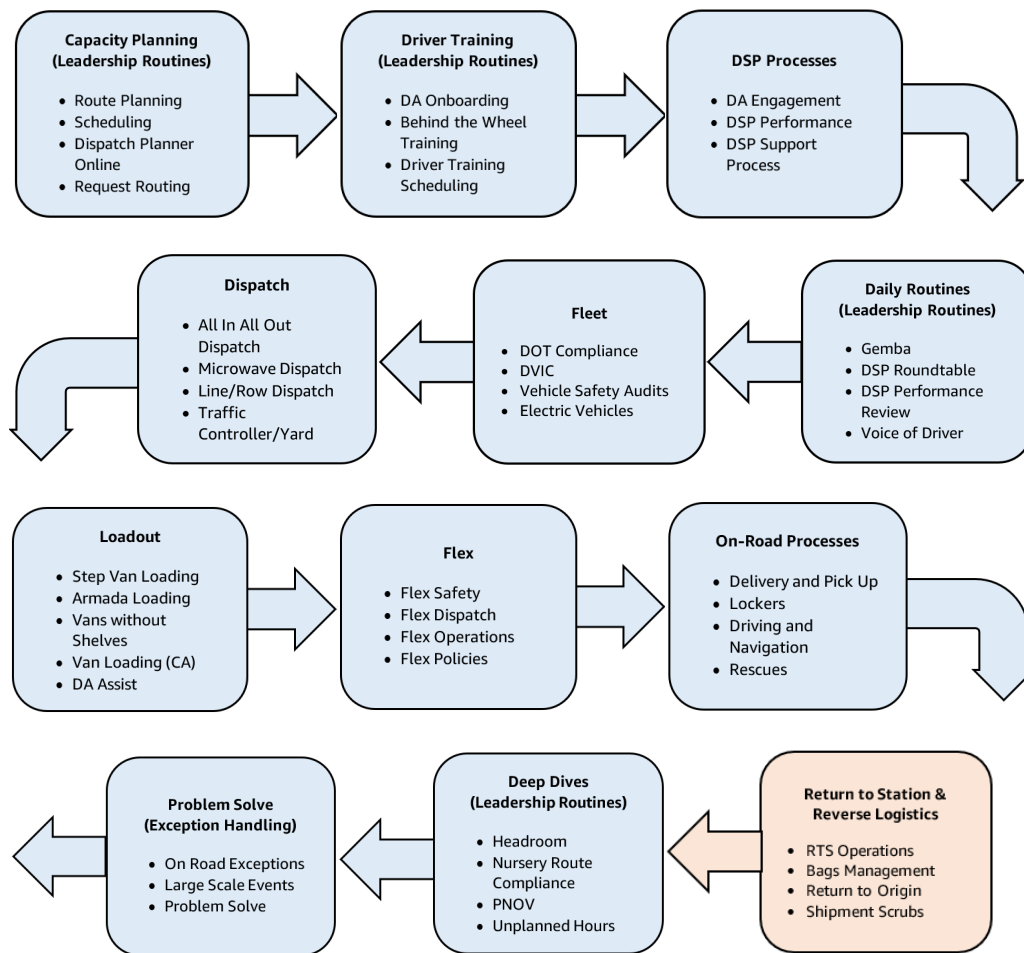


# On-Road Process Flow



## Overview

The Return To Station Process will begin as soon as the Delivery Associate completes their route and proceeds to the debrief phase. RTS Operations ensure non-delivered as well as pickups (abandons/Customer Returns) packages are processed to the appropriate Exception or routable status. The purpose of this document is to provide station leaders the standard Steps to lead a RTS Shift.

## Key Deliverables

After reviewing this document, you will be able to execute the following key deliverables:

- All Delivery Associate/Delivery Partner vehicle movements are safe and controlled, as directed by yard marshalls \*EU\* / traffic controllers \*NA\* and obeying [WHS Internal Vehicle Traffic Management Standard Global](#).
- Manage Delivery Associate/Delivery Partner debrief Exceptions for missing packages (including missing outbound packages and missing pick ups), High Volume returns and SLS compliance. (Debrief)
- Follow standard routing guidelines to re-dispatch packages on RTS. (RTS Routes for Re-Attempt)
- No re-dispatch of business closed, 3 attempts, future delivery or return to FC packages on RTS routes. (RTS Routes for Re-Attempt)
- Ensure a physical/virtual match for all packages remaining in the station after deliveries are completed for the day. Any Cluster transfers and End of Shift (EOS) scrubs for In-Station and On-Road are completed.
- Completion of night sort Area Readiness and trailer check-ins – RTS XPT and RTS End of Day Tasks.

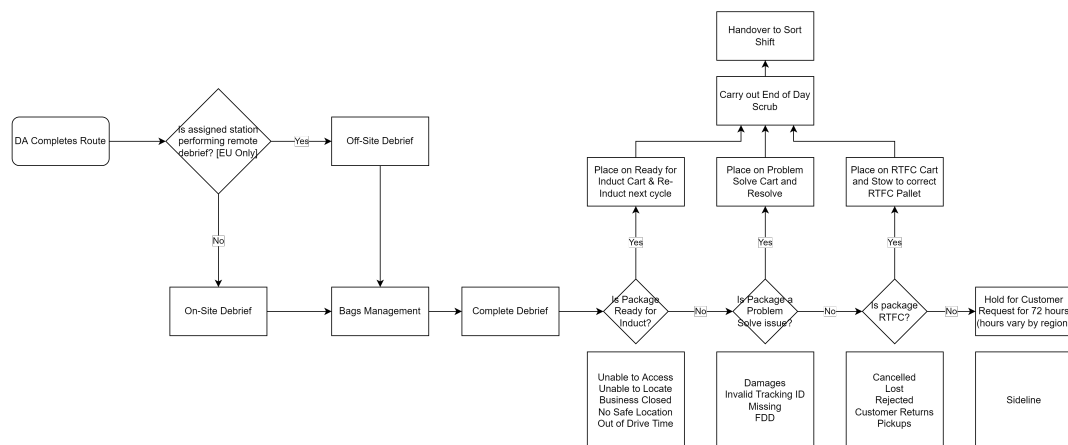
**Note:** Where Regions still require Social Distancing measures to be implemented into their operation as a result of COVID-19, directions and rates have been adjusted to accommodate this and are detailed within specific COVID-19 Standard Operating

Procedures located within *Standards Training Assessment Resource Toolkit* (START). To see the latest social distancing restrictions applicable to your Region please review the [COVID Requirements Matrix](#).

