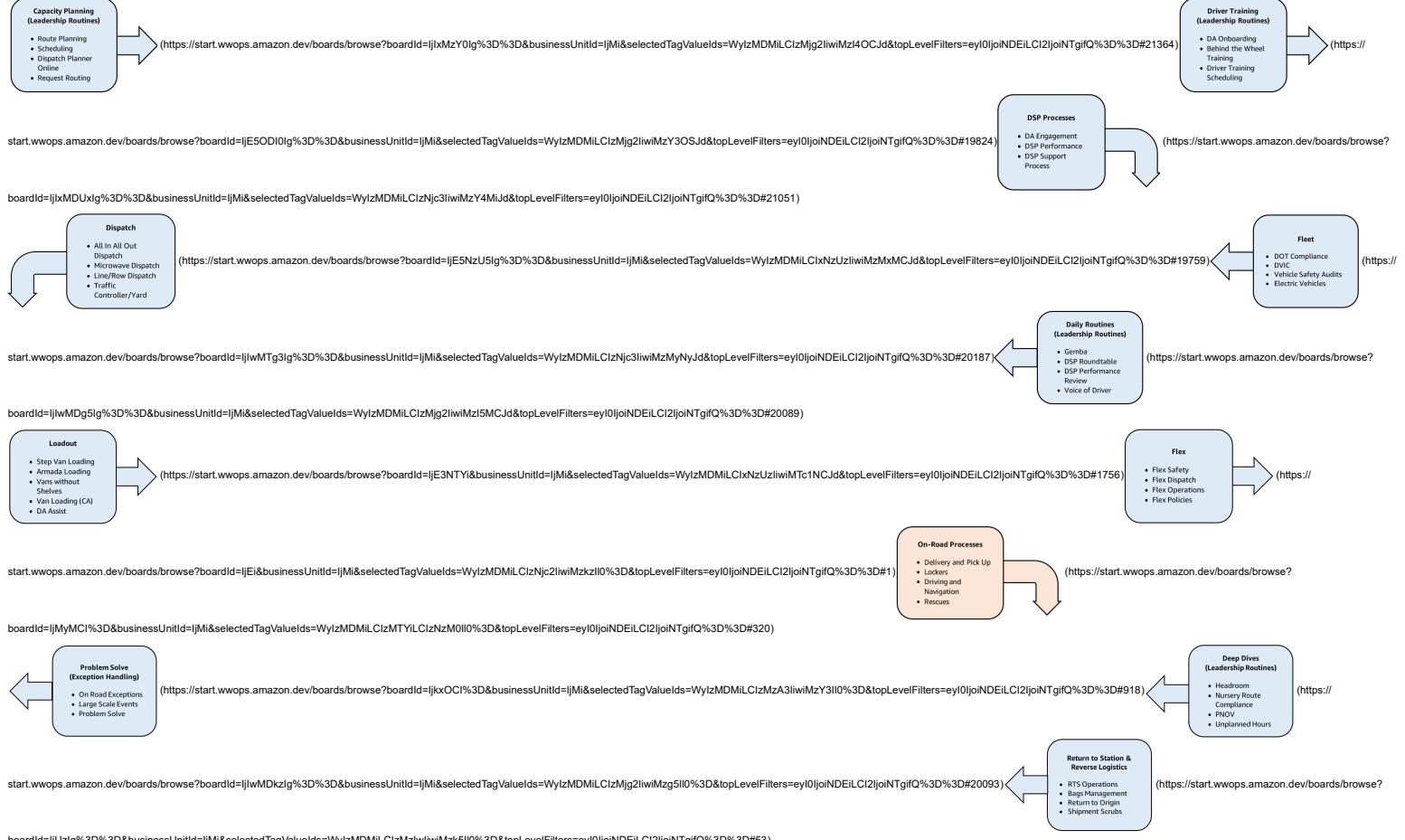


Locker Delivery Operations Process

On-Road Process Flow



Overview

Overview

Locker delivery/pick-up is the Process of delivering to Amazon customers via smart lockers. Lockers are a delivery option provided to Amazon customers to ensure package security and are commonly found at apartment buildings, grocery stores, and convenience stores. There are 3 types of lockers Delivery Associates and Delivery Partners deliver to, Gen 4 (Bluetooth), Gen 3 (HUB), and 3rd party lockers. The purpose is to provide station leaders the standard steps for deliveries specific to lockers.

