DA Resource Guide

Contents

DA Training Videos

AMZL Delivery Associate Onboarding Videos: DAs who pass the background check will be sent an email notification from Amazon, informing them that they can now watch the videos for an overview about delivering Amazon packages.

Note: There is not direct link to the videos. The videos are loaded in each individual driver profile.

Video Title
Module 1: Delivery Overview
Module 2: At Station Procedures
Module 3: On Road Safety
Module 4: On Road using Rabbit
Module 5: Delivery Keys
Module 6: On Road Delivery Situations
Module 7: Return to Station Procedures
Total Estimated Time: 90 minutes

LOAD OUT

Last In First Out (LIFO) Loading Method

In an effort to help maximize efficiency when selecting packages for route stops, use the Last In, First Out method when loading and selecting packages from your vehicle.

LIFO is an organized loading method that corresponds to the way that you load packages with the route stop order so that the last packages are loaded first, and the packages first out for delivery are closest to where you access packages.

To better understand the loading and on-road procedures, the LIFO method is organized by 1) Placement by Route Zone 2) Orientation of Bags 3) Package Selection.

Placement by Route Zone

When you load package bags into your vehicle, you should load them so that the **first packages out** for delivery are **closest to where you access packages from your vehicle**.

To load your vehicle using the LIFO method, use the following steps

1. Review your pick list - When looking at your pick list, the route zone on the bottom will be your last route zone and this bag should be loaded into your vehicle first, furthest from the access point.

2. Identify and order the route zone bags – Open each route zone bag and identify the route zone on a package to verify which order in your route those packages will be delivered. Organize bags by route order for vehicle loading.

3. Load route zone bags
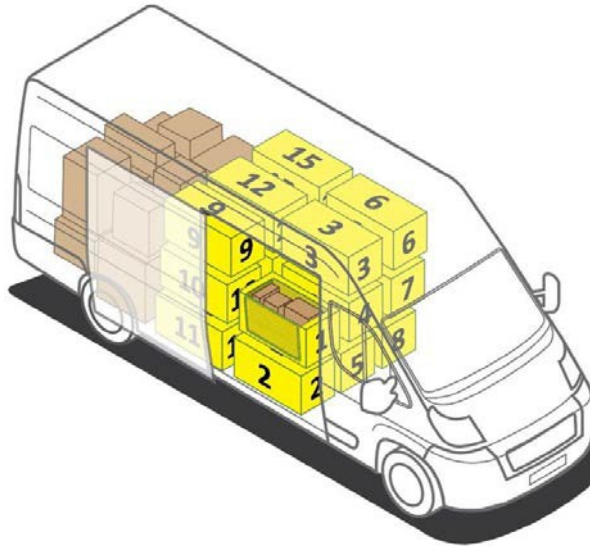
a. Load bags from driver's side to passenger side.
b. Stack bags three high and three wide, except only two bags high in front of the side door. Bags may be stacked higher if there is additional space inside the van.
    i. This means that:
        • The bag for the last zone will be placed in the back on the driver's side of the vehicle (furthest from the side door access point).
        • The bag for the second to last zone will be stacked on top of the last zone bag.
        • The bag for the third to last zone will be placed on top of the second to last zone bag.
c. After one row of the last route zone bags are loaded, continue to load bags bottom to top and from driver's side to passenger side until you are left with the first delivery route zone.

4. Load all oversize packages into the vehicle – Stack oversize packages in the back of the vehicle by loading the last stop's packages furthest from the back door and layering subsequent stop packages forward, closer to the back door.

Orientation of Bags

When you place the bags in the vehicle, ensure they are:

- o Placed flat in the vehicle, with the short end facing the front and back of the vehicle
- o Mesh facing up
- o Stacked 3 high throughout, 2 high in front of the side door access point. If additional space is available, you may stack bags higher. For example, bags may be stacked 4 or 5 high inside taller vehicles.

Package Selection

When you arrive at a stop, pick packages from the bag closest to the side door access point. If the package is an oversize package, pick package from the back of the vehicle.

When all packages from one bag are delivered:

1. Collapse the bag and place it upright near the bulkhead.
2. Pull packages from the bag placed under the previously delivered bag.
3. If a stack of bags have been delivered, pull the next stack of bags towards the side vehicle door.

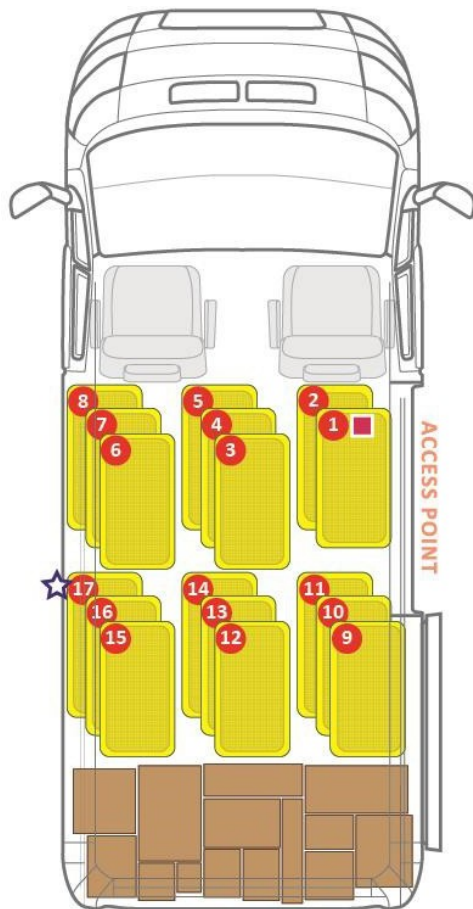## LIFO Visual Diagram (Side View)
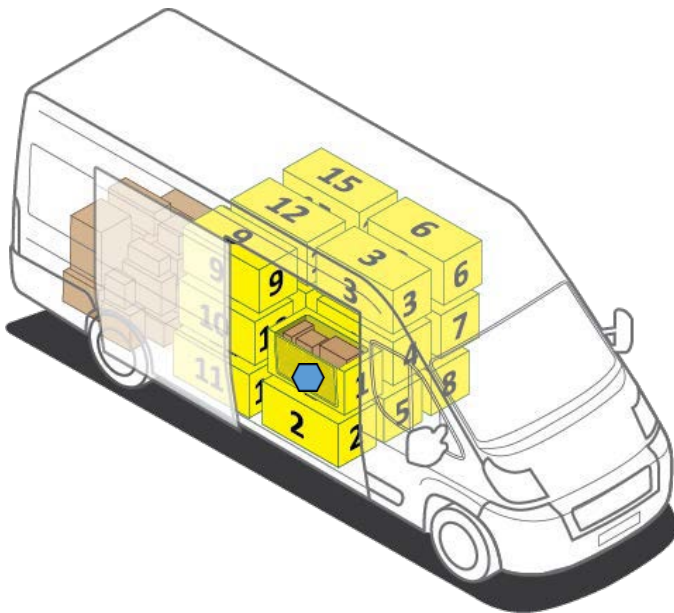
Pick List

DC1

Pick List

Load Last
Load First

#			
1	B-1.1A:	DC.8900:	14
2	B-2.1A:	DC.8910:	8
3	B-1.1B:	DC.8920:	10
4	B-2.1B:	DC.8930:	11
5	B-1.1C:	DC.8940:	7
6	B-2.1C:	DC.8950:	9
7	B-1.1D:	DC.8960:	9
8	B-2.1D:	DC.8970:	11
9	B-1.1E:	DC.8980:	15
10	B-2.1E:	DC.8990:	8
11	B-1.1G:	DC.9000:	9
12	B-2.1G:	DC.9010:	11
13	B-1.1H:	DC.9020:	11
14	B-2.1H:	DC.9030:	13
15	B-1.1J:	DC.9040:	14
16	B-2.1J:	DC.9050:	9
17	B-1.1K:	DC.9060:	7

LIFO Visual Diagram (Aerial View)

Pick List

#	Location	DC	Qty
1	B-1.1A:	DC.8900:	14 ■
2	B-2.1A:	DC.8910:	8
3	B-1.1B:	DC.8920:	10
4	B-2.1B:	DC.8930:	11
5	B-1.1C:	DC.8940:	7
6	B-2.1C:	DC.8950:	9
7	B-1.1D:	DC.8960:	9
8	B-2.1D:	DC.8970:	11
9	B-1.1E:	DC.8980:	15
10	B-2.1E:	DC.8990:	8
11	B-1.1G:	DC.9000:	9
12	B-2.1G:	DC.9010:	11
13	B-1.1H:	DC.9020:	11
14	B-2.1H:	DC.9030:	13
15	B-1.1J:	DC.9040:	14
16	B-2.1J:	DC.9050:	9
17	B-1.1K:	DC.9060:	7 ☆

■ Load Last

☆ Load First

On-Road

8 Keys to a Perfect Delivery

Amazon strives to deliver a great customer experience with every package. There are a number of ways you can effect customer experience – consider your impact on this by following the 8 Keys to a Perfect Delivery. The 8 Keys are some of the best practices Delivery Associates are doing while making deliveries. You can refer to the 8 keys at any time to help guide you along your delivery route.

Link: 8 Keys to a Perfect Delivery Retraining Course

1. **Make sure you are at the correct address: Don't risk a concession**

    To make sure you are at the correct address, compare the address displayed in Rabbit to both the package address label and the physical address on the building. If the customer address displayed in Rabbit conflicts with the address information on the label, use the customer address information on the label. Request support from Driver Support if you are unsure.

2. **Knock on the door and ring the bell between 8am – 8pm**

    Remember to both knock and ring the customer's doorbell because the bell may not work or the customer may not hear the knock. After knocking and ringing the bell, wait about 10 seconds. If the customer does not answer the door, check for a secure location to leave the package.

    If it is before 8a or after 8pm, you should not knock and ring the bell. To be respectful of customers' schedules, you should also avoid calling the customer if it is outside of the 8am to 8pm timeframe.

3. **Deliver to the Customer's Front Door when it is permitted and secure**

    Delivering to the customer's front door is the best place for the customer to find their package. If you need a code to gain access to the front door, you must be permitted access. Proceed to the customer's front door if there is an access code displayed in Rabbit, or if access is provided by the customer, doorman, or another building resident.

    Deliver the package to a secure location that is protected from weather and hidden from the view of the general public. Remember to leave a "We Missed You card" to help inform the customer if you left the package somewhere that may not be obvious such as the leasing office or behind a flowerpot.

If you are unable to deliver the package because you cannot access the delivery point (UTA), locate the delivery point (UTL), or you cannot identify a secure location (NSL), call the customer for additional delivery instructions.

4. **Scan the package at the point of delivery (not from your vehicle)**

The Rabbit delivery app triggers customer delivery notifications. Scanning packages at the point of delivery, such as the front door, will ensure customers only receive a delivery notification when their package is delivered. If you scan a package from inside your vehicle or outside of the delivery range (called a geocode), the customer will be notified their package is delivered when it has not been delivered yet.

If prompted, take a photo of the package, stepping back to capture the location surrounding the package. Do not include people, the inside of a customer's home or business, or license plate information in the photo.

5. **When delivering to the customer directly, verify the customer's name**

When a household member answers the door, provide the name of the customer listed on the package label. If the household member accepts the package, ask for their first and last name to enter it in Rabbit.

6. **Be courteous and respectful to customers and other carriers**

In general, your interactions with customers and other carriers should be positive. To show courtesy and respect:

DO

- Be honest
- Tell the customer that you have a delivery for them
- Ring the adjacent buzzers but clearly identify who the delivery is for and ask for permission.
- Be respectful of neighbors and pets
- Treat others as you want to be treated

DO NOT

- Throw packages
- Litter
- Pick fruit/vegetables
- Lie to gain access to a building
- Harass other carriers for access to the building
- Tailgate or force entry into a building
- Press every button of a call box until you get a response

7. **Follow the customer's delivery instructions when secure and safe**

Weigh the customer's instructions with the ability to place the package in a safe and secure location. If the customer's notes are in conflict with your personal safety or any of the 8 keys to a perfect delivery, call the customer to verify the notes.
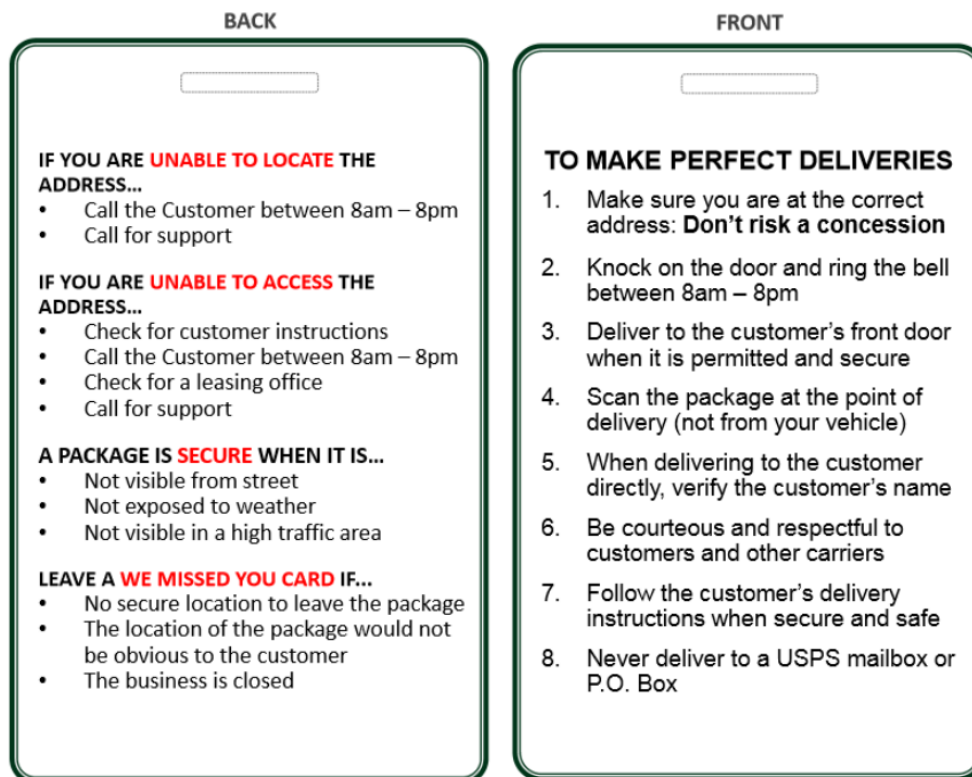
8. **Never deliver to a USPS Mailbox or Post Office**

USPS mailboxes are considered federal property and not the property of the individual owner. Do not place any packages in a customer's mailbox or deliver to a P.O. Box address, even if the customer requests it.

If a customer has a mail slot on their door and it is a small package, it is acceptable to deliver the package through the mail slot. It is also acceptable to deliver to a Post Office as long as the address is not a PO Box address. You may also deliver to other retail mailbox or shipping centers as long as you can verify the customer owns a mailbox at the location.

8 Keys to a Perfect Delivery Badge Card

Print these badge cards and place them on your badge holder.

BACK

IF YOU ARE UNABLE TO LOCATE THE ADDRESS...
- Call the Customer between 8am – 8pm
- Call for support

IF YOU ARE UNABLE TO ACCESS THE ADDRESS...
- Check for customer instructions
- Call the Customer between 8am – 8pm
- Check for a leasing office
- Call for support

A PACKAGE IS SECURE WHEN IT IS...
- Not visible from street
- Not exposed to weather
- Not visible in a high traffic area

LEAVE A WE MISSED YOU CARD IF...
- No secure location to leave the package
- The location of the package would not be obvious to the customer
- The business is closed

FRONT

TO MAKE PERFECT DELIVERIES
1. Make sure you are at the correct address: **Don't risk a concession**
2. Knock on the door and ring the bell between 8am – 8pm
3. Deliver to the customer's front door when it is permitted and secure
4. Scan the package at the point of delivery (not from your vehicle)
5. When delivering to the customer directly, verify the customer's name
6. Be courteous and respectful to customers and other carriers
7. Follow the customer's delivery instructions when secure and safe
8. Never deliver to a USPS mailbox or P.O. Box

Package Label Details

Understanding how to read a package label will help you efficiently select stop packages along your route.

Package Label Example

Full customer name and address

Amazon Fulfillment Services

G - 099
D - 001

AMZL
AMZL_US_LMA

Ship To:
KATE ROSENBURG
57 SHERMAN ST
CAMBRIDGE MA 02140-3502

A.0220

Do not scan

Enlarged, abbreviated version of address

Bar code: where you can scan the package

57 SHE

E
08/04/15

Promised Delivery Date (PDD)

TBA000003139121

Sort code

A-11.1B

TBA: unique package ID #

BOS5

DB01-DS-B

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Rabbit

Rabbit refers to the delivery app that is used to deliver packages to the customer. When making deliveries, the Rabbit app will help guide you through different delivery situations. It is very important to select the options in the app that best represent the delivery.

When you complete a successful delivery, you will deliver:
1. Directly to an individual or
2. To a secure location

When you deliver directly to an individual, it will be to a:
1. Customer or a member of the customer's household
2. An authorized person such as a receptionist, leasing agent, or doorman who will accept the package on behalf of the customer

When the customer is not home and there isn't an authorized agent to accept the package:
1. Leave the package at the address in a secure location: somewhere at the customer's address where the package cannot be seen from the street and where it is protected from weather.
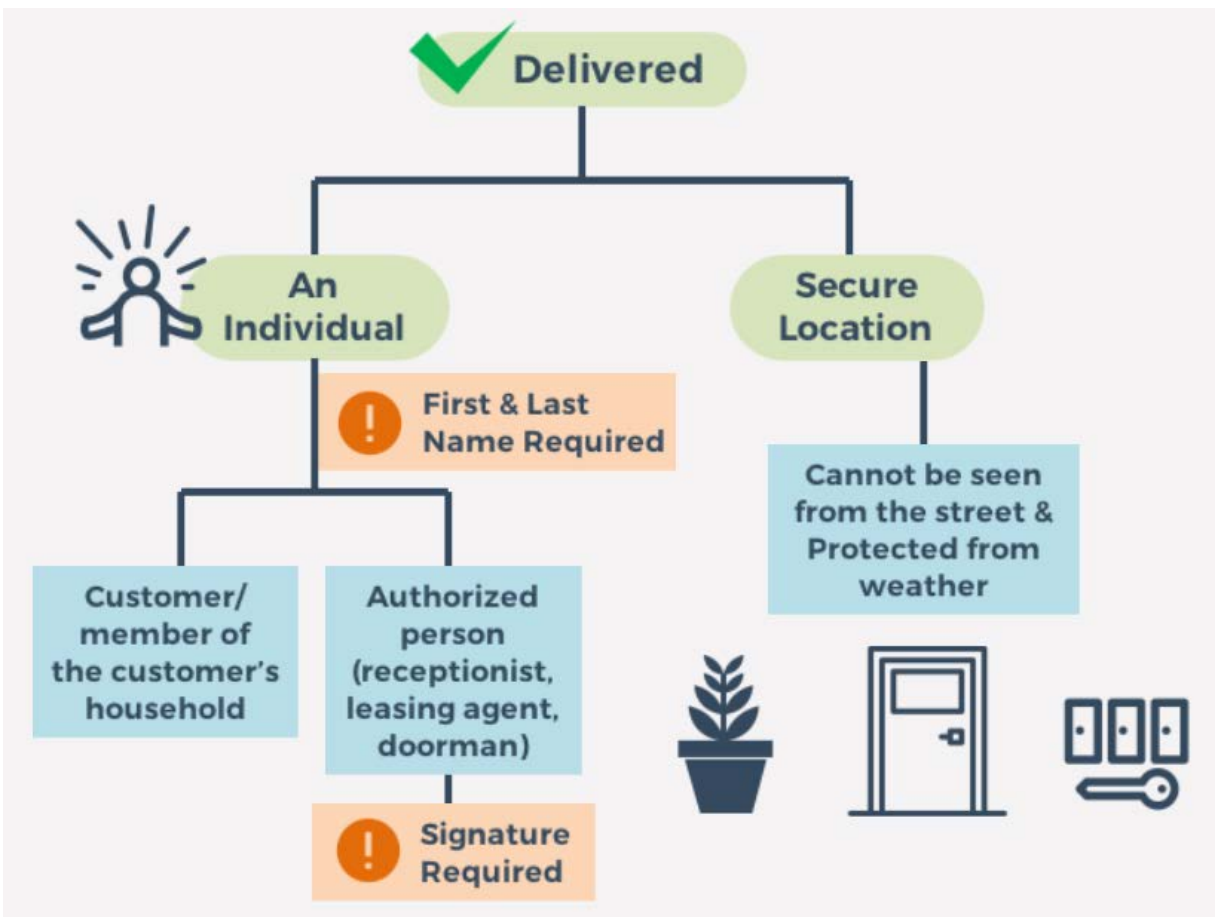
Rabbit Training Videos

Click on each link to learn more about the delivery process in the Rabbit delivery app.

- Getting Started
- View Itinerary
- Delivery
- Geofence
- Add Delivery Information
- Unable to Deliver
- Return Items
- Pick Up Packages
- Return to Station

Rabbit Workflow

The basic workflow of the Rabbit delivery application involves three major steps: 1) Getting Started 2) Delivery Packages (using the itinerary) and 3) Return to Station.

You can select different delivery options in the app based on the delivery scenario.

1. **Getting Started:** login using your credentials. Navigate to your first stop and understand how to use your itinerary.
    a. Log In
        i. Delivery Device Login (TC-55/56)
        ii. Rabbit App
    b. Ready to Delivery
    c. Enter mileage
    d. Go On Duty
    e. Pick up
    f. I have arrived (at station)
    g. Start First Delivery
    h. Navigate
        i. Offline Maps
    i. Itinerary
        i. Search by TBA
        ii. Re-attempt
        iii. Skip Stops
2. **Deliver Packages:** select the appropriate customer packages for delivery
    a. Successful Delivery: *to an individual or a secure location*
        i. Attended Delivery
            1. Customer
            2. Receptionist or doorman
        ii. Unattended Delivery (Secure Location): *review customer notes and take a Photo on Delivery*
            1. In a secure mailroom

2. Front door
3. Backdoor
   b. Unable to Deliver: *unable to access the point of delivery or unable to leave the package unattended*
      i. Can't find address (**UTL** – Unable to Locate)
      ii. Access problem (**UTA** – Unable to Access)
      iii. Business Closed (**BC** – Business Closed)
      iv. Delivery will be too late
      v. Nowhere safe to leave package (**NSL** – No Secure Location)
      vi. Security Access Code Needed
      vii. Customer requested future delivery date
      viii. Geofence Issues
      ix. Missorted Package
      x. Report the package as missing
         1. Package is damaged
         2. Package is missing
         3. Customer doesn't want the package anymore
   c. Add Delivery Info
3. **Pickup Packages (only if applicable):** *pick up additional packages from another driver, if the packages are at risk for missing the customer promised delivery date*
4. **Return to the Station**

Troubleshooting a delivery situation:

1. Check customer notes
2. Call the customer
3. Call Driver Support

Device Verification

As a step to support device security, you might receive a notification in the rabbit app requesting device phone number verification. If the device doesn't let you call the customer or SDS, first follow this process to verify the phone number.