## Success Criteria

- Package returns are correctly sorted and placed in correct areas by End of Shift. RTS Area should be cleared of any packages and empty pick carts are cleared out of the launchpad.
- RTS Operations are staffed to meet volume returns, execute ad hoc routes, and complete the bag reset.
- Ad hoc routes are fully picked and staged before the start of Flex dispatch.
- Delivery Associates who are returning packages or have outstanding packages on Rabbit are debriefed according to the Pitstop/ Delivery Associate Debrief Standard Operating Procedures.
- All EOD Scrubs (In-Station, On-Road, Physical and Virtual) are completed.
- Damaged bags are placed in the designated damaged bag location
- Each Delivery Associate with 5+ return by type or 10+ returns overall is debriefed by a Shift Assistant, Process Assistant, or Area Manager to determine the root cause and resolve any delivery barriers identified during the route.
- RTS Wash is completed and sent to senior leadership by the end of the night.

## Process Map



### RTS High Level Process Map

For additional details on the Return to Station (RTS) process flow, refer to the [RTS Process Map](#).

## Key Definitions

Glossary terms are mentioned throughout this document to support in understanding key terms and can be reviewed by hovering over an underlined word. The below are some of the key terms used during Sortation. To see a full list of Amazon acronyms and their descriptions, please refer to [Acronym Central](#) and [AMZL Acronym](#).

**Benchmark Rate** - This is the weighted-average demonstrated performance of the top 20% Delivery Stations. The 'best in class' (calculated by the benchmarking team).

**Debrief** - The Debrief process resolves outstanding packages assigned to the driver in our systems as well as gives Delivery Associate a forum to notify Last Mile of any on road barriers (access issues, routing problems, etc).

**Dolphin** - The name of the Application used by Amazon employees on internal TC 55/56/57 devices.

**EOS Wash Report** - The wash provides DSP performance, Delivery Associate performance, returns by reason codes, and package status.

**Flex** - The Process of delivering to Amazon customers via independent Delivery Partners.

**Rabbit** - The name of the Application used by Delivery Associates on external devices.

**Remote Debrief** - Debrief occurs at a location outside of a Delivery Station, such as a Off-Site Parking Lot or other agreed-to location by the station/DSP.

## Metrics

### Quality

Metric	Standard	Definition	Formula	Historical Performance Links	Hourly Performance Links
% Attempted in DEA	97.5%	Shipments attempted in Delivery Estimate Accuracy (DEA) is the percentage of shipments that are either delivered, attempted or rejected on (or prior to) the Promised Delivery Date (PDD) over all shipments that have PDD equal to reporting date.	Total packages delivered, attempted, and rejected / Total packages	<a href="#">Link</a> Perfect Mile AMZL Business Review > Quality > Premium Attempted in DEA %	Cortex: <a href="#">Link</a>
Controllable EAD (Estimated Arrival Date)	Station Specific	The percentage of shipments - that were successfully inducted into the Amazon Logistics by 0600 local time (or as defined per station) - that are either delivered on (or prior to) the estimated arrival date over all shipments that have estimated arrival date equal to reporting date.	Total EAD-C packages delivered / Total EAD-C packages dispatched	<a href="#">Link</a> Perfect Mile AMZL Business Review > Quality > Premium DEA AMZL Controllable Miss	Cortex: <a href="#">Link</a>
First Day Delivery Success	98.75%	Percentage of shipments that have been successfully delivered on the first day they are sent Out For Delivery (dispatched).	Total First Day Dispatched Delivered packages / Total First Day Dispatched	<a href="#">Link</a> Perfect Mile AMZL OTR Dashboard > Quality Experience > First Day Delivery Success	Cortex: <a href="#">Link</a>
First Day Pickup Success Metric (FDPS)	95%	The percentage of packages receiving a debrief or stow scan at station by 9am next day station local time (Reverse packages) or 11pm Same Day (SWA) from the day they are routed. FDPS currently takes into account pickups from both Lockers/Hubs (abandons and returns), Counter returns and SWA pickups	Total First Day pickups Debriefed/ Total First Day pickups routed	<a href="#">Quality dashboard</a>	N/A
First Time Delivery Success (FTDS) %	95%	Percentage of shipments that have been successfully delivered on the first attempt within the first dispatch.	First Time Dispatched Delivered packages / First Attempt Dispatched	Quality Experience (Experience) Tab: <ul style="list-style-type: none"> <li><a href="#">NA Perfect Mile</a></li> <li><a href="#">EU Perfect Mile</a></li> <li><a href="#">JP Perfect Mile</a></li> </ul>	N/A

Metric	Standard	Definition	Formula	Historical Performance Links	Hourly Performance Links
Out of Delivery Time (OODT)	0	Count of packages that are not attempted due to Delivery Associate not being able to complete route within paid hours.	Count of Packages that are marked out of delivery time by the Delivery Associate.	<a href="#">Link</a> Perfect Mile AMZL OTR Dashboard > Quality Experience > Out of Drive Time	Mercury Report: <a href="#">Link</a>
Lost	0	Packages that have been inducted/received into a station but are virtually in a non-delivered status at the end of the day in SCC are not physically locatable.	Count of packages that were lost during the transportation.	<a href="#">NA PerfectMile</a> <a href="#">EU PerfectMile</a> <a href="#">JP PerfectMile</a>	<a href="#">NA PerfectMile</a> <a href="#">EU PerfectMile</a> <a href="#">JP PerfectMile</a>
Ageing	0 > 3 days	The number of shipments at 00:05 that are still (virtually or physically) not delivered or have a valid hold-state for a duration of 3 days.	Count of package at 12:00 AM (00:00) that are still, virtually or physically, not delivered and don't have a valid hold-state after four days from their arrival at station.	N/A	N/A
Deliveries per Paid Hour (DPPH) Target	> 6	The number of completed deliveries over the hours paid for the provider (Delivery Service Provider/Amazon Flex) for a single day.  RTS Dispatch must meet this minimum requirement to submit any new additional routes.	Total Delivered Packages / Total Completed Paid Hours	<a href="#">Link</a> Perfect Mile AMZL OTR Dashboard > Productivity > DSP DPPH Target R&O	<a href="#">Link</a> Perfect Mile AMZL OTR Dashboard > Productivity > DSP DPPH Target R&O

