Full-Time Onboarding

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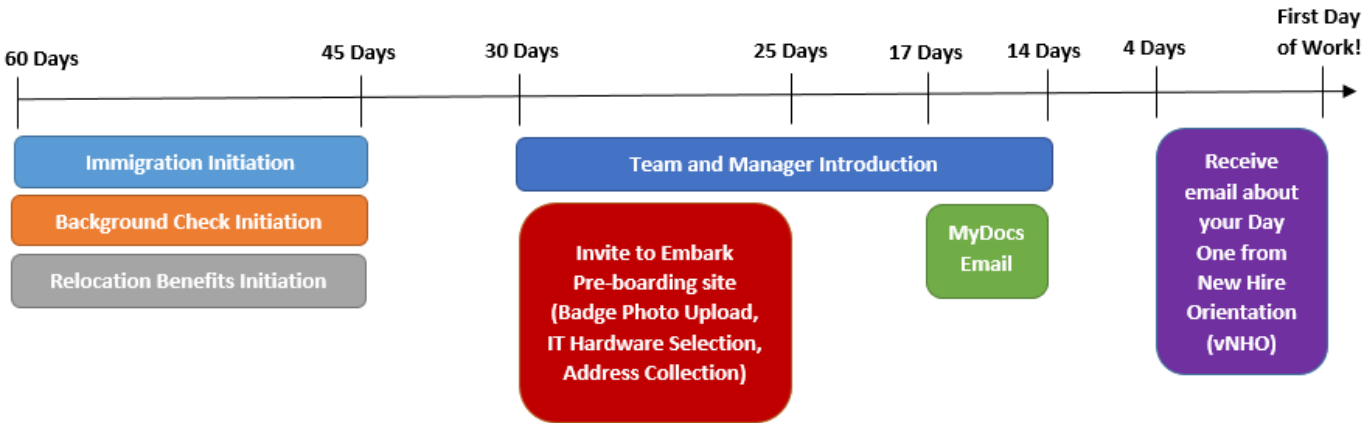
Onboarding Timeline



The timeline above is standard and cannot be expedited.

If you haven't heard from our onboarding partners AND you have checked your junk and spam folders, contact Student Programs recruiters via asp-offersonboarding@amazon.com with the following timelines in mind:

Onboarding details may be subject to change based on remote working guidance.

Onboarding Process	Onboarding Partner	When should I reach out?
Location/Org Details (if you accepted offer with regional location details)	Amazon	You are starting in **less than 60 days** and you haven't received an email from Student Programs with your location and organization details.
Background Check*	Accurate (US) TrueScreen (Canada)	You are starting **in less than 45 days** and haven't received email from Accurate (customer_service@accurate.com) or TrueScreen (datastation@truescreen.com).
Immigration	Fragomen, BAL, De Lint (US) PwC (Canada)	You are starting **in less than 30 days** and you haven't received email from one of our immigration service providers.
Relocation	Graebel	You are starting **in less than 30 days** and haven't received email from Graebel.
Embark Pre-boarding	Amazon	You are starting **in less than 25 days** and haven't received your pre-boarding email from no-reply@embark.amazon.com.
Manager Contact	Amazon	You are starting **in less than 14 days** and haven't been connected with your manager.
MyDocs Email*	Amazon	You are starting in **less than 14 days** and haven't received an email from MyDocs.
Work Authorization*	Amazon	**US**: It is **your first day** and you have not received an email from amazon-i9@i9advantage.com. **Canada**: Starting in **less than 5 days** and you have not received an email from MyDocs with a link to upload your work authorization documents.
Virtual New Hire Orientation (vNHO) Email	Amazon	It's the **Friday before your start date (after 10am PT)** and you haven't received an email from newhiresupport@amazon.com.

