

Amazon Student Programs

# Internship Offer FAQs

Your answers for commonly asked questions  
about your internship offer.

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# Offer Response & Decision

## Submitting Your Decision

1. **How do I submit my offer decision?** Submit your offer decision within the candidate portal by selecting the Your Offer Decision dropdown, then click **Accepted** or **Declined**, and click **Submit**. This action will confirm your official decision regarding this employment opportunity; you do not need to digitally sign and return your offer letter.
2. **If I accept, do I need to sign and return the offer letter or non-disclosure agreement (NDA) now?** No. Amazon uses a secure portal called MyDocs to sign official documents. You will digitally sign your offer letter, confidentiality, non-competition, and invention assignment agreement documents as early as 90 days prior to your start date

## Decision deadline & extension

1. **When is my offer deadline?** Your offer deadline can be found in the candidate portal under **Expiration Date**.
2. **What if I need more time to decide?** Can I extend my offer deadline? Unless your school has a specific policy, we are not aware of currently, we are not able to grant extensions. As the recruiting season progresses, we need candidates' decisions to inform additional recruiting efforts. We are able to consider extenuating circumstances on a case-by-case basis. Extenuating circumstances do not include time to complete additional interviews. Please contact SP at [asp-offersonboarding@studentprograms.amazon.com](mailto:asp-offersonboarding@studentprograms.amazon.com) to see what is possible for you.
3. **I didn't get a confirmation when I marked my acceptance in the portal; did you get my acceptance/decline?** The portal will not send a notification when you confirm your offer decision. Student Programs will contact you via email within five business days from when you confirmed your offer decision.

## Changing decision

1. **What happens if I change my mind after I have accepted?** We strongly encourage you to be certain of your decision before accepting your offer. Once you have accepted our offer, Amazon begins making financial commitments to employ you. If you have any questions or concerns about the offer, please reach out to [asp-offersonboarding@studentprograms.amazon.com](mailto:asp-offersonboarding@studentprograms.amazon.com) before making your final decision. Your recruiting team can assist you with the decision update process. If you change your decision post offer acceptance, Student Programs may contact your Career Center directly.
2. **What happens if I change my mind after I have declined my offer?** Please contact Student Programs at [asp-offersonboarding@studentprograms.amazon.com](mailto:asp-offersonboarding@studentprograms.amazon.com) as soon as you change your mind. If positions are no longer available, you may need to interview again at a later date.

## Offer Details – Start Date, Duration and More

1. **Can I change the start and end date on my offer?** Student Programs will send you an onboarding survey five business days after your offer acceptance where you will select an available start and end date. We ask that you please hold on requesting a start date change via email until that time.
2. **What internship dates are being offered for 2023?** Amazon internships are generally 12

consecutive weeks in duration. Start dates fall on Mondays and are offered on weekly basis in most U.S. and Canadian locations; end dates fall on Fridays. Note: in some cases, holidays will push start dates to Tuesday (these instances will be noted in the onboarding survey). If you are applying for CPT, please be mindful when selecting your internship dates so they align with your school's requirements.

3. **Is it possible that details in my offer could change (location, manager compensation, etc.) after I accept?** Amazon does everything we can to limit changes to your offer. However, as a growing company, some changes that impact your current offer details may incur for several reasons. In the rare instance that your offer detail(s) change, we will reach out to you immediately via email to inform you of any changes and assess any applicable next steps.
4. **Can I extend my internship past the 12 weeks provided in my offer letter?** Amazon internships are generally 12 weeks long. If you are participating in a co-op during the summer that is longer than 12 weeks, we can accommodate up to 16 weeks total. You will have the opportunity to update these details via the onboarding survey you will receive after accepting your offer.
5. **I selected my start date in the onboarding survey – now what?** In approximately two weeks, the recruiting team will update your confirmed start date in the candidate portal. Please monitor the internships dates in your candidate portal regularly to ensure it continues to reflect your preferred dates. Note: Your offer letter will not be updated with your new start date. Refer to additional details in this offer packet for information about next steps.

## Placement

### Assigned location and team

1. **How is my placement determined?** Team placement is based on a variety of factors including Amazon's business needs. Specific organization details will be confirmed approximately 60 days prior to your start date.