## Productivity

Metric	Standard	Definition	Formula	Historical Performance Links	Hourly Performance Links
Overall Dolphin Adoption %	90%	Total packages successfully debriefed vs. total eligible RTS packages to be debriefed.	Packages debriefed over total eligible packages to be debriefed	See Perfect Mile ( <a href="#">NA</a> / <a href="#">EU</a> )  Review the <a href="#">RTS (Package View) tab in the Reverse Logistics Dashboard</a> for a list of processed and non-processed packages when deep diving your Site's Overall Dolphin Adoption %.	

Metric	Standard	Definition	Formula	Historical Performance Links	Hourly Performance Links
Debrief Takt Time	180 seconds per Delivery Associate	The average time it takes to debrief a Delivery Associate. It includes all tasks to perform a complete debrief as described in the <a href="#">Pitstop Standard Operating Procedures</a> .	Average time to debrief a Delivery Associate	N/A	Cortex: <a href="#">Link</a>
End of Shift Scrubs	4 Scrubs Daily	Perform all four scrubs daily by EOD: In-Station, On-Road, Physical and Virtual. This includes all tasks to perform all scrubs as described in the <a href="#">EOD Scrub Standard Operating Procedures</a> .	Count of scrubs done by EOD.	N/A	SCC: <a href="#">Link</a>
Bag Reset	150 bags per hour or 1 bag every 24 seconds	The time it takes to complete the bag reset. It includes all tasks to perform a complete bag reset as described in the Bag Reset Standard Operating Procedures ( <a href="#">NA/EU</a> ).	Count of the number of bags reset / hour	N/A	N/A

## Physical Setup

### Layout

All stations are required to have a designated RTS area, consisting of RTS desk(s) and racks/carts for stow bag returns and package returns. Refer to the [RTS Pit Stop SOP](#) for layout details. If a station is exempted from Pit Stop, stations may use the [RTS Debrief SOP](#) for layout details.

To ensure shipments are stowed safely during RTS debrief, a stow bag should be placed on the right-hand side of each return cart. Place packages in the stow bags that are at risk of falling through the grid of carts. This is to ensure that they do not fall during transit and to allow for optimal storage. Packages should not be placed under stow bags to avoid damages. A second empty stow bag can be placed on top of the bottom stow bag once full and zipped.



*Use of Stow Bags*

All RTS desks must be next to the RTS lanes/RTS parking areas or as close as possible to reduce Delivery Associate walk distances. RTS racks/carts/Rollbox (Racks, Carts, and Rollbox [JP] are used interchangeably in this Document) are labelled by type (BC, FDD, etc.) and must be close as possible to the RTS desks.

The RTS area will have clearly marked signage allowing all Delivery Partners to quickly identify the proper area to return packages and/or debrief (appropriate signage shown below). Flex Dispatch must operate on a separate launchpad from Pit Stop Debrief, see the [Flex Estimated Time of Arrival board](#) for more details.



Empty transfer racks/carts must be available for Delivery Associate to use when bringing back heavy or high quantity returns. Flex Delivery Partners must be able to access the RTS area until 22:30 with clear signage to indicate RTS location (inside) and access points (outside). Queue up lanes available in front of the RTS desks if any wait is required.

## Start Up Meeting (SUM) Area

RTS management are to create and display posters and use available screens and whiteboards to announce any upcoming changes whilst tailoring the content to their audience; the RTS visual briefings will focus on RTS topics such as Safety, On Road Quality, RTS Process, Productivity Expectations and other RTS related topics. Full detail can be reviewed in the [OTR SUM Standard Operating Procedures](#).

SUMs for Delivery Supervisors include:

- Standup meetings limited to no more than 25 people
- Food and drink (including water bottles) are not permitted
- Recommend using microphones or voice amplifiers to amplify the leader's voice

For details about SUM and Start of Shift execution, refer to the [Amazon Logistics Startup Routine board](#).

## Materials



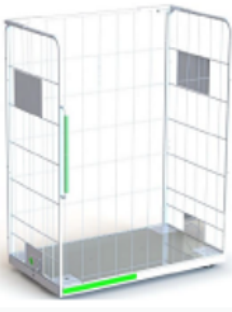

The following materials are required to effectively conduct RTS Estimated Time of Arrival at an AMZL Delivery Stations.

Region-specific standards are found on the [NA Process Engineering Portal](#) or [EU Process Engineering Portal](#). Current standard EU equipment storage can be found in the [EU AMZL Equipment Cookbook](#). Images below may differ based on location

The following materials are required to effectively run the RTS receive Process in an AMZL Delivery Stations:






Debrief Area

Ring scanners	SSP devices	Pick Carts	Cart rain covers (if outdoor loading)

			
<i>finger scanner</i>	<i>TC52-57</i>	<i>Pick Cart</i>	<i>Rain cover</i>
1 per RTS Associate +20% buffer	1 per RTS Associate +20% buffer	10+ Carts to accommodate stow bag and package returns.	1 per cart (if outdoor loading only)

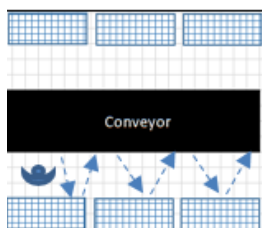
### Leader/ Problem Solver Equipment

Leadership and Problem Solvers should be monitoring At Risk Routes and Problem Solve tabs in [Station Command Center Outbound](#).

