

AMXL Scheduled Delivery SOP

Overview

This SOP is intended for AMXL DSPs and DAs and provides step-by-step instructions on how to execute a scheduled delivery, maintain safety protocols, and handle exceptions, as well as relevant information for additional service types. If a DA needs assistance or is uncomfortable making a scheduled delivery for any reason, they should contact Driver Support through the Amazon Delivery App. Updated 1.12.22

General Guidelines

All scheduled deliveries must be completed within the Customer's selected three-hour window. All DAs completing in-home deliveries or services must first complete COVID-19 training. For up to date information regarding COVID-19, please refer to the [Current DSP Safety Protocols and Guidance](#) found in the Resources tab. Additionally:

- All DAs should wash hands regularly with soap and water or utilize hand sanitizer throughout the shift
- Avoid touching your eyes, nose, or mouth
- Avoid use of customer's bathroom
- Keep adequate drinking water on hand
- Do not accept drinks/food from customers
- The delivery device should not be shared between the driver and helper.

Before Departing the Station

If the route begins with **UB**, please note that this is a dedicated route for Delivery Services and additional tools are required for these services. It is important that any additional tool kits are taken prior to departing for the route. If there is a Returns Route/Shipment on the route (or a co-mingled Returns & Services Route) there will be a manifest detailing the customer returns pickup schedule, as well as printed out Returns labels for each item to be picked up on the route. Please confirm the number of labels matches the number of Returns shipments on the manifest and reach out to your On-the-Road (OTR) team for tool access. Delivery Services can be identified in the tracking code with **TBA** and Returns are identified by **CRXL**. See [Step 10a](#) and the associated appendices for types of Delivery Services and any additional tools required for that particular service.

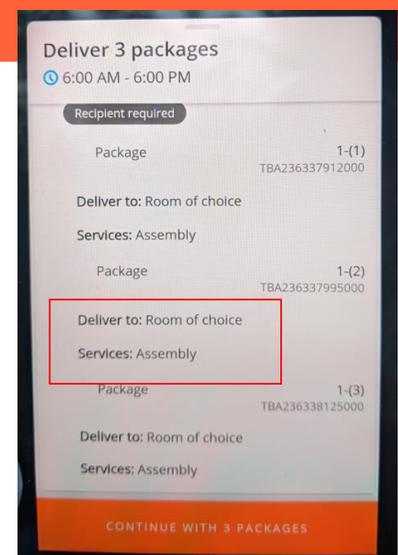
INSTRUCTIONS FOR DAs

Step 1 – Identify Type of Delivery

The Amazon Delivery App will indicate to the DA if they are making a Scheduled Room of Choice, Scheduled Threshold Delivery, and any additional Delivery Services to include Returns. The deliver page will specify shipment and the delivery/service level to perform.

Step 2 – Contact Customer

If the delivery is scheduled, the driver must pull over to a safe location at the appropriate time to call the customer. The contact should confirm the type of delivery (Room of Choice, Threshold, or any type of Delivery Service). If it is a Room of Choice or Delivery Service, they must confirm the customer is comfortable with the DAs entering their house.



- **30 minutes prior to arrival:** Text the customer. Initial texts should include 1) Greeting, 2) Introduction, 3) Your Name, 4) Service Level, 5) Reason for text. When you ask the customer a question, allow them 10 minutes to respond to you. Once they do, always thank them before following up with a new question. For example:
 - For example: "Hello, this is [DA Name] and I have an Amazon delivery for you which includes [Service Level]. I will be arriving at your home between [X:XX-X:XXAM/PM]. Thank you."
- **10 minutes prior to arrival:** If the customer did not respond to the text, call the customer. Always allow the phone number to ring until they pick up or until you reach a voicemail. Do not attempt to call the customer more than one time. If the customer does not respond to your text or call, contact Driver Support. Be sure to include 1) Greeting, 2) Introduction, 3) Your Name, 4) Reason for call (but let them know that you also sent them a text but did not hear back so following-up). For example:
 - "Hello, this is [DA Name] and I have an Amazon delivery for you and tried texting but did not get a reply. I will be arriving at your home between [X:XX-X:XXAM/PM]."

See Appendix for handling special exceptions.

Step 3 – Navigate to Customer Address using the Amazon Delivery App

Step 4 – Park the Vehicle

Once navigation indicates the driver has arrived at the destination, the Driver should pull over to a safe spot on the side of the road and activate 4-way flashers on the vehicle. Upon arrival, double check the Special Delivery Instructions for any notes from the customer. Note: There may be other general instructions that are only relevant for outdoor drop-off deliveries that should not be referenced during an indoor scheduled delivery.

Step 5 – Greeting the Customer (with additional COVID-19 protocols)

Following COVID-19 protocols, DAs must wear their face shield, mask, and safety or nitrile gloves from the time they exit the vehicle until the time the delivery/service is completed and they return to the vehicle.

DA leaves truck and places collapsible reflective 10 feet behind the vehicle with LED lights engaged

DAs can only knock or ring the doorbell on a customer's home within the scheduled delivery window time period.

After knocking or ringing the bell, DA must stand back 6 feet and wait 10 seconds for a reply.

If the customer is not home, the DA should call Driver Support.

If there is a customer, the DA should follow this script:

- "Hello, good morning. I'm [name] and this is my partner, [name]. We have an Amazon delivery for you."

DAs should smile (while keeping mask in place) and establish eye contact

- "I will be delivering your [Item name]. My partner and I will be delivering it to your Room of Choice and performing [Type of Delivery Service, if applicable]. Safety is important to us, and we are taking extra precautions. Can you please confirm whether you or anyone in your home has experienced symptoms of or tested positive for COVID-19 in the past 14 days?"
 - Common symptoms include:
 - Fever
 - Cough
 - Shortness of breath

If customer says "yes" or the DA feels uncomfortable working in the customer's home, they can say:

- "I am not allowed to enter, I will contact my Support to reschedule. Alternatively, I can leave the products on your porch or doorstep for you."

If the customer elects to have the product left on the porch or doorstep, the DA is required to contact Driver Support and receive approval prior to service reduction.

If the customer elects to reschedule to have the same level of service at a later date, follow up with:

- "Please allow me a few minutes to make arrangements from my vehicle. I'll be in touch with reschedule details." Return to vehicle and follow escalation procedures, which includes reaching out to Driver Support. Follow up with customer via a call through the Amazon Delivery App.

If customer confirms there are no positive cases or anyone exhibiting symptoms of COVID-19, and the DA feels safe entering, the DA should proceed with explaining the precautions which will be taken before entering the home:

- "As a reminder, we will be attempting to maintain a 6-foot distance throughout the appointment. I ask that you help my partner and I maintain this distance. My partner and I are wearing this equipment to protect all of us."

DA should also notify the customer of all other precautions being taken for their protection:

- "I want to assure you that all Amazon Delivery Associates have their temperature taken at the start of their shift and vehicles are required to be sanitized at the beginning and end of every day. We are also sanitizing our hands and all equipment after every delivery for the safety of ourselves and our customers."

If the customer is uncomfortable with any of the precautions being taken, the DA should offer to leave the package on the porch or contact Driver Support for further assistance. If the customer or DA feels uncomfortable, the DA is required to contact Driver Support and receive approval prior to service reduction.

If the customer does not present any objections, the DA should continue to the following steps.

Step 6 – Ask Permission to Enter

After greeting the customer and reviewing safety precautions, the DA must ask the customer what room they would like their item delivered to.

A DA can ask the customer:

- "Would you mind walking me through your residence to show me where you would like us to place the (item)? Could you make sure I have a clear path and open any doors that may be required and secure any pets?"