Effective locker delivery and pick up performance contributes to key metrics in the Amazon Logistics Worldwide Scorecard (https://w.amazon.com/bin/view/LMCX_Analytics/WW_AMZL_DS_Scorecard#HQuicksightDashboard) such as, AMZL Delivery Estimate Accuracy BPS, Workday Over Block Length (WoBL30), Parcel Not on Van Defects Per Million Opportunities, Deliveries per Paid Hour % to Benchmark and IAQ Driver Questions.

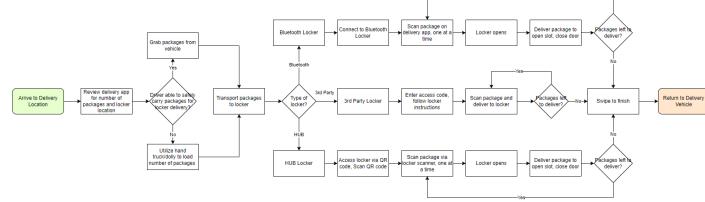
This document defines the full Locker Delivery & Pick Up Process for both Delivery Service Provider/Delivery Associate and Delivery Partner. Standards for other Process (e.g., (<https://start.wwopts.amazon.dev/groups/browses>) boardId=dIiMwMs%3D&businessUnitId=MIj&selectedTagValueIds=WvJzMDQClzC2mTE1lCzLzMaZlI0%3D&toplevelFilters=evJlioNElCI2l0NDKf0%3D%3D#301) DSOP Management, Class X) and station types (E.g. MDS).

boardId=[!E4MzY1g%3D%3D&selectedTagValueIds=WylMjAOuinNlDwNsLslQyMTAxQ%3D#18365]) are then defined by how they differ from the core Process.

Success Criteria

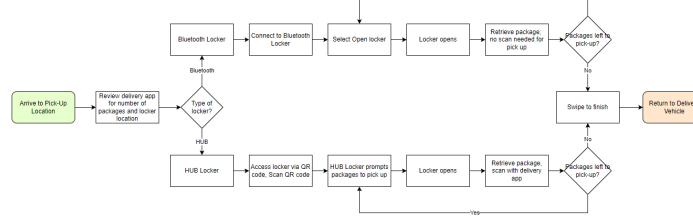
- Delivery Associate should review the delivery app itinerary and identify the expected number of packages for delivery/pick-up.
 - Delivery Associate should carefully follow the instructions of the delivery app and/or amazon locker
 - Follow the exception Varying types of WMS for locker issues and troubleshooting
 - Escalate to SDS for technical issues with lockers
 - Delivery success is tied to scanning and delivering packages one at time.
 - Do not scan or deliver multiple packages to one locker slot even if the locker allows it.
 - Scanning and delivering one package at a time will ensure the driver marks each package correctly.
 - No packages should be left outside of the locker, everything should be scanned and securely delivered.

Locker Delivery Process Map



Locker Delivery Process Map

Locker Pick-Up Process map



Locker Pick-Up Process Map

For additional details on the On-Road and Flex process flow, refer to the On-Road and Flex Process Map (<https://start.wwops.amazon.dev/boards/browse?boardId=JlwNTlwlg%3D%3D&businessUnitId=JlMi&selectedTagValueIds=WylzMDMILC1zMjg2lWmz15MCJd&topLevelFilters=eyJoIjoiNDElCi2jojINTgQ%3D%3D#20520>).

Locker Delivery Operations Process

Key Definitions

3rd Party Locker - type of Amazon locker, not owned by Amazon but supports Amazon delivery

Gen 4 Locker - type of Amazon locker that utilizes bluetooth signal from locker to delivery Application to operate and deliver to the locker

Commercial Delivery - Amazon deliveries for locations concerned with or engaged in commerce such as businesses, warehouses, etc. Commercial deliveries should be prioritized as to avoid business closed.

Delivery Service Provider (DSP) - 3rd party business contracted with Amazon to deliver packages.

Delivery Associate (Delivery Associate) - responsible member for 3rd party DSP company to deliver packages.