Computer on Wheels	Radio	Laptop	Printer	Debrief Desk
				
<i>CoW</i>	<i>Radio</i>	<i>Laptop</i>	<i>Printer</i>	<i>Debrief Desk</i>
As determined by Shift leadership	As determined by Shift leadership	1 per Problem Solver	1 per Debrief Area	1 per Debrief Area

### RTS Ad Hoc Volume:

- For RTS ad hoc volume less than 500 packages, sort can be completed with 1 induct on non-powered conveyance or just sort directly to route racks/carts.
- For RTS ad hoc volume greater than 500 packages, sort can be completed with 1-2 inducts, utilizing station Material Handling Equipment conveyance with route racks/carts staged along the side.



*RTS Sort Layout*

*RTS Sort Layout*



**Note:** if air-conditioning or heating is ON in the warehouse, please ensure ground-level doors are closed if there is no activity in the yard. This will allow your heating/cooling system to work more efficiently and a more consistent temperature will be achieved.

# Systems Setup

## Pre-Shift Planning & Area Readiness

Thorough pre-Shift planning is a critical Step in a successful RTS Shift. The Shift L4/L5 will ensure that the following are completed:

- Accounts for all device inventory + 20% buffer.
- [Review Last Mile Capacity Planning \(LMCP\)](#) to identify and accommodate any gaps on staffing.
- (NA only) Enter *Voluntary Extra Time (VET)/Time Off (VET/Voluntary Time Off (VTO))*\* opportunities using the [Labor Scheduling Tool](#).
- \*In the event of low PM headcount, it is suggested that UTR and OTR split responsibilities to ensure timely coverage. Possible (not limited) examples below:
  - UTR: Physically stow RTFC Packages; Resolve all Damage packages.
  - OTR: Physical/Virtual Depart process dependent upon correlating pickup CPT.
- To ensure timely package error resolve, RTS Problem Solve Headcount should be allocated by RTS shift hours. In the event of low RTS headcount, OTR and UTR shifts must coordinate to pre-determine the accurate headcount for Problem Solve at the beginning of shift to address the deficit. Once determination of Problem Solve ownership is set, the designated team is fully responsible for Problem Solve throughout the shift. This pre-alignment is critical to reduce defects such as damages, failed RTFC and/or potential concessions due to delayed processing.

## Start of Shift

- Stage racks/carts or Shuttle's for returns that will be re-planned for Night Sort (rack/cart holds approximately 50 packages each). Cart / rack Shuttle labels:
  1. Return for FC
  2. Problem Solve Needed
  3. Ready for Induct
  4. Business Closed (EU Only)
  5. SWA RTFC (SWA Sites Only)
- Stage racks/carts for stow bag return
- Conduct Start of Shift Status Updates with Central Ops on Road Monitoring to ensure timely route completion.
- If applicable, set up pitstop signage to indicate Standard and Express lanes

## During Shift

- Review EOS report sent to station management every day by DSPs.
- Make sure DSPs are confirming their routes using the [Work Summary Tool](#) and rostering the Delivery Associates for the next day.
- Bridge all Lost and Ageing packages in SCC to include root cause, data to support the root cause and actions to close the gap. Refer to the [PNOV DPMO Deep Dive Document](#) on how to bridge PNOV.
- Ensure line hauls are on time, check SCC for any additional Ad hoc loads (RTFC Trailer, recycle, equipment, etc.) and Line hauls have been correctly docked and booked within 30 minutes as per the Line haul unload Process located in the [Inbound Standards Board](#).
- Place debrief carts in proper staging location and hand off to the night Sort Manager.
- Throughout RTS Operations, the L3 Operations Supervisor/Shift Assistant/L4 Shift Manager will update the On the Road/Return to Station/Same Day Gemba board. The Gemba board must be kept updated with the latest information to ensure it is ready **\*\*for station leadership to analyze daily during independent review\*\***. Details regarding the use of the Gemba Board and Gemba Process are found in [AMZL Gemba board](#).
- Ensure any Fast Start and Sort Area Readiness tasks are 100% completed prior to Sort.
- Ensure that all bags are virtually and physically opened. ([NA Bag Reset & Damaged Bag SOP](#) / [EU Bag Reset SOP](#))

## End of Shift



- [End of Day \(EOD\) Scrub](#) is completed at the end of everyday. For stations that need to operate pre-charge/twilight Shift, please ensure that “Start In-Station scrub” button is triggered 30 minutes before Induct/Sort-Planner. Please Trigger “Start On-Road scrub” button after RTS has completed. For stations that do not need to operate pre-charge/twilight Shift, please ensure that you have completed RTS before triggering both “Start In-Station Scrub” and “Start On-Road Scrub” buttons on SCC (Ageing tab).



### EOD Scrub Process Map

- **Sites with Flex Dispatch:** Check that all Delivery Partners have completed their deliveries/pickups and returned all attempted packages. Refer to the [Flex RTS SOP](#) for more details.
- **Lost.** Packages that are unaccounted for after debrief may be addressed with the DSP at the time. The L4 manager sends a lost report to each DSP on a daily basis for follow-up and action plans on Delivery Associates trends. Sites may initiate package theft investigations to LP, which requires strong evidence ([Package Theft Escalation SOP](#)). Delivery Partners are expected to return packages at the end of their Shift; however, if they do not packages must be missing and follow the SCC scrub Process. Refer to the [Flex RTS SOP](#) for more details.
- **Complete Cluster transfers.** All packages in the scan down are in the correct status for induct and Cluster transferred to Cycle 1 for Routing 2.0 Sites and ZBR Cluster transferred for dynamic and ZBR routing Sites to make sure they are ready for induction during Sort (see [Route Planning Standards Board](#)).
- **End of Shift Wash:** Complete the daily PFSD HOFF, and FLEX Wash. The RTS L4/L5 enters appropriate bridging for EADC and PFSD Attempted metrics by delivery cut off time, in these reports as well as PerfectMile. The wash provides DSP performance, Delivery Associate performance, returns by Reason Codes, and package status. At the End of Shift RTS leaders will send an email to the on road team, quality team, and Site leader. A follow up will then happen with DSP's to help remove any barriers. None of this data is new, or will be given to the DSPs, this is for internal Amazon use only: [NA RTS Wash Standard Operating Procedures](#) and [NA RTS Wash Link](#).
- **Review aging packages in SCC** ([Ageing Standard Operating Procedures](#)) to see which packages are Out For Delivery and which packages need to be marked lost or returned to FC.
  - NA/EU: Anything that has been ageing 3-5 days must be addressed immediately. If these packages have been attempted three times, they must be deep-dived to make sure they are legitimate attempts before sending a package back to the FC. If we cannot locate ageing packages at the station, these packages are marked lost.
  - In JP, after three attempts a package will be held up to 7 days and returned to the FC on the 8th day.
- **SWA (Amazon Shipping) Ageing, RTS, and Returns:** Sites that handle SWA shipments need to follow [SWA Processes](#).