If the DA is allowed to enter, they must put on shoe covers.

Step 7 – Walk the Path

Before entering a customer's home, the DA must take off their safety gloves and put on disposable nitrile gloves. When DAs enter the customer's home, they must identify a clear, safe, delivery path to the drop-off location and locate the desired drop off location with the customer's home or business.

- For Threshold Deliveries: Identify the first room within home, business, or garage.
- For Room of Choice Deliveries/Delivery Services: Identify any room (up or down stairs) within the home or business which the customer has selected.
- Following COVID-19 protocols, maintain 6 feet of social distance at all times.
- If any doors need to be opened, DA should ask the customer to open doors for them.
 - If the customer refuses to open the door, DA can ask to disinfect the knob prior to touching.
 - If customer does not allow DA to disinfect the door knob, refer to handling exceptions.

Step 8 – Notate Damage

If DA sees any pre-existing damage in the customer's home, they should kindly point it out to the customer and notate it on their manifest before they move items or deliver items into the household or business. This will prevent customers from claiming damage was done during the delivery.

Step 9 – Install Property Damage Equipment

DA must install any property damage prevention equipment like door jambs or moving blankets to protect the customer's property. If any of the customer's property could be damaged during the delivery or if any furniture or hanging pictures are blocking the delivery path, the DA should let the customer know that items need to be moved out of the way.

DAs cannot assist or touch customers' personal items in any way. If the customer is unable to move items which must move in order to deliver safely, the DA should offer to deliver to a location where they are safely able to or offer to call Driver Support to help the customer reschedule to allow for a time when there is a clear path.

If the customer elects to reschedule, DA should follow up with "Please allow me a few minutes to make arrangements from my vehicle. I'll be in touch with reschedule details." Return to vehicle and follow escalation procedures, which includes reaching out to Driver Support. Follow up with customer via the Amazon Delivery App.

Step 10 – Deliver Product

Driver and helper return to vehicle.

Helper engages lift gate to enter the vehicle and find item.

Helper confirms item is undamaged by performing 6-sided check.

Helper should Tilt, Push, and Slide item to the lift gate or van door.

If in a box truck, Helper places a Hand truck or lifting straps on lift gate.

Driver engages lift gate and brings package and hand truck to street level.

Driver Tilts, Pushes, Slides item onto hand truck.

If necessary, DAs can use lift straps or conduct team lifts to move item.

DA can use a hand truck or dolly to move large items from vehicle to the customer's entrance.

While inside a customer's home or business, DA must only use lifting equipment like forearm straps or shoulder straps or do team lifts to bring the item to the room of choice which might be up or down a flight of stairs.

Following COVID-19 protocols, if contact was made with any surfaces (such as door handles), DA should ask the customer if they would like them to wipe with disinfectant spray.

After item has been delivered, if applicable, DA should begin to perform Delivery Service as listed in Step 10a. If no additional services are listed on the delivery page, continue to Step 11.

Step 10a – Perform Delivery Services (if identified in delivery device)

Delivery Services are scheduled deliveries inside the customer's home with additional services ordered by the customer to perform at the time of delivery. It will be annotated in the delivery device if any Delivery Services should be performed (See [Step 1](#) for visual). A DA should not perform a Delivery Service unless they are trained and qualified. If a DA is not qualified, needs assistance, or does not feel comfortable performing a Delivery Service for any reason, they should contact Driver Support through the Amazon Delivery App.

Service Types: DSPs and DAs can expect to see different orders to perform services in addition to the scheduled delivery inside the customer's home or business. These order(s) will appear for the specific shipment being delivered on the delivery device as shown in [Step 1](#). Multiple services can be requested for a single shipment. See appendices for SOPs on the Service Types listed below.

- 1) [Inside Entry \(Threshold\)](#): DA delivery of item(s) inside the entryway into the customer's home or business.
- 2) [Room of Choice](#): DA will deliver item(s) inside room or area of customer's home or business of their choosing.
- 3) [Deluxe Delivery + Unpack](#): DA unpacks product with minimal tooling or steps and offers to remove debris if the customer chooses. Examples could include taking a mattress out of a box and placing on a bed frame, applying legs to a sofa, or attaching the base to a TV.
- 4) [Assembly](#): DA will unpack shipment at the customer's requested Room of Choice and assemble the item using basic tools (screw driver) for the customer.
- 5) [Haul Away/Recycling](#): DA will remove a customer's existing similar or like-item (such as an old mattress or refrigerator), and replace it with the new item being delivered. DA will dispose of the haul away at an Amazon station during the Return to Station process.
- 6) [Returns](#): DA will pick up the Customer Return from the customer's Room of Choice and will perform any disassembly or uninstallation as necessary to remove it from the home.

Step 11 – Assess Customer Satisfaction

DA will be instructed to say:

- “Due to COVID-19, we are not asking you to physically sign to accept the delivery. Could you verbally confirm you are satisfied with this delivery and service or if there is anything more I can do for you at this time?”

DA can move item for customer if customer is not satisfied with placement.

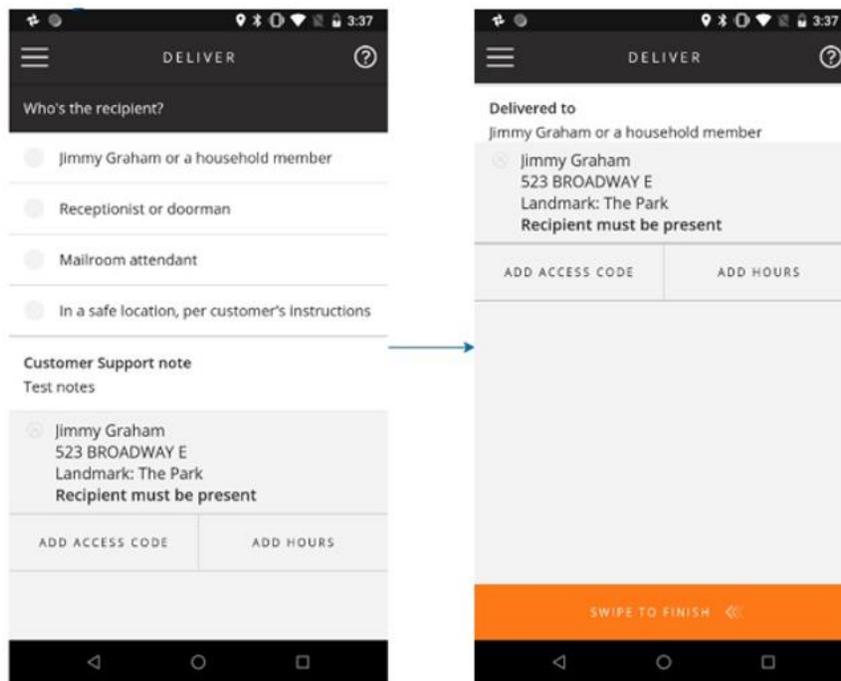
If the customer raises any concerns which the DA cannot correct for them, the DA should contact Driver Support to request that Customer Service contact the customer for further assistance and confirm the customer is getting the assistance they need before leaving.

Once the customer confirms they are satisfied and there is nothing more they need from the DA, the DA should say:

- “Thank you so much for shopping with Amazon. We would appreciate if you complete a brief survey you will be receiving in your email and your account to provide feedback on our service.”

Step 12 – Mark Delivery Complete

If customer is satisfied, DA will then write “X” in the Customer Signature box to indicate a complete appointment.