When prompted with the Phone Number Verification screen after logging into their device:

1. The device will prompt you to input a phone number. Do NOT use your personal phone number.

2. Determine the device phone number

   a. T-Mobile: dial #686

   b. Other Carriers: Call 1-800-444-4444

3. Input the phone number into the Rabbit app and tap Request Code

4. A code will be sent by SMS. Enter the code and tap Submit

Group Delivery

Rabbit will create Grouped Deliveries when multiple orders will be received by a single recipient within a multi-customer building or complex (i.e., apartment complex, university, or office building). When a single recipient receives multiple orders as a Group Delivery, the delivery process becomes more efficient.

*Note: Grouped Deliveries should only be received by a **single** recipient. If Rabbit groups multiple orders that will be received by multiple recipients, you will need to deliver each order individually.*

Making a Group Delivery

When Rabbit creates a Group Delivery, the **Delivery Address** screen will display the total number of deliveries to be made, and will show *Multiple Customers* as the recipient.

1. Tap **Continue** to start the delivery process. Do not click on **Verify # Packages**.

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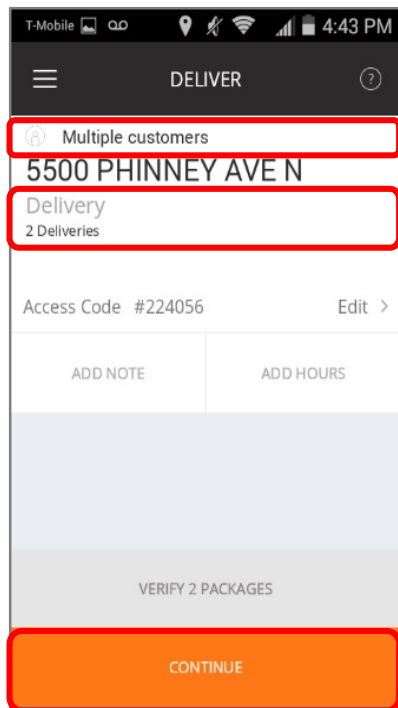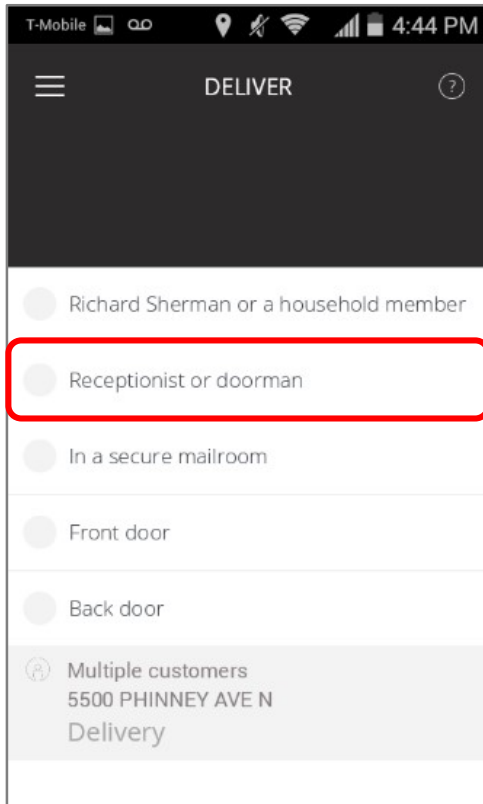
2. Tap the **checkbox** to the left of each Customer's name, and then tap **Deliver # Together**.
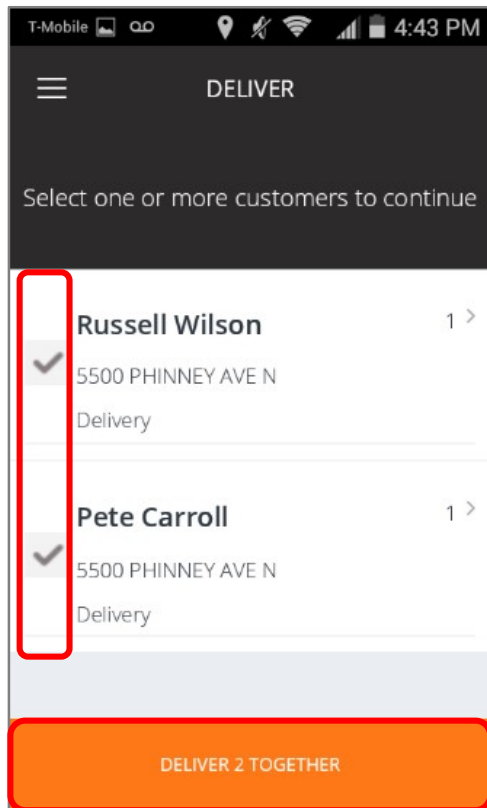
3. Scan the all of the packages assigned to the current stop.
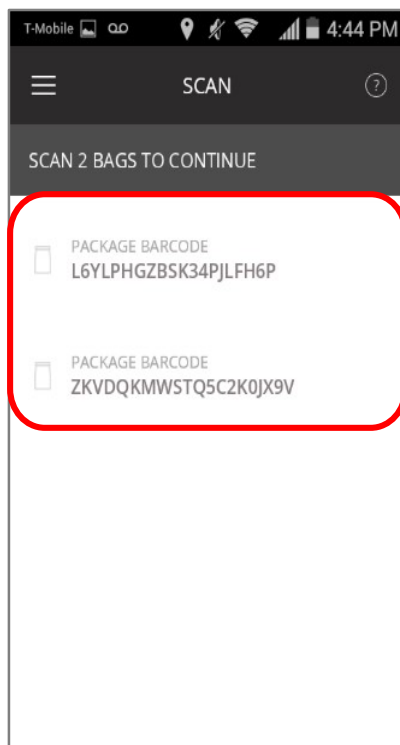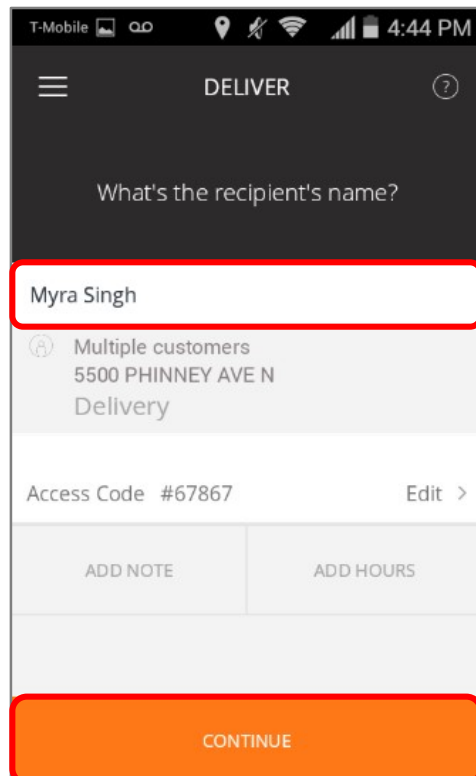
4. Select the **Receptionist or doorman** delivery option.

5. Type in the **Recipient's First** and **Last name**, and then tap **Continue**.

6. Review the **Delivered to** information, and then **Swipe to Finish** the delivery.
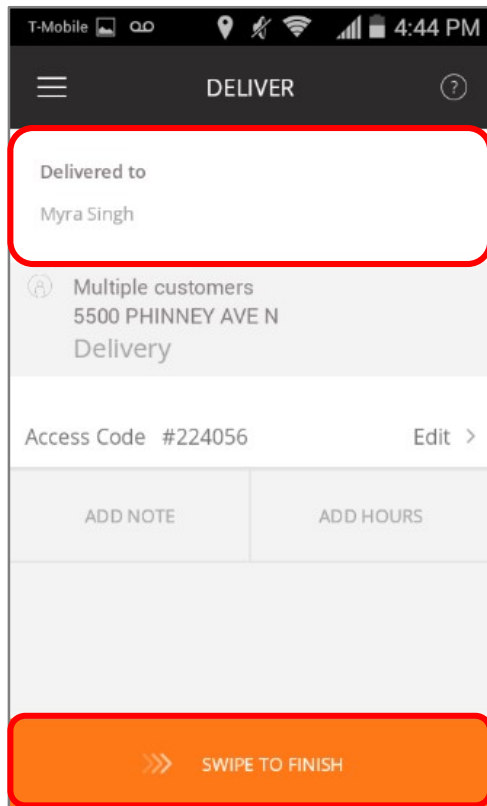
Partial Grouped Delivery for Missing Package

Use these instructions to complete a partial delivery when one of the packages is missing from a pregrouped delivery.

1. After you arrive at your destination, tap **Continue**.

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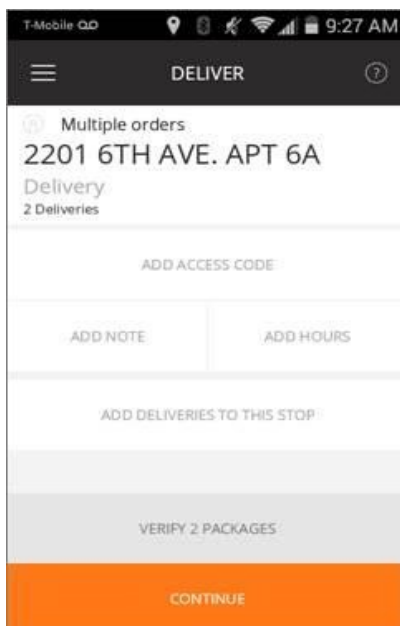
2. Select the customer name associated to the missing package, and then tap **Delivery**.

DELIVER

Select one or more customers to continue

SELECT ALL

✓ Delivery   1 ›
MICHELLE LEE
2201 6TH AVE. APT 3B

Delivery   1 ›
RYAN MILLER
2201 6TH AVE. APT 6A
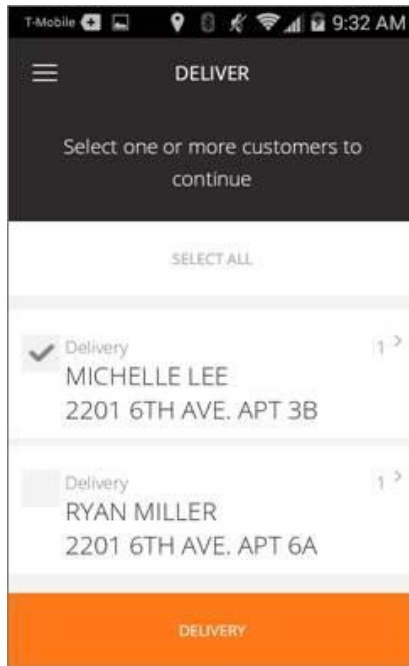
DELIVERY

3. Tap to open **Help** menu, and then tap **Report the package as missing**.

SCAN   ⑦

SCAN 1 BAG TO CONTINUE

Barcode
154YVYXRGZ8MXES2T38T

HELP   ✕

Call MICHELLE LEE, the customer

Call Support

Enter a package ID

Report the package as missing

Return items
Remove items that are damaged or that the
customer doesn't want.

Unable to deliver
Mark this order as undeliverable. You'll return the
items to the station.
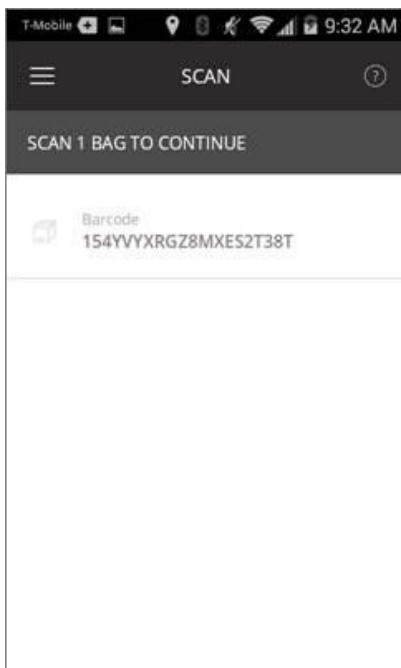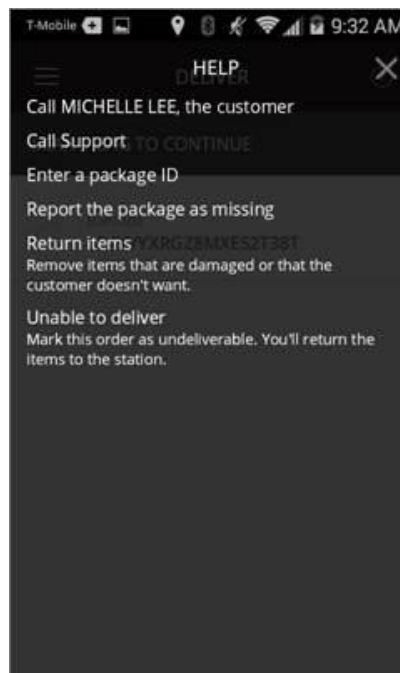
(a)   **(b)**
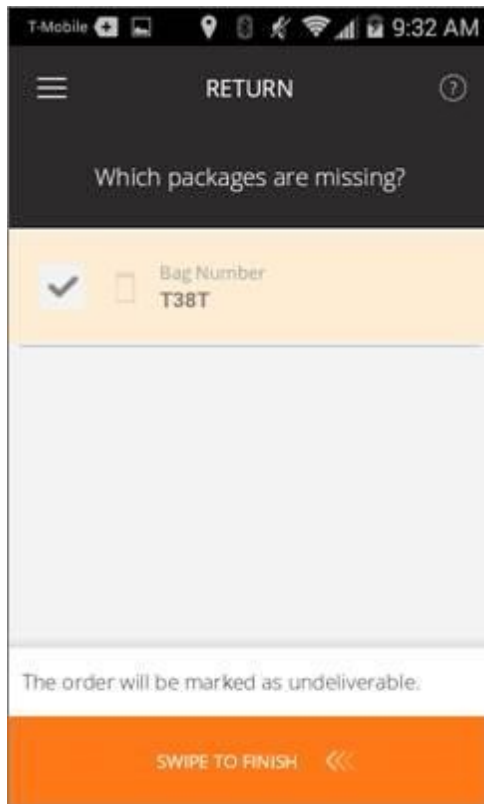
4. **Swipe to Finish**.

*Note: Rabbit will automatically return to the Customer list after you **Swipe to Finish**.*

5. Complete the delivery for any remaining packages assigned to this stop.

Making Single Deliveries

When Rabbit groups multiple orders, but you need to deliver the grouped orders to *multiple recipients*, follow the steps below to deliver each order individually.

1.   Tap **Continue** to start the delivery process.

   Note: Do not click on ***Verify # Packages***
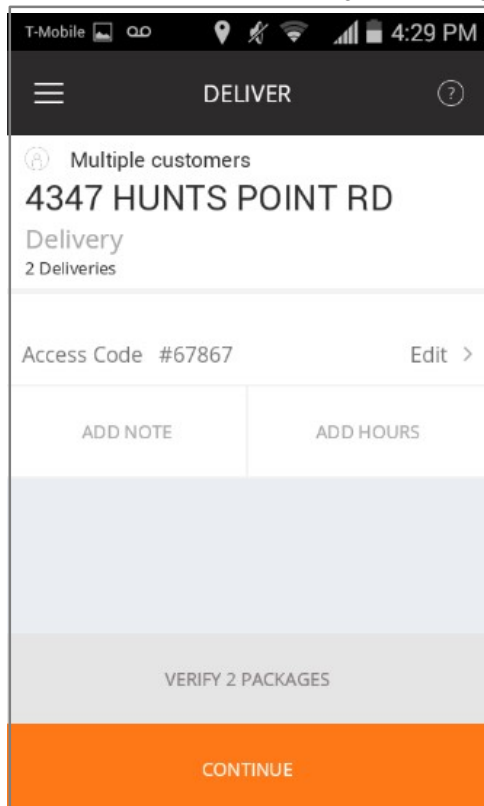
2.   Tap the **checkbox** to the left of the first Customer's name, and then tap **Delivery**.
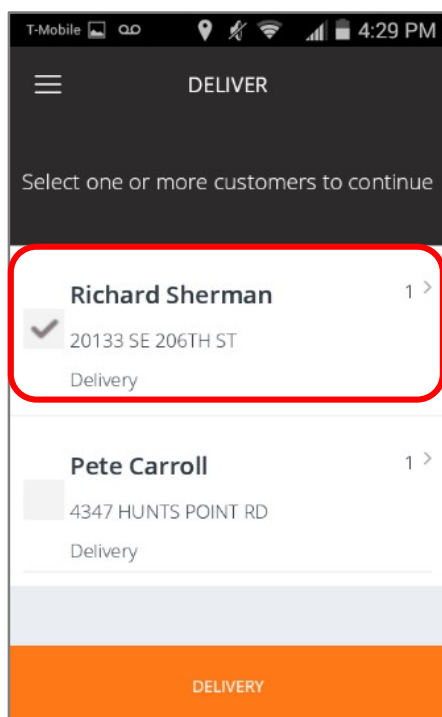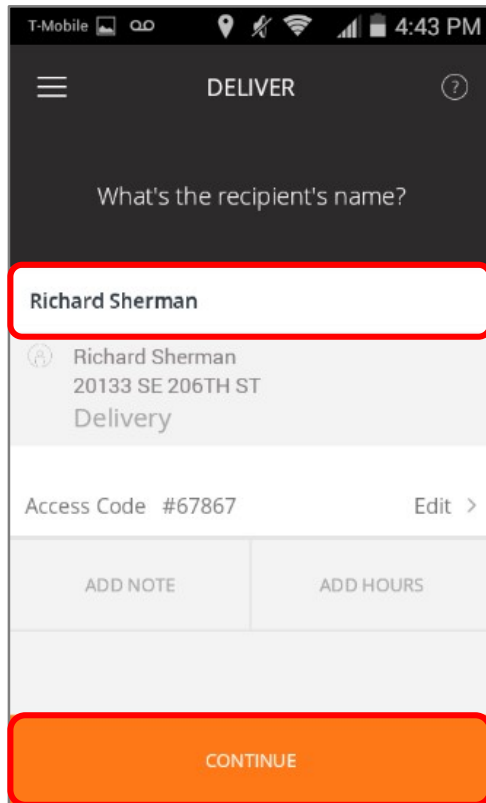
3.   Scan the package(s) assigned to the current Customer.
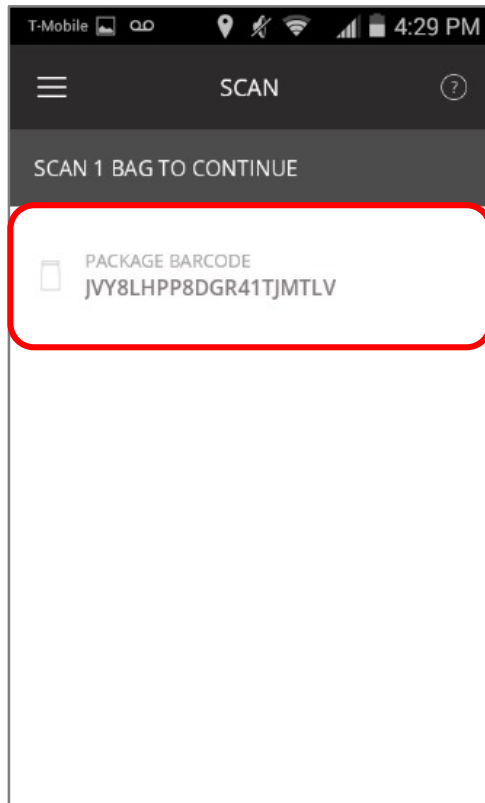
4.   Select the appropriate **Delivery** option.

5.   Enter the **Recipient's First** and **Last name**, and then tap **Continue**.

6.   Review the **Delivered to** information, and then **Swipe to Finish**.

*Note: Once you **Swipe to Finish** the first delivery, you will return to the **Customer List**.*

7.   Repeat steps 2-6 for the remaining Customers.
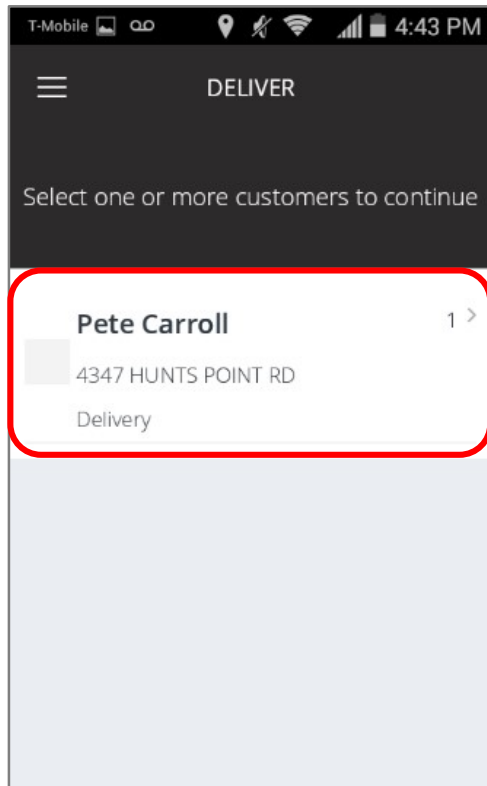
Updating Offline Maps

Amazon's offline maps have been updated and improved. This document will outline the process used to download the newest offline maps in the Amazon Flex delivery app (Rabbit).

❑ Login

❑ Access **Offline Maps**

❑ Go to **View Downloaded Regions** and delete existing maps

❑ Download new maps of desired regions

❑ Verify that's maps have been downloaded and troubleshoot any errors
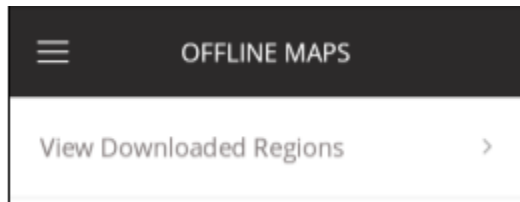
Tools

Amazon Flex Delivery App and TC-55: In order to download Offline Maps, one must have access to a TC-55 delivery device loaded with the Amazon Flex delivery app.