## Process

### Roles & Responsibilities

Role	Responsibility	Resources
Amazon Associate (Debrief/Water Spider/ Area Reset)	Complete debrief with DAs returning packages, including remote de-briefers where applicable. Quick conversation with each DA about their day and what they are returning to station. This includes packages that were assigned to the DA and marked Missing on route. Packages are scanned back to station using Dolphin Receive Application. Remove carts that are full with returned parcels or empty Stow bags. These are to be placed in the correct staging location and ensuring the full cages are replaced with empty cages so the debrief Process can continue without delays and enough storage space for returning DAs.	<a href="#">Dolphin Receive Standard Operating Procedures</a> <a href="#">Pitstop Standard Operating Procedures</a> <a href="#">Delivery Associate Debrief Standard Operating Procedures</a>

	<p>This role is responsible for ensuring yard safety, maintaining the proper Flow of DAs entering the drive lanes, queuing areas, launch pads, and enter/exit the Launchpads/lanes/building within planned Under The Roof time. Ensure DAs park in designated spots within drive lanes, and responsible for yard/lane safety.</p>	
<p>Tier 3 Associate, such as a Process Assistant, Shift Assistant or Shift Supervisor</p> <p>This includes the 20:00 Process Assistant for Standard to XL stations</p>	<p>Tier 3 (T3) Associate ensures DAs are being debriefed and Station Debrief/Express lanes are set up correctly. T3 Associate will effectively support DAs/DSPs with High Volume returns to deep dive root issues and have a Seek to Understand conversation. Additionally, ask the DA about any packages showing Out for Delivery or Delivery Attempted that the DA did not bring back. This role Steps in as an Amazon Associate when additional support is required during peak debrief.</p> <p>This role is responsible for ensuring yard safety, maintaining the proper Flow of DAs entering the drive lanes, queuing areas, launch pads, and enter/exit the Launchpads/lanes/building within planned Under The Roof time. Ensure DAs park in designated spots within drive lanes, and responsible for yard/lane safety.</p> <p><b>NA Only</b> - Based on updates made to gearing ratios, the <b>20:00 Process Assistant (PA)</b> is scheduled to support both Dispatch and RTS debrief. The Area Manager will then be responsible for Pit Stop until the end of the night. If a DS' ops clock cannot accommodate a shared Headcount between Dispatch and RTS, please reach out to your PxT partners and Ops leadership to verify if your DS has received a staffing exemption.</p>	<p>Same as L4 Manager and Amazon Associate resources</p>
<p>L4 Manager, such as an Area Manager or Shift Manager</p>	<p>L4 Manager is responsible for the overall management of Pitstop, completing Bag Reset by end of shift, performing On-Road Monitoring, initiating Seek to Understand conversations with DAs / DSPs, ensuring a proper handover to Sort is done, and any other tasks related to RTS.</p> <p>This role is also responsible for ensuring yard safety, maintaining the proper Flow of DAs entering the drive lanes, queuing areas, launch pads, and enter/exit the Launchpads/lanes/building within planned Under The Roof time. Ensure DAs park in designated spots within drive lanes, and responsible for yard/lane safety.</p>	<p><a href="#">RTS Wash Standard Operating Procedures</a></p> <p><a href="#">SCC Ageing View Standard Operating Procedures</a></p> <p>Bag Reset Standard Operating Procedures (<a href="#">NA/EU</a>)</p> <p><a href="#">End of Day (EOD) Scrub Standard Operating Procedures</a></p> <p><a href="#">Bulk Shipment Scrub Standard Operating Procedures</a></p> <p><a href="#">Station Closure / One Day Event Standard Operating Procedures</a></p> <p><a href="#">Inclement Weather Standard Operating Procedures</a></p>

Yard Marshall *Europe (EU)*  Traffic Controller *North America (NA)*	Traffic controller (NA) / Yard Marshall (EU) standard is based upon the Risk Assessment for each individual station (unless any local laws or regional H&S adjustments are required). If Headcount has been approved for a TC/YM, role is responsible for ensuring yard safety, maintaining the proper <i>Flow</i> of DAs entering the drive lanes, queuing areas, Launch pads, and enter/exit the Launchpads/lanes/building within planned Under The Roof time. This role is also responsible to ensure DAs park in designated spots within drive lanes, and responsible for yard/lane safety. This role is staffed according to the Risk Assessment for each individual station.	<a href="#">Yard Management Process Document</a>
On-Road Operations Manager	ORAM must ensure that the RTS Shift has all the equipment, tools and systems they need to safely and successfully achieve Benchmark RTS rates. ORAM must provide anecdotal and data insights to support functions such as <i>Amazon Customer Excellence Systems</i> (ACES), <i>Process Engineering</i> (PE), Safety, Tech to ensure the Operation is set-up optimally.	Same as L4 Manager Resources
Central Operations	Central Operations should run ad hoc volume on demand and communicate whether its routing was successful. Central Operations should ensure that ad hoc routes are optimized and should consider any exceptions flagged (and approved) for local DS's.	<a href="#">Adhoc Sort</a> <a href="#">Containerization Process Standard Operating Procedures</a>

## Process Operations

### Debrief

The debrief Process is essential for all Delivery Associates and Delivery Partners. This Process resolves any outstanding packages assigned to the driver in our systems as well as gives Delivery Associate a forum to notify LM of any on road barriers (access issues, routing problems, etc). The debrief Process described below covers package return, package scan, package status update, package placement, and problem solving. The RTS area must be staffed for debrief at all times, 3 hours after first FLEX dispatch, or 8 hours after first dispatch (DSP only Sites) with an RTS associate. Staffing in relation to headcount as well as duration of each shift is contingent upon your local station's ops clock; refer to the [UTR Labor Planning Standard Operating Procedures](#) for more information.

