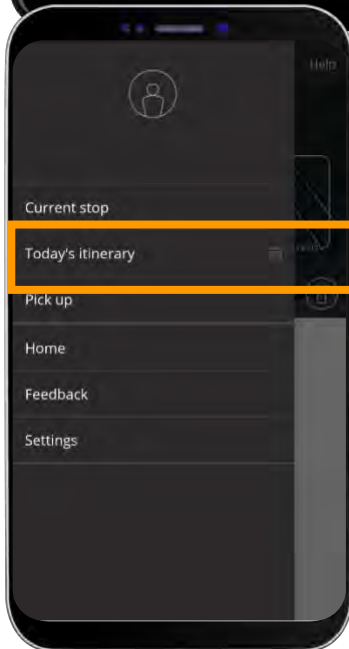
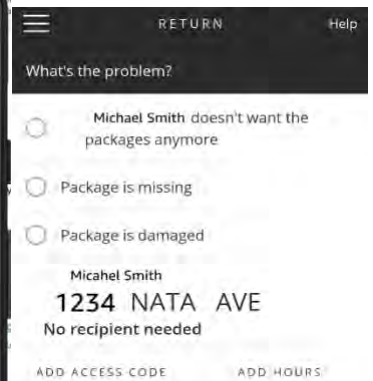
If you find the package in your vehicle later, **IT MUST BE REATTEMPTED.**

To reattempt delivery:

- Go to the Main Menu (three bars in top left).
- Select “Today’s Itinerary”.
- Select “Summary”.
- Select “Problems”.
- Identify the address that was marked missing and select “Retry Delivery”.



physically find the



What is a rescue route?

All Delivery Associates are responsible for completing their own route, but sometimes you may be asked to rescue another Delivery Associate or to meet up with another peer to be rescued. This happens when a Delivery Associate cannot complete their route on time, jeopardizing the customer's promised delivery date. Rescue routes are not guaranteed for everyone and should not be expected.

The following are the necessary steps for performing a rescue route.

1. Ask the Delivery Associate being rescued if they marked any packages as missing
 - a. You should **never** take a package that is marked missing
 - b. **The Delivery Associate that marks a package missing must be the one to deliver the package**
2. Note the address of each package that was marked missing
3. Scan each *package* that is being rescued – do not scan each bag
4. Check your summary on the Rabbit to ensure “Problems” does not appear
 - a. If “Problems” appears on your summary, give the package back to the original Delivery Associate to deliver

Tip: Today's Itinerary → Summary → Problems → Missing package that appears needs to be returned to original driver.

How do I “Pick Up” a package in Rabbit?

In order to pick up a package that is not in your Itinerary (for a rescue or because it is an extra package) you will need to go to the Main Menu (three bars at the top left). Select “Pick Up” and scan each package individually.

What should I do if I have a problem with my delivery?

If you are having trouble completing a delivery, follow the 3Cs to Troubleshooting.

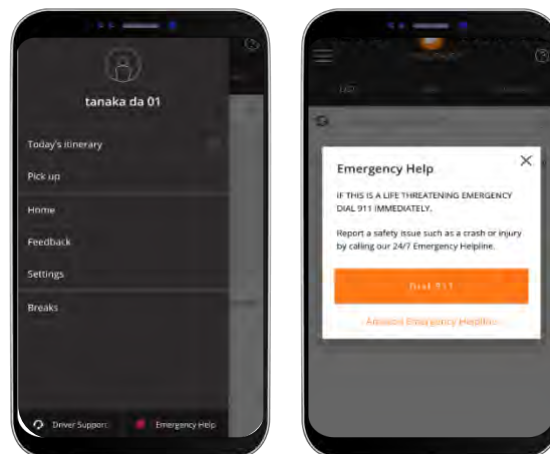
1. Call the customer
2. Call Driver Support
3. Call Dispatch

To call and text the customer, go to the Help Menu on the Rabbit. Some customers will only respond to texts because it identifies us as Amazon. If the customer does not respond, call twice but never leave a voicemail.

If calling the customer did not solve your problem, call Driver Support. If Driver Support did not solve your problem, call Dispatch.

What should I do if I get into an accident or have an emergency?

If you are in an accident or need medical attention, **call 911**. Your safety is Amazon's #1 priority. After you have assessed the situation and called for help, notify your DSP and the Emergency Help to report the incident.



What do I do when I have completed my route?

1. Reattempt any packages that were marked as missing
2. Consolidate and organize all empty delivery bags into one bag
3. Call your dispatcher for further instructions
 - a. Perform a rescue route if asked by your dispatcher
 - b. Return to Station (RTS) if your dispatcher gives you permission
4. Attend the designated debrief in your station
5. Return your delivery bags and any undelivered packages to Amazon

Amazon Lockers

How do I deliver to an Amazon locker?

Delivery Associate Training

1. Select “I’ve Parked” on the Rabbit
2. Select “Check In”
3. Scan the QR code on the locker
4. Select “I’ve Checked In”
5. Scan any packages to be delivered to the locker with the locker’s scanner - you will not need to scan the packages with your Rabbit for Amazon locker deliveries
6. Place the package in the locker that opens
7. Close the locker door
8. Repeat steps 5 to 7 for every package
9. Select “I’m Ready to Check out” on the Rabbit
10. Scan the QR code displayed on the locker screen
11. “Swipe to Finish” on the Rabbit

What if I can’t scan the QR code to check into a locker?

1. On the locker screen, select “Carrier Entry” (bottom left corner)
2. Select “Amazon/Amazon flex driver”
3. If the locker asks if you have packages to pick up, select “No”
4. If the locker asks if you have packages to deliver, select “Yes”
5. Select “Cannot scan QR code”
6. On the Rabbit, select “I’ve Check In”
7. If the locker asks if you would like to continue checking in, select “Yes”
8. Scan package labels one at a time using the scanner on the locker
9. After all packages have been delivered, select “I’m Done Delivering” on the locker screen
10. On the Rabbit, select “I’m Ready to Check Out”
11. Scan the QR code displayed on the locker screen
12. “Swipe to Finish” on the Rabbit

What if I have a problem with a package being delivered to an Amazon locker?

After selecting “Check In”, select the Help Menu on the locker screen (located at the bottom center of the screen). The Help Menu will have options to troubleshoot package problems such as “missing packages”, “damaged packages”, “unable to scan package label”, “locker did not open” and “package does not fit”. If you made a mistake and cannot go back, call Driver Support through the Rabbit for help.