Delivery Partner (Delivery Partner) - independent contractor responsible to deliver Amazon packages

Gen 3 Locker - traditional Amazon locker that utilizes external touchscreen to operate and deliver to the locker

No Safe Location (No Secure Location) - package condition for a package not able to be delivered because the delivery driver is not able to identify a safe location, may be used if Unable To Access the delivery locker and no proper location to leave the package (pet on premise, unsafe delivery vehicle location, potential theft, harassed by customer, etc.)

Out of Delivery/Drive Time (OODT) - package not able to be delivered due to driver out of on road, delivery time according to block length. Standard block length for driver is 600 minutes or 10 hours. Packages are returned to station as OODT.

Point of Delivery (POD) - exact location the delivery driver places the package for delivery dependent on customer notes and feedback; a picture of the package at the POD should be taken to complete the delivery.

Unable to Access - package condition if unable to deliver due to the driver Unable To Access the delivery address or location , may be used if unable access a delivery locker (access codes, road closures, etc)

Unable to Locate - package condition if unable to deliver due to the driver unable to locate the delivery address or location (GPS offline, GPS incorrect, wrong address, etc.)

Metrics - Quality & Productivity

Quality

Metric	Target	Definition	Formula	Link
First Day Delivery Success	98.75%	Percentage of shipments that have first day success rate on all dispatched packages that are delivered	First Day Dispatched Delivered packages over First Day Dispatched	PerfectMile (https://perfectmile-na.amazon.com/dashboards/33728/region/NA/monthly?tab=209799&start-date=2022-01-01&end-date=2023-01-31&drilldowns=parent_location)
Controllable Estimated/Expected Arrival Date (Estimated Arrival Date)	Station Specific	The percentage of shipments - that were successfully inducted into the Delivery Station 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.	EAD-C packages delivered over EAD-C packages dispatched	PerfectMile (https://perfectmile-na.amazon.com/dashboards/33728/region/NA/monthly?tab=209799&start-date=2022-01-01&end-date=2023-01-31&drilldowns=parent_location)
% 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..	DEA delivered, Attempted, or rejected packages over total DEA packages	PerfectMile (https://perfectmile-na.amazon.com/dashboards/33728/region/NA/monthly?tab=209799&start-date=2022-01-01&end-date=2023-01-31&drilldowns=parent_location)

Productivity

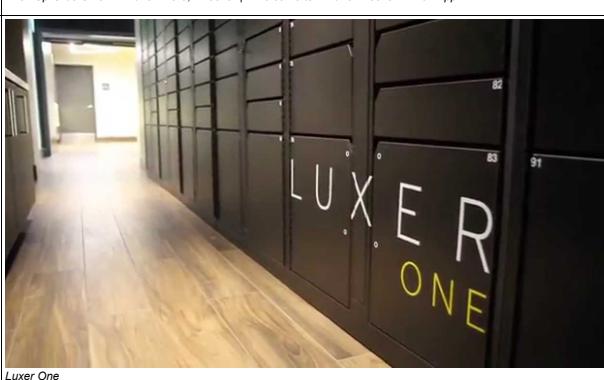
Metric	Target	Definition	Formula	Link
Delivery Associate Deliveries Per Paid Hour (DPPH)	Station Specific	The number of completed Deliveries Per Paid Hour for the provider (DSP) for a single day.	Delivery Associate Delivered Packages over Delivery Associate paid hrs	PerfectMile (https://perfectmile-na.amazon.com/dashboards/49475/region/NA/daily?tab=228891&start-date=2022-05-29&end-date=2022-06-04&drilldowns=country/location&filter-in-location-type=%5B3P%2CDS%2CSC%2CXP%2CHQ%5D)
Delivery Partner Deliveries Per Paid Hour (DPPH)	Station Specific	The number of completed Deliveries Per Paid Hour for the provider (Flex) for a single day.	Delivery Partner Delivered Packages over Delivery Partner paid hrs	PerfectMile (https://perfectmile-na.amazon.com/dashboards/49475/region/NA/daily?tab=228892&start-date=2022-05-29&end-date=2022-06-04&drilldowns=country/location&filter-in-location-type=%5B3P%2CDS%2CSC%2CXP%2CHQ%5D)
DPPH % to Benchmark to DSP & AMFlex	>95%	This measures plan vs. actual variance in Deliveries Per Paid Hour. It looks at how well stations have executed against plan in five areas: Headroom, overpayment, unplanned hours spent, nursery compliance, and aborted routes. In each area, we calculate station performance against the Benchmark standard and convert the difference to minutes, then aggregate all areas together to create the overall metric.	Planned Hours - Total Hour Opportunity) / Planned Hours	PerfectMile (https://perfectmile-na.amazon.com/dashboards/33728/region/NA/monthly?tab=209799&start-date=2022-01-01&end-date=2023-01-31&drilldowns=parent_location)