In JP the RTS desk will not be staffed at all times, but instead during peak hours defined in Site Ops Clocks. However, there is a bell at the desk for a driver to ring if the desk is not staffed when they return.

#### DSP Delivery Associates (Delivery Associate) / Blue Badge Delivery Associates (Delivery Associate)

Upon completion of their routes, Delivery Associate checks in first with the DSP dispatcher via phone or in person, and then with the RTS associate. The goal is to resolve issues to ensure future deliveries and pickups are successful on the first attempt, and to communicate incorrect Exception cases back to DSP dispatchers/DRMs. **A Delivery Associate is not required to check in with a RTS Associate if he/she does not have any physical returns nor any outstanding packages in Rabbit.** The RTS associate ensures:

- 3 minutes is allocated per Delivery Associate for debrief, which includes walking time to/from debrief area, queuing, returning empty C2.0 bags, Dolphin Receive scan (12.5 seconds per parcel) and any conversations with DSP dispatcher/ORAM. The RTS associate must ask why they were not able to deliver and/or pickup and ask questions tied to the answer. Example, business is closed, did you contact the customer, contact SDS, and enter business hours in your rabbit.

### Standard Debrief Steps:

1. RTS associate scans the Delivery Associate badge and brings up the driver in Dolphin Receive Application [[Dolphin Receive](#)

[SOP](#).

2. Use the Return Overview to confirm the expected number of shipments being returned (e.g. 11 Returning, 1 missing, 1 on road, 110 delivered etc.).

3. RTS associate will scan all returning packages one by one using the finger scanner to scan the QR code of each package being returned directly into Dolphin Receive Application.

#### 1. Ready for Induct Cart.

- Marked For Reprocess:** For any shipment that the driver marked UTA, UTL, BC (NA Only), NSL on road, Place the shipment on the Ready for Induct Cart. Any shipment marked OODT on road or that was not attempted by the driver, Place the shipment on the Ready for Induct Cart.
- Inducted:** This shipment was inducted but was not stowed/departed with the Delivery Associate. Place the shipment on the Ready for Induct Cart.
- Manifested:** This shipment was not inducted. Place the shipment on the Ready for Induct Cart.

#### 2. Problem Solve Cart

- Invalid Tracking ID:** The TBA//tracking ID for this shipment is not in SCC, scan the encrypted shipment ID (the bottom bar code). Place the shipment on the Problem Solve Needed Cart. Note: Problem Solver will need to look these shipments up in Eagle Eye to find the new TBA and will also need to print a new label for the shipment.
- Missing:** This is a missorted shipment that belongs another driver but is being returned by another driver. Place the shipment on the Problem Solve Needed Cart.
- Hold for Customer Request:** A customer has requested another delivery date. Place the shipment on the Problem Solve Needed Cart. ([Dolphin Receive SOP](#), [RTS Debrief Pit Stop Exemption SOP](#)).
- Damaged:** If a package is identified as damaged, use the PS tool to mark it as damaged, and choose whether it is salvageable or unsalvageable.

#### 3. Return to FC(RTFC) Cart

- Received:** Any shipments already marked Lost/Ready for FC Return/Departed for FC/Rejected must all be placed on the Ready for FC Return Cart. Please see the latest [Reverse Logistics Overview](#) here.

#### 4. Business Closed & SWA RTFC Cart (EU Only)

- Any shipments marked Business Closed or SWA returns.

\*Prioritize RTS shipments based on their EAD/promise date, separate them by cart type, and expedite customer escalations while deferring lower volume routes to the next day's core.

RTS Priority	Shipment Type	Description	Cart Type
Higher	Damaged	If a package is identified as damaged, use the PS tool to mark it as damaged, and choose whether it is salvageable or unsalvageable.	Problem Solve Cart
Higher	Missing	This is a missorted shipment that belongs another driver but is being returned by another driver.	Problem Solve Cart
Medium	Invalid Tracking ID	The TBA//tracking ID for this shipment is not in SCC, scan the encrypted shipment ID (the bottom bar code). Place the shipment on the Problem Solve Needed Cart. Note: Problem Solver will need to look these shipments up in Eagle Eye to find the new TBA and will also need to print a new label for the shipment.	Problem Solve Cart
Lower	Hold for Customer Request	A customer has requested another delivery date.	Problem Solve Cart
Lower	*EU Business Closed /SWA	Any shipments marked Business Closed or SWA return	Business Closed & SWA RTFC Cart (EU Only)

#### RTS Prioritization

**NA Only:** In NA, UTA, UTL, BC, NSL, etc. packages must be re-attempted a minimum of 3\* times (days). Once the package fails 3 attempts (after the debrief scan), the package is changed to HELD (Hold for Customer Request, Pending Customer Feedback). It will appear in the physical scrub list the Same Day, which will change it to RTFC. This package's direction will be DS > Middle Mile and it will be stowable. If a package is already in HOLD\_FOR\_CUSTOMER\_REQUEST, Pending Customer Feedback then it will appear in Physical Scrub List the same day. Physical scrub will change it to RTFC. Shipments that are not physically scrubbed will go in missing queue

**EU Only:** For the EU process, please refer to the [HELD Shipments SOP](#).

The RTS associate (SA, ORAM, DRM, Shift Managers, Ops Managers) deep dives the below Exceptions when applicable for the Delivery Associates (and Delivery Partner s in JP). FQA will use End ofShift Report, Station Command Center (SCC) ([NA link](#) / [EU link](#)), [PerfectMile](#) and [Mercury Dashboards](#) identify defects and solve so a successful delivery can be made. ([SCC Package Search Standard Operating Procedures](#))

Identify attempted packages in anticipation of RTS/Re attempt routes. Escalate Attempted Delivery Associate packages to DSP's to ensure second attempts are being made. If a shipment can be re-attempted, please use the [Unplanned Hours Decision Tree Standard Operating Procedure](#) for the guidance on when to be sorted and dispatched on the next available sort cycle, using >6DPPH as the standard for additional routes.