Step 13 – Depart

DA must remove all Property Damage Prevention equipment including moving blankets and door jambs. When removing door jambs, DA must ensure to separate the securing springs first before you pull the door jamb off the frame.

Following COVID-19 protocols, if contact was made with any surfaces (such as door handles), DA should ask the customer if they would like them to wipe with disinfectant spray.

The goal is to leave the property as it was when you arrived. If you damaged the customer's home, please report this to Driver Support. They can coordinate next steps with the customer.

When you are finished with the delivery, proceed to your vehicle, return the collapsible reflective cone to the truck, dispose of nitrile gloves, and use wipes or spray to disinfect all tools used during delivery, including dolly and delivery device, before heading to your next delivery location.

Appendix

General Handling Exceptions

- **Customer Unavailable.** If the DA cannot reach the customer through text or phone, contact Driver Support.
- **DA is unable to access the building.** Call Driver Support.
- **Customer requested future delivery/return pick-up date.** If customer would like to reschedule pickup slot and day, Call Driver Support.
- **DA can't find address.** If unable to locate or find address, contact Driver Support.
- **Business closed.** If a scheduled delivery or return is scheduled outside of business hours, contact Driver Support.

General Handling Exceptions – Following COVID-19 Protocols

- If customer requests DA not to enter the home, DA may offer to drop off in secure outdoor location. DA should then contact Driver Support via the Amazon Delivery App to notify that the customer requested an outdoor drop off delivery. The DA must receive approval from Driver Support prior to service reduction.
- If customer confirms there was a positive case of COVID-19 in their household, are exhibiting symptoms of COVID-19, or the DA is not comfortable entering the customer residence, the DA should offer to drop off in secure outdoor location or reschedule to have the same level of service at a later date. The DA should not enter the customer's home if they believe there is a risk. If the customer elects to have the product left on the porch or doorstep, the DA is required to contact Driver Support and receive approval prior to service reduction.
- If customers are not respecting social distancing at any time during the appointment, the DA may say:
 - *"Per our safety protocols, we maintain a 6-foot distance though out this appointment. If you prefer, you may wait in another room and I'll notify you when I'm done."*
- If customer refuses to follow social distancing, DA should state:
 - *"I'm sorry, but I am not permitted to continue this appointment if we cannot honor social distancing. I can leave the item and cancel your service appointment."*
- If customer will not open doors for the DA or allow them to disinfect the door knobs before touching them, DA should offer to either leave the product as far as they are able to go or reschedule the delivery to allow for a time when there is a clear path.
- If a customer asks about the disinfectant spray, then the DA should respond that it is a general, multi-purpose cleaner. If the customer is not satisfied with the answer or uncomfortable using the spray inside the home, then the DA should offer to either leave the product as far as they are able to go or reschedule the delivery to allow for a time when there is a clear path.
- If customer requests to reschedule, DA should reach out to Driver Support to notate a reattempt at a later date and to mark the package as Customer Unavailable.

Appendix

The below Unpack Service section refers to an in-home Delivery Service that is offered as a core delivery option and should be provided by all AMXL DAs who operate 2-person routes.

Unpack Service

Unpack is a service offering to customers where DAs unpack the packaging material of the product being delivered to the room of choice. This service is typically offered for products that are already in the final form and require just removal of packaging material. There may include minimal services/actions, such as applying feet to a sofa, rolling out a carpet/rug, or attaching the base to a TV Stand (see "TV Set Up Service for more details specific to TV deliveries). The delivery team will offer to remove the packaging debris from the customer's location.

Common Tools for this Service: Safety Blade, Micro Fiber Cleaning Cloth

- 1) DA must bring delivery to the room of choice or where the product will be unpacked. The DA must confirm all boxes are present and undamaged.
- 2) Locate the shipping label and do not discard or tear. It is important not to discard or lose the shipping label until the delivery and services have all been completed and then mark the delivery as complete.
- 3) Use safety blade to open the box/package. DA must open box/package carefully and follow any instructions on the box.
- 4) DA must locate any and all manufacturer's instructions/paperwork, warranty cards, or tools provided and set aside.
- 5) DA must position the unpacked product in the room of choice.
- 6) DA must review their Amazon Delivery App to ensure there are no additional services associated with the shipment, as outlined in [Step 10a](#). If the device does indicate that additional services have been requested for the shipment, please complete the requested services. See additional appendices for instructions on these services.
- 7) DA must ensure all packaging materials/debris from the shipment are picked up and returned to the delivery vehicle. Under no circumstances will a DA use the customer's trashcan or waste receptacle to dispose of debris. All debris from delivery service are to be disposed of at the delivery station.
- 8) DA must clean the work area to ensure it is the same or better than when they arrived. DA should double check that all tools and debris have been collected.
- 9) Unpack Service is complete. Please return to [Step 11](#) in the main SOP.

Unpack Service Exceptions

- **Unable to Locate Directions:** Some products will not come with instructions. Determine if the product needs detailed instructions or can just be unpacked and be in a final form for the customer. Contact Driver Support for further assistance.
- **Missing Parts or Boxes or Damage:** Contact Driver Support.
- **Product too Large:** DA will ask the customer if they would like the product in another area on the premises. If a new location is determined and the product can fit in that new space, then continue with the delivery and service. If an area is unable to be identified then contact Driver Support.
- **Product Damaged:** Call Driver Support.

Appendix

Unpack Service Exceptions (Continued)

- **Product Requires Assembly (Out of Scope):** Any product requiring assembly beyond attaching feet to a sofa or the stand to a TV are out of scope for this service. If a DA encounters a product which is out of scope, they should contact Driver Support to report that the assembly is too complex for the service.
- **Product Exceptions:**
 - **Mattresses:** When unpacking a mattress, DA can place mattress on a bed frame if requested. DA cannot remove or touch an old mattress unless they are performing a Mattress Haul Away and following the Mattress Haul Away instructions listed in the [Haul Away Appendix](#).
 - **Sofas:** When unpacking a sofa, the manufacturer might include feet with the product. DA can attach feet to bottom of sofa.

Appendix

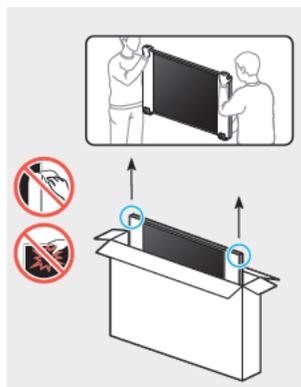
The below TV Set-Up Service section provides additional guidance for TVs being delivered as part of the Unpack service.

TV Set-Up Service

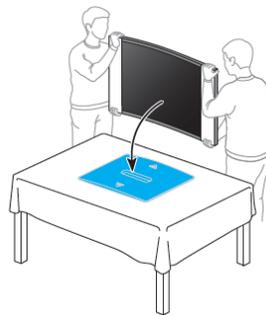
TV Set-Up is a service offered to customer in which the DAs will assemble/hook-up the TV by connecting base/legs to the screen. DAs will also inspect for physical and pixel damage and the working condition of the TV by plugging it into a power outlet.

Common Tools for this Service: Safety Blade, Allen Wrenches, Screw Driver, Moving Blanket, Cleaning Cloth

- 1) DA must bring delivery to the room of choice or where the product will be unpacked. The DA must confirm the box is present and undamaged.
- 2) Provide the customer with an overview of the set-up service that you are about to perform.
- 3) Locate the shipping label and do not discard or tear. It is important not to discard or lose the shipping label until the delivery and services have all been completed to then mark the delivery as complete.
- 4) Ensure the box is upright prior to beginning. Carefully cut the tape at the top of the box with safety blade.
- 5) Unbox the product/shipment
 - TVs 33" and greater must be handled by two people with each person taking a side to team lift the TV upward.