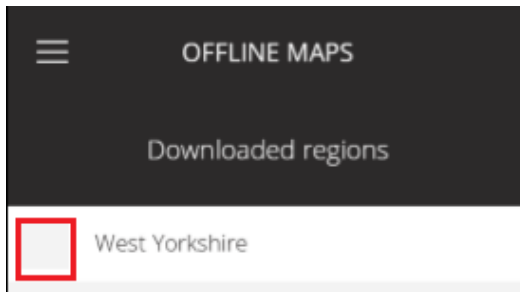**Removing Outdated Offline Maps**

1. Login to the Amazon Flex delivery app.

2. Access **Offline Maps** from the **ACCOUNT** page (via top left main menu).
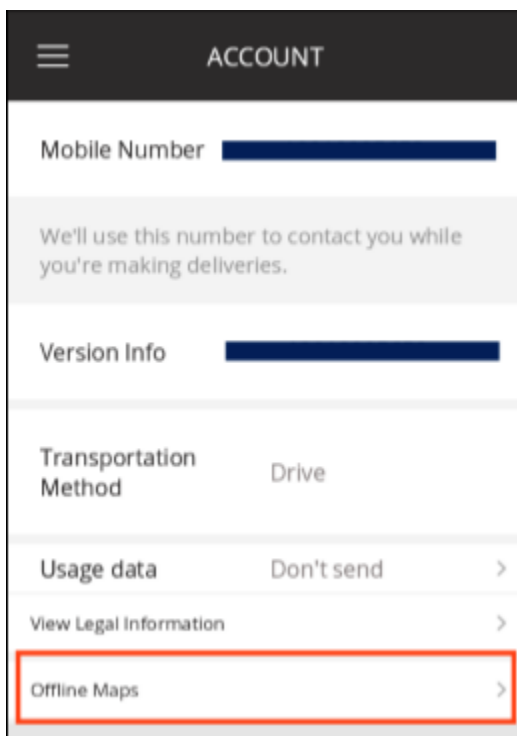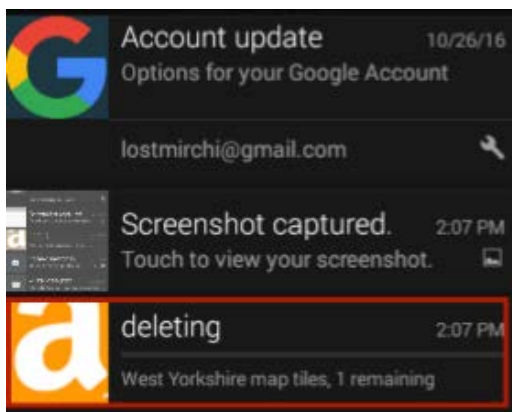
3. Go to **View Downloaded Regions**

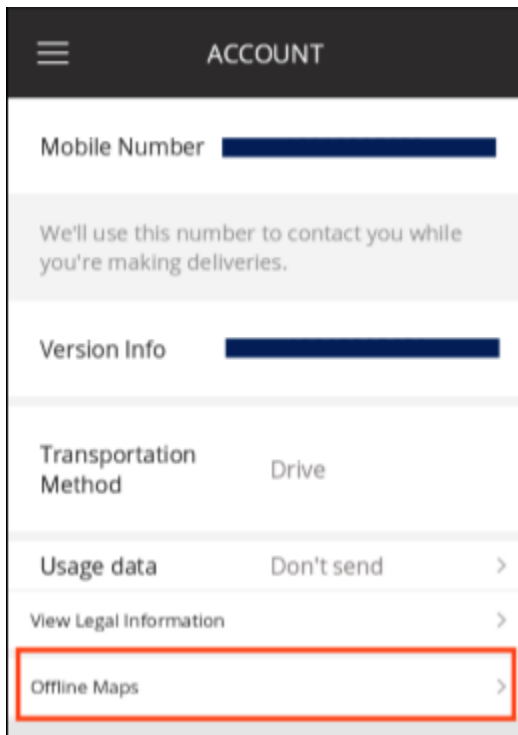4. Select the check box next to the **Region Name** and tap **Delete**

5. Pull down the notifications tray and verify that the selected maps are being deleted.
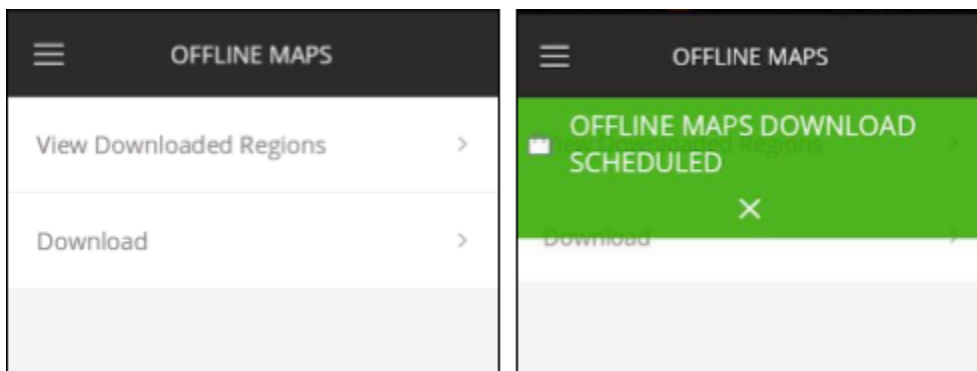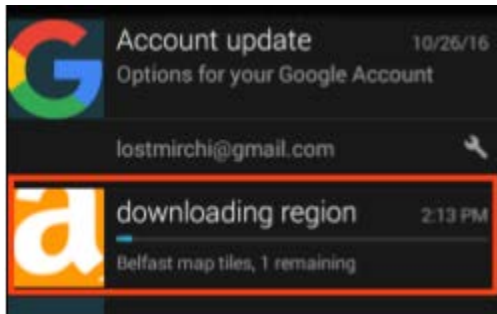
Downloading New Offline Maps

1. Access **Offline Maps** from the **ACCOUNT** page (via top left main menu).

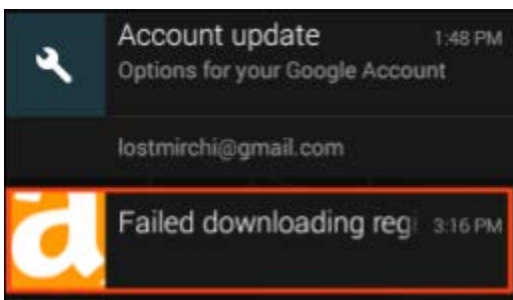2. Tap **Download**, select your region, and start the download.

3. Pull down the notification tray and verify the maps are downloading. **Note:** A download can take up to 30 minutes so plan accordingly.

Troubleshooting

1. If the map download has failed, the notification in the tray will display: **Failed Downloading Region**

2. Verify the error message by tapping the notification. The error message should read: **Failure code: 4, Failure description: No offline data was found.**
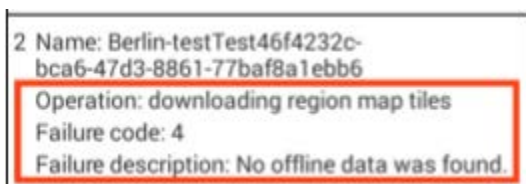
3. Upon confirmation of the error message above, open a ticket using the following CTI:
   - **C -> Digital Media Technology**
   - **T -> Maps API**
   - **I -> 2P Integration**

   In the ticket specify your station, region of the map, and error message/failure code and a member of the Maps Tech team will address the issue.

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Photo on Delivery

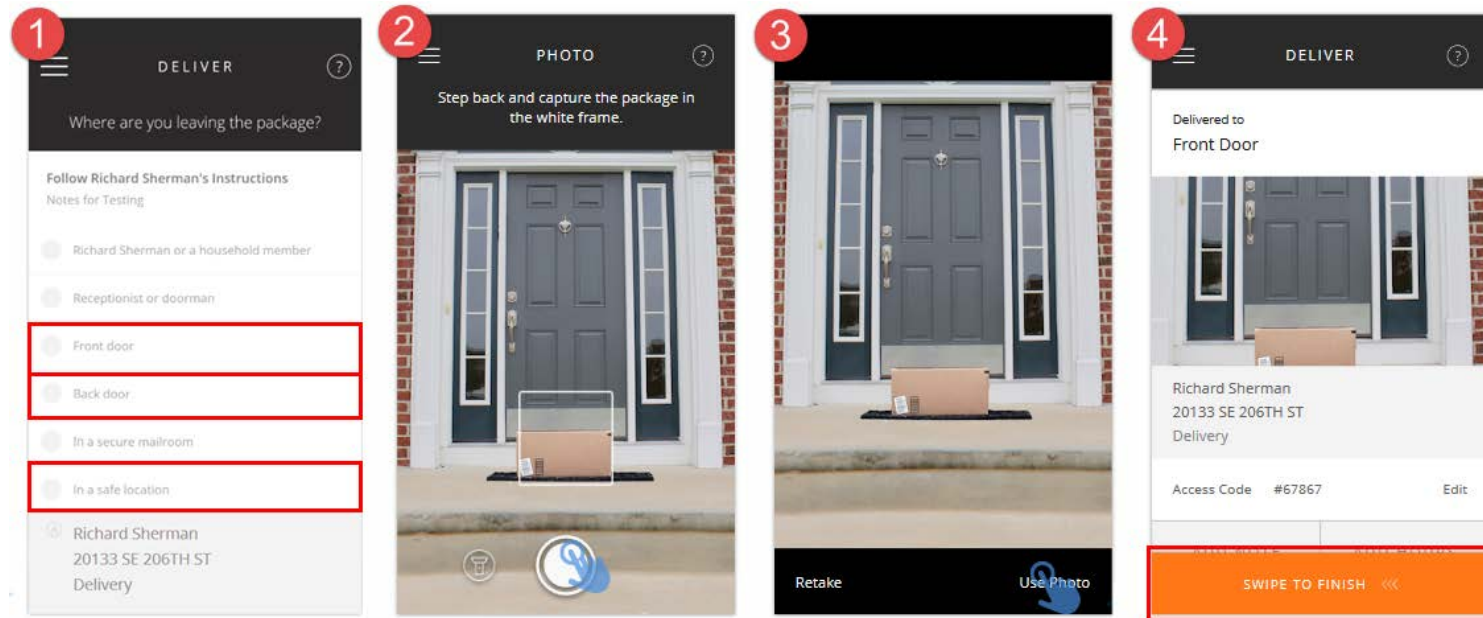When you select a package delivery location as front door, back door, or in a safe location, the delivery app will prompt you to take a photo of the delivery location.

App Workflow

1. On the Deliver screen, if you select deliver to **Front Door**, **Back Door**, or **In a safe location**, the app will prompt you to take a photo.
2. Step back and capture the package in the white frame and press the **white circle button** to capture the photo.
3. Review the photo and select **Use Photo**. (Optional: Select **Retake** to take a new picture)
4. The summary screen will display the delivery option selected and a snapshot of the photo. **Swipe to Finish** to complete the delivery.

Do	Don't
Step back to capture the location surroundings of the package	Include people in the background
Still leave a We Missed You Card	Capture the inside of a customer's home or business
Provide the customer service number (it can be found on the We Missed You Card) to concerned customers with questions	Include vehicle or trailer license plate information

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App Troubleshooting

If you are unable to take a photo without including people, the inside of a customer's home or business, vehicle or license plate information, DONOT take a delivery photo. Use the steps below to complete your delivery.
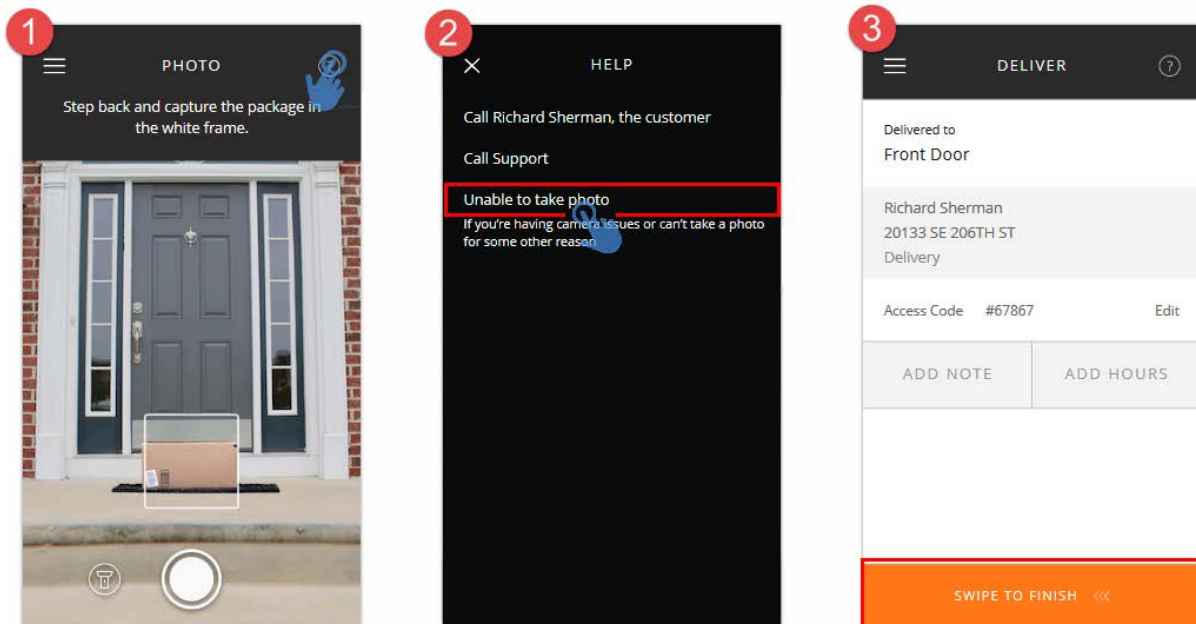
1. If you cannot take a photo, on the Photo screen, tap **Help (?)**

2. Tap **Unable to take photo**

3. Review the delivery summary, then **Swipe to Finish**

Photo On Delivery SUM

Overview

Use this Stand Up Meeting Guide to review *Photo on Delivery (POD)* with Delivery Associates.

Stand Up Meeting Preparation

Duration:

5 minutes

Audience:

Delivery Associates

Stand Up Meeting Objective:

Ensure that Delivery Associates are aware the delivery app will prompt them to take delivery photos, photo criteria Do's and Don'ts, and how to continue delivering if a photo cannot be captured.

Required Materials (Facilitator):

❑ Wireless Scanner

❑ This document: *Photo on Delivery (POD)* Stand Up Meeting Guide

❑ Photo on Delivery (POD) Job Aid (one for each DA)

Tracking Attendance:

Attendance must be tracked for all attendees.

1. Follow the steps outline in the **following job aid**

    2. Use the Module ID: **38587**

Stand Up Meeting Guide

❑ **WELCOME** the team to the *Photo on Delivery* Stand Up Meeting!

❑ **SAY:** A new app feature will prompt you to take a photo of the delivery location when packages delivered to the front door, back door, or in a safe location. In the future, this will help customers to know exactly where to find their package(s).

Photo on Delivery

❏ **EXPLAIN:** The app will automatically prompt you to take a picture, so you'll know when a delivery picture is required for the package.

❏ **ASK:** What do you think would be important to include in the picture?

  o *The surrounding location of the package*

❏ **ASK:** What should you NOT include in the photo?

  o *Any private content or other personally identifiable information, such as people, the inside of a customer's home or business, or a vehicle or trailer license number.*

❏ **SAY:** The app will help you capture the package by displaying a white frame to help you understand how much of the surrounding location to include in the picture.

❏ **IMPORTANT:** Some customer's may have questions or may be concerned about you taking a photo near their delivery address. If there is a concerned customer, politely apologize and provide the customer with the customer service number (this can be found on the We Missed You Card).

❏ **EXPLAIN:** If you are unable to take a photo without including people, the inside of a customer's home or business, vehicle or license plate information, DO NOT take a delivery photo. Instead, use the help menu and select **Unable to take photo** to complete the delivery.

Conclusion

❏ **HIGHLIGHT:** Anytime the delivery app prompts you to take a photo, make sure to capture the surrounding location of the package without including private content or other personally identifiable information.

❏ What questions do you have about *Photo on Delivery*?

  o *ALLOW time for additional questions*

  ❏ **THANK** the team for their time and participation!

In-App Questions

Every day, drivers will see survey questions in the Rabbit app once they "Swipe to finish" at the end of their route. Driver responses to these questions will help Amazon determine ways to improve the in-station and delivery experience for all drivers. Drivers are not required to respond, however if they do their answers will be confidential and no one from the station level or DSP will see the responses. Questions related to the survey feature should be sent to: contractorrelations@amazon.com

FAQs

1. **Why is Amazon doing this?**
   Getting feedback from drivers about their experience contracting with Amazon through a DSP is important for Amazon to learn about how to improve and how to better deliver to Amazon customers. Drivers are the most important persons who can share their day to day experience directly with Amazon.
2. **Will results of the Rabbit questions be shared with Delivery Service Providers (DSPs)?**
   No, the results of the questions are designed to help Amazon improve the delivery service experience. When program improvements are made based on driver feedback, Amazon will share this information with us.
3. **Will results of the Rabbit questions be shared with Delivery Associates?**
   No, the results of the questions are designed to help Amazon improve the delivery service experience based on driver feedback. When improvements are made by Amazon, we'll share this information with you.
4. **Are the questions mandatory? Is completing the question required?**
   No, answering the question isn't required. However, your answers will help Amazon improve the driver experience.
5. **If I'm honest about something I don't like, will I get into trouble with you or Amazon?**
   Your answers are confidential. [DSP name] and Amazon [SITE] leadership will not be able to see your answers.
6. **What if I have a question I'd like Amazon to ask?**
   If you have a question you'd like Amazon to consider, please let me or your DSP dispatcher/DSP manager know and we'll email your suggestion directly to contractorrelations@amazon.com.

Locker Deliveries

Locker Delivery Overview Course

https://knet.csod.com/LMS/LoDetails/DetailsLo.aspx?loid=5ba50536-a3ce-4e05-9a6a-e43b9c319723&query=%3fq%3dLocker+Delivery+Overview#t=1

Deep Diving Locker Concessions Video

https://broadcast.amazon.com/videos/41926

Locker Delivery Video

https://broadcast.amazon.com/videos/65714

Amazon Locker Job Aid

Audience

Delivery Associates

Overview

Amazon Lockers sync with your delivery device via a check-in / check-out process using QR codes. This document walks you through the check-in / check-out process as well as the general Locker delivery process.

Procedure

1. Locate appropriate Locker packages
2. Check in to the Locker
3. Deliver the packages
4. Check out of the Locker

**Note:** Contact support through your device upon encountering Locker delivery issues

Delivering Packages to an Amazon Locker

Locate appropriate Locker packages

1. When you arrive at the Amazon Locker location, tap the **I've Arrived** button to bring you to a list of packages bound for the Locker as well as directions to the Locker.
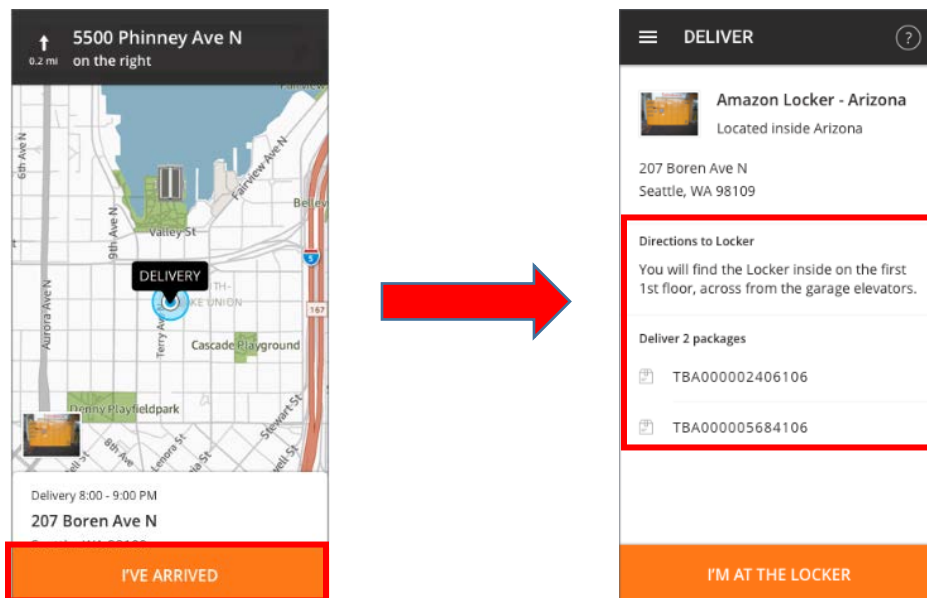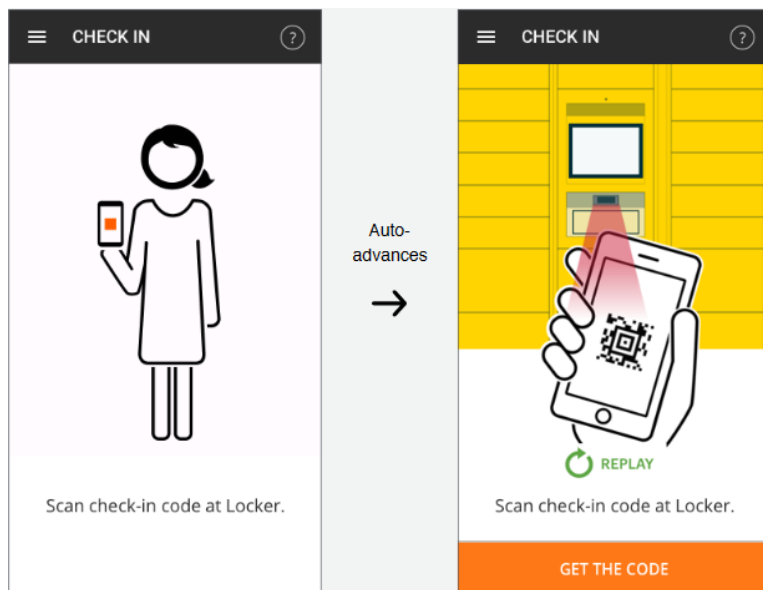
2. Gather the packages listed and make your way to the Locker. Once in front of the kiosk tap **I'm at the Locker.**
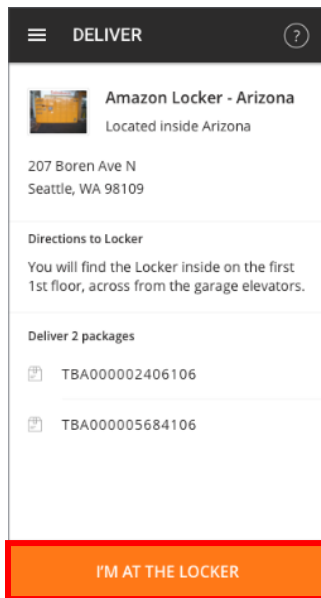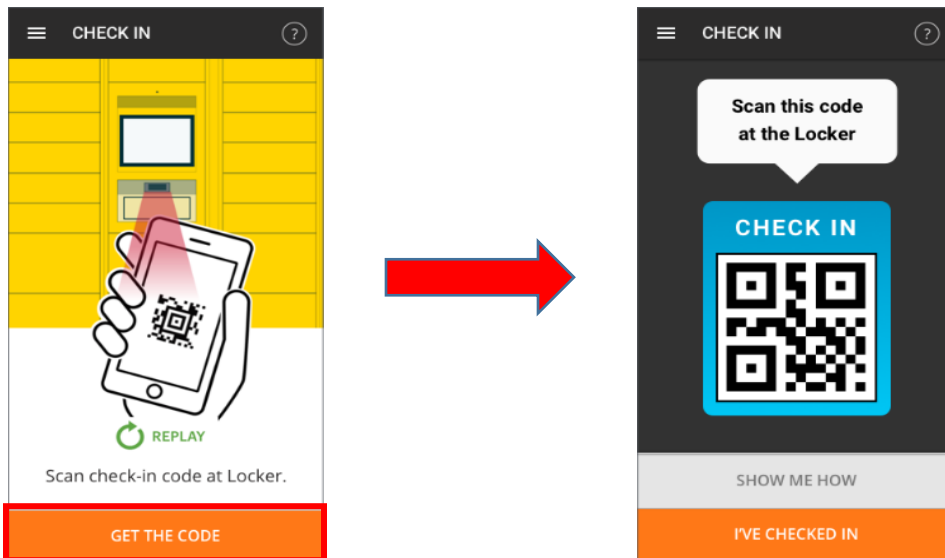

Check in to the Locker

1. Once you have tapped **I'm at the Locker** a short animation will play.

2. After the animation finishes playing, tap **Get the Code** to generate a QR check-in code. In rare cases multiple QR codes maybe generated.