**NA ONLY:** Based on return time vs dispatch time, RTS Associate must be asking the Delivery Associate who has time left on their route to go and reattempt. DSPs must be consulted if the driver refuses.

## FLEX Delivery Partners

Upon return, Delivery Partner checks in at the RTS area to return packages to the RTS associate. The RTS associate scans the packages and checks status of the FLEX Route. Please see latest [Flex RTS Standard Operating Procedures](#) for full details.



In JP, the FLEX Delivery Partners undergo the same Debrief as Delivery Associates, so please refer to Exceptions for Delivery Associates.

- RTS associate ensures packages that don't show a delivered status in Station Command Centre/Dolphin are returned.
  - If packages are not in hand and show Out for Delivery, ask the Delivery Partner if they delivered the package as it is showing that it was picked up during dispatch. If the Delivery Partner confirms that package has been delivered but not marked: The Delivery Partner will provide the reason for not marking delivered and the RTS associate will verify using route trace that the Delivery Partner did go to the location, and mark package delivered in Dolphin Debrief Application. If the package has not been delivered and is still missing, file a TT at the EOS. Returned packages are scanned in by the RTS associate & placed on the appropriate rack. If a large number are returned, 5 or more, file a TT.
- RTS team ensures all pickups assigned to Delivery Partner are back in the station and understands reasons for pickup failures
- In JP it is required to ask returning Delivery Associate two additional questions in the event of undelivered packages being returned: 1) did you contact the customer when CU/UTA/UTL? 2) Did you re-attempt packages within your Shift time?

## Customer Returns

Customer Returns enables LM Delivery Associate to pick up Customer Returns and abandoned packages from Access Points (Amazon Lockers and Hub/Counter locations) and complete the Reverse Logistics Process and back to an FC.

- Abandoned packages relate to Customer Returns defined as packages delivered to Amazon Lockers or Hub/Counter locations that are not retrieved by customers. Customers are given a date by which they must retrieve their delivered package, else it is



deemed "abandoned" and will be returned to FC.

- Hub/Counter location is a physical store location to serve Amazon customers as a place for them to retrieve packages being delivered to them and a drop-off location for products they want to return to Amazon.

## Receive Scan

After packages have arrived back to the DS from their on-road pickup route, an RTS associate will scan each package to virtually change the package from its on-road status (In Transit) to an in-station status (Received). The packages are scanned using [Dolphin Receive Standard Operating Procedures](#) Application. RTS will then roll the packages on a bakers rack/cage to an established customer return sort area to complete the rest of the return Processes, described in the [Reverse Logistics Overview](#).

## RTS Routes for Re-Attempt

Consistent on-road monitoring and follow up are crucial for delivery success on the first route, but in the case that service is missed RTS routes can be utilized. Stations dynamically re-route return packages into evening FLEX RTS routes for second attempts. Managers must follow the standard times and quantity of route plans per [LM Routing Standards Board](#) and [Unplanned Hours Decision Tree Standard Operating Procedures](#) (located in On Road Operations section) and send on the next available sort cycle, where EAD and jurisdiction allows. PFSD cannot be impacted by reattempting attempted shipments.

## Cluster Transfer and Route Planning

- RTS routes can be utilized as means of reattempting package escalations. L3/L4 monitors, submits, and responds to escalated SIM action within the required two hours. All Sev2 tickets require correspondence within 30 minutes. L4 ensures any package escalations are resolved by End of Shift. NA only escalate via Central Ops CHIME group.
- **Update FLEX Scheduling.** By 14:00 at the latest, 75% of RTS blocks (in addition to Same Day blocks (see [Same Day Standard Board](#)) must be scheduled. After route planning, add blocks to cover all routes as discussed in [LM FLEX Standard Board](#). If FLEX acceptance is low, The Auto Surge Tool will monitor Fill Rate activity and surge accordingly. In the event that blocks are not accepted by T-60, the Central Ops scheduler will reschedule unaccepted demand at the next available block.
- **Packages that are physically at station must be scanned into an excel file.** Central Operations Associates will search Tracking IDs (TBAs) in SCC and filter out commercials, and packages in rejected/In Transit statuses.
- **Remaining Tracking IDs (TBAs) must be Cluster transferred into RTS Cluster.** Tracking IDs (TBAs) can be processed in the Same Day sort if the station has met performance metrics for the previous rolling 4 weeks.
- Routes planned per the minutes in [LM Routing Standards Board](#) and guidelines below.
- **When planner is complete, associates can begin RTS dynamic sort.** Each package must be induct scanned, labelled then sorted to rack with corresponding route label.
- **When sort is complete, eligible routes are moved to drive lanes.** Manager must indicate the routes that do not hit the DPPH threshold and hold packages for next sort or to next day.

### Guidelines:

- At debrief, stations must physically side-line commercial, 3+ attempt, and hold for future delivery packages. These packages must not be routed or Cluster transferred to the RTS planner.
- After route planning, routes <6DPPH must be side-lined and dispatched with core volume the following day.
- Customer escalations are the Exceptions to all guidelines above. Escalation packages must be routed and dispatched with existing route plans.

## RTS XPT

The nominated Delivery Associate will return with aggregated shipments for debrief. The RTS associate performs the Debrief of all shipments being returned in [Dolphin Receive Standard Operating Procedures](#) at package level and reconcile all unaccounted shipments as part of End of Day SCC 2.0 scrubs (In-Station/On-Road).

