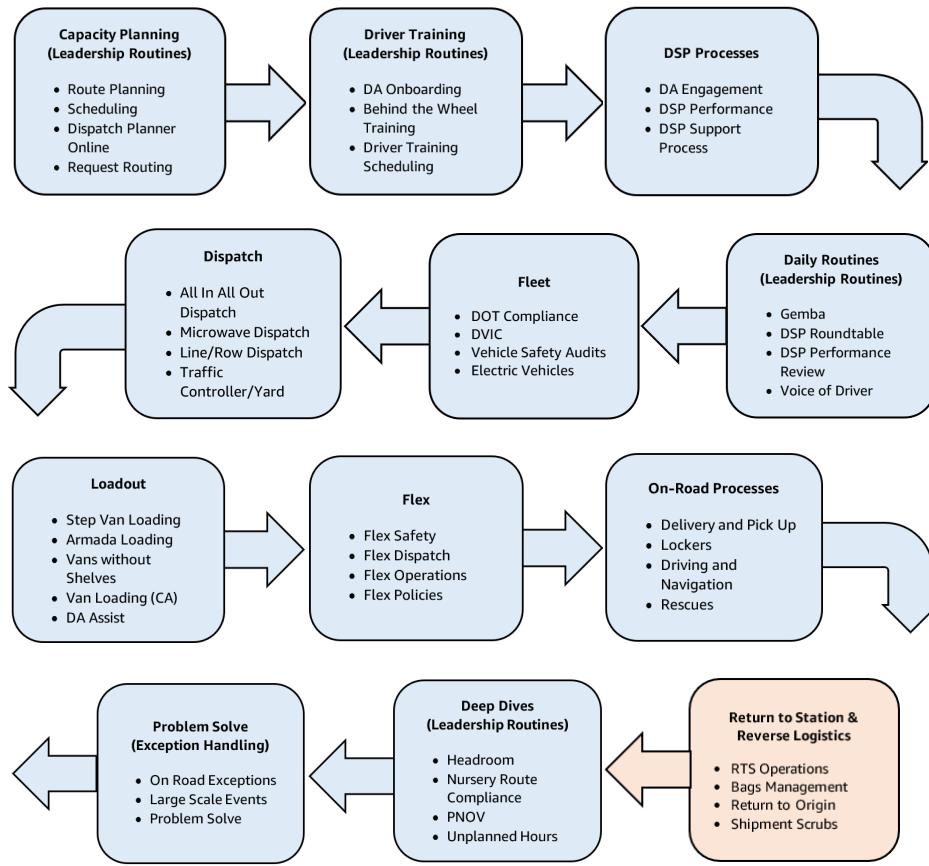


On-Road Process Flow



Process Flow

Process Flow

Overview

TrailerPoolAdjustment Delivery Stations are exclusive to the SWA Operations, they are responsible for preparing routes and coordinating collections from MFN shippers. FM DS's are located within LM DS's (which are not specific to SWA's Operations), being represented by a specific team.

There are 3 types of SWA DS:

- Direct Injection DS, which does not receive shipments. They prepare routes and coordinate collections that are directly injected in the SC. For a description of the daily Operations within Direct injection DS's, please refer to the [Direct Injection DS Standard Operating Procedures \(StandardOperating Procedures\)](#).
- Co-located DS, which shares the building with the SC. They prepare routes and coordinate collections that are taken from the MFN shipper to the DS's warehouse, where they are unloaded and transferred to the SC directly.
- C-Node, which prepares routes, coordinates collections, and receives the shipments on Site, sorts and consolidates them for line haul to be sent to the SC's. For a description of the daily SWA Operations within a C-Node, please refer to the [C-Node Standard Operating Procedures](#).

Refer to the [SWA Wiki](#) page for more information on the Program.