Physical Setup

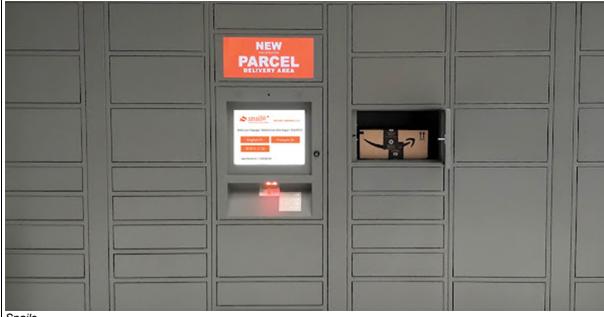
Types of Lockers

Type	Owner	Description	Supporting Image

Locker Delivery Operations Process

Type	Owner	Description	Supporting Image
Gen 3 Locker	Amazon	Standard type of Amazon Locker, complete with a touch screen, scanner, and keypad.	 <p>Gen 3 Locker</p>
Gen 4 Locker	Amazon	Gen 4 lockers operate without a main screen and instead, requires the driver and the customer to pair to the locker via Bluetooth	 <p>Amazon Gen 3 Lockers are located at Rand Hall and The Commons Center.</p>  <p>"Pick Up Orders from Amazon Here," Locker "Welcome to Amazon Locker" - Flex App</p>
Luxer One	3rd Party	3rd party locker owned by Luxer One	 <p>Luxer One</p>

Locker Delivery Operations Process

Type	Owner	Description	Supporting Image
Snaile	3rd Party	Canadian 3rd party locker.	
Parcel Pending	3rd Party	3rd party locker company owned by Quadient	<i>Parcel Pending</i>

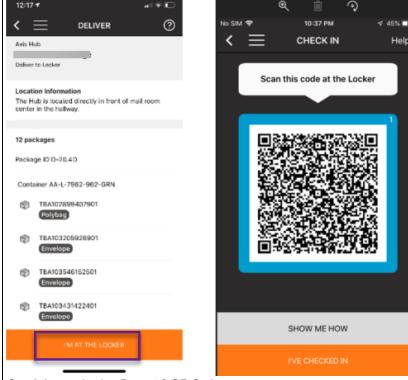
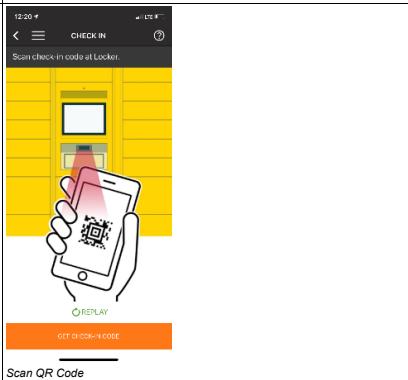
Materials & Equipment

Amazon Packages	Hand Truck / Package Dolly	Delivery Device (Rabbit Application)	Amazon Locker
 <i>Package to Locker Delivery</i>	 <i>Hand Truck / Package Dolly</i>	 <i>Delivery Device</i>	 <i>Amazon Locker</i>