## Exceptions

### Understand Barriers - Seek To Understand

5+ return by type (defined below) or 10+ returns overall per Delivery Associate – At debrief, Seek To Understand barriers with Delivery Associate. Engage DSP dispatcher or Delivery Associate to ensure all fact finding questions have been answered. Refer to the [RTS STU Standard Operating Procedures](#) for information on how to address common delivery barriers. This only includes

packages physically, but not virtually on their truck (Picked up Fails, Miss-sorts etc.). If not, the following questions must be answered:

1. **Unable to Access** – Did any of the stops have access codes in rabbit? Did they contact the customer? Did they call SDS? JP only: Consult with DSL team/quality to determine the correct contacts for Delivery Associate on road, and make sure these are inputted for JP via SIM.
  2. **Business Closed** – Did they arrive at the stop before/after operating hours?
  3. **Unable to Locate** – Did they contact the customer to troubleshoot? What is the issue, location doesn't exist or address is incomplete? JP only: Consult with DSL team/quality to determine the correct contacts for Delivery Associate on road, and make sure these are inputted for JP via SIM.
  4. **No Safe Location** – Did they contact the customer? Did they check instructions in the rabbit? What is the issue, location does not have any area shielding view from public? Is there bad weather and no weather bags?
  5. **Out of Delivery Time** – What were the barriers to completing on-time? Was the route considered for rescue? Was there an action plan from the on road team/DSP to rescue? What time did the Delivery Associate return? Do they have time to Re-attempt? Did they Mark the Package as "Late Delivery" on their device? (Delivery Associate must mark this out on-road)
  6. **Locker Defects** – Was the locker working? Did you follow the Locker delivery Process? Any Locker access issues?
  7. **Missing packages** – If Delivery Associate has packages under their name but cannot physically account for them, engage DSP/DRM/ORAM in Seek To Understand why the package is missing. Delivery Associates with high missing trends will be identified in lost/concession reports. Standard work is to mark the package missing when it's missing, Delivery Associate to mark Missing, which will then show-up correctly in PNOV.
- If the package was requested by the customer to only be delivered on a particular day (due to unavailability) – use the Manage Schedule Option on the [End of Day Scrub](#) Standard Operating Procedures to change the scheduled delivery of the package.

Common reasons (Please see latest [On-Road Operations Board](#)):

- The Delivery Associate never had the package – leave it in missing status for EOD scrub.
- If the Delivery Associate was rescued – call DSP to verify, if the rescue Delivery Associate has it, and the Delivery Associate to then pick it up. If neither Delivery Associate has it, leave it in missing status for EOD scrub.
- The package physically delivered, but not marked virtually – Delivery Associate must call SDS if they are unable to mark something in the rabbit. If SDS is unable, Delivery Associate must tell the debrief associate when debriefing.
- Delivery Associate must update to missing when a package is missing.
- Missorted packages – If Delivery Associate completes their route early, DSP must be contacted in case they are needed for rescue. If not, they must attempt to deliver the Miss sort if they can complete it in remaining drive time. Use [Unplanned Hours Decision Tree – Geo-Code](#) for guidance.
- Delivery Associate puts equipment back. All bags must be removed from the vehicle and put in designated return locations. Any racks/carts used must be clear of drive lanes and returned to marked/designated locations.
- Delivery Associate vans are parked in appropriate location to allow for RTS Flow to continue

## Large Scale Weather Events That Cause High Returns or DS Closure

Two example scenarios that a station may face in light of a large weather event that makes continued delivery dangerous. 1) Delivery Associate return at the end of the night with increased RTS due to accessibility issues or running out of delivery time. 2)

Where Delivery Associates are called back from delivering despite the volume they may still have and the station may be preparing to shut down for the day.

### Example 1 Process:

1. Complete the "In Station" scrub at the normal time, at least 30 mins before C0/C1 DCAP is ran. Ensure a thorough Piles walk is completed and that all physically found packages are scanned with the TC55/56s Problem Solve Tool ([Standard Operating Procedures](#)). Click "Finish Scanning"/"Continue" on the device once done
2. Proactively increase the RTS debrief Headcount based on when Delivery Associate are returning to the station. Complete the normal RTS Debrief with the Dolphin app.
3. In the event that RTS staffing are unable to keep up with volume (YM/Ops to monitor Delivery Associate queues, if more than 20 minutes), prepare carts/gaylords labelled as "To Be Processed". Direct Delivery Associate to place all physical returns on these carts/gaylords. Assign RTS Headcount to begin RTS Debriefing by Package with the Dolphin App.
4. Once all RTS is processed with the Dolphin App, perform the "On Road" scrub. Do a quick Piles walk to ensure all physical packages are accounted for and scanned (if applicable, do not rescan the RTS debriefed packages). Click "Finish Scanning"/"Continue" on the TC55/56 device.



5. Using the Station Command Center Ageing portal, complete the “Missing” scrub
6. Once the Missing scrub queue is cleaned to zero, use the Station Command Center Ageing portal to complete the “Lost” scrub.
7. Physically move all RTS and scrubbed packages to the proper station locations to be re-inducted or processed via “Ready for FC Return” workflow as applicable.

**Example 2 Process (If planned/actual volumes being returned are too high to be debriefed via Dolphin):**

1. Complete the “In Station” scrub at the normal time, at least 30 mins before C0/C1 DCAP is ran. Ensure a thorough Piles walk is completed and that all physically found packages are scanned with the TC55/56s Problem Solve Tool ([Standard Operating Procedures](#)). Click “Finish Scanning”/”Continue” on the device once done2.
2. In the event that the station has >500 in returns due to a *Large Scale Event* (LSE), [CoWorkassignment Scrub](#) can be used to Ad-hoc update packages. The Station Closure/One Day Event Standard Operating Procedures is available [here](#).
3. SCC will be used to search for packages that are “Delivery Attempted”, “Not Attempted”, and “Out for Delivery”
4. For that one evening, skip the “On Road” scrub, some Delivery Associate may have dirty itineraries tomorrow if they had “Rejected” or “Undeliverable” packages on their prior day routes.
5. Using the Station Command Center Ageing portal, complete the “Missing” scrub (not applicable to MDS stations who must do the Missing Process manually with SCC).
6. Once the Missing scrub queue is cleaned to zero, use the Station Command Center Ageing portal to complete the “Lost” scrub.
7. Physically move all RTS debriefed, Ad-hoc updated, and scrubbed packages to the proper station locations to be re-inducted or processed via “Ready for FC Return” workflow as applicable.

## On-road Delivery Associate Incidents

Delivery Associates are expected to call and report incidents to their DSP and Driver Support. The DSP must fill out [Contractor Incident Report Form](#) and report it to DSP-incident-reporting@amazon.com.