By accepting this offer, you will agree to refrain from contacting Amazon employees regarding joining their team. In addition, by accepting your offer you will commit to in-person employment at your offer location beginning on your chosen start date. If you are not able to meet these commitments, we respectfully ask that you decline this offer. An inability to be within commuting distance of your offer location by your start date can lead to offer rescission or termination.

2. **Will I have to accept my offer without knowing my final placement?** The location (city, state) of your offer has been provided to you in your offer email and candidate portal. Specific team placement details (e.g., organization, manager, area of focus, etc.) will be assigned and communicated 30 to 60 days prior to your start date.
3. **What is the likelihood of being placed in my preferred location?** While we will take your preferences into consideration, some roles are limited to the Greater Seattle Area (Seattle, Redmond, or Bellevue, Washington) or the Arlington, VA area. We are unable to guarantee that your offer will be for one of your preferred locations.
4. **When will I find out my exact employment location?** Your building address will be provided to you once you are introduced to your manager. If you have any questions or concerns

regarding your building location, [email us directly](#).

## Changing Roles

1. **Can I change roles/teams?** You were assessed based on a qualification criterion for a particular role/job title and are unable to accommodate a change to another role.

# Compensation

## Negotiating compensation and factors

1. **Is my compensation negotiable?** Our offer packages are standard, reviewed on an annual basis, and not negotiable. The contract you received is specific to Amazon Student Programs hiring.
2. **Does my compensation depend on the degree I am currently earning or my previous experience?** Student Programs compensation is based on the role in which you were offered. The offers for each role do not differ based on the degree someone is pursuing or previous experience.
3. **Will my compensation change after I sign my offer letter?** The compensation in the offer extended to you is based on your role and the location of your internship. Should your work location change, your compensation may increase, decrease or stay the same based on the cost of labor variations in different locations. Student Programs will contact you via email should there be a change to your compensation.

## Pay Frequency

1. **When will I be paid?** Amazon pays the majority of full-time, corporate employees once per month on the last business day of the month, excluding federal holidays. If the last day of the month falls on a federal holiday or the weekend, employees are paid on the last business day of the month.

Please note you may be paid on a different cadence depending on your work location. Monthly salaried employees are paid one twelfth of their annual salary each month. There are 2,080 hours (40 hours per week multiplied by 52 weeks) in a year, and if you divide that by 12 it equals 173.33 salaried hours per month.

Certain states or provinces may require bi-weekly paychecks. Bi-weekly salaried employees have 80 hours per pay period and are paid 26 times per year on Friday following the end of the pay period. This means if you are paid bi-weekly, you will be paid a subset of your total monthly salary in each paycheck.

# Relocation

## Qualifications

1. **How do I know if I qualify for relocation assistance?** All full-time interns qualify for Amazon's relocation benefits. Please see the Intern Relocation Policy section at the end of this packet for more details.

## Benefits

1. **When will I be contacted by Graebel to begin the relocation process?** Graebel, our relocation partner, will contact you approximately 30 to 45 days prior to your start date to begin your relocation process. Each intern is assigned a relocation consultant who can answer all of your questions.
2. **What are my options for relocation services?** Please see the relocation documents in this packet outlining your assistance package(s) for your role.
3. **I live with someone who also received an Amazon offer and we are relocating together to the same address. Do we each get a relocation package?** Spouses or domestic partners who both have received an Amazon offer and are relocating to the same address would not be eligible for two relocation packages. Please see our Intern Relocation Policy section for more details.

## Intern Relocation Policy

Please see the Intern Relocation Policy section at the end of this FAQ for more details.

# Immigration

## Qualifying Interns

1. **How do I know if I require immigration-related support or sponsorship from Amazon?** If you need Amazon to file an immigration petition or application to employ you in the country in which you will be working, prior either to onboarding or in the future, then you may require immigration-related support from Amazon.

On your candidate application, you indicated whether you would need immigration-related support or sponsorship from Amazon to work in the U.S., now or in the future. If you are not sure if you answered this question correctly, please promptly contact Student Programs.

2. **Does Amazon provide immigration support?** Immigration support is provided for specific roles. If your role is supported, Amazon will provide you with a CPT support letter approximately 45-60 days prior to your start.

Additionally, while we provide CPT immigration support for interns, you are responsible for having work authorization obtained through your university. Obtaining valid work authorization and passport for the duration of your internship is your responsibility.

## Resources & Support

1. **What else do I need to do prior to starting at Amazon?** Before starting work at Amazon, you will need to obtain a Social Security Number (SSN) in the U.S. Each candidate owns their own application process. Amazon does not provide assistance in obtaining your SSN.