Systems Setup

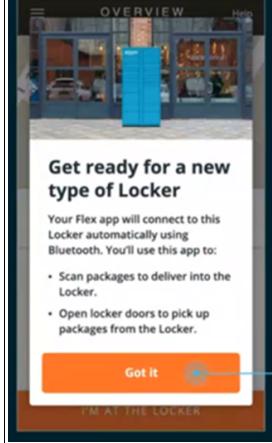
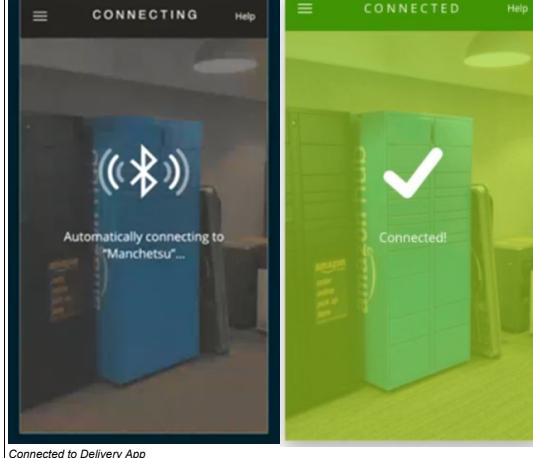
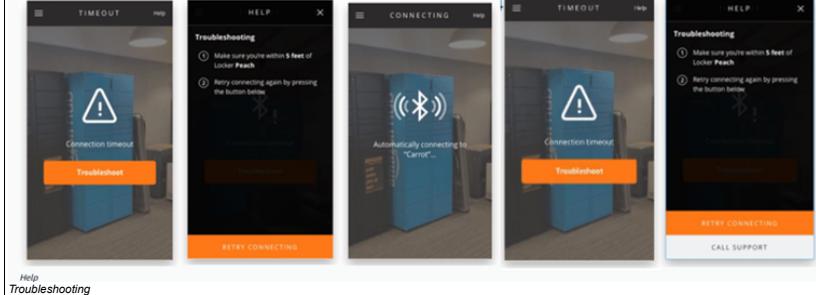
Gen 3 Locker

Amazon Gen 3 locker delivery Process involves lockers operated by Amazon and linked to Amazon's systems. Similar to 3rd Party Lockers, they may be set up to accept packages from Amazon and other Delivery Service Providers. Different from 3rd Party Lockers, Amazon Delivery Associate log into the locker and use the locker menu to perform all delivery functions.

Description	Supporting Image
Access the Locker When you are standing in front of the locker, swipe "I'm at the locker" on the delivery app. This will cause a QR code to appear on the delivery app.	 <i>Gen 3 Access Locker Prompt & QR Code</i>
Scan the QR Code Move the QR code on the rabbit screen under the locker scanner to prepare the locker for package delivery. From this point forward you may put the rabbit away. All delivery action will occur on the locker screen.	 <i>Scan QR Code</i>

Gen 4 Locker

Gen 4 lockers operate without an external help screen on the locker and instead utilize a bluetooth signal from the locker to the driver delivery device to deliver/pick up to the locker.

Description	Supporting Image
<p>Delivery App Prompt:</p> <p>Delivery Associate/Delivery Partner's delivering to a locker for the first time will be provided instructions for delivering to Gen 4 Lockers, once the Delivery Associate/Delivery Partner selects "Got It," the delivery driver will operate the locker through the rabbit device.</p>	 <p>"Get ready for a new type of locker" - Gen 4 Locker pop up</p>
<p>Bluetooth Connection:</p> <p>Delivery Application automatically starts connecting to the locker and will confirm the connection</p>	 <p>Connected to Delivery App Connecting to Delivery App</p>
<p>Bluetooth Connection Troubleshooting</p> <ol style="list-style-type: none"> If you receive a connection timeout error, select "Troubleshoot." Follow the onscreen help section and select "Retry Connecting." Wait a moment while the device connects to the locker. If the device still doesn't connect, select "Troubleshoot." Select "Call Support" for additional assistance. Support is available 24/7. If Delivery Associate cannot contact support, they should escalate to their dispatcher. 	 <p>Help Troubleshooting</p>