- TVs 32" and smaller can be handled by one person having a firm grip on both ends and upward lift.
- 6) Lay TV Screen side down on moving blanket or soft surface.



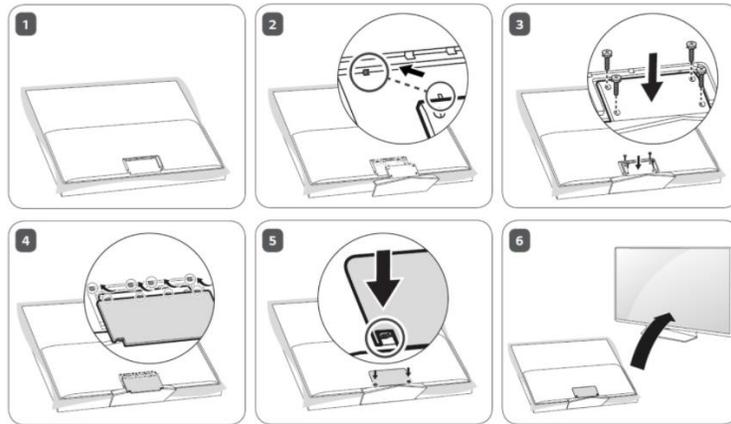
- 7) Locate the manufacturer's instructions if provided within the packaging materials.

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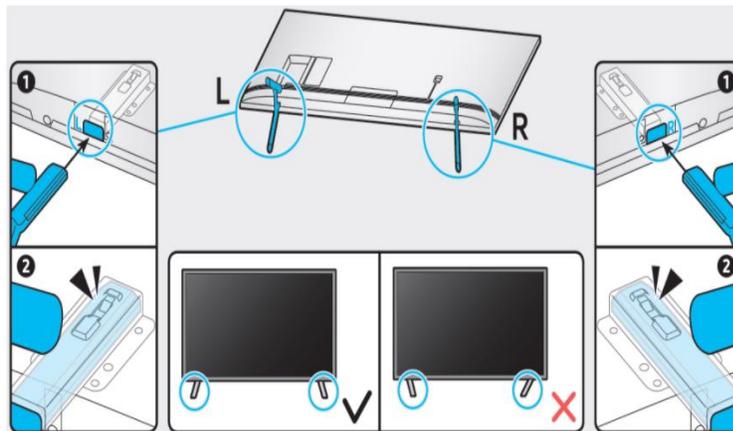
- 8) Lay all pieces of the product out in an organized fashion.
- A clean and organized work space aids in efficiency.
 - Place pieces on a clean moving blanket to prevent potential scratches to the customer's property.

9) Mount TV to Base Stand; there are two common forms to base stands with screw driver:

- Central mount located in the center of the TV (diagram below)
 - Lay screen face side down.
 - Remove back plate on screen (if applicable).
 - With provided screws, align mounting plate to TV unit and tighten screws/bolts.
 - Return back plate.
 - Return product upright sitting on base stand.



- Side Legs: two separate mounts evenly spaces to add extra stability of the product. Connect the power cord to the device. (diagram below)
 - From each side, complete Step 1 by inserting the mount into mechanism.
 - Step 2, slide feet into hole and look for "click" sound.



10) Connect the power cord to the TV.

Appendix

- 11) Upon completing the mounting to the base stand, confirm with the customer the location and orientation of the TV. When transporting the TV, keep the TV upright; never turn the TV on its side or tilt towards the left or right. Positioning the product may include adjusting other adjacent products.
- 12) Plug the unit into an electrical outlet if it comes with a power cord and up to 2 media inputs. Validate there isn't a protective film on TV Screen prior to turning on. If there is a protective film, remove prior to turning device on.
- 13) Turn on the TV and ensure a damage free screen. Validate there are no "dead" pixels when the device is on. These would appear as black dots with the rest of the screen on.
- 14) Insert batteries and validate the TV remote works.
- 15) Turn on/off screen using the remote.
- 16) Tools that were supplied by the manufacturer with the product need to remain with the customer in addition to any paper materials and remotes that arrived with the product. (Owner's Manual, instructions, warranty information, TV Remote and batteries, etc.).
- 17) Ask the customer if they would like to keep the box or if they would like it to be taken away.
 - If they request to keep it, leave it where the customer requests.
 - If they request it to be removed, ensure there are not extra materials in the box (remotes, batteries, user manuals, promotional materials, etc.).
- 18) DA must review their Amazon Delivery App to ensure there are no additional services associated with the shipment, as outlined in [Step 10a](#). If the device does indicate that additional services have been requested for the shipment, please complete the requested services. See additional appendices for instructions.
- 19) DA must ensure all DSP-provided tools and any delivery equipment used during the delivery, as well as packaging materials/debris from the shipment are picked up and returned to the delivery vehicle. Under no circumstances will a DA use the customer's trashcan or waste receptacle to dispose of debris. All debris from delivery service are to be disposed of at the delivery station.
- 20) DA must clean the work area to ensure it is the same or better than when they arrived. DA should double check that all tools and debris have been collected.
- 21) TV Set-Up Service is complete. Please return to [Step 11](#) in the main SOP.

Out of Scope

- Setting up Wifi for TV
- Setting up any Smart Assistants/Smart TVs (such as Alexa, Google, Bixby)
- Moving old TVs being replaced by the new model to another spot in the customer's location
- Wall mounting the TV with customer supplied mount
- Haul Away/Recycling old TV
- Configuring Smart Remote for new TV

Appendix

Best Practices/Expert Tips

- Use team lift to move a large TV.
- Make sure that the screws are fastened tightly. (If they are not fastened securely enough, the TV may tilt forward after being installed).
- When holding the TV, the screen should face away from you to avoid damage.
- Hold the side and bottom of the TV frame firmly. Make sure not to hold the transparent part, speaker, or speaker grille area.
- When handling the TV, be careful not to damage the protruding buttons.
- Review Common TV Inputs and the associated cords to connect.
- DAs should never accept tips from customers

TV Set-Up Service Exceptions

- **TV does not turn on:** Ensure the TV is plugged into a proper power source. If device continues to not turn on, test by connecting the power plug into a different outlet. If this is still a problem, then the product could be defective to which the DA should mark the shipment as **Undeliverable** from Product damage. Return product to packaging and return to vehicle.
- **If screen damage is observed or there are dead pixels:** Mark shipment as **Undeliverable** due to Product Damage. Return product to packaging and return to vehicle.
- **If a remote does not have batteries supplied from the manufacturer:** Check with customer if batteries are available to test. If batteries are available, insert into remote and test that the TV screen turns on with the power button. If batteries are not available, then inform the customer that there are no batteries to test remote and continue to [Step 16](#) as listed in the TV Set-Up Appendix.

Appendix

The below Assembly Service section refers to an additional in-home, Delivery Service that is being piloted at select AMXL Delivery Stations. The AMXL Last Mile Execution (LME) team will be in touch with you if the Pilot should expand to your station. We will also send an official communication when this service launches network-wide. If this information is not directly relevant to you, please skip to the FAQs at the end of this SOP.

Assembly Service

One of the Delivery Service offerings to our customers is the Assembly service. This service is performed in addition to the Room of Choice delivery by DAs when at the customer's location. This service is offered to customers on a limited set of products. For this service, DAs will unpack the product, assemble the item, test the item, and remove packaging/debris as well as trash from the customer's location.