**You may receive notifications/reminders via email or text message from our background check team, MyDocs, and work authorization team. By providing your phone number(s) and selecting to have Texts on, you agree to receive calls, text messages, and prerecorded/artificial voice messages, including from an automatic telephone dialing system, from or on behalf of Amazon to your phone number(s) about any matters. To opt out, you can change your contact preferences on the job portal or can opt out by texting STOP.*

Onboarding Process Details

Remote Work Guidance

- **Virtual start:** Amazon's current work from home guidance is in effect through June 30, 2021. This means that work that can effectively be done from home can continue to be done from home, but Amazon offices also remain open (with strict safety protocols) for work that can be done more effectively in the office. This guidance is subject to change; however, as of now, if your start date is before June 30, 2021, you may have the option to start virtually. Once your team assignment is made, we recommend that you connect with your manager to discuss your specific circumstances and preferences. Our New Hire Orientation (NHO) team will send you an email the week before your start date with information regarding Virtual New Hire Orientation (vNHO) details and what your first day will look like.
- **Country of offer requirements:** As a reminder, your offer requires the ability to enter and obtain work authorization in the country in which the role you accepted your offer is based before your intended start date. If you are outside of the country stated on your offer letter and impacted by closed borders or visa delays, please email our team at asp-offersonboarding@amazon.com reach out to Student Programs as soon as possible, and we will work with you directly based on your specific circumstances.
- **In-country start location requirements:** If you're located in the country of your offer, please note that your current offer is specific to a certain state or territory. It's important that you start and remain in that state or territory during your employment – even if you're virtual – unless explicitly approved by your manager as there can be tax and immigration implications. If you have concerns about starting in that state or territory, you may work with your manager and Student Programs on a possible adjustment to your offer for a temporary virtual work location elsewhere. Aspects of your offer, including compensation, may be adjusted in this case. Student Programs will reach out to you and your manager to confirm your start date location details approximately 2-3 weeks prior to your start date. We will continue to monitor any changes in Amazon's policies before your start date and will work with you in case there are any other impacts to your start with Amazon.

Placement

- If you accepted an offer with regional location details, our team will send you an email 70 days prior to your start date confirming your specific city and team organization details.
- The location stated in your offer is final; we are unable to accommodate location change requests.
- We cannot honor requests to join specific teams, as team placement is based on a variety of factors, including Amazon's business needs. You will be connected to your manager and team 14-30 days prior to your start date.
- We do not recommend that you seek out your own team placement, as it is outside of our standard process, and more often than not, we are not able to accommodate exceptions.
- If your offer is for one of the below locations, Student Programs will email you a confirmation email with your specific organization and location details at least 60 days prior to your start date. Please note that your portal location may change but the city is not final until you receive this email confirmation.
    - *Greater Seattle area (Seattle, Bellevue, and Redmond), Greater Bay Area (Northern California), Greater Los Angeles area, Greater Denver area, Greater Boston area, Greater New York area, DC Metro area*
    - Please refer to your offer packet for a breakdown of specific cities by location. The list of cities in your offer packet is subject to change, but generally includes those captured as part of these areas.

Relocation

- Relocation benefits may be subject to change based on remote working guidance.
- In order to qualify for relocation benefits, your current address on file must be a certain distance away from your work location. These distances are:
    - For the United States, your current address must be 50 miles or greater from your work location.
    - For Canada, your current address must be 40 km or greater from your work location.
    - If your address has changed since you completed the onboarding survey, please email asp-offersonboarding@amazon.com an updated address as soon as possible.
- Graebel, our relocation partner, will reach out to initiate your relocation process approximately 60 days prior to your start date. You will need to wait for Graebel to reach out to you. Amazon cannot initiate relocation services earlier than Graebel's established timeline noted on page two.
- If you live with someone who also received an Amazon offer and you are relocating together to the same address,

please note that only one relocation package is offered per household. There are no exceptions to this policy.
- If remote work guidance is still ongoing closer to your start date, you can work with Graebel to relocate at a later date when it is safe to do so.