3. Use the Locker scanner (just below the Locker screen) to scan the QR code(s) displayed on your device. The Locker screen will then confirm that you have checked in. Once you see the confirmation, tap **I've Checked In** and put your device away.
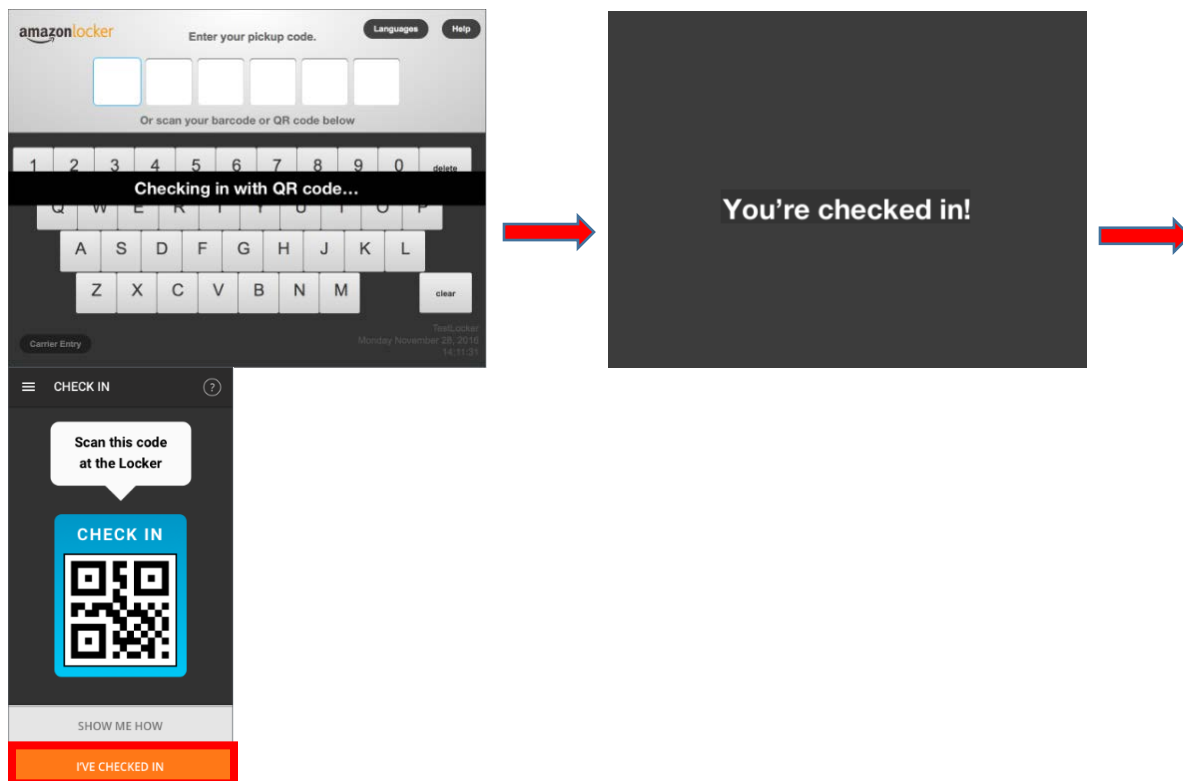
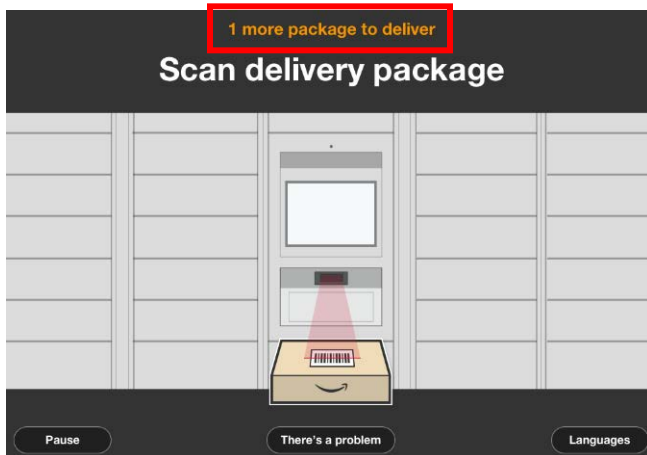## Deliver the Packages

1. Place all the packages on the ground and then **pick up one package at a time**. Scan that first package's barcode using the Locker scanner. You will see the following workflow:
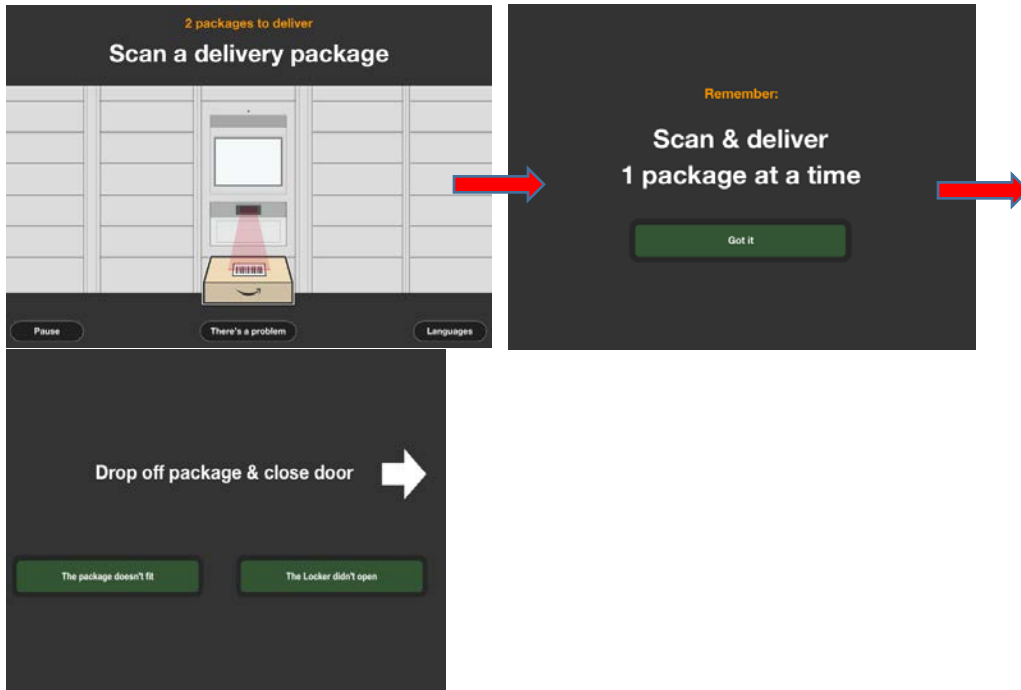
2. The Locker screen will then prompt you to deliver any remaining packages. Be sure to deliver one package at a time. **Note:** You do not have to scan the packages with your delivery device.

Check out of the Locker

1. Once you have delivered all the packages and closed the final Locker door, the Locker screen will generate a QR code (or in rare cases, multiple QR codes).
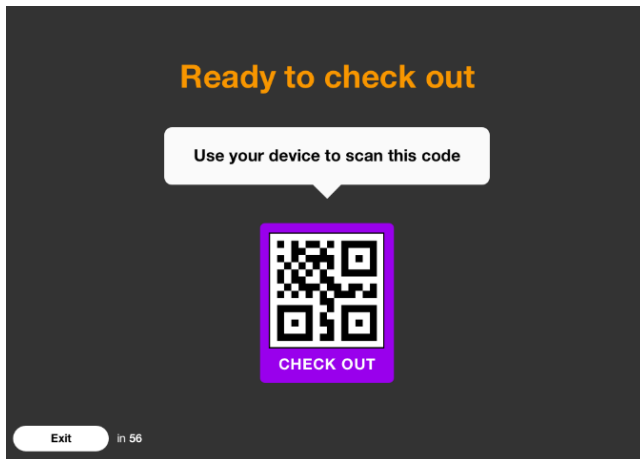
2. Retrieve your delivery device and tap **I'm Ready to Check Out**, then tap **Yes**, then scan the QR code(s) on the Locker screen.

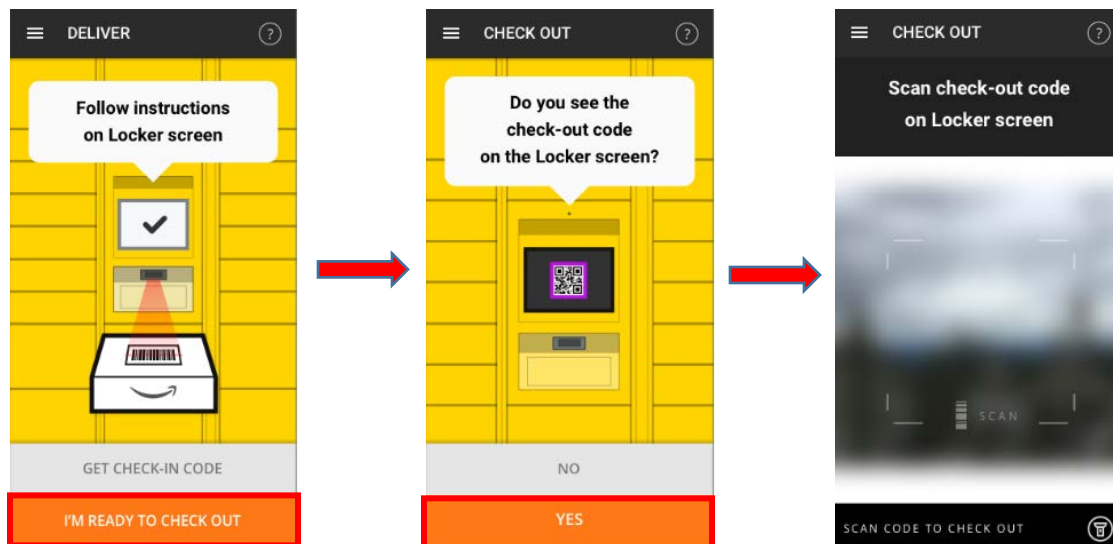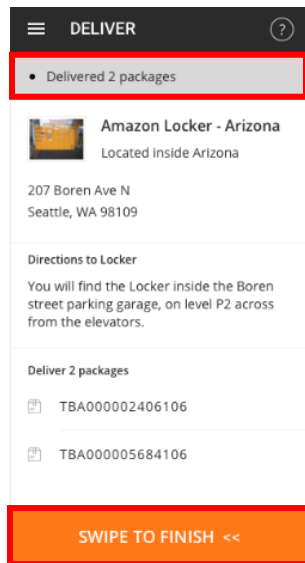3. Your device will then confirm that the appropriate packages have been delivered. Once confirmed you can **Swipe to Finish**.

Delivery Issue Troubleshooting

I am not able to scan the package in Rabbit

You do not need to scan the package with the delivery device. Upon checking out of the Locker with the QR code, packages will automatically be marked as *Delivered* in the device.

The Locker door will not open

You should first be checked in to the Locker before attempting to scan packages with the Locker scanner. If you have attempted to check in, but the scanner is not working or the screen is not displaying the check in QR code correctly, you should manually check in by following these steps:

Step 1: Driver chooses "Carrier Entry" button	Step 2: Driver chooses "Amazon/Amazon Flex – delivery"
Step 3: Driver chooses "Problem Checking in?"	Step 4: Driver needs to click "Can't scan check-in code"
Step 5: Driver needs to continue by clicking "Deliver without checking in"	Step 6: Driver needs to continue delivering by scanning the package on this screen
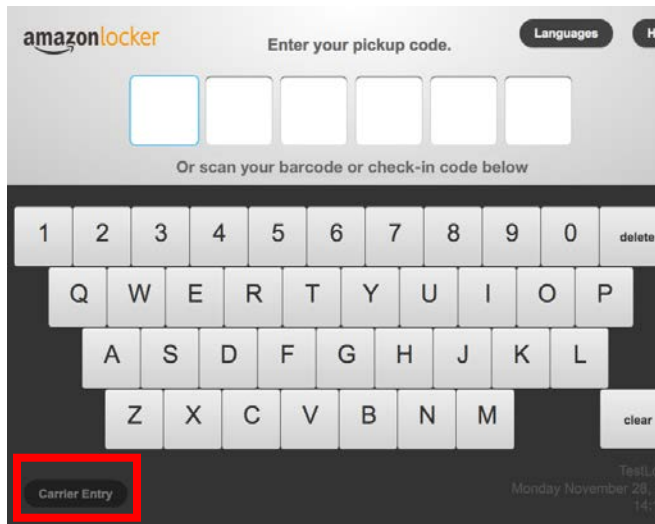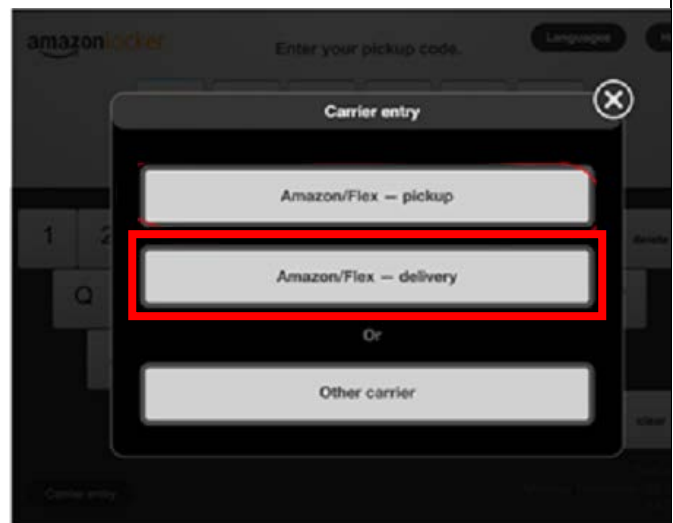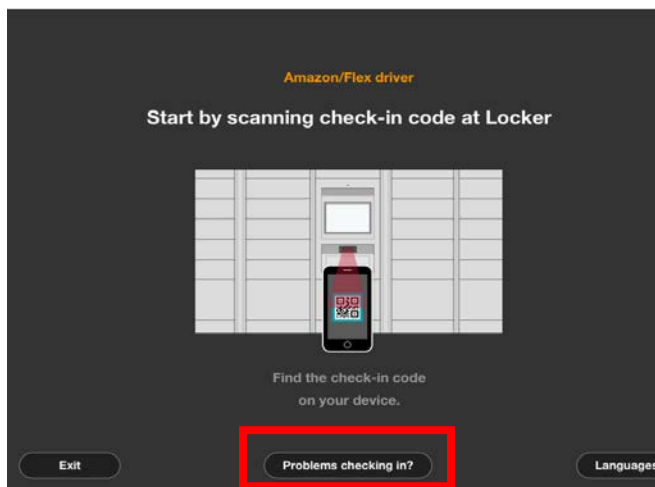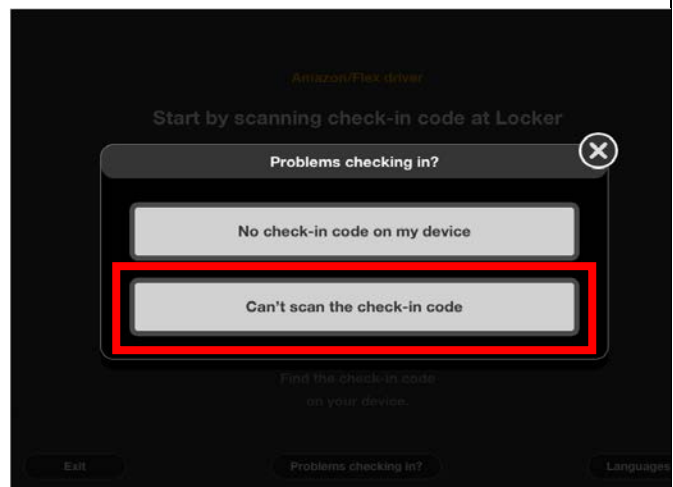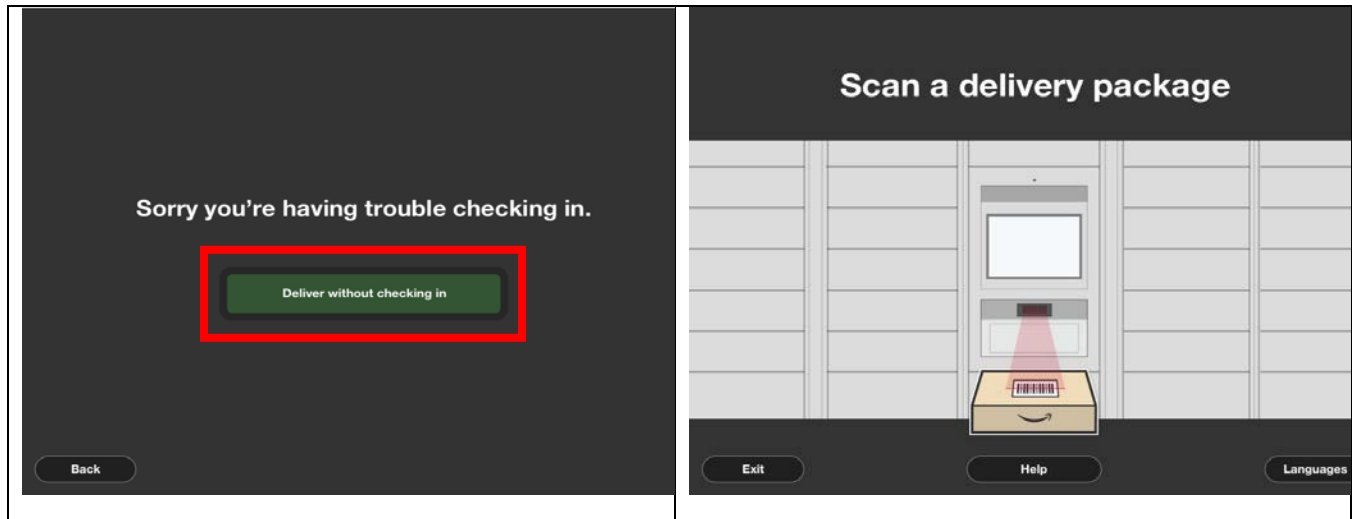
The Locker says I have to deliver more packages than I have (missing packages)
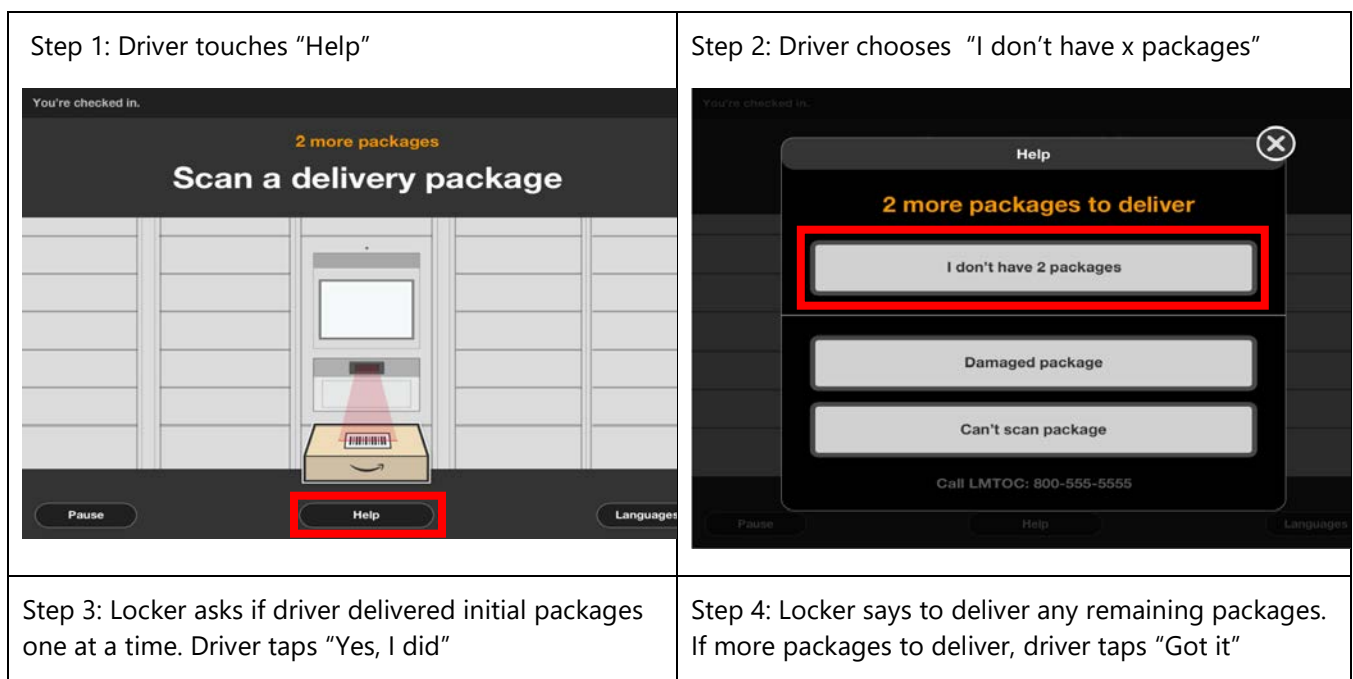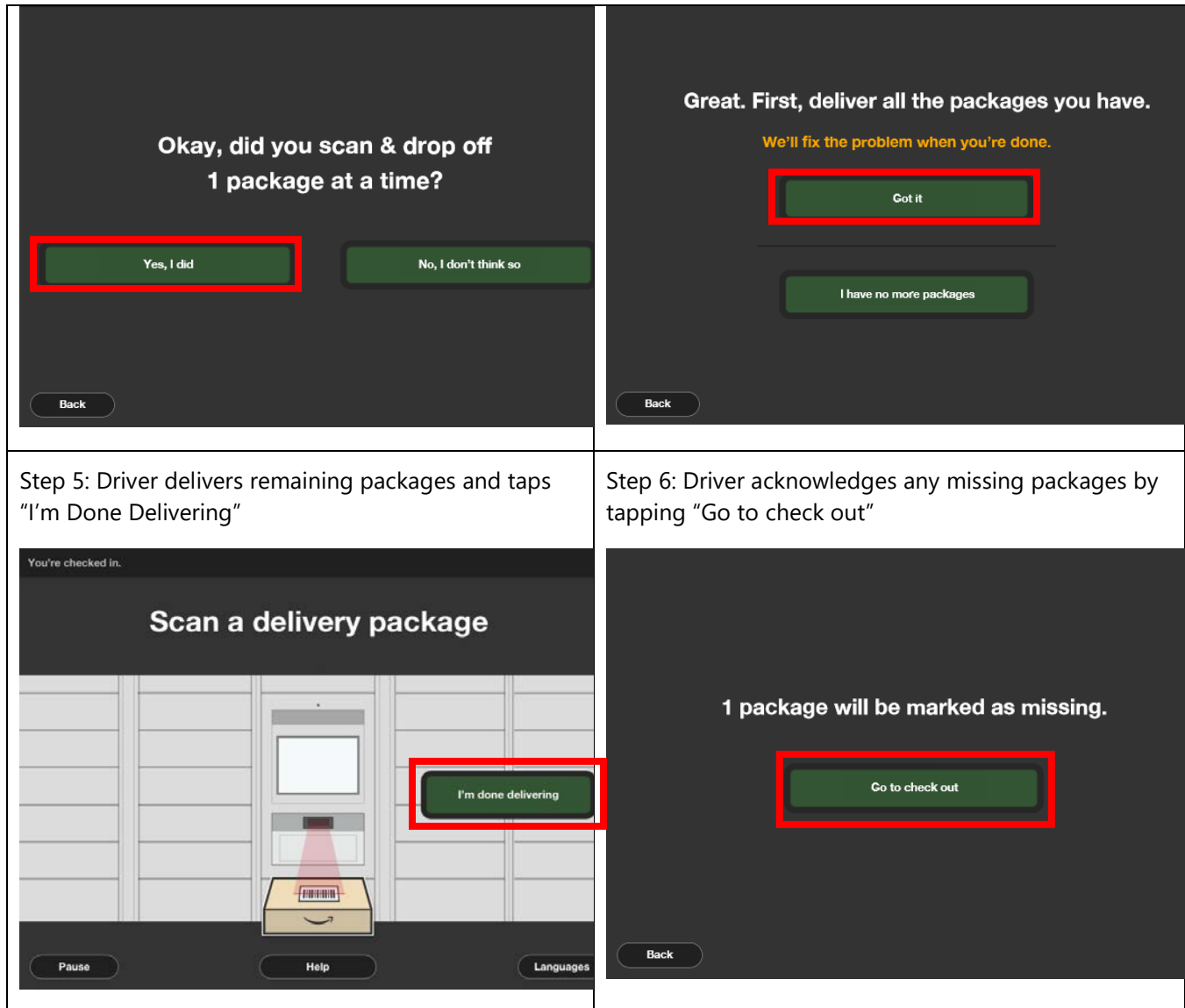
Step 1: Driver touches "Help"	Step 2: Driver chooses "I don't have x packages"
Step 3: Locker asks if driver delivered initial packages one at a time. Driver taps "Yes, I did"	Step 4: Locker says to deliver any remaining packages. If more packages to deliver, driver taps "Got it"