Common Tools for this Service: Safety Blade, Allen Wrenches, Screw Driver, Moving Blanket, Cleaning Cloth

- 1) DA must bring delivery to the room of choice or where the product will be unpacked. The DA must complete a final validation that all boxes are present and undamaged.
 - For example, if boxes display 2 of 2, ensure box 1 of 2 is available.
- 2) Provide the customer with an overview of the assembly service that you are about to perform.
- 3) Locate the shipping label and do not discard or tear. It is important not to discard or lose the shipping label until the delivery and services have all been completed and then mark the delivery as complete.
- 4) Use safety blade to open the box/package. DA must open box/package carefully and follow any instructions on the box.
- 5) DA must locate any and all manufacturer's instructions/paperwork, warranty cards, or tools provided and set aside.
- 6) Lay all pieces of the product out in an organized fashion.
 - A clean and organized work space aids in efficiency.
 - Place pieces on a clean moving blanket to prevent potential scratches to the customer's property.
- 7) Ensure you have all recommended tools and parts prior to beginning the service.
- 8) If no instructions are provided, review the assembly parts associated with the product to determine if you have the correct tools to move forward with the service.
- 9) Follow the manufacturer's instructions to assemble the product.
- 10) Upon completing the assembly, confirm with the customer the location and orientation of the product. Positioning the product may include adjusting other adjacent products. If applicable, plug the unit in to an appropriate outlet if it comes with a power cord.
- 11) Ensure product is level. Use the level from the tool kit to ensure the product is not off balance.
- 12) Testing the unit: Ensure the product works as advertised.
 - If the item is furniture and there are doors or drawers, ensure these operate as expected.
 - If the item has an electrical cord, ensure that the unit operates per the manufacturer's specifications.
- 13) Tools that were supplied by the manufacturer and came with the product need to remain with the customer, in addition to any paper materials that arrived with the product. (e.g. Owner's Manual, instructions, warranty information)

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- 14) DA must review their Amazon Delivery App to ensure there are no additional services associated with the shipment, as outlined in [Step 10a](#). If the device does indicate that additional services have been requested for the shipment, please complete the requested services. See additional appendices for instructions.
- 15) DA must ensure all DSP-provided tools and any delivery equipment used during the delivery, as well as packaging materials/debris from the shipment are picked up and returned to the delivery vehicle. Under no circumstances will a DA use the customer's trashcan or waste receptacle to dispose of debris. All debris from delivery services are to be disposed of at the delivery station.
- 16) DA must clean the work area to ensure it is the same or better than when they arrived. DA should double check that all tools and debris have been collected.
- 17) Assembly Service is complete. Please return to [Step 11](#) in the main SOP.

Safety/Service Call-Outs

- If a large or odd shaped product needs to be lifted to be assembled, work as a team and lift the object together at once utilizing shoulder lifting straps when inside the customer's residence.
- Ensure nuts and bolts are secured tightly and not loose.
- Do not use tools supplied by the customer to complete the service. Only utilize tools provided by the DSP. Kindly decline and thank them for the offer.
- Operate with a clean and tight work area. Small parts can go missing if not kept together.
- When disposing of packaging, ensure shipping label is not disposed of or ripped prior to completing the delivery and service.
- Customers should never assist the delivery team with the delivery or the completion of the service at the customer's location.

Product Category Call-Outs

- **Mattress Frame Assemblies:** If the customer has an existing mattress or the unit is being delivered at the same time as the bed frame, place the mattress on the bed frame.
- **Gas Source Assemblies (grills, patio heaters):** DAs are not to connect gas sources to products during delivery and service.

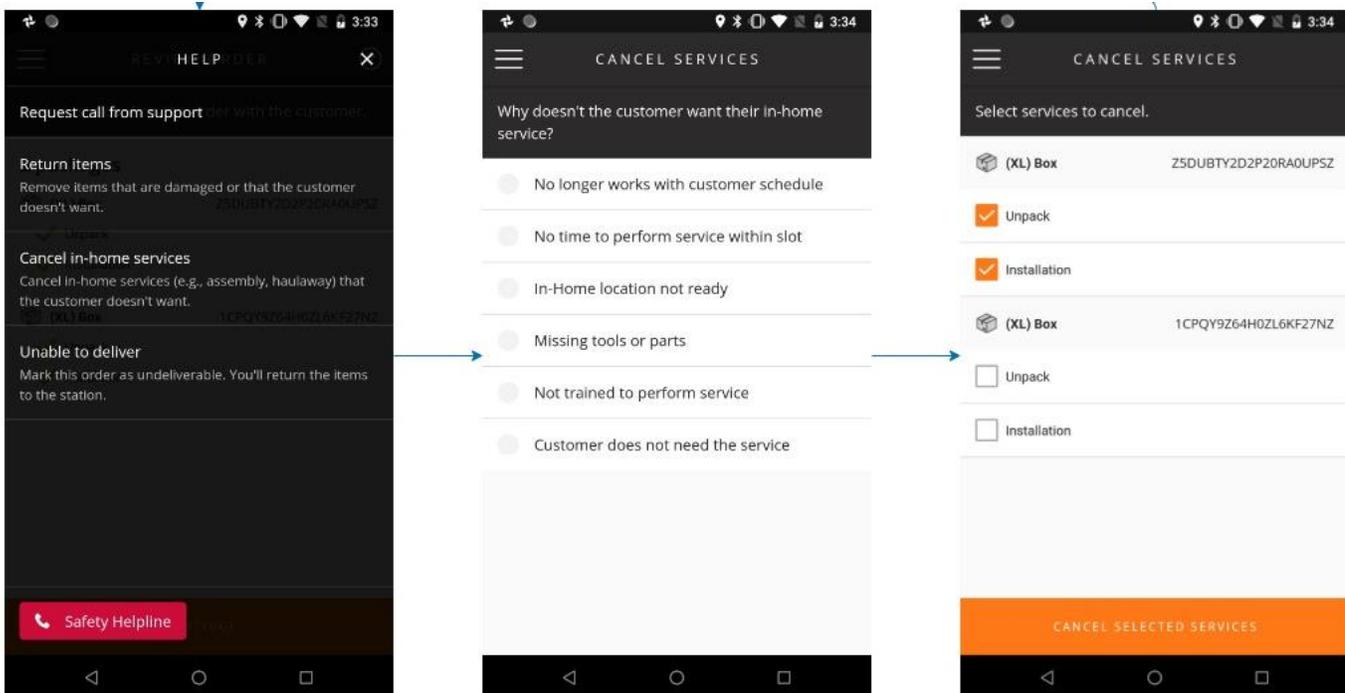


- **Sporting Equipment Assemblies:** Ensure products work/operate for the customer. Ensure there are no strange sounds created when testing the product.

Appendix

Assembly Service Exceptions

- **Customer Declines Service:** DAs should contact Driver Support while with the customer to notate that the customer has declined service and perform only the delivery. Select Help>Cancel In-Home Service for menu options for cancellation reason code and continue with the delivery. If Driver Support confirms that a service should be cancelled, select the appropriate reason code for the service cancellation. Continue to mark the delivery as complete.
- **Unable to locate directions:** Some products will not come with instructions. Determine if the product needs detailed instructions or can just be unpacked and be in a final form for the customer. Contact Driver Support for further assistance.
- **Missing tools:** If the instructions require tools to which you do not have.
 - Contact Driver Support for guidance. This may result in rescheduling the service at a later time when the proper tools are available at the time of service.
 - Under no circumstance should a DA borrow tools from the customer.
- **Missing Parts or Boxes:** Contact Driver Support for next steps.
- **Manufacturers' defects:** When assembling the product, if it is identified there is poor quality of the product that prevents the DA from completing the service, contact Driver Support for next steps.
- **Product is too large or there is not enough space to complete the assembly:** Ask the customer if they would like the product in another area on the premises. If a new location is determined and the product can fit in that new space, then continue with the delivery and service.. If an area is unable to be identified then contact Support.
- **Product assembly too complex to continue:** Contact Driver Support. If determined product is unable to be assembled, mark shipment as attempted. Return product to station for next steps.