Background Check

- Amazon's background check partners, Accurate (US hires) or Truescreen (Canada hires), will send an email to initiate your background check approximately 45-60 days prior to your start date.
    - **For US Hires:** An email initiation request from Accurate Background, from customer_service@accurate.com, will be sent to your email address on file. You must complete this initiation form to start processing your background check. If you do not see the initiation request email from Accurate in your inbox, please check your spam and/or junk folder.
    - **For Canadian Hires:** You will receive an email from TrueScreen, from datastation@truescreen.com, with the instructions on how to initiate your background check. Please collect and provide address and employment documents as soon as possible to help expedite your background check.
- **For All Students**: Please reply to any background check requests within 48 hours of receipt. Failure to complete or provide your background check documents within three business days of request may delay your start date. If your background check is not cleared by the Thursday before your start date at 5:00 PM PT, your start date will be moved to the following week.
- Once initiated, you will not receive updates regarding your background check unless additional information is required.
    - **You may receive notifications/reminders via email or text message from our background check team. Please respond to email and/or text message reminders from our background check team and/or background check partner if there are outstanding background check actions required. *It is critical that you respond to any requests from these parties immediately to avoid a delay to your start date.***
- **International Background Check:** If you have lived outside of the country of your offer for more than one year within the last seven years, you will be subject to an international criminal verification. To complete this step, you may be required to provide additional documents (e.g., a criminal certificate). If required, you will receive a separate email with the instructions on how to obtain specific documents. Please be ready to collect this information to prevent any delays.
- **Start Date Delays:** If your start date is delayed for any reason, there is a potential your background check results will expire, and you will need to complete a new one. If this occurs, you will receive a new email request from the HR Screening Services team or from our background check partner with instructions for completing the new check. ***It is critical that you respond to any requests from these parties immediately to avoid a delay to your start date.***
- Should you have any questions related to your background check, you can reach out to the background check team at bgc-americas@amazon.com.

MyDocs

- Three weeks before your start date, you will receive an email from MyDocs-noreply@onbaseonline.com, Amazon's new hire paperwork portal. You will be asked to electronically review and sign specific documents. Make sure to complete all of the forms and documents in this portal to prevent onboarding delays. You may receive notifications/reminders via email or text message from our onboarding team.
- If you updated your start date and need to re-sign your MyDocs paperwork, please allow up to 48 hours for your updated documents to populate in the portal.
- If you are experiencing technical issues or haven't received an email from MyDocs 14 days before your start date, please reach out to our team (asp-offersonboarding@amazon.com) so that we can help troubleshoot.
- **We are unable to advise you about how to fill out your payroll or tax forms.** We recommend reaching out to a certified financial planner or doing online research for further guidance.

US Work Authorization – Form I-9

- The Form I-9 is used to verify both your identity and employment authorization. I-9s at Amazon are completed electronically and **remotely** via Amazon's I-9 vendor, I-9 Advantage.
- You can refer to the Form I-9 tutorial for a step by step guide through the work authorization process.
    - The Form I-9 is made up of two sections. You must complete Section 1 of the Form I-9 on your first day (if not before). Section 2 MUST be completed by an authorized agent of your choosing (additional detail below) within **three days of your start date.**
    - By your first day, you will receive an email from Advantage (amazon-i9@i9advantage.com) with a link, PIN, and

instructions to log in to their system and complete Section 1 of the Form I-9. Please check your spam and/or junk folder if you do not see the email from I-9 Advantage.
    - Once Section 1 of the Form I-9 is complete, I-9 Advantage will prompt you to identify an "authorized agent" who can help complete Section 2 of the Form I-9. The authorized agent will be acting on behalf of Amazon in completing the Form I-9. The authorized agent can be anyone over the age of 18 who can **review** the documentation with you **in person** (a friend, university representative, family member, neighbor, etc.). The authorized agent does NOT need to be an Amazon employee, but must be someone you can review the form with in person (i.e., not virtually).
    - Once the authorized agent has been assigned, the agent will receive an email from I-9 Advantage with a unique PIN and link to complete Section 2 of the Form I-9.
- Failure to complete a Form I-9 within three days of your start date will result in an unpaid suspension per USCIS Guidelines.
    - If you have not received the email by your first day or experience any other difficulties completing your I-9, pleasecontact i9advantagesupport@amazon.com. The team will respond within 24 hours, Monday through Friday. You may receive notifications/reminders via email or text message from our work authorization team.
    - Note: If you have been previously employed by Amazon (e.g., as a former intern, temporary worker, etc.), you may not receive an email from I-9 Advantage. If action is required, the Global WorkAuthorization team will reach out to you directly via email.

Canada Work Authorization

- Prior to your first day, you will be required to upload work eligibility documents via the MyDocs system. If you do not submit acceptable documentation the Thursday prior to your start date, your start date will be pushed out to the following week.
- Please refer to the Canada Work Eligibility FAQ for more information on acceptable documents for eligibility to work.
- If you are a Canadian international student, you are required to upload either one of the below outlined document combinations in order to be eligible for a full-time, permanent position:

International Student on a Co-op Work Permit	**International Student who Applied for Post-Graduation Work Permit (PGWP)**
1. Government-issued ID	1. Government-issued ID
2. SIN document	2. SIN document
3. Co-op work permit with your university listed in the "additional information" section of the work permit	3. Current (expired) study permit + proof showing your PGWP has been filed within 180 days of completing the program requirements*
	4. A study program completion letter or official transcript which contains the actual date of your program completion

- If you are having technical issues uploading your documents, please email the Student Programs recruiting team (asp-offersonboarding@amazon.com) with a soft copy of your required documents.