### External Resources & Information

- Applying for a SSN: <https://www.ssa.gov/ssnumber/>

2. **Where can I go for more help?** Your university's international student services office (or equivalent) can support you in answering questions and connecting you to further resources.

## Other FAQ's

1. **Who is my recruiter?** To provide the timeliest responses, you will have a team of recruiters available to answer your questions rather than a single point of contact. Please email any offer or onboarding related questions to [asp-offersonboarding@studentprograms.amazon.com](mailto:asp-offersonboarding@studentprograms.amazon.com) and we will respond to you within three business days.
2. **Does Amazon allow dual employment?** No, Amazon does not allow dual employment, meaning you can only have one job at Amazon at a time. If you are a current Amazon employee, you will need to end your active employment with Amazon before you can start as an Amazon intern. If you are currently employed by Amazon or an Amazon subsidiary, please email [asp-offersonboarding@studentprograms.amazon.com](mailto:asp-offersonboarding@studentprograms.amazon.com).
3. **My leasing office/lender needs to verify my employment; what do I do?** To verify your employment, prior to starting at Amazon, please email Student Programs at [asp-offersonboarding@studentprograms.amazon.com](mailto:asp-offersonboarding@studentprograms.amazon.com) and we can provide a signed offer letter on company letterhead. We are not able to complete any third-party requests sent to our team to verify employment via email or over-the-phone.
4. **Whom do I contact for payroll, tax or employment related questions?** Please contact the Employee Resource Center by calling: US 888-892-7180 or ERC Canada 1-877-467-1383.
5. **How can I learn more about Amazon's Affinity Groups and efforts with diversity and inclusion?** Please visit <https://www.amazon.com/diversity> to learn more about the Amazon affinity groups and the initiatives we are supporting to make Amazon an even better, more diverse place to work.
6. **How can I refer a friend?** At Amazon, we strive to ensure interns and fulltime employees receive a world class experience, and encourage you to engage your networks of potential Amazon candidates on campus to apply for both internship and full-time positions at Amazon. If you join Amazon full time, you will be able to refer friends through our formal referral process and qualify for referral bonuses at that time.
7. **What are the working hours for my internship?** Amazon internships are full-time positions, and interns should expect to work Monday-Friday, up to 40 hours per week typically between 8am-5pm. Specific team norms around working hours will be communicated by your manager. Interns should not have conflicts such as classes or other employment during the Amazon work-day, and any inability to intern during business hours could lead to offer rescission or termination.



# AMAZON AND SUBSIDIARIES INTERN RELOCATION POLICY

Congratulations on your internship! Amazon.com, Inc. and its Subsidiaries (Amazon) has retained the services of Graebel Relocation Services Worldwide (Graebel) to administer your relocation benefits. Approximately two months before your start date, you will receive an email from Graebel outlining the process on how to receive your relocation stipend. Please review this document and any communication from Graebel carefully. Should you require additional information or if you have not heard from Graebel 14 days prior to your start date, please contact your recruiter.

BENEFIT	DESCRIPTION
Travel Coverage	<i>Travel arrangements for you and eligible dependents to move to your internship destination and return to your place of origin upon completion of your internship.</i>
Relocation Stipend	<i>Funds paid to you, to be used toward housing that you secure on your own, as well as other expenses incurred during your relocation.</i>
Tax Assistance	<i>Tax assistance in the form of gross-up is provided to help you with the tax burden associated with receiving taxable relocation benefits.</i>

Please Note: Only one benefit policy may be used per household.

## TRAVEL

### Arrival and Departure Travel

Interns traveling within the US and Canada will book travel using the CWT Online Booking Tool. The link and instructions for this tool will be sent via email. Round-trip airfare must be booked at least 14 days in advance of your start date, in accordance with the Amazon travel policy. Should you need to change your flights, you will be responsible for any costs associated with doing so.

In lieu of flying, you may choose to drive to your internship destination. Reimbursement is available for both mileage of the most direct route (as determined by local tax authorities) as well as reasonable hotel costs (one night per 350 miles/560 kilometers driven). Graebel can provide information about preferred hotels and walk you through the expense submission process. Please note, parking near your office isn't provided by Amazon and can be difficult to come by and very costly.