Success Criteria

- Central Operations completes Route Planning by 14:00
- Confirm with SDS and Central Operations the number of packages and Delivery Associate for each route by 14:30
- Establish communication with ROC to ensure VRID is created
- Sufficient box trucks are allocated per the estimated cubic capacity

- Compile routing list in RTW by End of Shift
- Ensure sufficient number of Go Carts to enable swift Dynamic Stow
- SWA volume is stowed in Go Carts and securely loaded using door attachments
- Any pallets used are correctly shrink wrapped and packages are neatly stacked

Key Definitions

To find acronym description please also refer to [Acronym Central](#) and [AMZL Acronym](#)

- *Ship With Amazon* (SWA) – Amazon's transportation and logistics capabilities as a product and service for others to use
- *TrailerPoolAdjustment* (FM) - The Process involved in taking a package from a vendor to a Sort Center
- *Last Mile* (LM) – The Process involved in taking a package from a DS to a final destination, such as a home or business
- *Go Cart* - Terminology in NA, synonymous with JP Cart or Empty Transfer Cart.
- *TDR* – Global Transportation Dock Release, the Global Transportation Dock and Release Application will enable all facilities to use a mobile Application as a replacement to the paper checklist for TDR. The TDR Application will enable all facilities to use a mobile Application as a replacement to the paper checklist for TDR.
- *Freight Management Console* (FMC) - a tool designed to provide visibility into scheduled loads, Critical Pull Times, and any delays in transit.
- *Sort Center* (SC) – Nodes in the Middle Mile network that receive, sort, bag, stage & depart packages to other SC or Amazon Logistics.
- *Marketplace Fulfilled Network* (MFN) - Seller based model where sellers can Market their goods. In this model the Seller owns the inventory. Amazon is only a marketplace.
- *Central Operations* (CO) - a team that provides support for daily planning and execution functions that impact Deliver Stations (DS) across the AMZL network.

Metrics - Quality & Productivity

Quality

Metric	Standard	Definition	Formula	Historical Performance Links	Hourly Performance Links
% Attempted in Delivery Estimate Accuracy	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	Link Perfect Mile AMZL Business Review > Quality > Premium Attempted in DEA %	Cortex: Link

Productivity

Pickup Success Metrics

Metric	Target	Description
On Time Pickup	99.5%	<p>Arrival within 1000 meters of the shipper's location to collect within the assigned collection window (AM: 11:00 am to 1:00 pm or PM: 2:30 pm to 5:30 pm) vs total shippers visited.</p> <p>Arriving both early and late are considered defects.</p> <p>1. If the driver arrives within 1000 meters of the shipper's location more than 15 minutes prior to the start of the collection window it is considered an early PU.</p>

		2. If the driver arrives at the shipper's location more than 15 minutes after the end of the collection window it is considered a late PU.
Pickup Scan Rate	98%	Parcels successfully scanned at shippers' place vs parcels injected.
On Time Station Arrival	99.5%	Volume that arrived to first Node before Critical Arrival Time (VRID) vs volume collected.

For further details on where to access these updated metrics refer to the [PUX Metrics Standard Operating Procedures](#).

Staffing & Resource Allocation

SWA staffing must be completed based upon understanding the DS's historical average/baseline SWA rate for the day of the week. To calculate staffing for the roles see [Under The Roof \(UTR\) Shift Planning Tool \(SPT\)](#). The historical average/baseline is understood by taking the average rate from the best 3 of the most recent 4 week period for that day. It is key for DS to resource SWA against an achievable target to maximize on quality and protect customer promise. Sites should always set target to improve their baseline towards achieving Benchmark rate. Understanding the opportunities to achieve Benchmark rate should be completed through A3 action plans detailing the tasks required to drive improvements in efficiency without negatively impacting quality.

Layout

Area is ideally located near the assigned Dock Door to minimize walking distance and is set up weekdays only. Based on the day's projected volume, the number of Go Carts will differ depending on the estimated cubic capacity required. Stage all Go Carts nearby the Launch pad to mimic the [RTS Pit Stop](#) layout. Remove all pre-existing FC labels from Go Carts to prevent downstream issues.



SWA Layout

Materials

The following materials are required to effectively manage a SWA Shift.