U.S. Social Security Number (SSN) OR Canadian Social Insurance Number (SIN)

Amazon does not provide assistance with applying for a social security number (SSN, for US employees) or a social insurance number (SIN, for Canadian employees). It is your responsibility to obtain your own SSN or SIN. ***Due to the sensitive and confidential nature of SSNs/SINs, please do not email the recruiting team with a copy of these documents or the number itself.***

- **US SSN (US hires):** You will need to obtain a SSN; however, you are not required to have one prior to your start date. Additional resources can be found here. If you do not have your SSN prior to starting, you will receive a Temporary Work Number (TWN) for payroll/benefit purposes. This number will be provided to you through an internal "Trouble Ticket" within your first few weeks of starting. Once you receive your SSN, please provide it to the Employee Resource Center (ERC) by calling 888-892-7180.
    - **MyDocs paperwork:** If you do not have your SSN and need to complete your MyDocs paperwork, you can enter "999-99-999" in the field (please do not input a random number in this field).

- **Form I-9:** If you do not have your SSN, select, "I have applied for, (or plan to apply) and am waiting on a Social Security Number" on section 1 of the Form I-9. Once you receive your SSN, notify the Global Work Authorization team through an internal trouble ticket, if one has not already been created. The Global Work Authorization team will instruct you on how to update the information by revising section 1 of your Form I-9. This step cannot be done on your behalf by the Global Work Authorization team.

- **Canada SIN (Canada hires):** You must provide a SIN document before beginning work. You may provide the SIN Card, SIN Confirmation letter, or an alternative SIN document. Additional resources can be found here.
  - The alternative SIN documentation must:
    1) Be issued by an official Canadian government agency
    2) Contain an official Canada Logo
    3) Have your SIN number
    4) Contain your legal name
    5) Examples of alternative valid SIN documents include:
       - Tax slips (T4, T5, TD1, Assessment summary, Income tax return, etc.)
       - Tuition and Enrollment Certificate
       - Record of Employment

Embark Pre-boarding Site (Badge Photo Upload, Address Collection, IT Hardware Selection)

The Embark IT form is only applicable to corporate employees. If you are a non-corporate employee (e.g., working in a Fulfillment Center), you can work with the local IT team or Recruiter at your site to request equipment.

- **Amazon Embark Pre-boarding:** You will receive an invitation email from Amazon Onboarding (no-reply@embark.amazon.com) for the Embark pre-boarding site approximately 30 days prior to your start date. You will be asked to complete an IT form, upload a badge photo, and have the option to review information about Amazon's peculiar ways, including Amazon's Leadership Principles.
  - **IT Equipment Selection:** Once you are logged into the Embark site, you will be able to select your IT equipment and provide a shipping address for your equipment. To avoid any delays in shipment, please complete the IT form at least 14 days prior to your start date.
    - Once you complete the IT form, you will receive a confirmation email summarizing your IT equipment selection and shipping address.
    - You will be able to make changes to the IT form up to 14 days prior to your start date. If you need to update your address details within 14 days of your start date, email asp-offersonboarding@amazon.com.
    - If you submit your IT form 14 days prior to your start date, you will receive your Amazon laptop and a USB security key before your first day. If you do not fill out your IT forms in a timely manner, your equipment may not arrive in time for your first day.
    - If you would like to track the shipment of your IT equipment, please reach out to your hiring manager for tracking information.
  - **Registering Your Security Key**: Instructions for registering your security key and accessing the Amazon network on your first day will be sent to your personal email address. Your security key and laptop will be sent to the address you provide on the IT form.
  - **Signing In on Day One**: Your hiring manager will have your username and a temporary password to login into your laptop.

Pay

- To be paid via direct deposit, you will need to obtain a bank account in the country where you are working. Direct deposit information must be provided at least five business days before the pay date in order to receive pay on time. You can add, cancel, or update your direct deposit any time via a self-service portal once you join Amazon.
- 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 the 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.