Travel arrangements are made specifically for business related purposes only. Alternate travel for vacation time or personal side trips en route to or from your final destination is not permissible. If your travel arrangements include side trips or stops at locations other than the city in which your school is located or home location, you will only be reimbursed for the cost of the travel to and from your school.

### Dependent Airfare

Arrangements for your eligible dependent(s) airfare to and from your internship destination will be made using the CWT Online Booking Tool. Amazon will cover the cost of one flight for your eligible dependent(s) to travel to and from your internship destination and return to their place of origin. Eligible dependents are defined as:



- Your spouse or domestic partner
- You or your spouse's/domestic partner's children who are:
  - Under age 26
  - Disabled (any age)
- Individuals who do not meet the definition of an eligible dependent as defined above (e.g. parents, significant others who do not currently live with you), are not eligible for travel benefits.

Please Note: Graebel will not reimburse for anything that was booked using a non-monetary method of payment such as points, mileage, etc.

## RELOCATION STIPEND

Amazon will subsidize your relocation costs by providing you with a stipend to offset your housing costs during your internship. These funds can also be used towards other expenses you may incur such as checking baggage, utilities, furnishings, etc. Your stipend payment amount will be based on the region in which you are employed, and will be yours to apply toward housing which you arrange. The figures listed below are noted in USD and will be converted to local currency at time of payment. While the numbers presented here are monthly, the actual amount you receive will be prorated based on the number of days of your internship and may be adjusted if your internship dates change.

- **Zone A:** \$2,425 USD per month of employment:
  - San Francisco Bay Area, New York City Metro and Seattle Metro
- **Zone B:** \$1,875 USD per month of employment:
  - All other locations not listed above

These stipend amounts are post-tax and vary by region in accordance with the cost of living and apartment rental prices.

For internships lasting three months or less, a one-time stipend payment will be paid approximately 45 days prior to your start date. Should your internship last beyond three months, you will also receive a monthly payment beginning in your fourth month.

Please Note: If you receive the stipend payment, and do not come to work for Amazon or your employment terminates prior to the end of your internship period, you must arrange to pay back prorated portion of these funds to Amazon.

## UNDERSTANDING YOUR TAX WITHHOLDINGS

Tax authorities often treat relocation expenses as taxable income. Amazon structures many of its relocation program benefits to minimize the tax implications for both you and the company.

Where applicable, tax assistance in the form of gross-up is provided to help you with the tax burden associated with receiving taxable relocation benefits. Individual tax situations vary and the assistance provided by Amazon may not fully offset your tax liability. Your tax assistance will be calculated by Amazon payroll's department in conjunction with Graebel reporting. The Amazon payroll department will add those taxable relocation expenses and tax assistance amounts to the payroll system. Therefore, you will see relocation expenses added to your income and tax assistance amounts added to your tax withholdings on your pay statements.

Please Note: Tax assistance does not include tax preparation assistance; Tax assistance is a monetary amount in the form of grossing-up your benefit costs and will be provided to help you with the tax burden associated with receiving taxable relocation benefits.

## Relocation FAQs

**Q.** Do you have any resources to help me find a roommate or apartment?

Yes. Graebel will provide you an FAQ that lists a variety of housing providers and websites previously used by interns to secure housing and roommates. We also encourage you to check your school's intra-net for suggestions as well as social networking groups and Discord in the city of your internships. Please note that Graebel will not locate and book housing on your behalf.

**Q.** What can I use my stipend money for?

The stipend money is intended to offset out of pocket relocation costs (deposits, rent, utilities, furniture, baggage etc.). Anything remaining is yours to keep and you do not need to submit receipts to Graebel. It is important to be diligent in your approach working with potential landlords and businesses online. Please utilize extra caution and ensure that the individual is properly vetted before paying them any funds.

**Q.** Am I able to submit expenses such as checked baggage, parking, airport travel, etc., for reimbursement?

No. Amazon will not reimburse you for travel expenses such as these and we encourage you to use your stipend funds towards these items. No benefits will be provided outside of what is outlined in this document.

**Q.** Once I book my airline ticket, can I make changes to my itinerary?

Yes, but any changes will be at your own expense, unless Amazon requests the change due to business need. Any personal changes will be at your own expense.

**Q.** If I drive my car, will Amazon pay for tolls and parking at my residence and/or office?

No. Any additional costs associated with driving a personal vehicle are at your own expense.

**Q.** If I use miles or points to book my travel, will Amazon reimburse me?

No.