Step 5: Driver delivers remaining packages and taps "I'm Done Delivering"	Step 6: Driver acknowledges any missing packages by tapping "Go to check out"

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I put two or more packages into one slot.
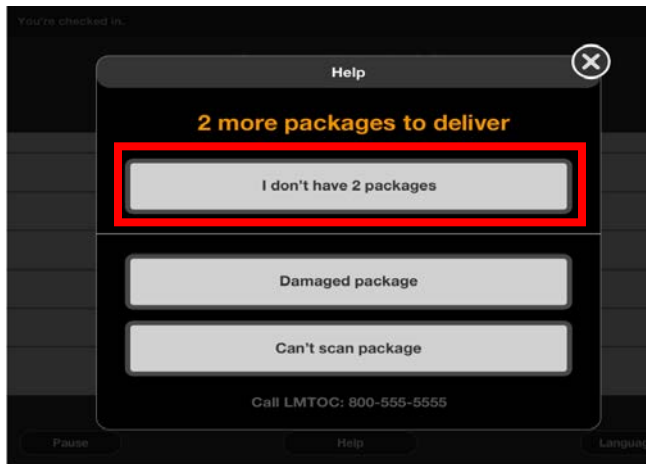
Step 1: Driver chooses "I don't have X packages"	Step 2: Driver chooses "No, I don't think so"
Step 3: Locker reminds driver to deliver packages one at a time. Driver then taps "Start delivery over"	Step 4: Driver taps "Open first Locker"
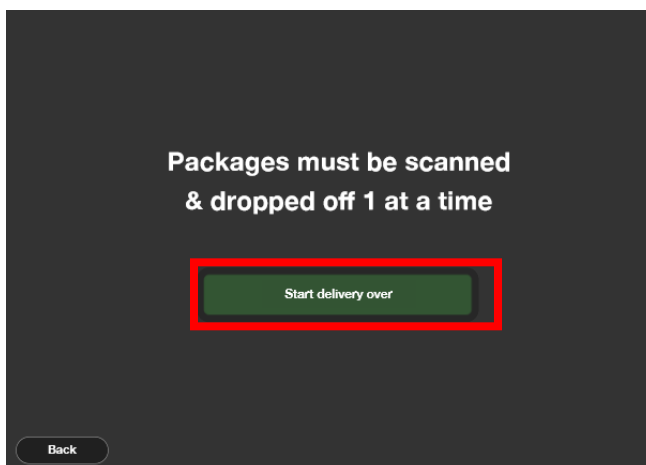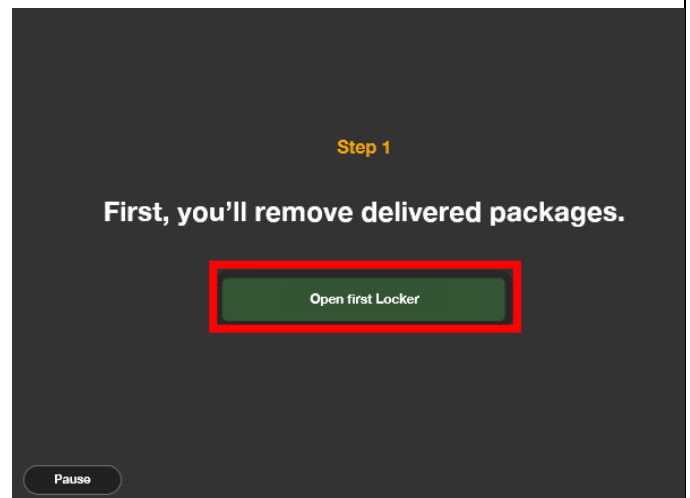
Step 5: Driver takes all packages out of the open Locker and closes the door. Repeats if necessary.
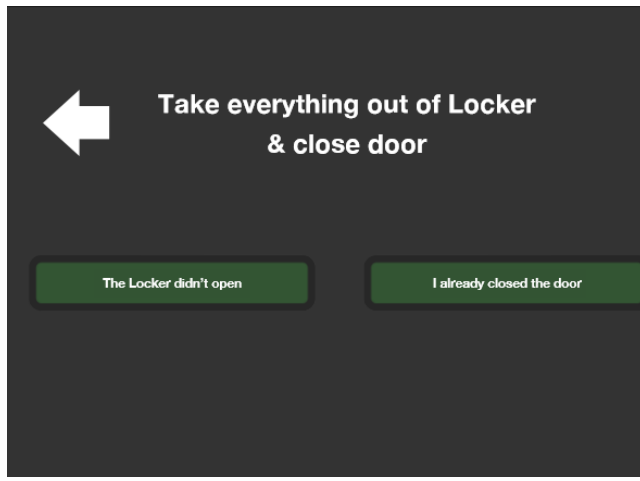
Take everything out of Locker & close door

The Locker didn't open | I already closed the door

Step 6: Driver re-delivers packages by tapping "Start"

Step 2

Now, deliver packages again.

Start

Pause

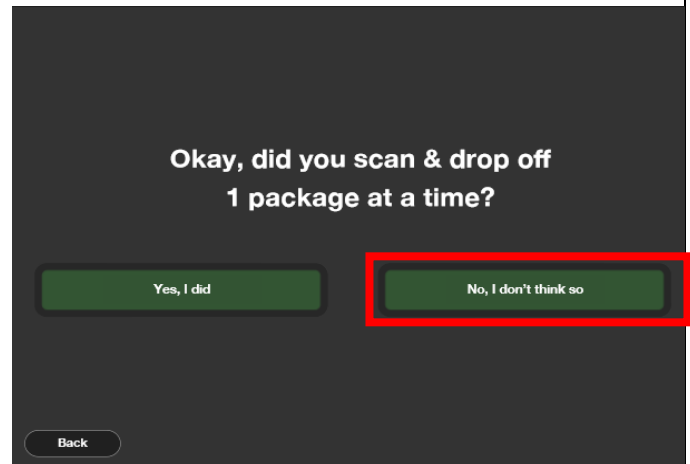## I put a package into the wrong slot (switcheroo).

Step 1: Driver will see an error message saying package has already been scanned. Tap "Let's fix it"

Package scanned already

When you scanned this package before, you put a different package in the Locker.

Let's fix it

Step 2: Driver taps "Open Locker"

First, tap "Open Locker", take everything out of Locker & close door.

Then, you'll start delivery over.
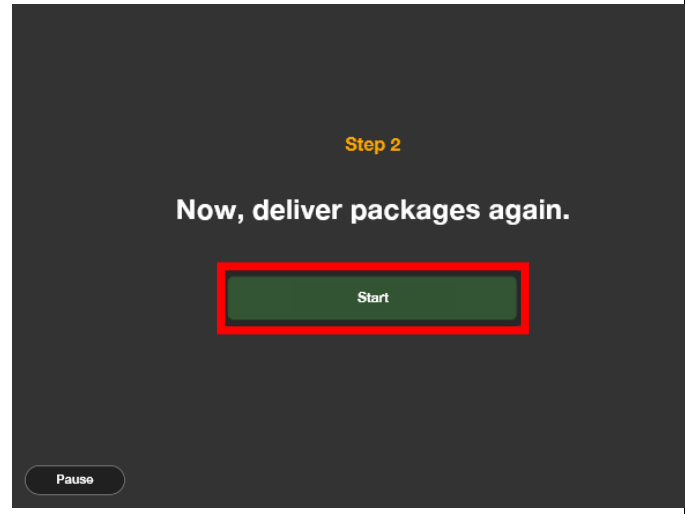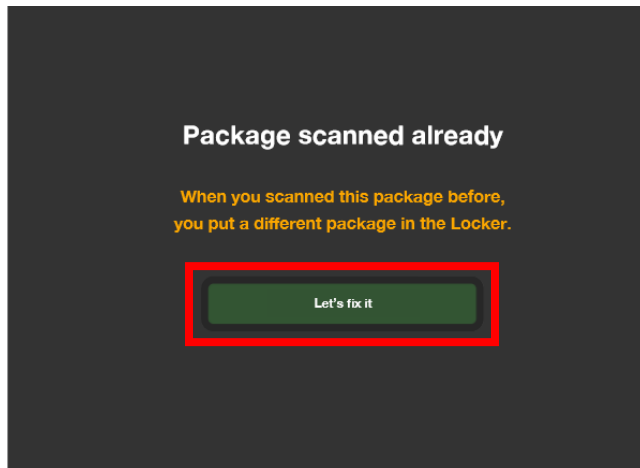
Open Locker
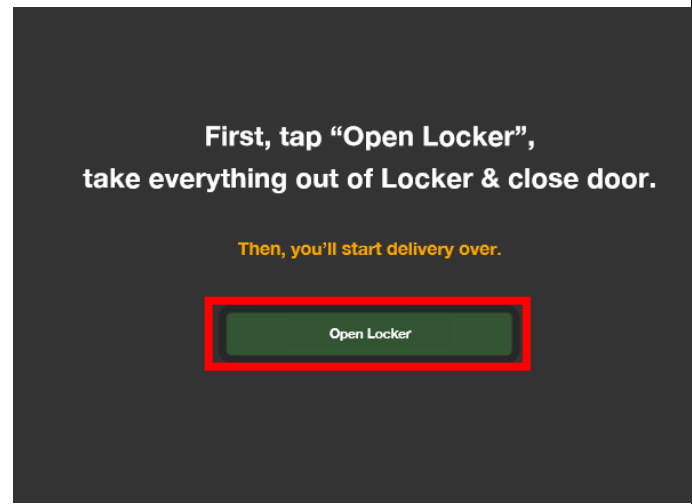
Step 3: A Locker door will open. Driver should remove the contents and close the door.

Step 4: Driver re-delivers packages by tapping "Got it"

Take everything out of Locker & close door

The Locker didn't open   I already closed the door

Now, deliver packages again.

Got it
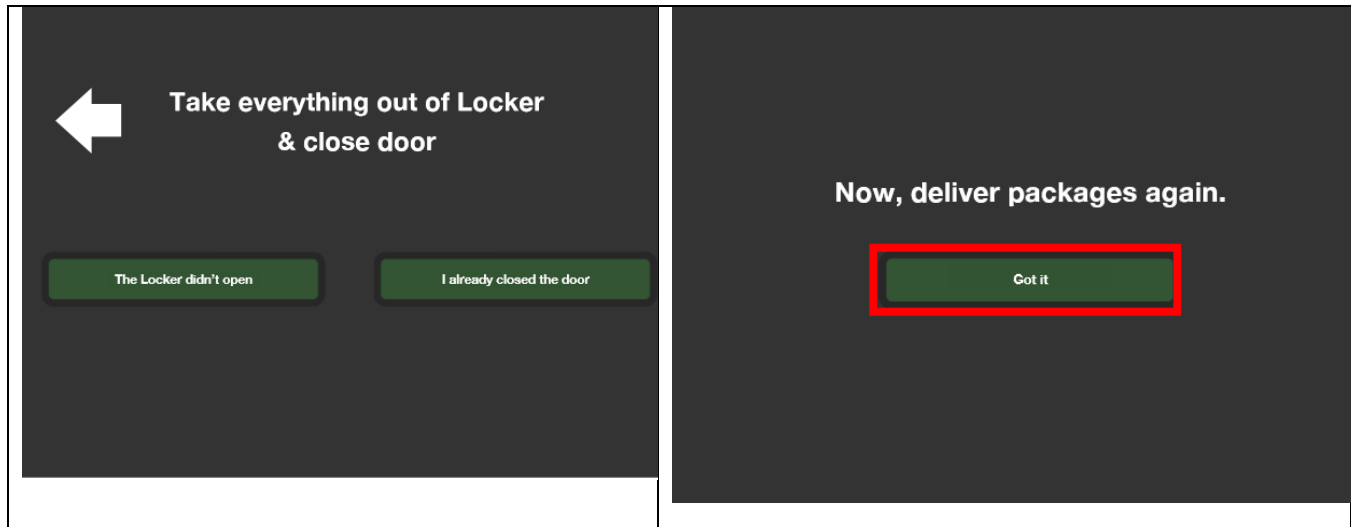
I have delivered all my packages, but cannot complete the stop in my device (not checked out).

If the Locker screen has not timed out, you should check out as per normal procedure (listed above). If the Locker screen has timed out you should go "Back" in your device until you get to the Check-In QR code. You should scan the QR code with the Locker scanner and then check out as per normal procedure (listed above).

Why do I see multiple check-in / check-out QR codes?

In cases where the Locker is expecting a large amount of packages, one QR code may not be sufficient to represent all the packages, therefore, a second QR code may be generated. Scan each QR code to proceed as normal.

Third Party Locker SUM

Third Party Locker Stand Up Meeting Guide

Overview

Use this Stand Up Meeting Guide to review *Third Party Locker* procedures with Delivery Associates.

Stand Up Meeting Preparation

Duration: 10 minutes

Audience: Delivery Associates (DAs)

Stand Up Meeting Objective:

This Stand Up Meeting will help DAs understand how to make deliveries to third party lockers.

Required Materials (Facilitator):

- ❑ Wireless Scanner

- ❑ This document: *Third Party Locker* Stand Up Meeting Guide

- ❑ Visual Aid: Third Party Locker Examples (pages 4-5)

Tracking Attendance:

Attendance must be tracked for all attendees.

- ❑ Follow the steps outlined in [this job aid](#).

- ❑ Use the Module ID: **41801**

Introduction

- ❑ **WELCOME** the team to the *Third Party Locker* Stand Up Meeting!

- ❑ **SAY:** While you all have probably seen Amazon lockers, other companies are also making package lockers for customers to safely receive their packages. Many of these lockers are now being used inside apartment buildings.

- ❑ **ASK:** Has anyone seen any of these other lockers?
    - o *Answers may vary*

- ❑ **SAY**: There are several different types of third party lockers, however many of them operate in a similar way.

❑ **EXPLAIN:** During the next 10 minutes, we'll cover some general standards you should follow when delivering to third party lockers.

  ○ *Check for Notes*
  ○ *Follow Locker Screen Instructions*
  ○ *If there is a locker issue:*
    ▪ *Attempt delivery at customer's door*
    ▪ *Do not deliver the package outside of the locker*

Check for Notes

❑ **ASK:** How do you know if a building has a package locker?
  ○ *Answers may vary*

❑ **SAY:** You may see the package locker in a reception area, lobby, or mailroom (visual aid has examples). The customer notes in Rabbit will also make you aware that deliveries should be made to a locker.

❑ **EXPLAIN:** One common feature of third party lockers is that they require a carrier code or pin to be entered on the locker display screen. This code will be displayed in the Customer Notes field of Rabbit.

Follow Locker Screen Instructions

❑ **SAY:** Most lockers will provide step by step instructions for using the locker. Once you enter the carrier code, follow the additional screen prompts. You may be prompted to:

  ○ *Scan the package*
  ○ *Enter the recipient's unit number*
  ○ *Select the recipient's name*
  ○ *Choose a locker size for the package*

❑ **EXPLAIN:** Since there are many different types of delivery lockers, it is best to follow the unique locker screen prompts to properly deliver to each type of locker.

❑ **SAY:** While lockers may have some variation in delivery instructions, with all lockers you should never place more than one recipients' packages in the same locker compartment.

Troubleshooting

❑ **SAY:** If you are unable to access a locker or are having issues with the locker, there are a number of steps you can take to troubleshoot the situation.

❑ **ASK:** What are some ways you would troubleshoot?
  o *Answers may vary*

❑ **EXPLAIN:** Some ways you can troubleshoot issues at a third party package locker:
  o *Check to see if there are Rabbit notes that could help*
  o *See if the building leasing office/property management can assist or accept the packages*
  o *Use the help options on the locker display screen or help number displayed on the locker*

❑ SAY: If you are unable to deliver the packages to the locker:
  o ***Do not*** *leave packages near the locker*
  o *Attempt to deliver at the customer's door*
  o *If the leasing agent is able to accept the package(s), be sure to leave a We Missed You Card on the customer's door indicating where the package can be found.*

Conclusion

❑ **HIGHLIGHT:** If you come across any third party package lockers, always check Rabbit for notes, follow any locker screen directions or prompts, and do not deliver packages in front of the locker. Try to see if the leasing office can help or attempt to deliver at the customer's front door.

❑ **ASK:** What questions do you have about *Third Party Locker Deliveries*?

❑ **WRAP UP** the Stand Up Meeting by answering any additional questions the team might have about this process.

❑ **SAY:** Thank you for your time and participation! Examples of Third Party Lockers

Third Party Locker Examples

Luxor One Locker

Steps for driver deliveries

1) Get a unique code for each property from the management office
2) Go directly to the locker with the day's packages
3) Input the unique code at the locker to begin deliveries
4) For each package, type in the name or unit number to search for the resident
5) Select Add Resident then Add Tracking
6) The locker camera will ask you to snap a photo of the package label
7) Hold the package steady in front of the camera and make sure it is steady for the photo
8) Select the size of locker needed, if you guess wrong you can always try again
9) Select extra-large to open the oversize door
10) When the locker opens, place the package inside and close the door
11) Repeat with additional packages as needed.

Parcel Pending Locker

Example Instructions (will vary by Locker type):

PARCEL //// PENDING

Frequently Asked Questions

COURIERS

How do I find the onsite lockers?

If you are visiting the property for the first time, or if lockers were recently installed, check with the property management staff to locate the lockers.

How do I access the lockers?

There are four simple steps to access the electronic lockers:

1. Enter your courier code on the main locker kiosk.
2. Select the resident from the list.
3. Select the appropriate locker size and type from the options provided.
4. Place the package in the locker and close the door.

How do I obtain an access code?

Access codes will be provided by the property management team via a courier guide, or you can call Parcel Pending at (855) 316-4756.

What if I need a signature on a package?

The property management team will have the option to sign if they so choose, or you can attempt delivery at the resident's door to acquire the signature.

What if I cannot find a resident from the list provided on the kiosk?

Each property may have a different policy. Take the package to the office and ask about their specific policy (e.g. drop the package off at the office, drop the package off at the doorstep of the resident, or take the package to the local hub for pick-up.)

Parcel Pending makes package delivery easier for couriers.

What do I do if the lockers are full?

If the lockers are full, overflow would go to the property management team at the office or should be taken back to the local courier hub for pick-up.

Who do I contact at Parcel Pending if I have any other questions?

Please contact our team at (855) 316-4756 and we can answer questionson how to use the locker system and/or assist with providing a code if necessary.

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Example Instructions (will vary by Locker type):

PARCEL //// PENDING®
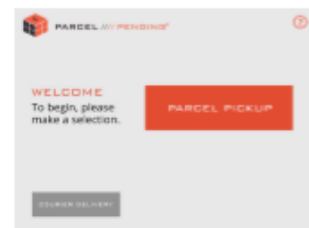## THE PACKAGE MANAGEMENT SOLUTION

Courier Guide

Note: All parcels must be keyed into the Parcel Pending electronic locker system by the courier including "Oversized" parcels.

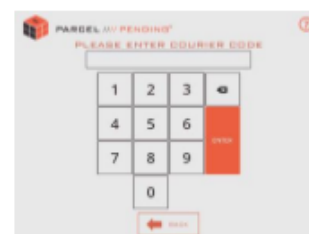Courier:_____   Courier Code:_____
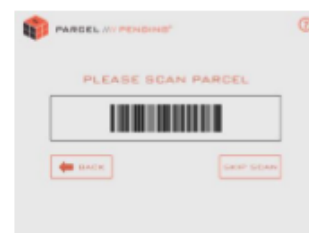
Step 1 Select the "Courier" button

Step 2 Enter the 6-digit Courier code provided by Property Management.

Step 3 Scan the parcel, using the bar code scanner just below the touch screen. Note: If the parcel scan is unsuccessful, select skip scan.

Step 4 Enter the recipient's building and/or unit number.
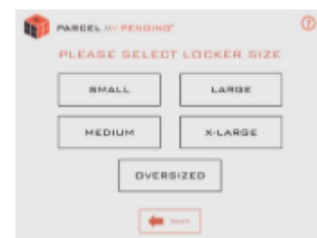
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Step 5

Select the recipient from the list of registered occupants of that unit.
Note: If the recipient is not on the list, please attempt delivery to unit front door. If the resident is unavailable, please attempt re-delivery the next day.

Step 6

Select an appropriate locker size for the parcel (small, medium or large). For packages that will not fit into the locker system, select the "Oversized" tab, which will instruct courier to **either** deliver to Property Management office, resident front door, or return package to the HUB. **Note: If all lockers are full, Please contact Parcel Pending at 855.316.4756 for delivery instructions.**

Step 7

The appropriate locker door will pop open. Place parcel inside locker. You will then have the option to continue from step three by selecting more parcels. If finished, the courier must select the "I'm Finished" button to log out of session. If this is not selected, the session will remain open under that courier's access code. **Note: Once a package has been delivered, you are unable to re-open the locker.**

Thank you for using the **Parcel Pending** Locker System.
Please call 855-316-4756 if you need assistance with courier deliveries or have any questions.