Region-specific standards are found on the [North America 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 Reverse Logistics Operations in an AMZL Amazon Logistics:

Container (Pallet)	Container (Go Cart)	TC Device	Finger Scanner	Shrink Wrap

				
Pallet	Go Cart	TC52-57	Finger Scanner	Shrink Wrap

Dependent on the Site, pallets can be used as containers	Dependent on the Site, Go Carts can be used as containers	1 per Associate +20% buffer	1 per Associate +20% buffer	2+ rolls
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Leadership should be monitoring returning Delivery Associates with SWA volume from [Station Command Center](#),

Radio	Laptop	TC Device	Printer
			
Radio	Laptop	TC Device	Printer

As determined by Shift leadership	1 per Problem Solver	1 per Problem Solver +20% buffer	1 per area
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Systems Setup

Pre-Shift Planning & Area Readiness

Thorough pre-Shift planning is a critical Step in a successful SWA 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](#).

Start of Shift

- Verify routes, number of Delivery Associates, and expected volume on [RTW](#) by 14:30
- Communicate the expected volume to the Leadership Team and ensure Area Readiness is complete
- Conduct Start of Shift Status Updates with Central Ops on Road Monitoring to ensure timely route completion
- Complete SWA Start of Shift checklist

During Shift

- The TDR checklist has been filled out and the CombiLock has been created before entering the trailer

- Virtually assign trailer to Dock Door and ensure it is completely unloaded to prepare loading SWA volume
- Pull routes from [RTW](#) to identify route sequencing for the day
- Estimate the expected cubic capacity to determine if a second trailer is required to dispatch.
- Stage Go Carts to prepare for SWA volume

End of Shift

- Engage Go Cart brakes on all carts and secure trailer loads with a minimum of two straps/bar
- Review EOS report sent to station management every day
- Create and print a Bill of Lading (BOL), which shows the contents of the trailer
- Complete the [Area Readiness checklist](#). All gaps are escalated to L5 for correction
- Verify that all Delivery Associates have returned by End of Shift in Cortex

Roles & Responsibilities

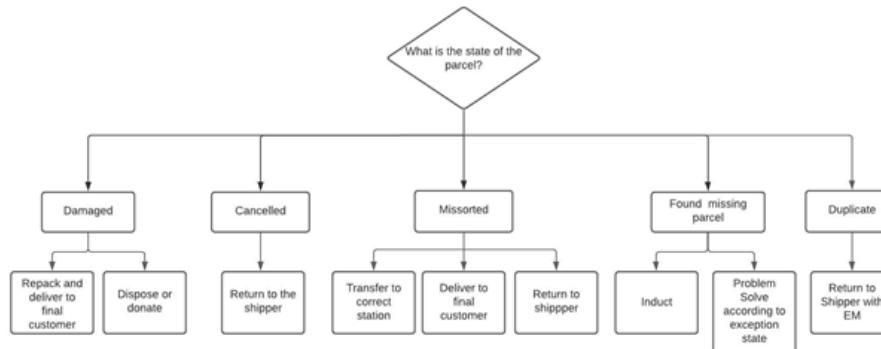
Role	To be effective in this role	Example Resources
SWA Process Assistant / Shift Assistant	The associate must follow the Standard Operating Procedures to efficiently manage SWA volume.	Refer to the Standard Operating Procedures listed in this section.
Yard Marshall	Responsible for control of external and internal docking Processes, which must include the Global Transportation Dock & / release (Global Transportation Dock and Release) Checklist (Consists of 4 Steps External Docking, Internal Docking, Internal Releasing and External Releasing).	Unloading/Moving/Loading/ Securing Loading and securing full JP carts in trailer Unloading/Moving/Loading and securing empty carts

Process Operations

Problem Solve SWA parcels

The most striking difference between standard AMZL *Problem Solve* (PS) and SWA Problem Solve is that SWA shipments should NEVER be sent to an *Fulfillment Center* (FC).

The [SWA Problem Solve Standard Operating Procedures](#) explains in detail the Steps to problem solving SWA parcels found in the different situations addressed on the Process map below.



Virtual Status Tree Diagram