Appendix

The below Haul Away/Recycling Service section refers to an additional in-home, Delivery Service that is being piloted at select AMXL Delivery Stations. The AMXL Last Mile Execution (LME) team will be in touch with you if the Pilot should expand to your station. We will also send an official communication when this service launches network-wide. If this information is not directly relevant to you, please skip to the FAQs at the end of this SOP.

Haul Away/Recycling Service

Haul Away is a service where AMXL delivers an ordered item and removes a similar item to dispose or recycle. Some of our customers are purchasing products that are replacing old, similar, unneeded like-items. In some cases Amazon will offer a service at the time of delivery to assist the customer in disposing and recycling of these old products.

Common Tools for this Service: Nitrile gloves, Mattress Bags, Duct Tape, Flashlight

- 1) Ask customer to identify the location of the item to be hauled away.
- 2) Ensure pathway out of home or customer premise (office, etc.) is clear.
 - Refer back to Walking the Path guidelines in the Scheduled Delivery Training and always walk the path with the permission and in the presence of the customer.
 - In some cases, the removal of large furniture or appliance may require other items in the home to be rearranged to create a clear pathway. Ask for the customer's permission before rearranging any items and do so in the customer's presence. **Please note: Only during the haul-away service can DAs be moving customer's personal items.**
 - Anything moved should be returned to their original place before leaving.
- 3) Prepare item for removal from customer's home.
 - Ensure customer has disconnected product from any electrical, water, or gas sources.
 - Secure any loose parts of product (furniture drawers, refrigerator doors, etc.).
 - Minimal disassembly is permitted if required to remove from customer's home.
 - See item specific sections for haul away protection requirements.
- 4) Attach haul away/disposal label. On blank shipment label, write the date, route # and last 6 digits of TBA shipment ID and apply to haul away item.
- 5) DA must clean the work area to ensure it is the same or better than when they arrived. DA should double check that all tools and debris have been collected.
- 6) Assembly Service is complete. Please return to [Step 11](#) in the main SOP.
- 7) Secure item in truck.
 - Segregate, shrink wrap, and secure the haul away item as much as possible from undelivered packages in order to minimize damage to new products as well as minimize disruption for any future deliveries on route. **Note: Mattresses should be bagged before leaving customer home.** (See instructions for mattress haul away below.)

Mattress Haul Away/Recycling Specific Instructions

- 1) Ask customer to identify mattress to be hauled away.
- 2) Ensure you are wearing disposable nitrile gloves before beginning inspection.

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3) Inspect the mattress before preparing it for haul away. Mattress must be inspected on all six sides (top, bottom and four edges). If there is a mattress cover or bedding, ask the customer to remove prior to inspection. If necessary, use a flashlight during inspection. **While rips and tears are acceptable, the objective is to ensure there is no evidence of bed bugs or bodily fluids.** If these are present, the mattress cannot be accepted.

- **Bed Bugs** – signs include:
 - Rusty or reddish stains on bed sheets or mattresses,
 - Dark spots (about this size: •) which are bed bug excrement and may bleed on the fabric like a marker would,
 - Eggs and eggshells, which are tiny (about 1mm) and pale, yellow skins that bed bugs shed as they grow larger, and
 - Live bed bugs. This can be performed with a flashlight and flat-edged object. Be sure to thoroughly inspect the seams, tufts, and folds of your mattress in addition to any corners or crevices of your bed. Refer to the inspection pictures for examples:



- **Bodily Fluids** - look for signs of human bodily fluids such as staining or warping. If any signs of fluid are seen, ensure you are wearing nitrile gloves and gently rub the area with a paper towel. If liquids or stains are present on the paper towel, do not accept the mattress.
- 4) If mattress passes inspection, then proceed with mattress haul away by placing the mattress in a mattress bag, sealing the bag with weather resistant tape, and then take it to the delivery vehicle.
- Haul away mattresses should not come into contact with yet to be delivered items in the truck.
 - Mattress bags should remain sealed. If seal is broken, then place another bag over mattress and reseal.



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Haul Away/Recycling Service Exceptions

- **Item is still connected to utilities or house infrastructure:**
 - Ask the customer to remove any attachments to gas, water, or power.
 - Customer may need assistance in some instances - example, customer may need assistance removing wall mounted TVs.
- **Item contains customer's property or possessions:** Ask customer to remove possessions from haul away item.
- **Product is too large or there is not enough space to remove item:** Contact Driver Support for guidance.
- **Missing tools:** If preparing the item for haul away requires specific tools for disassembly, contact the Driver Support for guidance. This may result in rescheduling the service at a later time when the proper tools are available at the time of service.
- **Customer refuses haul away or asks for relocation of old item in another room:** Contact Driver Support for guidance. The service indicated on the manifest will be for haul away only. Any other request from the customer should be escalated by the customer through Customer Service.
- **For Mattress Haul Away, mattress does not pass inspection:**
 - If mattress does not pass inspection, then explain to the customer that we cannot put it in our truck and bring it back to the facility. Offer to bag the mattress and place it at the customer's direction (e.g. on the porch), then instruct them to call customer service.
 - Contact the Driver Support for guidance. This may result in rescheduling the service at a later time or finding another haul away provider due to the condition of the mattress.
 - Under no circumstance should DAs return a mattress that poses a health risk to themselves, personnel at the delivery station, or contamination of other products.
- **For Mattress Haul Away, mattress is too large to remove from room:** Contact Driver Support for guidance. Do not damage or alter the mattress to remove from customer home.

Appendix

The below Returns Service section refers to an additional in-home service that is being piloted at select AMXL Delivery Stations. The AMXL Last Mile Execution (LME) team will be in touch with you if the Pilot should expand to your station. We will also send an official communication when this service launches network-wide. If this information is not directly relevant to you, please skip to the FAQs at the end of this SOP.