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Hub by Amazon Locker Job Aid

Hub is a third-party owned package delivery system very similar to the Amazon core lockers. Hub syncs with your delivery device via a check-in / check-out process using QR codes. This document walks you through the check-in / check-out process as well as the general Hub delivery process.

The Hub comes in white, beige, dark gray or black.

Hubs are found in many large apartment complexes. Your device will let you know when you've reached a Hub location.

Procedure

1. Locate appropriate Hub packages

2. Check in to the Hub

3. Deliver the packages

4. Check out of the Hub

Note: Follow onscreen troubleshooting steps and/or contact support through your device upon encountering Hub delivery issues

Delivering Packages to a Hub

Locate appropriate Hub packages

1. When you arrive at the Hub location, tap the **I've Arrived** button to bring you to a list of packages bound for the Hub as well as directions to the Hub. **Note:** You may have other packages bound for the same apartment complex but not for the Hub – they will be listed as a separate stop.
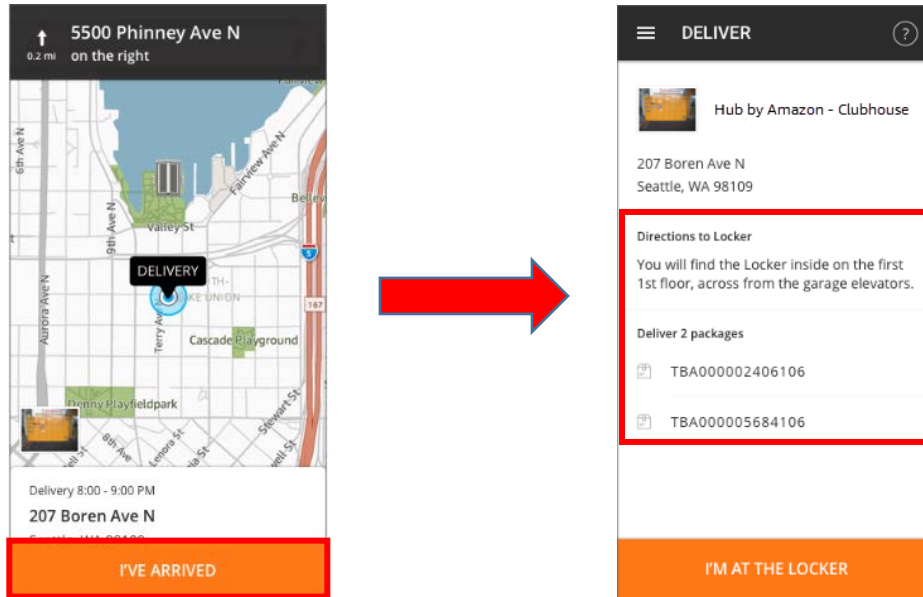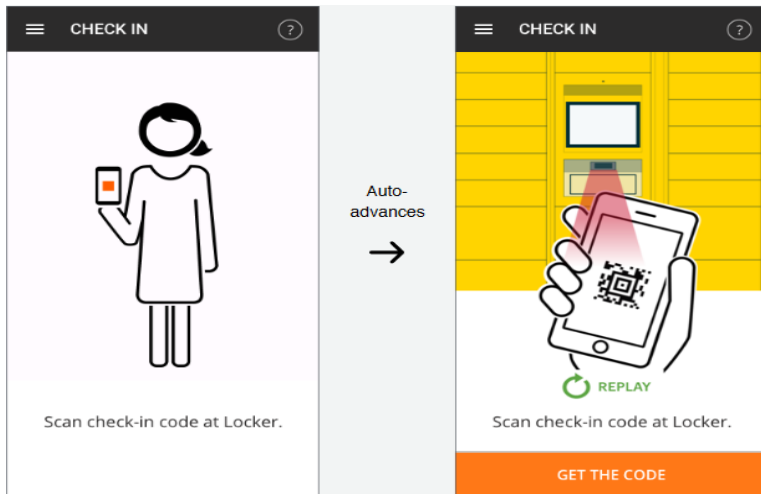

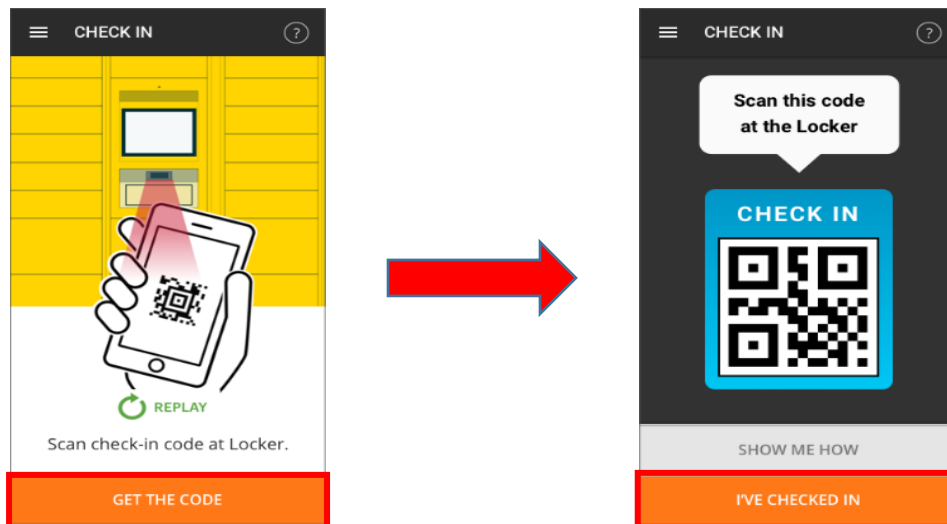2. Gather the packages listed and make your way to the Hub. Once in front tap **I'm at the Locker.**
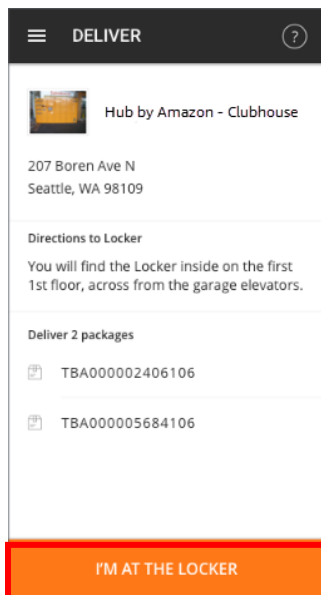

Check in to the Hub

4. Once you have tapped **I'm at the Locker** a short animation will play.

5. After the animation finishes playing, tap **Get the Code** to generate a QR check-in code. In rare cases multiple QR codes maybe generated.

6. Use the Hub scanner (just below the Hub screen) to scan the QR code(s) displayed on your device. The Hub screen will then confirm that you have checked in. Once you see the confirmation, tap **I've Checked In** and put your device away.
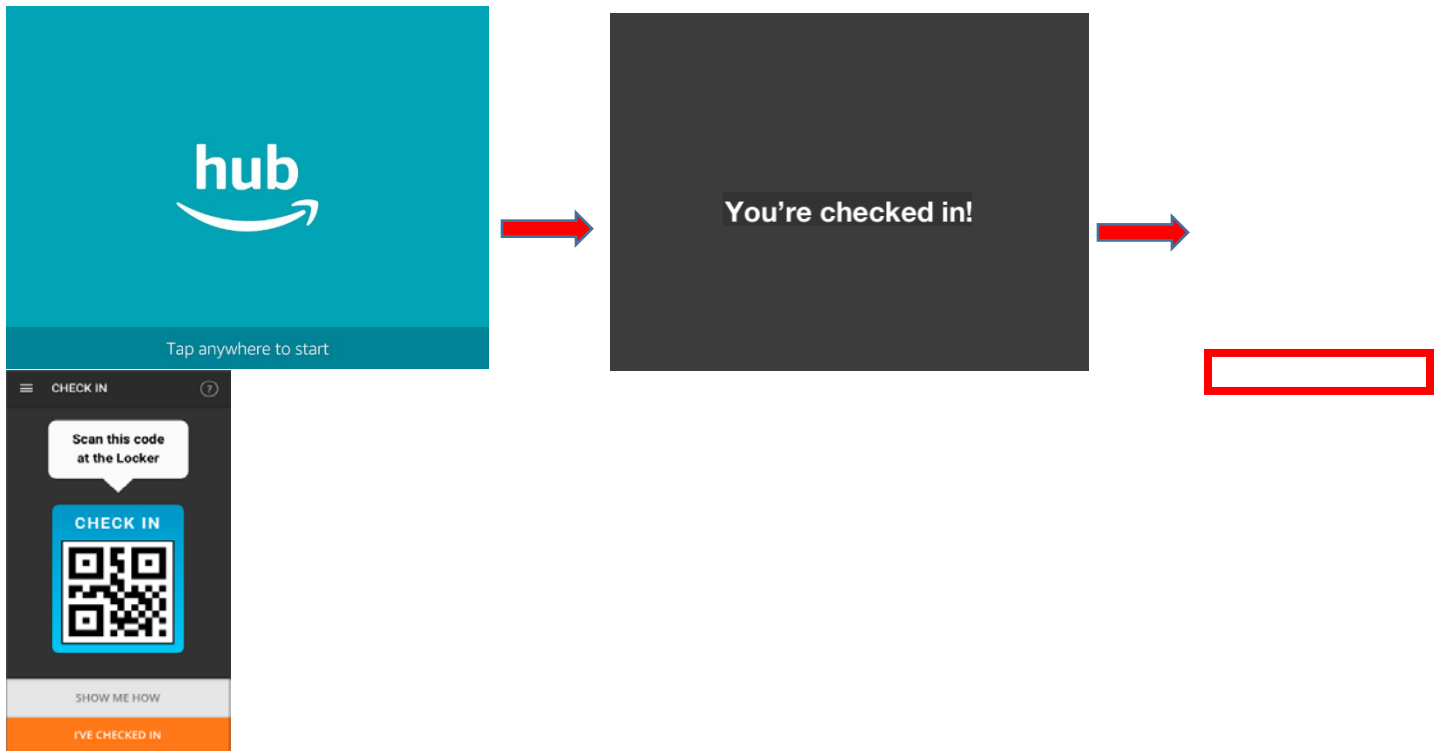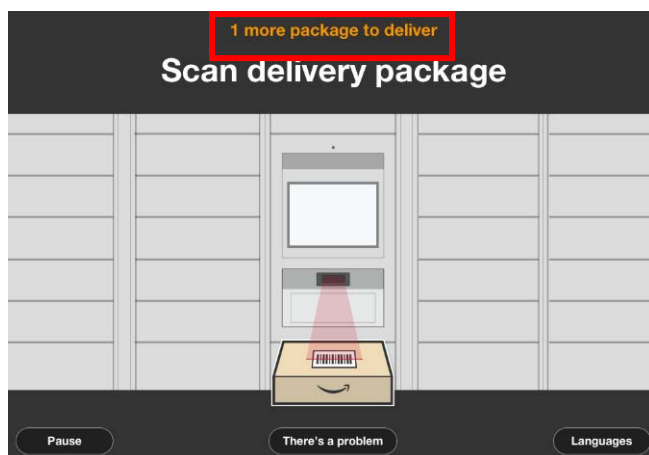
Deliver the Packages

3. Place all the packages on the ground and then **pick up one package at a time**. Scan that first package's barcode using the Hub scanner. You will see the following workflow:
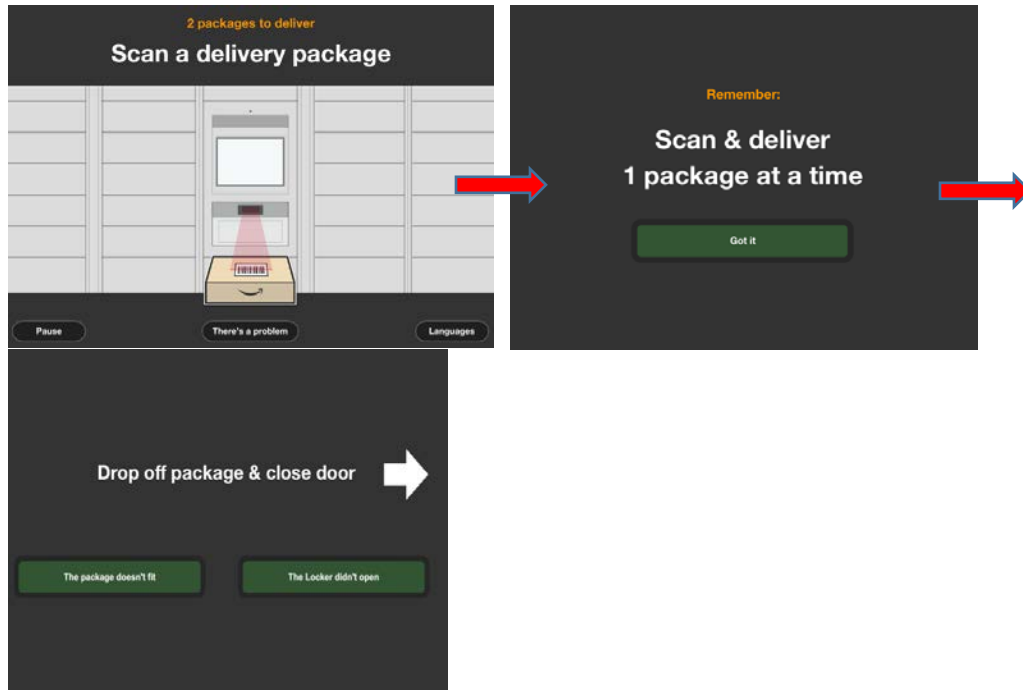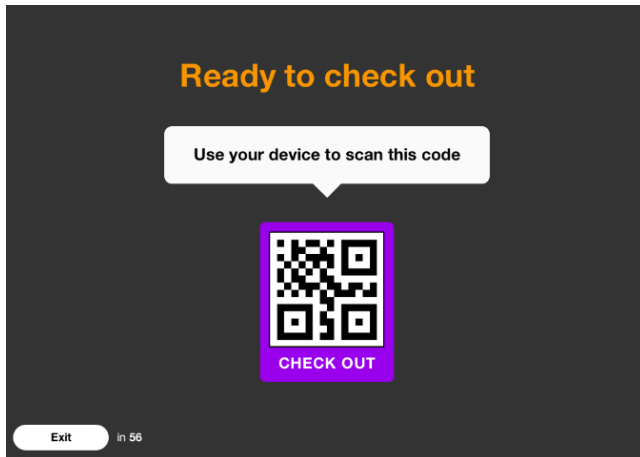

4. The Hub screen will then prompt you to deliver any remaining packages. Be sure to deliver one package at a time. **Note:** You do not have to scan the packages with your delivery device.
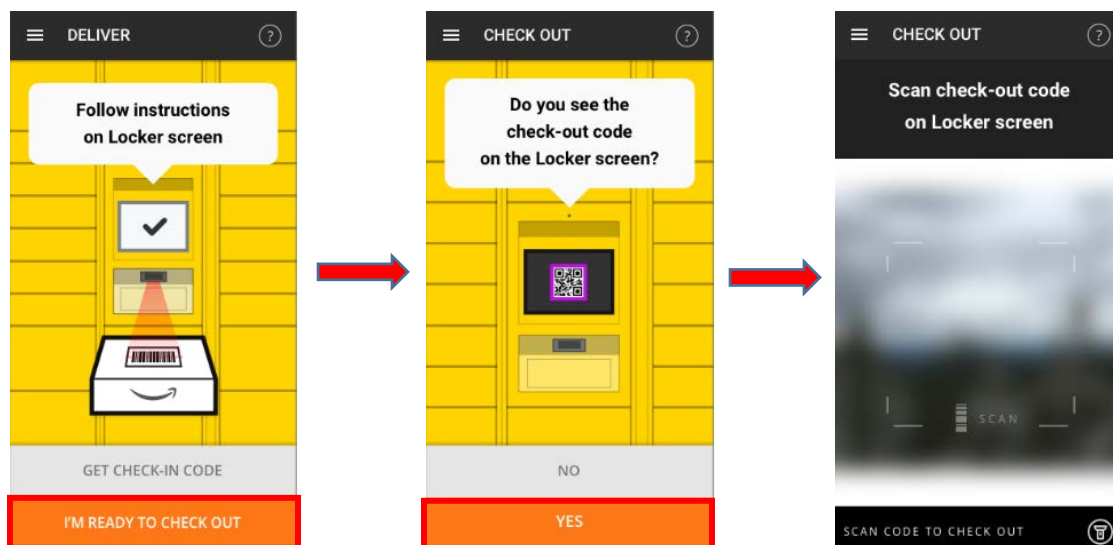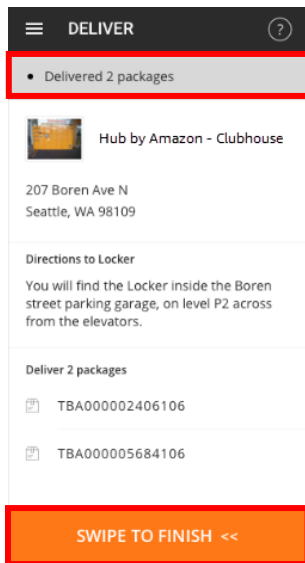
Check out of the Hub

4. Once you have delivered all the packages and closed the final Hub door, the Hub screen will generate a QR code (or in rare cases, multiple QR codes).

5. Retrieve your delivery device and tap **I'm Ready to Check Out**, then tap **Yes**, then scan the QR code(s) on the Hub screen.

6. Your device will then confirm that the appropriate packages have been delivered. Once confirmed you can **Swipe to Finish**.

Delivery Issue Troubleshooting

I am not able to scan the package with my device

You do not need to scan the package with the delivery device. Upon checking out of the Hub with the QR code, packages will automatically be marked as *Delivered* in the device.

Hub is full (or fills up during delivery)

Hub will ask the driver to take all remaining packages to the backup location (i.e., leasing office). The backup location will be different at each location. Call Support to have the packages marked as Delivered.

The Hub door will not open / Issues checking in

You should first be checked in to the Hub before attempting to scan packages with the Hub scanner. If you have attempted to check in, but the scanner is not working or the screen is not displaying the check in QR code correctly, you should manually check in by following these steps:

Step 1: Driver chooses "Help" button	Step 2: Chooses "Amazon/Flex Drivers – Problems checking in"
Step 3: Chooses "Deliver without checking in"	Step 4: Continues by scanning a package on this screen.
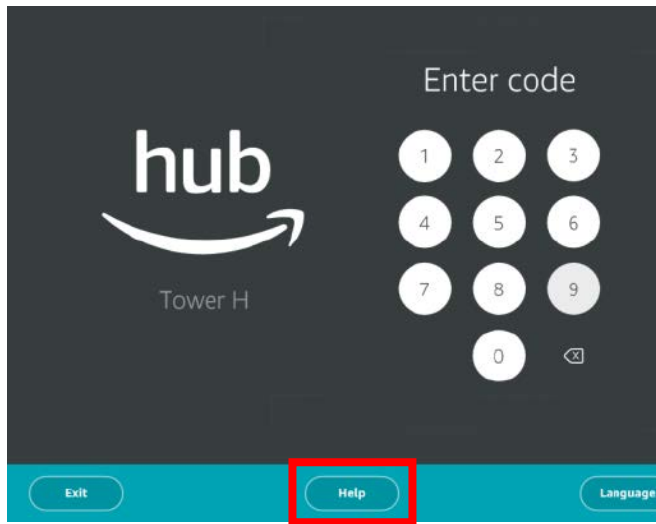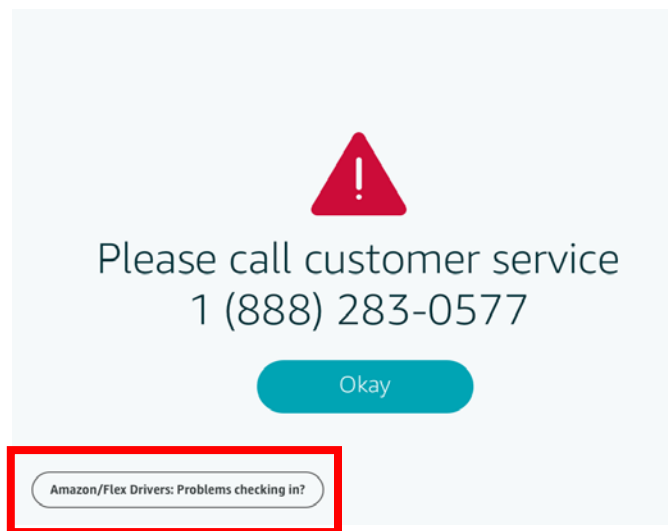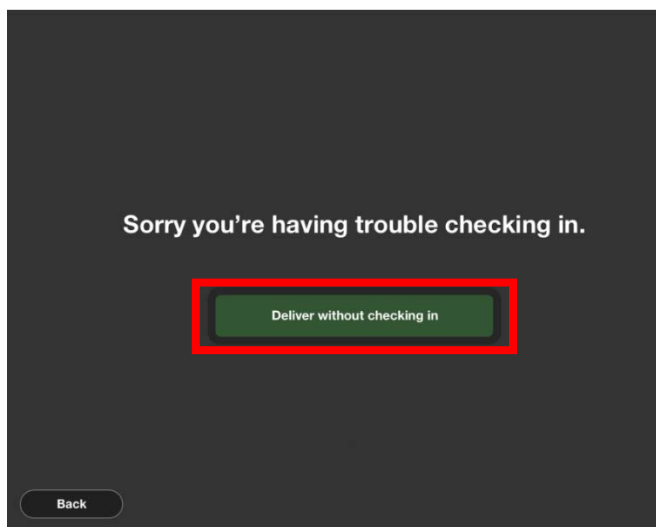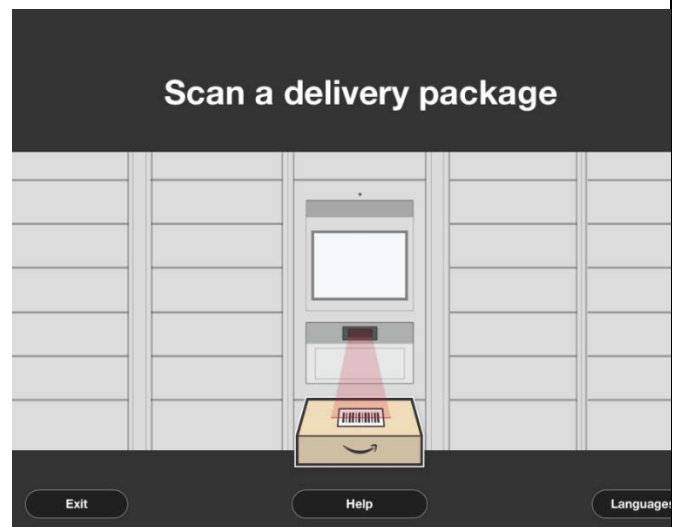
The Hub says I have to deliver more packages than I have (missing packages)
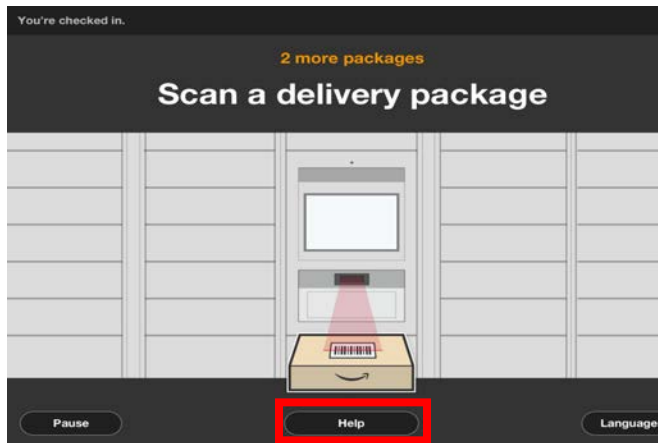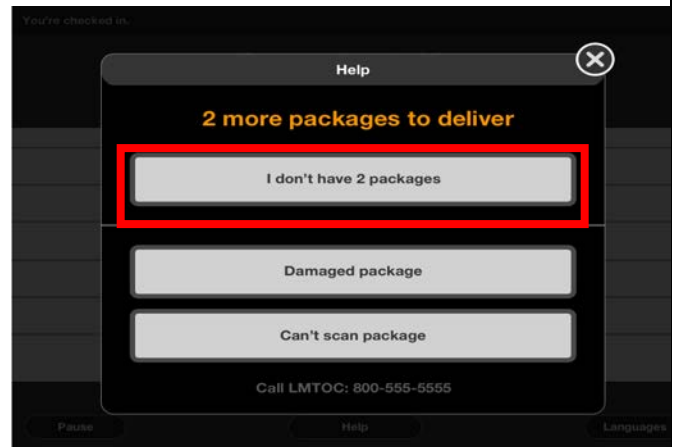
Step 1: Driver touches "Help"	Step 2: Driver chooses "I don't have x packages"
Step 3: Hub asks if driver delivered initial packages one at a time. Driver taps "Yes, I did"	Step 4: Hub says to deliver any remaining packages. If more packages to deliver, driver taps "Got it"
Step 5: Driver delivers remaining packages and taps "I'm Done Delivering"	Step 6: Driver acknowledges any missing packages by tapping "Go to check out"
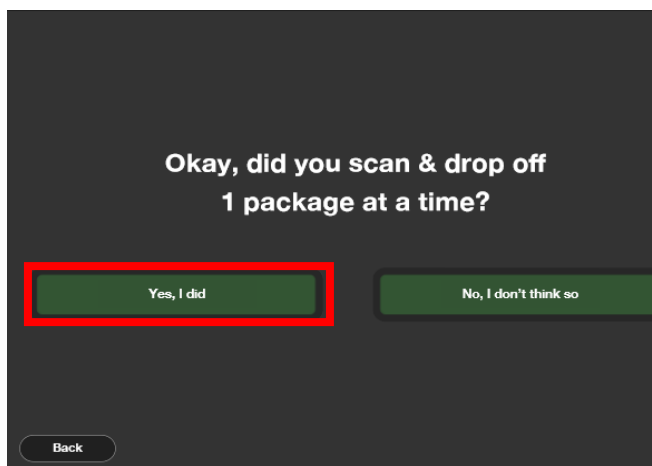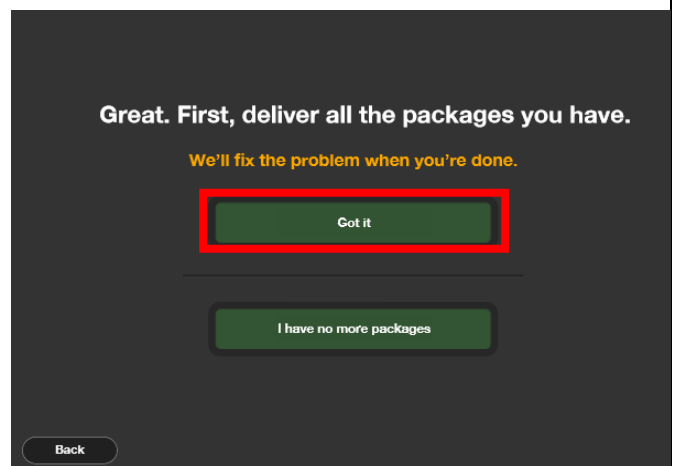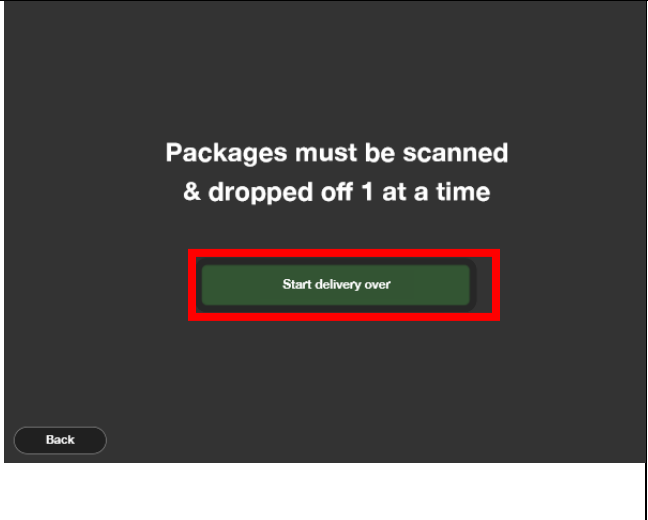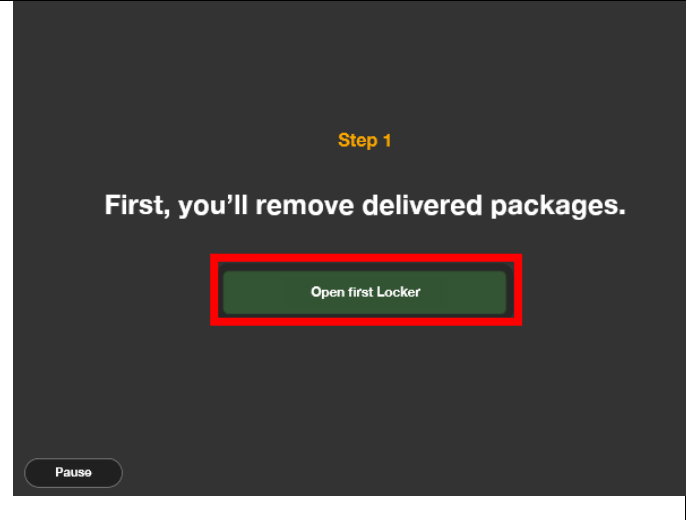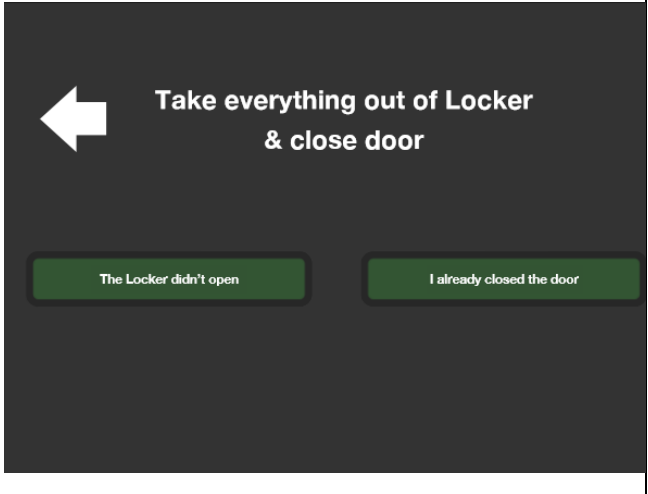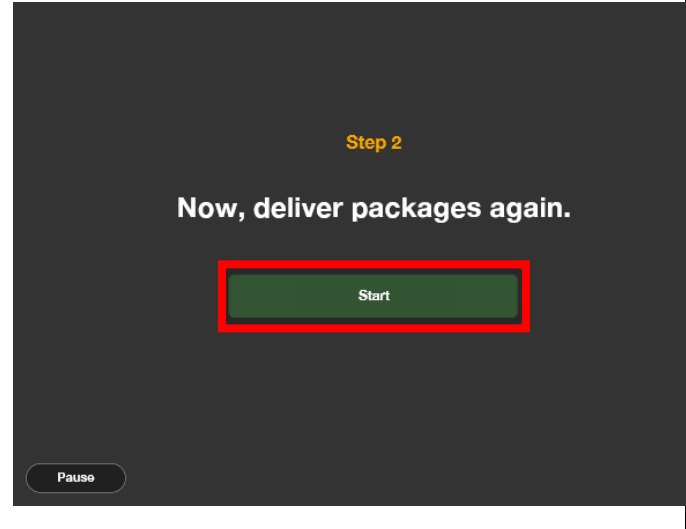
I put two or more packages into one slot.

Step 1: Driver chooses "I don't have X packages"	Step 2: Driver chooses "No, I don't think so"
Step 3: Hub reminds driver to deliver packages one at a time. Driver then taps "Start delivery over"	Step 4: Driver taps "Open first Locker"
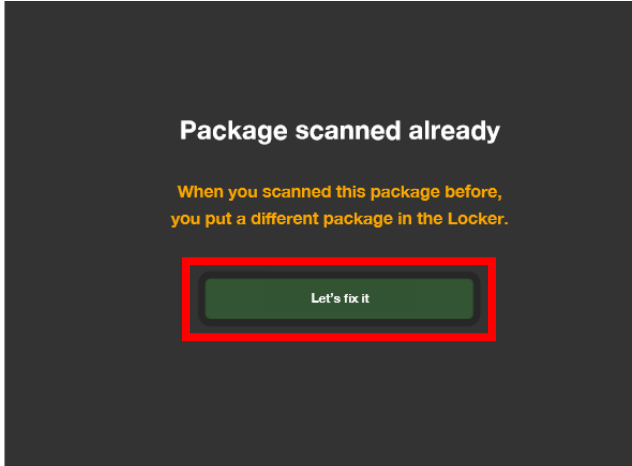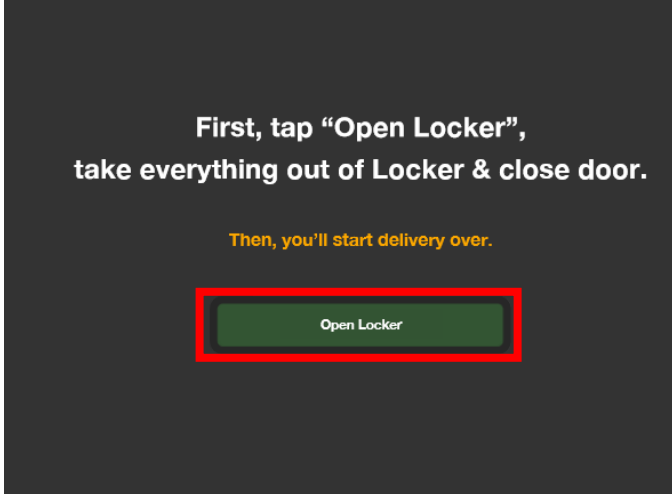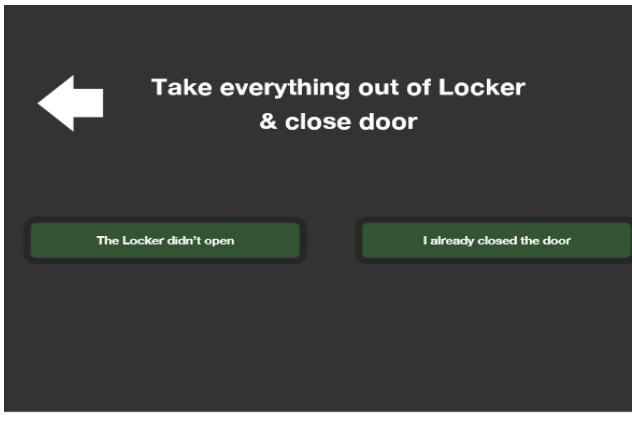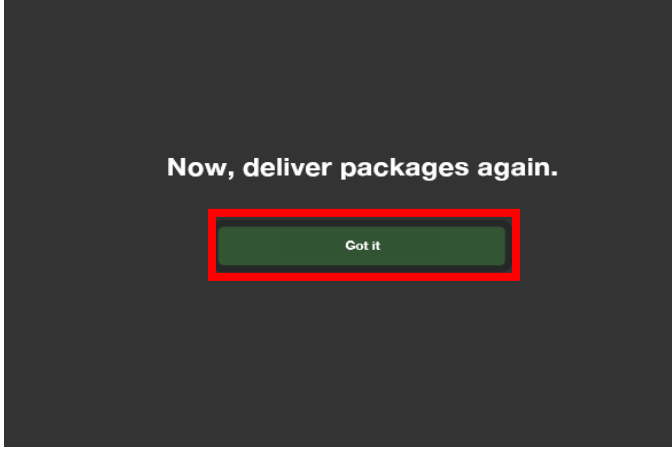
**Packages must be scanned
& dropped off 1 at a time**

Start delivery over

Back

Step 1

First, you'll remove delivered packages.

Open first Locker

Pause

Step 5: Driver takes all packages out of the open Hub and closes the door. Repeats if necessary.

← **Take everything out of Locker
& close door**

The Locker didn't open   I already closed the door

Step 6: Driver re-delivers packages by tapping "Start"

Step 2

Now, deliver packages again.

Start

Pause

I put a package into the wrong slot (switcheroo).

Step 1: Driver will see an error message saying package has already been scanned. Tap "Let's fix it"	Step 2: Driver taps "Open Locker"
Package scanned already When you scanned this package before, you put a different package in the Locker. Let's fix it	**First, tap "Open Locker", take everything out of Locker & close door.** Then, you'll start delivery over. Open Locker
Step 3: A Hub door will open. Driver should remove the contents and close the door.	Step 4: Driver re-delivers packages by tapping "Got it"
← **Take everything out of Locker & close door** The Locker didn't open I already closed the door	**Now, deliver packages again.** Got it

I have delivered all my packages, but cannot complete the stop in my device (not checked out).

If the Hub screen has not timed out, you should check out as per normal procedure (listed above). If the Hub screen has timed out you should go "Back" in your device until you get to the Check-In QR code. You should scan the QR code with the Hub scanner and then check out as per normal procedure (listed above).

Why do I see multiple check-in / check-out QR codes?

In cases where the Hub is expecting a large amount of packages, one QR code may not be sufficient to represent all the packages, therefore, a second QR code may be generated. Scan each QR code to proceed as normal.

Hub by Amazon - Stand Up Meeting Guide

Use this Team Stand Up Meeting guide to lead your team through delivering packages and managing exceptions at a Hub.

Stand Up Meeting Preparation

Time:

10 minutes

Target Audience:

All Delivery Associates

Meeting Objectives:

This Stand Up Meeting will lead your team through delivering single and multiple packages to a Hub and managing delivery exceptions. The key points for this stand up include the following directions:

- Obtain the unique carrier code for the Hub

- Follow the instructions on the Hub screen

- Call TOC if you need any assistance

Materials Required:

❑ For Facilitator: Hub - Stand Up Meeting Document

   ✦ Page 2 provides instructions on how to track attendance of team members who have attended the Stand Up Meeting

   ✦ Pages 3 - 4 provide discussion points of the content you need to cover

❑ For DAs: Hub Job Aid (One per participant)

Attendance:

Attendance must be tracked for all attendees.

❑ Follow the steps outlined in this job aid.
❑ Use the Module ID:

Introduction

❑ WELCOME the team to the Hub - Stand Up Meeting.

❑ SAY: Today we are going to talk about delivering packages to a Hub

❑ HAND OUT the [Hub - Job Aids](#).

❑ SAY: This Job Aid will be helpful to keep in your vehicle for future reference.

❑ INSTRUCT participants to take two minutes to review the Hub - Job Aid.

Delivering to a Hub

Using the questions below, lead a discussion with DAs to guide them to the correct answers.

❑ SAY: Let's begin by discussing the steps for delivering parcels to a Hub.

❑ EXPLAIN the procedure steps for delivering packages to a Hub.

❑ ASK: What should you do when you arrive at the Hub?

✦ Places the packages on the ground, tap the Hub screen and enter the unique carrier code. The code will be listed in your device as an **Access Code**. If it is not, call Support or locate the property manager.

❑ ASK: What should you do once you have entered the carrier code?

✦ Pick up one package and enter the customer's info as asked for by the Hub – this includes the unit number and customer name.

❑ ASK: How many packages should you deliver at a a time?

✦ One! Pick up only one package at a time as only one package belongs in each slot.

❑ ASK: How do you mark the package as Delivered?

✦ Just before you place the package in the Hub slot and close the door, scan the package with your device as **Delivered – In a secure mailroom**.

Managing Delivery Exceptions

Using the questions below, lead a discussion with DAs to guide them to the correct answers.

❑ SAY: You may encounter some issues when attempting to deliver to a Locker and here we will address some troubleshooting tips.

❑ ASK: What should you do if the customer's name is not listed on the Hub screen?

✦ Select **Other Resident** on the Hub screen.

❑ ASK: What should you do if the Hub is full?

✦ The Hub will display where to deliver the packages. Furthermore, you can always deliver to a resident's front door if it is a secure location or ask the property manager if they will accept the package.

❑ ASK: What should you do if you place the wrong package in the wrong Hub slot?

✦ Contact the property manager for assistance.

❑ ASK: What can you do if the package doesn't fit in the slot.

✦ Close the slot and go back to the Hub screen and select **Package doesn't fit** to open a bigger slot. If the package is too big for all the slots the Hub will tell you wear to deliver the package.

Conclusion

❑ HIGHLIGHT: Checking into the Hub using the unique carrier code, entering the customer's information, and delivering packages one at a time.

❑ ASK: What questions do you have about delivering parcels to a Hub?

❑ WRAP UP the Stand Up Meeting by answering any additional questions your team might have about the Hub delivery experience.

❑ SAY: Thank you for your time and participation

Apartment Deliveries

When delivering to apartment complexes, drivers should be mindful of different delivery methods or requests that might differ from a traditional home delivery.

Apartment Deliveries Workflow
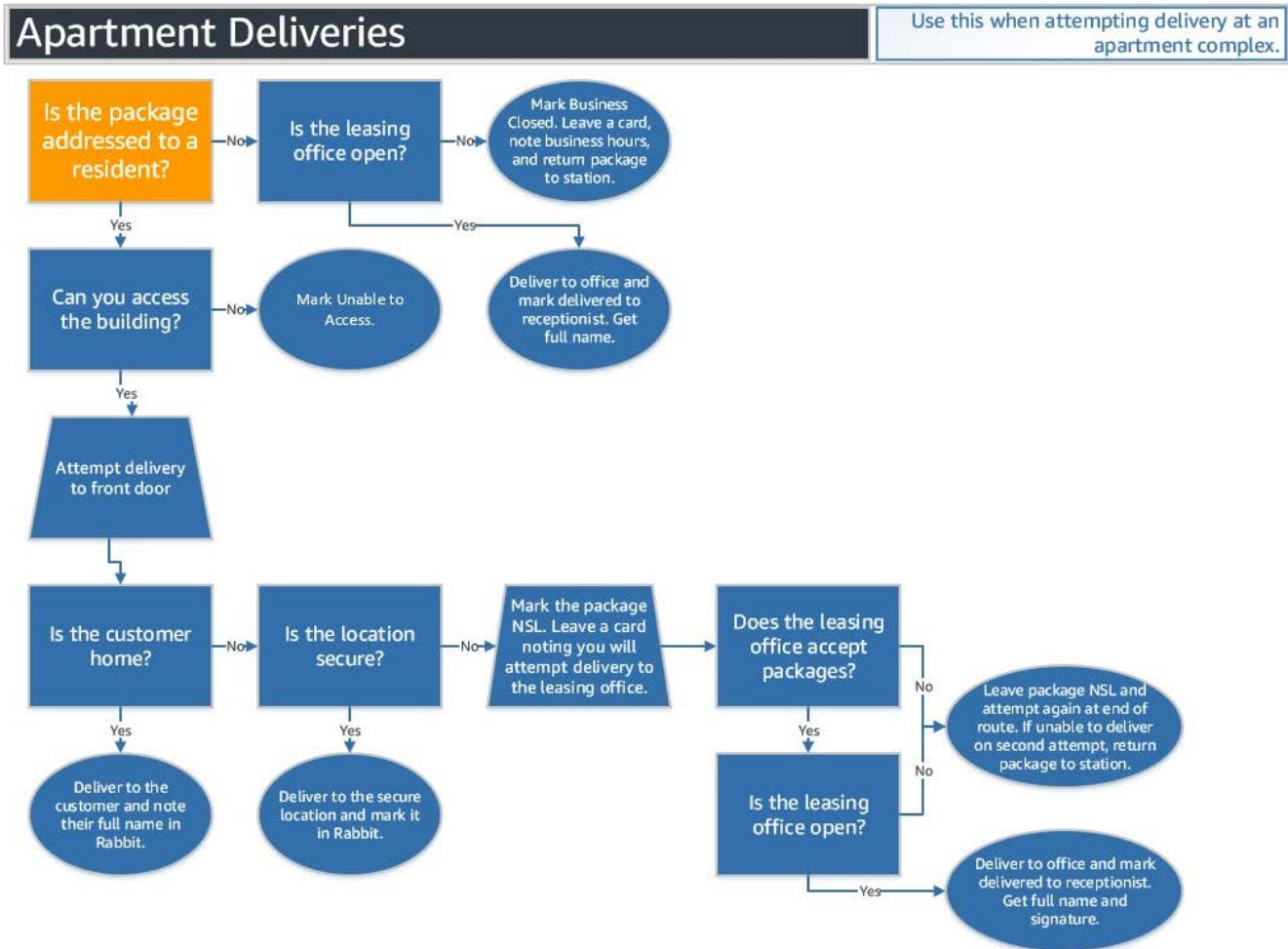
Best Practices

Common Apartment Delivery instructions might include:

- Delivery to a customer's front door directly (when secure)
- Delivery to a secure mailroom
- Locker Deliveries (include Hub by Amazon and third-party lockers)
- Delivery to a leasing office or concierge

Delivery associates are encouraged to follow suggested apartment delivery instructions to perform a safe and secure package delivery. As always, we ask that driver be courteous and act professionally to create a positive customer experience.

Steps for a Perfect Apartment Delivery

Upon arrival at an apartment complex:

1. Check the rabbit device for customer delivery notes or access information

2. If notes are not present, follow posted delivery instructions located at the building

3. If there are no posted instructions, but there is a third-party locker or an Amazon Hub locker system, drivers should utilize the notes field in the rabbit to obtain the access code and deliver to the locker. On-screen instructions at the locker are available to assist with the delivery.

4. If your driver is unable to access a locker, drivers should not leave packages on the ground around a locker system. Instead, encourage your drivers to call Driver Support or your dispatchers for assistance.

5. If a locker system is unavailable, drivers may attempt delivery to the front door of the individual apartment for the customer if permitted by the complex.

6. If the front door is inaccessible or the location is not secure, please take the remaining packages to the leasing office or mailroom and obtain a signature for delivered packages.