Start Date

- Start dates are on Mondays. Monday holidays may push your start date to Tuesday.
- Student Programs generated your initial offer letter with a start date based on your graduation date. Within five days of accepting your offer, Student Programs will send you an onboarding survey where you will select an available start date based on your role. Please hold on start date change requests until that time. After your start date has been confirmed, Student Programs may not be able to accommodate requests to adjust start dates. NOTE: If you are in a program with a cohort start date, there may be limited start date options.
- **For F-1 Students:** If you are on Optional Practical Training (OPT) and are at risk of using up your unemployment days (90 days), email the Student Programs recruiting team (asp-offersonboarding@amazon.com) to confirm when your unemployment days will run out.

RSU Conversion

- Amazon Student Programs offer packages are standard, reviewed on an annual basis, and not negotiable. Your restricted stock unit (RSU) value is included in your total offer package.
- RSU value will be converted to a number of RSUs using the 30-trading-day trailing average closing price of the common stock as of the first Friday preceding (or concurrent with) the 15th day of the month prior to the month in which you start employment.
- The conversion will be the closest number of RSU shares based on the calculation using standard rounding principles. (e.g., 38.6 rounded to the nearest number of shares would be 39 shares, and 38.4 rounded to the nearest number of shares would be 38 shares).

Virtual New Hire Orientation (vNHO)

- NHO details and schedules differ based on the Amazon location you are joining.
- Your hiring manager will be cc'd on your NHO email. If you haven't received vNHO details by 10am PT on the Friday before your start date**,** email asp-offersonboarding@amazon.com with subject line "Haven't received NHO email".
- You will receive details in your NHO email about getting set up (virtually!) for your first day and your manager will be reaching out to you to set up a call via Amazon Chime. If you haven't successfully connected with your manager by the Friday before your start date, email asp-offersonboarding@amazon.com with email subject line: "Haven't heard from my manager".

Immigration

- If you require immigration support, one of our immigration service providers (e.g., Fragomen, BAL, De Lint (US), PwC (Canada)) will reach out via email within 60 days of your start date. Once you are connected with an immigration service provider, your immigration caseworker will be the best point of contact for immigration-related questions.
- If you have questions regarding immigration prior to being connected with our immigration service providers, the best point of contact is your school's international student office or your school's designated school official (DSO).
- You must have your immigration documents physically in hand before your start date. The Student Programs recruiting team will send you a confirmation survey 60 days prior to your start date to confirm that you have your documents in hand.

OPT/EAD Card (For US roles only)

- If you are planning to apply for Optional Practical Training (OPT) for work authorization, you must have your EAD card physically in hand in order to start. If you are concerned about starting on time due to EAD delays, please reach out to the Student Programs recruiting team (asp-offersonboarding@amazon.com) to push your start date. EAD receipts are only valid if you are replacing a document that was lost, stolen or damaged. You can find more information on the USCIS page.
    - Due to current USCIS processing times for EAD cards, we recommend selecting a start date assuming the process will take 150 days (five months). Amazon is unable to provide a support letter or information to expedite the processing of this type of visa.
- If you are eligible for a STEM OPT extension, you will need to request the extension with your current employer, or start at Amazon prior to the extension deadline. If you need to adjust your start date based on your extension deadline, reach the Student Programs recruiting team (asp-offersonboarding@amazon.com) immediately so we can initiate this process.

H-1B Lottery (US roles only - not applicable for all roles)

- February 1, 2021 was the registration inclusion deadline for the H-1B Cap lottery. If your immigration was initiated prior to this date, the Global Immigration Team should have contacted you via survey to gather information for the H-1B electronic registration. Please make sure to check your spam/junk folder for the survey link. Once you complete the survey, no further action is needed to submit your H-1B registration.
- For registrations that were submitted by Amazon's Global Immigration team, you will be notified of your lottery results on or around April 9th, 2021. You will not be contacted by our immigration providers (Fragomen, BAL, or De Lint) unless your petition has been selected in the lottery.
- If you were not entered in this year's lottery, Amazon can help you file your petition in 2022.

Green Card Process (US roles only – not applicable for all roles)

- You will be able to request an assessment and initiate the green card process on your first day of employment at Amazon. Once you start at Amazon, you can reference our internal US Permanent Residency Wiki for the most up-to-date information (note: this page will not work outside of the Amazon network).