Returns Service

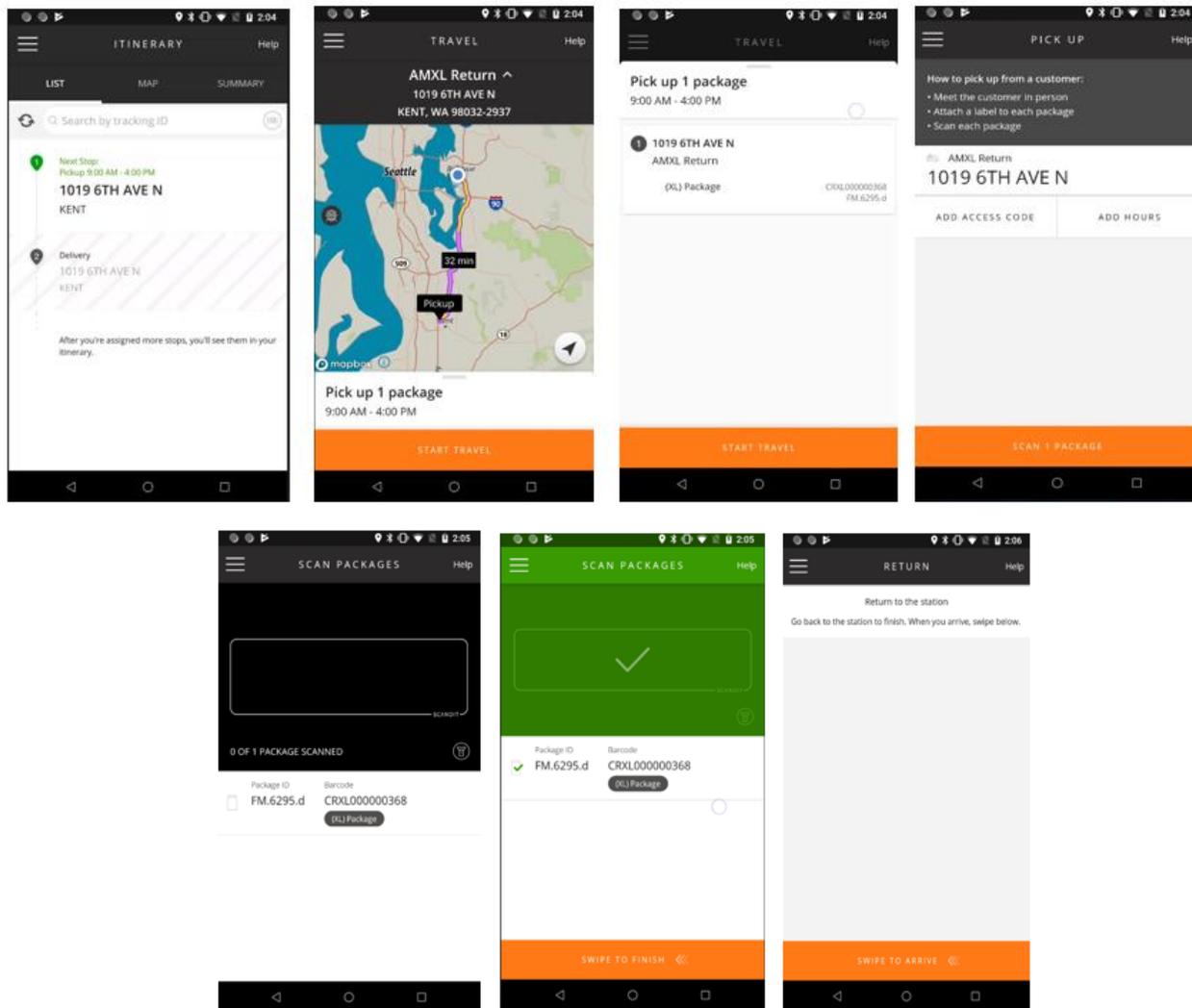
At Amazon we always want to ensure a customer is satisfied with their purchase, but in some cases our customers are not. Amazon would like to make returning a Heavy-Bulky item as simple and hassle-free as getting a delivery. AMXL will now be a provider of Return Services where we will pick-up an item a customer would like to return utilizing 3 hour slots similar to Scheduled Delivery. In order to make this experience as hassle-free to the customer as possible we will provide any disassembly or uninstallation and take back items without original packaging.

Common Tools for this Service: Stretch Wrap, Corrugated Pads, Moving Blankets

- 1) Ask customer to identify the location of the item to be returned.
- 2) Ensure pathway out of home or customer premise (office, etc.) is clear.
 - Refer back to Walking the Path guidelines in the Scheduled Delivery Training and always walk the path with the permission and in the presence of the customer.
 - In some cases, the removal of large furniture or appliance may require other items in the home to be rearranged to create a clear pathway. Ask for the customer's permission before rearranging any items and do so in the customer's presence. **Please note: Only during the return service can DAs be moving customer's personal items.**
 - Anything moved should be returned to their original place before leaving.
- 3) Verify the product matches the description on Paper Manifest (or the Amazon Delivery App)
 - If product is in original packaging and factory sealed do not break the seal and open the box. Satisfactory verification can be performed in most cases using information on the box itself or the attributes of the box (i.e., size, shape, weight, etc.).
 - If the original box has been opened or item removed then verify the product matches the ASIN description before leaving the customer's home.
- 4) Pick up the returned product and remove it from the customer's home
 - If the item has been removed from the original packaging and the original packaging is still available, then repackage the product using those materials.
 - The original packaging may need to be reinforced or rebuilt to ensure adequate protection using the materials below
 - If the customer did not retain the original packaging, then use provided packaging materials to protect the product. Even though a customer is returning the product, it should be protected during handling and transportation as we can sell this product to another customer.
 - Ensure customer has disconnected product from any electrical, water, or gas sources.
 - Following COVID-19 protocols, DAs should wipe the product down with disinfectant wipes
 - Ensure to protect especially sensitive parts such as corners, edges, glass surfaces, or easily damaged material surfaces.
 - If there are multiple pieces, consolidate or package all components

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- Secure any loose parts of product (furniture drawers, refrigerator doors, etc.).
 - Minimal disassembly is permitted if required to remove from customer's home.
- 5) Scan the returns label with the Amazon Delivery App and attach it to the pickup.
 - 6) DA must clean the work area to ensure it is the same or better than when they arrived. DA should double check that all tools and debris have been collected.
 - 7) Assembly Service is complete. Please return to [Step 11](#) in the main SOP.
 - 8) Load and secure item in truck.



Returns Service Exceptions

- **Item is poorly packaged or the pick-up is not ready.** This should not be an exception during pick-ups. AMXL Policy is to pick-up any packages regardless of packaging, protect the item with materials supplied (blankets, stretch wrap), and Return to Station. Station will handle detailed re-packaging. In addition, AMXL's current policy is to pick up all items if possible, even if the DA has to perform some minor disassembly.

Appendix

Returns Service Exceptions (Continued)

- **Unable to verify the product.** This is only an exception if item that the customer is returning clearly does not match what the product description on the manifest or ASIN description in the Delivery Device. One of our Returns tenets is that “we trust the customer until we have reason not to” so DAs should only question the product when there is a product type mismatch (e.g. manifest indicates that the pickup is a sofa, but the customer is attempting to return a TV). If there is a product type mismatch, call SDS for further instruction. Some examples where you should NOT question the customer:
 - Customer is attempting to return a different brand/size of TV
 - Customer is returning a piece of furniture (sofa vs love seat) that may not seem to match the description.
- This exception is not to be used in cases of suspected fraud. Amazon has mechanisms in place to detect fraud and AMXL does not want our DAs to be put into a situation where they will have to make a judgement call. If a DA comes across a situation where there is a product mismatch, they can follow this script:
 - “The description of the item in my manifest/device does not match the one you are trying to Return. Can you verify the product you are returning?” Wait for customer to verbally verify what is being returned. “I want to ensure that the details for your return order is correct so you will see no delay in processing the return and refund. Give me a minute to call my Driver Support to confirm.”
- **DA is asked to pick-up the return at another address.** Call Driver Support to authorize this change to prevent fraud. The location shouldn't be more than 1 mile from the original location.
- **The Package is Available, but Customer is Not Present.** If the package is accessible, but the customer is not present, contact the customer first. If customer is not available in person, then contact Driver Support. If authorized, enter exception that 'Customer Unavailable for C-Return pickup'.
- **Item is Assembled & Too Large to Remove from Home.** Customer may have assembled the item before noticing a defect/damage or before changing their mind about the product. Using the tools provided to all Drivers on UB routes, disassemble the product, protect any vulnerable parts, and repackage to the best of your ability with original packaging or shrink wrap. As a reminder, you may not use tools provided by the customer.
- **Unable to Scan.** If printed return label is unable to be scanned. The pickup may still be completed. Manually enter the CRXL number into the Amazon Delivery App to complete the pickup.
- **Failed Verification.** If the product description on the Printed Manifest (or the Amazon Delivery App) does not match the product to be picked up, then first ask the customer to confirm the item that they are returning. If there is still a discrepancy, then contact Driver Support. Please follow the process for DA is unable to verify the product.
- **There are multiple boxes as part of the return.** Some Amazon Heavy-Bulky ASINs are shipped in multiple boxes (e.g. table in one box and chairs in another). The Delivery device or manifest will not be able to indicate if there are multiple boxes. If the customer has multiple boxes, please confirm all of the boxes with the customer, and then remove all boxes from the customer's home. Attach the return label to the largest box and secure boxes together on the truck.
- **Customer cancels the pick-up.** If upon contact with the customer – either in person or over the phone – the customer would like to cancel the return, contact Driver Support. *Note: This exception is to be used if the DA speaks to the customer or arrives at the customer's home and the customer tells the DA that there is no package to be picked up (due to replacement, MNR, or previous pickup).*

COVID-19 Related

FAQs

Q1. What safety protocols are being communicated to the customer prior to an in-home scheduled delivery?