7. Update Rabbit with any changes, like access code or other instructions.

Remember:

- Be courteous and respectful to Customers and Apartment management.
- Follow the instructions of the apartment management company.
- If the Apartment uses Lockers, make sure to follow Locker instructions and deliver to Lockers.
- Follow all standard protocol related to Amazon Hub and Third Party Locker deliveries.
- Never leave packages unattended or in unapproved areas like the lobby, outside lockers, or in the mailroom.
- Follow the customer's delivery instructions when secure and safe.
- Call customer if the instruction is not clear and you need help, only between 8 AM and 8 PM.
- Engage apartment management staff for apartment carts and maps, if necessary.
- Deliver to the customer's front door, when possible.
- Knock on the door/ring door bell, only between 8 AM to 8 PM.
- When delivering to the customer directly, verify the customer's name.
- Scan the package at the point of delivery (not from your vehicle).
- If the customer is not at home, leave a We Missed You (WMY) card.
- Do not leave bags at the apartment.
- If the instruction changes at the Apartment, report back the instruction to DSP dispatcher and Field Quality Assurance (FQA) team.
- When interacting with property managers, do not get into an altercation; take feedback and say you will pass on, be professional.
- Update Rabbit with any changes, like access code or other instructions.

FAQs

1. **Does the new DSP have to pay for a background check if a driver chooses to offboard their previous accounts?**

   Yes. Anytime a driver is onboarding with a new DSP, a new background check must be run under that company's name for the background check to be valid.

2. **If a new driver joins my DSP and they've just had a recent background check, do they still need a new one?**

   Yes. Because the background check must be listed under the new company's name per the DSP work order.

Who to Call When

You may find yourself in a delivery situation where you are unable to attempt a delivery due to different circumstances. Some common issues you may face on the road are not being able to locate the customer's address, not having an access code to access the customer's home or not being able to find a secure location to the leave the package. In those situations, use the "Who to call when" card below and follow the scripts provided below.

Who to call when	
Contact	**When to Call**
Customer	- Unable to locate customer's residence ***See Unable to Locate Script*** - Unable to access customer's residence ***See Unable to Access Script*** - No Secure Location at customer's residence ***See No Secure Location Script***
TOC	- Unable to Access - Unable to Locate - No Secure Location at customer's residence - Geo Code Problems - Missorts (extra package)
Dispatcher	- TC55 Troubleshooting - Vehicle Issues - Running behind

Note: If the customer is requesting additional assistance refer them to Customer Service Line 1-877-252-2701

Unable to Locate (UTL) Script

What do you or say when you call the customer because you are unable to locate the residence?

1. Call the customer only between 8am and 8pm.
   a. When the customer answers, say: "**Hello this is *Your Name* with an Amazon Delivery for *Customer Name*. I'm currently at *Your Location* and I'm having issues locating your address. Can you please assist me with directions?**"

   IMPORTANT: If the customer provides directions, add it into Rabbit for future deliveries.

   b. If the customer refuses for any reason, say: "**That's not a problem, would you like for me to return the package to the center? Otherwise, I will continue to locate the address through our dispatch team. Thank you for your time.**"
   c. If the customer does not know directions, say: **"That's not a problem. I will continue to locate the address through our dispatch team. Thank you for your time"**

2. If the customer does not pick up the phone, **do not leave a voice message**.
    a. Call your TOC for assistance. They may be able to provide you with additional information.
    b. Ask someone for directions.
3. If you still cannot locate the address:
    a. Mark as **Unable to Deliver > Can't Find Address** in Rabbit.
    b. Write **UTL and the date** in the appropriate label attempt box.
    c. Return the package to the station at the end of your route.

Unable to Access (UTA) Script

What do you do or say when you call the customer because you are unable to access the customer's residence?

1. Call the customer only between 8am and 8pm.
    a. When the customer answers, say: "**Hello this is *Your Name*, with an Amazon Delivery for *Customer Name*. I'm currently having issues getting to your door because I don't have the code. Can you please assist me with gaining access?**"

    IMPORTANT: If the customer provides the access code, add it into Rabbit for future deliveries.

    b. If the customer refuses for any reason, say: "**That's not a problem, would you like for me to return the package to the center? Otherwise, I can attempt to gain access and reattempt delivery tomorrow. Thank you for your time.**"
    c. If the customer does not know the access code, say: "**That's not a problem. I will attempt to gain access and reattempt delivery tomorrow.**"
2. If the customer does not pick up the phone, **do not leave a voice message**.
    a. Look to see if there is a Leasing Office onsite. You may be able to leave the package there.
    b. Call TOC for assistance. They may be able to help you gain access.
3. If you still cannot access the property:
    a. Mark as **Unable to Deliver > Security Access Code Needed** in Rabbit.
    b. Write **UTA and the date** in the appropriate label attempt box.
    c. Return the package to the station at the end of your route.

No Secure Location (NSL) Script

What do you do or say when call the customer because you cannot find a secure location for the package?

1. Call the customer only between 8am and 8pm.
    a. When the customer answers, say: "**Hello this is *Your Name* with an Amazon Delivery for *Customer Name*. I'm currently at *Your Location* and I'm having issues finding a secure location for your package. Is there a place I can leave your package that is secure?**"

IMPORTANT: If the customer provides a secure location, add it into Rabbit for future deliveries.

 b. If the customer does have a secure location, say: **"That's not a problem. I we will attempt again tomorrow (for residence) or next business day (for commercial building)."**

2. If the customer does not pick up the phone, **do not leave a voice message**.
3. If there is no secure location:
 a. Mark as **Unable to Deliver > Nowhere Safe to leave the package** in Rabbit.
 b. Write **NSL and the date** in the appropriate label attempt box.
 c. Return the package to the station at the end of your route.

Driver Support

Driver Support provides remote on-road support to DAs via phone, routed through the Rabbit, replacing the need for drivers to contact dispatchers when they encounter most issues on their route. The Driver Support agents have real-time access to DA locations, and are capable of providing on-road support for exception use cases like: locating address and re-routing, coordinating rescue routes, taking escalations and liaising with the customer or Customer Service.

Contact Driver Support when you are unable to deliver the package for the following reasons:

- Unable to Access

- Unable to Locate

- No Secure Location (NSL) at customer's residence

- Geo Code Problems

- Missorts (extra package)

Driver Support Core Team Functions

AMZL Customer Delivery Rescue: The majority of the Driver Support work is handled by a team of Specialists; they support all delivery process and handle driver contacts.

AMZL Customer Outreach: The Specialists team as working with customers to solve delivery failures by reaching out to customer via email, phone call and soon via text (SMS).

AMZL Customer Inbound Support: The Specialists team also works inbound customer contacts as a result of the outbound outreach programs as we provide an inbound 800 number and email address to assist with these deliveries.

Proactive Resolution (Enabling First Delivery Success): To predict and avoid widespread customer delivery issues, the Last Mile Alarm Response Center (LMARC) proactively resolves delivery issues both large scale and individual customers, manage crises, and support executive escalation management.

amazonlogistics learning

Driver Support Process

If you encounter an undeliverable situation, contact Driver Support directly from Rabbit delivery app.

1. Tap Help, then tap **Call Support**.

2. You will receive a call to the Rabbit delivery app from a Support Agent. Tap **Call Support Agent**.
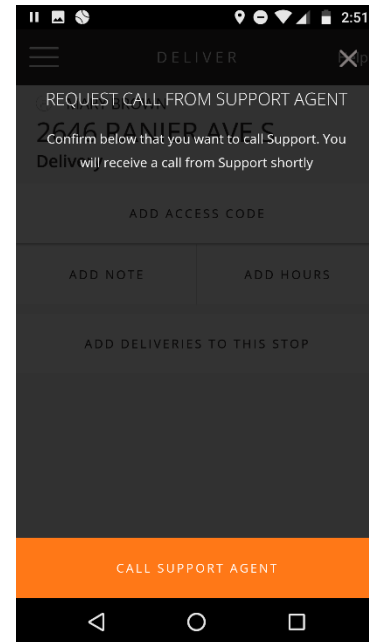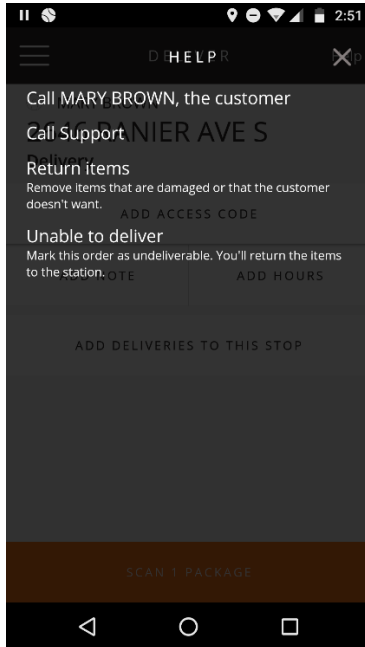
3. You will receive a notification that a Support Agent will call. Tap **Continue Delivering** until you receive the call.

4. You will receive an incoming call. Tap **Answer** to speak with an agent or **Dismiss** if you have resolved the situation.
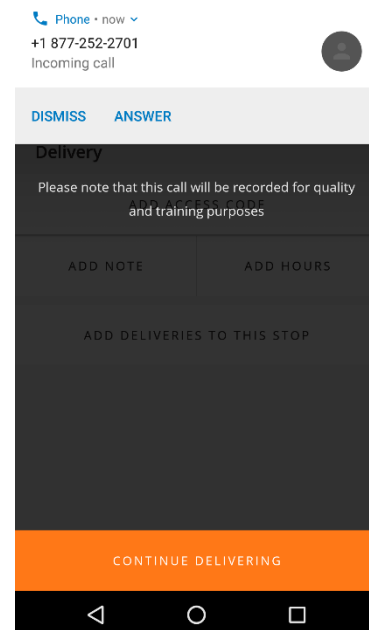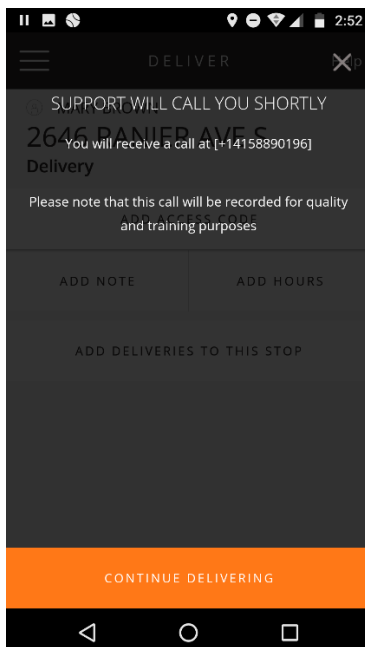
Retraining

Amazon provides online courses that drivers can take at any time to help them retrain the details of the delivery processes. These courses typically help to reduce customer concessions.

- Link: Delivery to a Secure Location Retraining Course
- Link: 8 Keys to a Perfect Delivery Training Course

Package Obstacle Course (POC)

The Package Obstacle Course is a physical training environment that is designed to teach drivers how to use the Rabbit delivery application, using common scenarios they may encounter on the road. Drivers use the Rabbit delivery training app to read through each delivery scenario, scan a test label, and solve the delivery situation. Drivers will need to go through all the stops in the test itinerary to complete the Package Obstacle Course.

Use the posters and the instructions below to administer the Package Obstacle Course.

Package Obstacle Course Posters:

- Stop 1 – Access Problem (UTA)

- Stop 2 – Nowhere Safe to Leave Package (NSL)

- Stop 3 – Attended Delivery

- Stop 4 – Unattended Delivery

- Stop 5 – Business Closed

- Stop 6 – Security Access Code Needed

- Stop 7 – Attended Delivery

- Stop 8 – Missing Package

- Stop 9 – Damaged Package

- Stop 10 – Attended Delivery

- Stop 11 – Attended Delivery

- Stop 12 – Can't Find Address (UTL)

Package Obstacle Course Directions:

Follow the step by step directions to complete the delivery process for each stop.

Package Obstacle Course Posters

Stop 0: Delivery Station

GO ON DUTY

1.   Sign into Rabbit with your **Username** and **Password**

2.   Tap **Ready to Deliver**

3.   Enter the mileage from the odometer below, and then tap **Go On Duty**

4.   **Swipe to Finish**

RETURN TO STATION & DEBRIEF

1.   When you finish the Package Obstacle course, return to this poster, and then **Swipe to Arrive**

2.   Go to **Main Menu** > **Itinerary** > **Package Summary**, and review the **Package Summary** information

3.   Tap **Back** to return to the **Mileage** screen

4.   Enter the mileage from the odometer below, and then tap **Go Off Duty**

5.   Go to **Main Menu** > **Account** > **Sign Out**

Stop 1 of 12

You are unable to access the customer's address due to flooding.

Stop 2

This is a residence in a high risk, high traffic area,
and the customer is not home.
There is no secure location to leave the package.

Stop 3

When you arrive at the apartment the access code is missing from your notes. When you call the customer she tells you that the gate code is 3827, and that she'll greet you her door.

Stop 4 of 12

This is a residence with a front porch.

You knock on the door and the customer does not answer.

This is a closed business.

The business is open Monday – Friday 8:00am – 5:00pm and is closed on Saturday and Sunday.

Stop 6 of 12

This is a complex needing a gate code.

You checked Rabbit and the gate code is not listed. You called the customer but they didn't answer. You called Driver Support and they didn't have the code either.

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Stop 7 of 12

You go to the front desk of the apartment and notice an unattended mailroom to your left. There is a receptionist/leasing agent named Maria Jones at the desk. Where should you deliver the package?

You arrive at your stop but the package is missing.

You arrive at your next stop and notice that one of the packages is damaged. After marking the package as **Damaged**, you deliver the undamaged package to Tom's receptionist, Anthony Roberts.

Stop 10 of 12

You knock on the door and the customer's father, Joe Miller, is home to receive the package.

Stop 11 of 12
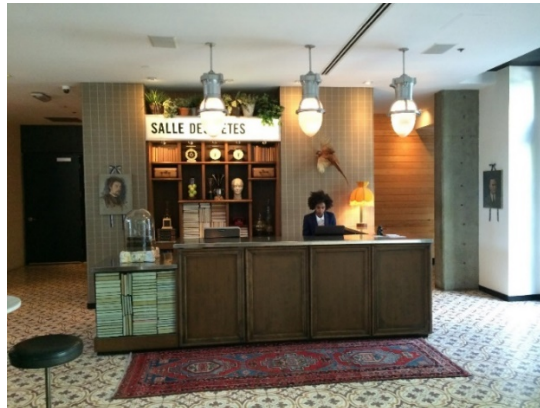
You walk into the apartment office and see an unattended mailroom directly in front of you and Tina Zhall, the manager, at the desk to the right.

Rabbit says you have arrived but you can't find the house.

Package Obstacle Course Directions

Delivery Station – Go On Duty

Use these steps to log into Rabbit and Go On Duty.

1. Sign into Rabbit with your **Username** and **Password**.

   IMPORTANT: If you are asked to verify the account phone number, use the following information:

   amzl-learningcontent@: 714-757-5108

   amzl-ca@: 714-728-9399

2. Tap **Ready to Deliver**.

3. Go to **Main Menu** > **Account** > **Transportation Method** to verify that the **Transportation Method** is set to **Drive**.

4. Enter the exact mileage from the sample odometer, and then tap **Go On Duty**.

5. **Swipe to Finish**, and then tap **Start First Delivery**.

6. Navigate to first stop

7. Tap **Start Travel** > Tap **Navigate** > Long-press the *Delivery* bar at the bottom of the screen until you see **I've Arrived** > Tap **I've Arrived**

8. Start first delivery at [Stop 1](#).

Stop 1 – Access Problem

Use these steps to complete an Access Problem Delivery.

1. After you tap, **I've Arrived**, check the notes.

   There are no notes.

2. Tap the **Help** menu.

3. Acknowledge the process:

   i. First, tap **Call the Customer**
   ii. Second, tap **Call Support**

   Do neither, and assume that calling the customer and Support does not help.

4. Close the **Help** menu, and tap **Scan 1 Package**.

5. Scan the Package, and then tap the **Help** menu.

6. Select **Unable to Deliver**, and then **Access Problem**.

7. Review the Delivery Summary, **Swipe to Finish**, and then navigate to Stop 2.

Stop 2 – Nowhere Safe to Leave Package

Use these steps to complete a Nowhere Safe to Leave Package Delivery.

1. After you tap, **I've Arrived**, check the notes.

   There are no notes.

2. Tap the **Help** menu.

3. Acknowledge the process:

   a. First, tap **Call the Customer**

   b. Second, tap **Call Support**

   Do neither, and assume that calling the customer and Support does not help.

4. Close the **Help** menu, and tap **Scan 1 Package**.

5. Scan the Package, and then tap the **Help** menu.

6. Select **Unable to Deliver**, and then select **Nowhere safe to leave package**

7. Review the *Delivery Summary*, **Swipe to Finish**, and then navigate to Stop 3.

Stop 3 – Attended Delivery

Use these steps to complete an Attended Delivery.

1. After you tap, **I've Arrived**, check the notes.

   There are no notes.

2. Tap the **Help** menu.

3. Acknowledge the process:

   a. **Call the Customer**

      Do not call the customer, and assume the Customer provided the access code: 3827.

4. Close the **Help** menu, and tap **Scan 2 Packages**.

5. Scan the Packages.

6. Select **Myra Singh or a household member**, enter the Customer's **First and Last Name**, and then tap **Continue**.

7. Review the Delivery Summary, **Swipe to Finish**, and then navigate to Stop 4.

Stop 4 – Unattended Delivery

Use these steps to complete an Unattended Delivery.

1. After you tap, **I've Arrived**, check the notes.

   The Customer Instructions say to leave the package on the back porch.

2. Tap **Scan 1 Package**, and then scan the package.

3. Select **Back door**.

   a. Review the *Delivery Summary*, **Swipe to Finish**, and then navigate to Stop 5.

Stop 5 – Business Closed

Use these steps to complete a Business Closed Delivery.

1. After you tap, **I've Arrived**, check the notes.

   There are no notes.

2. Tap the **Help** menu.

3. Acknowledge the process:

   a. First, tap **Call the Customer**

   b. Second, tap Call Support

   Do neither, and assume that calling the customer and Support does not help.

4. Close the **Help** menu, and tap **Scan 1 Package**.

5. Scan the Package, and then tap the **Help** menu.

6. Select **Unable to Deliver**, select **Business closed**, and then enter the posted business hours.

   Business Open Monday – Friday, 8am – 5pm. Closed Saturdays and Sundays.

   a. Review the *Delivery Summary*, **Swipe to Finish**, and then navigate to Stop 6.

Stop 6 – Security Access Code Needed

Use these steps to complete a Security Access Code Needed Delivery.

1. After you tap, **I've Arrived**, check the notes.

   There are no notes.

2. Tap the **Help** menu.

3. Acknowledge the process:

   a. First, tap **Call the Customer**

   b. Second, tap **Call Support**

   Do neither, and assume that calling the customer and Support does not help.

4. Close the **Help** menu, and tap **Scan 1 Package**.
5. Scan the Package, and then tap the **Help** menu.
6. Select **Unable to Deliver**, and then select **Security Access Code Needed**.
7. Review the *Delivery Summary*, **Swipe to Finish**, and then navigate to Stop 7.

Stop 7 – Attended Delivery

Use these steps to complete an Attended Delivery.

1. After you tap, **I've Arrived**, check the notes.

   The Customer Instructions say to leave the package at the reception desk.

2. Tap **Scan 1 Package**, and then scan the package.

3. Select **Receptionist or doorman**, enter the recipient's **First and Last Name**, and then tap **Continue**.

4. **Swipe to Sign**, sign the line, and then tap **Done**.

5. Review the *Delivery Summary*, **Swipe to Finish**, and then navigate to Stop 8.

Stop 8 – Missing Package

Use these steps to complete a Missing Package Delivery.

1. After you tap, **I've Arrived**, check the notes.

   There are no notes.

2. Tap the **Help** menu, and select **Return Items**.

   a. Select **Package is missing**.

   b. Review the *Delivery Summary*, **Swipe to Finish**, and then navigate to Stop 9.

Stop 9 – Damaged Package

Use these steps to complete a Damaged Package Delivery.

1. After you tap, **I've Arrived**, check the notes.

   There are no notes.

2. *(if the package is "leaking")* Acknowledge the process:

   a. Tap the **Help** menu.

   b. Tap **Call Support**

      Do not call TOC.

   c. Close the **Help** menu, and tap **Scan 2 Packages**.

   d. Scan the Packages, tap the **Help** menu, and then select **Return Items**

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e. Tap **Package is damaged**, select the first package, tap **Continue Delivering**, and then close the **Help** menu.

f. Select **Receptionist or doorman**, enter the recipient's **First and Last Name**, and then tap **Continue**.

g. **Swipe to Sign**, sign the line, and then tap **Done**.

h. Review the *Delivery Summary*, **Swipe to Finish**, and then navigate to Stop 10.

Stop 10 – Attended Delivery

Use these steps to complete an Attended Delivery.

1. After you tap, **I've Arrived**, check the notes.

   There are no notes.

2. Tap **Scan 1 Package**, and then scan the package.

3. Select **Lisa Mill or a household member**, and then enter the recipient's **First and Last Name**, and then tap **Continue**.

   a. Review the *Delivery Summary*, **Swipe to Finish**, and then navigate to Stop 11.

Stop 11 – Attended Delivery

Use these steps to complete an Attended Delivery.

1. After you tap, **I've Arrived**, check the notes.

   There are no notes.

2. Tap **Continue**, and then tap **Select All**.

3. Tap **Deliver 2 Together**, and then scan the packages.

4. Select **Receptionist or doorman**, enter the recipient's **First and Last Name**, and then tap **Continue**.

5. **Swipe to Sign**, sign the line, and then tap **Done**.

6. Review the *Delivery Summary*, **Swipe to Finish**, and then navigate to Stop 12.

Stop 12 – Can't Find Address

Use these steps to complete a Can't Find Address Delivery.

1. After you tap, **I've Arrived**, check the notes.

   There are no notes.

2. Tap the **Help** menu.

3. Acknowledge the process:

   a. First, tap **Call the Customer**

    b.   Second, tap **Call Support**

Do neither, and assume that calling the customer and Support does not help.

4.   Close the **Help** menu, and tap **Scan 1 Package**.

5.   Scan the Package, and then tap the **Help** menu.

6.   Select **Unable to Deliver**, and then **Can't find address**.

7.   Review the *Delivery Summary*, **Swipe to Finish**, and then navigate to Stop 13.

8.   Return to the **Delivery Station** poster (i.e., Delivery Station - Debrief).

Delivery Station – Debrief

Use these steps to Debrief the delivery, and sign out of Rabbit.

IMPORTANT: Explain to the DAs that this process varies slightly from the process they will follow on-road. For more information, review the Rabbit Debrief Enhancement Job Aid.

1.   After you **Swipe to Arrive**, tap **Main Menu**.

2.   Select **Today's Itinerary**, tap **Summary**, and then review the Package Summary.

3.   Tap **Back,** and then enter the exact mileage from the sample odometer.

4.   Tap **Go Off Duty**.

5.   Tap **Main Menu**, select **Account**, and then tap **Sign Out**.