

DA Knowledge Check, Project DAFT

1. Driver assist code on SAL labels (4 digit code on the bottom of the yellow labels on each package) are unique to each package, one code per package:

- a. **True** WHY? For ease, so DA's can quickly identify packages for stops when looking at the Flex app
- b. False

2. What are the risks of incorrectly delivery package this method?



- a. Delivered Not Received – Theft! Customer never received!
 - b. Customer Escalations – This is not a secure location, high risk theft!
 - c. Infractions – This is a Tier 2 Standard Work Infraction, “Package Mishandling”
 - d. Negative Customer Feedback – Customer will complain if we put their packages at risk and/or ignore their customer notes
 - e. Larger package counts for this route – Not going door to door saves time, HOWEVER, routing will add more packages to compensate for time saved
 - f. **All of the above** WHY? Highest risk delivery method, NEVER best practice
 - g. None of the above
3. When at a stop, I can scan packages inside the van for that stop to ensure I take the correct packages for that stop:
 - a. **True** Scan at the van to ensure you only take the correct packages for that stop!
 - b. False
 4. When performing a rescue, I should:
 - a. Scan the container only
 - b. **Scan the packages only** WHY? To guarantee you only take responsibility of those packages, as the bag contents may have been changed! (Driver used that bag to reorganize their van)
 - c. Both A & B
 - d. Neither A nor B
 5. If an Amazon Hub locker or 3rd party locker is out of service in an apartment complex, I should first:
 - a. Return packages to station
 - b. Skip to Next Stop
 - c. **Attempt delivering door to door** WHY? We still have a customer promise to satisfy! The customer will appreciate Door to Door!
 - d. Leave packages next to Hub Locker’
 - e. None of the above

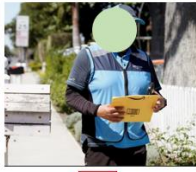
6. The best time to reattempt a previously attempted (No Safe Location) package is just before I Return to Station, while still in the delivery area:

- a. True WHY? Customers may not be home at 1pm, but may be home at 5pm!
- b. False

7. The following package has been successfully “delivered”:



A



B



C

- a. A
- b. B
- c. C WHY? The Package is no longer in our possession! Only then do we mark it “Delivered!”
- d. None of the Above

8. I may leave packages outside the Amazon Hub Lockers on the floor if the lockers are full.



- a. True
- b. False WHY? Outside the locker is NOT a secure location! Go Door to Door!

9. This is a mail room, and an acceptable safe location to leave customer packages for the building



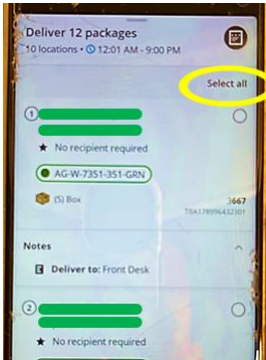
- a. True
- b. False WHY? This is an Unsecured Lobby. These Packages are left unattended. DA should go Door to Door and take pictures

10. If attempting delivery to a household, and no one is home, I should first:

- a. Contact dispatcher
- b. Contact CO chime group
- c. Contact customer service
- d. Contact customer WHY? Customer knows best! They are LAW!
- e. Skip to next stop

f. None of the above

11. The Purpose of “Select All” at the group stop, in the picture below, is:



- a. You are delivering to a “household member”
- b. You are delivering to “front door”
- c. You are delivering to a “receptionist”/”doorman” WHY? Clicking “Select All” deactivates the Picture on Delivery, and prompts the DA to enter the recipient’s name (WHO has the packages)
- d. You are delivering to a “another safe location”
- e. All of the Above
- f. None of the Above

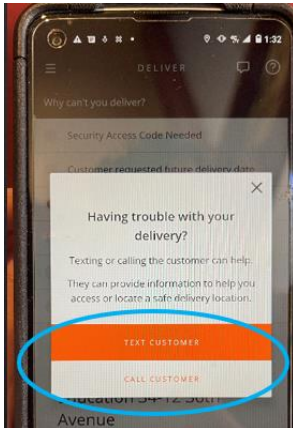
12. All packages delivered unattended (not given to an individual) should have a Picture on Demand (Proof of Delivery)

- a. True WHY? Customer needs picture for proof/whereabouts of package!
- b. False

13. In my itinerary view, at the end of my route, a stop without a corresponding “Green” or “Red” dot means the package was:

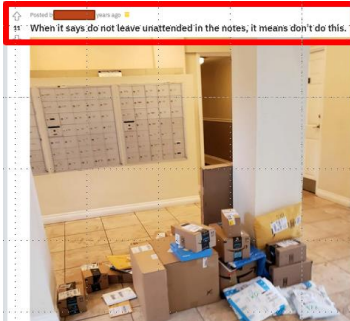
- a. Missing from my van
- b. Delivered
- c. Never attempted WHY? No Dot means no attempt has been made! Go Attempt! All packages must be AT LEAST attempted prior to RTS.
- d. Damaged
- e. None of the above

14. How many times should I contact the customer, after marking a package “undeliverable” and prompted this screen:



- a. Once
- b. **Twice** WHY? After I mark the packages “undeliverable”, I should be calling/texting customer from this screen at least twice
- c. Thrice
- d. None, close the window
15. Why Cannot I scan my Package?
- a. I already “Marked Delivered” – Go physically deliver it!
- b. I previously “Marked Missing” – Go to summary view, troubleshoot, and reattempt it!
- c. Customer cancelled – RTS the package
- d. Package isn’t assigned to me – CO Integration or Customer Service can assign
- e. **All of the Above** WHY? The pack needs attention. See Above!
- f. None of the above
16. If I do not have packages to RTS, I may skip Returning to Station and head directly to the offsite lot after my last stop:
- a. True
- b. **False** WHY? All DA’s must scan their badge at RTS to 100% complete their route. Packages may also be “Missing”, “Un-attempted”, “On-Road” and require problem solving.
17. If the yellow label (SAL Label) is covering the address, I am still able to successfully deliver the package by looking at the Driver Assist Code and cross check to the FlexApp.
- a. **True** WHY? Driver Assist Code is unique to one package, and can be referred to the FLEXapp to ensure at correct address
- b. False

18. I may “Select all” and group deliver these packages below (10 different customer orders), and take no picture for the this stop.



- a. True
b. **False** WHY? This is an unattended lobby, an UNSECURE location. I should go door to door, with 10 separate pictures, one per customer order.
19. If I deliver packages in bulk/group to an unattended apartment lobby like below, my route size (# of packages on van) will not increase over time.



- a. True
b. **False** WHY? Routing will look at the ~15 minutes saved by not going Door to Door, and give you 15 more minutes of packages tomorrow. AVOID THIS!
20. My FICO score consists of:
- a. Accelerating
b. Breaking
c. Reversing
d. Speeding
e. Distractions
f. Seat Belts
g. **All of the Above** WHY? Amazon takes a paramount stand regarding On-Road Safety, to preserve the health and well being of all DA's and Community Members
h. None of the Above
21. I do not have to engage my seat belt while entering the launchpad for loadout.
- a. True
b. **False** WHY? Accidents can happen anywhere. Seatbelts are ALWAYS engaged prior to putting the Van into “Drive”

22. When making a customer delivery, at the stop, I should check customer notes first before anything.
- True WHY? Customers are providing direct instruction what to do with THEIR package
 - False
23. The second I Swipe to Finish, the following information is sent immediately to the customer
- GPS location
 - Delivery Method (Front Door, Receptionist, Mail Room)
 - Photo on Delivery
 - Receptionist's or Doorman's "name"
 - All of the Above WHY? To provide the customer detailed information on the delivery and whereabouts of their packages
 - None of the Above
24. "Swiping to Finish" outside of the delivery location will negatively affect the GeoPin
- True WHY? "Swipe to finish" is what determines the GPS location of the delivery. Three consecutive days of out of position swipes will move the GeoPin
 - False
25. Why should we take a picture on delivery for all unattended packages?
- Proof of Delivery
 - Easy for Customer to find
 - Photo on Delivery updates the Geopin
 - Both A & B WHY? Packages left unattended are at a high risk of theft. The picture provides assurance of the delivery for both Amazon and Customer.
 - None of the Above
26. In the following picture, I may:



- "Select All", mark "Delivered to Mailroom" or "Delivered to another safe location", Swipe to Finish
- Go Door to Door, select each customer order individually, and take a picture for each order. WHY? This is package dumping, and strictly prohibited. This is not a mailroom. Customer promise dictates I follow customer notes, go door to door, taking pictures at each customer's door.

27. If the address on the package, matches the address on FlexApp, matches the physical address I am at, I am correctly delivering the right packages to the right customer.

a. True WHY? This is a triple check address verification, right packages for the right customer!

b. False

28. What would be a "Safe Location" when delivering?

a. Not in plain sight of the street WHY? People can't steal what they can't see!

b. In a mailbox

c. Behind a garbage can

d. On the roof

e. All of the Above

f. None of the Above