During the checkout process for scheduled in-home deliveries on [Amazon.com](https://www.amazon.com), customers are [directed to a landing page](#) that describes what to expect from our Delivery Associates as well as expectations from the customer. On the day before the appointment, customers will receive an email from Amazon: 1) Reminding them to maintain 6 feet of space between them and the DAs throughout the appointment, secure any pets while your DAs are in the home, and clear the path of delivery for DAs. 2) Encouraging them to provide good air flow by opening windows (weather permitting) and wear face coverings. 3) Giving them the opportunity to reschedule, cancel, or arrange for a porch delivery if they or a member of their household is unwell (e.g. fever, cough, or shortness of breath), quarantined, or has tested positive for COVID-19 in the past 14 days.

Q2. How will we handle contact tracing for customers and DAs if there is a confirmed case of COVID-19 after a scheduled in-home delivery? In the event of a positive COVID-19 test, the results will be reported to the local health authority by the testing facility for contact tracing. DSP Owners and DAs must follow the existing protocols for alerting the station teams when there is a positive diagnosis.

Q3. My DA has health issues that may prevent them from entering a customer's home, what should they do? If a DA or other team member, or a potential new hire, needs a medical accommodation as it relates to utilizing Amazon's tools, systems, policies, or work areas, DSPs must engage in the interactive accommodation process and [contact Amazon through this online intake form](#). This will ensure that we can adequately address each and every request in a timely and consistent fashion for your DAs or future DAs. Amazon works to provide responses to all requests within 3 business days. If you have questions about the interactive accommodation process, we urge you to contact DSP Navigator or the attorney of your choice.

Q4. Will Amazon be providing enough supplies for each vehicle now that we're resuming in-home scheduled deliveries, i.e. disposable masks, nitrile gloves, wipes, disinfectant, etc.? Yes, Amazon will have enough materials to equip your DAs with these items. Please contact your On-the-Road (OTR) team if you do not have enough.

Q5. What should a DA do if they feel uncomfortable about entering a customer's home? If the DA feels uncomfortable making a delivery inside a customer's home, due to safety and health reasons, they should offer to perform a porch delivery. If the customer elects to have the product left on the porch or doorstep, the DA is required to contact Driver Support and receive approval prior to service reduction. If the customer wants to reschedule to have the same level of service at a later date, please contact Driver Support to alert them and mark the package as "customer unavailable."

Q6. Will my DAs get a Violation or Defect if they feel uncomfortable about entering a specific customer's household? We are not planning to apply Violations, Defects, or penalties if the safety of the DA is of concern but we also ask the DAs follow the proper protocols in the SOP. In cases where we receive a customer complaint about a scheduled, in-home delivery, we will first evaluate the nature of the complaint and verify that the DA contacted Driver Support at the time of the delivery attempt. Violations and Defects will only be issued if a customer reports their in-home delivery service was not performed and there is no record of the DA contacting Driver Support. If your company receives a Violation or Defect which you feel is unwarranted, you can always utilize the appeals process per the Delivery Associate Focus (DAF) Program – Quick Start and Resource Guide found in the on the DSP Portal.

Q7. What is the audit process to ensure that DAs complete the COVID-19 training module before they are assigned routes with in-home scheduled deliveries? Amazon will be reviewing the rosters to confirm all DAs have completed the training. The data will be tracked in our internal training systems and will be shared with the DSPs to identify DAs that have not completed the training.

Delivery Service FAQs

Q8. What is the Unified Delivery Service (UDS) Program? Unified Delivery Service (UDS), or Delivery Service, offers customers a product delivery with additional services in one single event.

Q9. What is different for a Services Route versus a standard AMXL route? Service routes begin with the prefix of UB. These are dedicated routes with only UDS Shipments to be completed by qualified DAs.

Q10. What do we offer services on? Amazon is always expanding our service offering to new categories but the primary focus of this program is to offer deliveries of Heavy Bulky product categories such as Furniture, Lawn and Garden, Sporting Goods, and Home Entertainment. Top Services of the program thus far have included treadmill assembly, grill assembly, exercise bike assembly, and bed frame set-up.

Q11. What are the most important metrics to this program?

DSLSP: Delivery Slot Performance is the most important metric to our UDS offering. Customers select a three hour time window at check-out to which we must honor. The goal of this program is to achieve a 96.75% DSLSP.

Star Review Ratings: Star Reviews are the barometer of our customer experience. Customers have the ability to rate their experience from 1-5 stars with 5 being the highest. With these reviews, we also capture free form text with customers providing additional anecdotes on their experience and impression of the program and Amazon. This metric currently is not in the DSP Owner Scorecard today. These will be shared with the Business Coaches, DSP Owners and DSP managers on a weekly basis to raise awareness. The goal of this program is to maintain an Average Star Rating above 4.7 stars.

Q12. Are there any resources to retrain DAs who receive negative reviews? We offer a Room of Choice Refresher course on KNET, which covers the basics and common exceptions for Room of Choice deliveries, which are also applicable to all deliveries with in-home services: <https://knet.csod.com/ui/lms-learning-details/app/course/e210735a-cf8e-4b28-8ba9-4147bc0a5a44>

Q13. How far from the station do we offer this service? We offer Service within a 60 minute drive time of the Station. We are mindful of the stop duration with the associated services. We have different stop times associated to different services. For example, a mattress haul away may take only 15 minutes while a treadmill assembly could take 45 minutes. Stop times will be continually evaluated and adjusted as data is collected.

Q14. What appointment times do we offer our customers? We offer customer 6:00 am – 9:00 am, 9:00 am – 12:00 pm, and 12:00 pm – 3:00 pm.

Q15. How does Amazon manage this appointment capacity for the Dedicated Service Routes? Delivery Services maintain a separate slot capacity configuration file from standard deliveries. This prevents Amazon from over promising to our customers as well as balances available DA capacity with Service demand.

Q16. Services require additional tools to perform services, who is responsible for supplying these tools? Amazon will supply DSPs with the additional associated general tool kit to utilize while on the road. This tool kit includes hand tools and additional Property Damage prevention equipment to set DAs up for success. For current information on accessing these tools, please reach out to your OTR team.

Q17. Do DAs need special training to handle these service requests? Yes, we have developed KNET training modules for each additional service type that DAs are required to complete based on which services are available at your station. We will also provide additional training materials to have on hand.

Q18. Where do I discard trash and waste from the delivery? All trash should be disposed of at the delivery station. A best practice is for DAs to continually break down packaging materials throughout the route. Once they Return to Station, they can easily dispose of the trash in the proper waste and recycling containers.