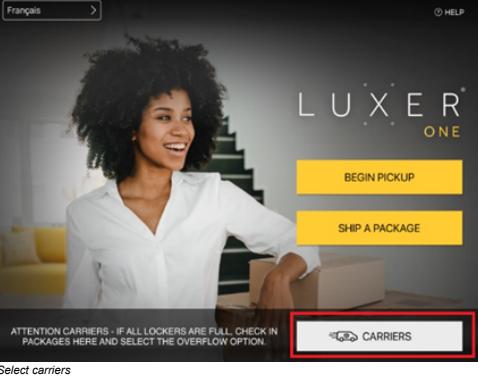
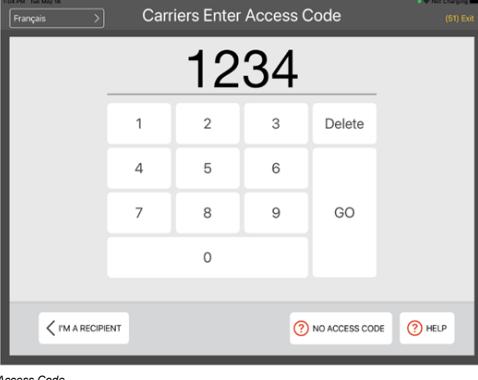
3rd Party Lockers

3rd Party Lockers are lockers not owned by Amazon that support Amazon deliveries. Because 3P lockers support multiple business organization deliveries, 3P lockers require access codes and specific instructions to get set up.

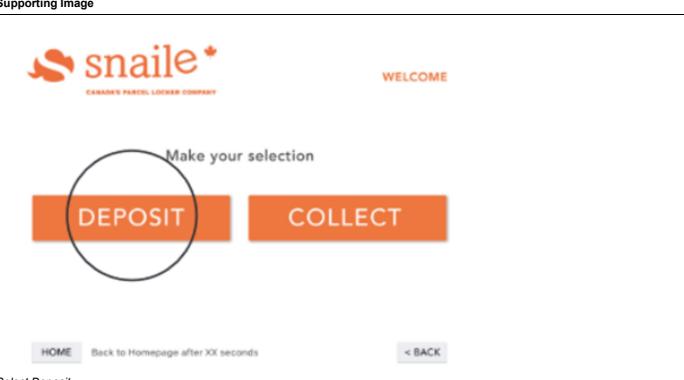
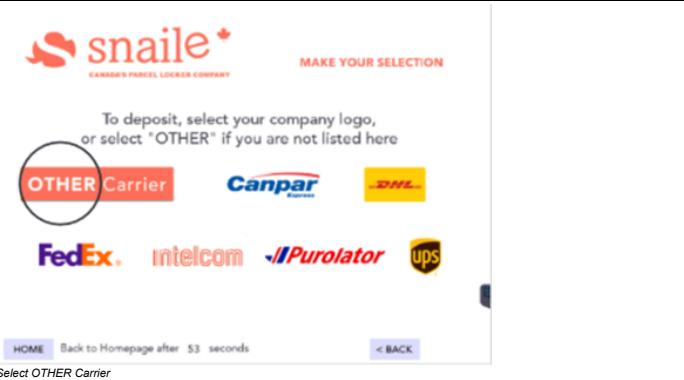
Luxer One

Description	Supporting Image
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Locker Delivery Operations Process

Description	Supporting Image
Select "Carriers" Click the 'Carriers' button on the bottom right of the home screen	
Access Code Enter delivery access code, then select "GO"	

Snaile Locker

Description	Supporting Image
Select "Deposit" Click the 'Deposit' button on the bottom left of the home screen	
Select "OTHER Carrier" Select 'OTHER Carrier' unless Amazon listed as the carrier.	
Select Login, Enter username and password provided in Application Select login, enter username and password provided in Amazon delivery Application	

Parcel Pending

Locker Delivery Operations Process

Description	Supporting Image
Enter Code Enter 6-digit courier code provided in delivery Application	
Scan parcel Scan the parcel, using the bar code scanner just below the touch screen.	

Staffing and Resource Allocation

Roles and Responsibilities

Role	Responsibility
Delivery Associate / Delivery Partner	3rd Party / Independent delivery representatives responsible for delivering Amazon packages to Amazon lockers
Shipping and Delivery Support (SDS)	Support team for Delivery associates and partners for technical and troubleshooting for Amazon lockers

Process

Locker Delivery Operations

During locker deliveries, Delivery Associates/partners physically and virtually deliver packages from their deliver itinerary to the locker. Amazon Delivery Associate can deliver to 3 types of lockers, Gen 4(Amazon), Gen 3(Amazon), and 3rd Party.

3rd Party Locker Delivery Standard Operating Procedures (<https://start.wwops.amazon.dev/boards/browse?boardId=|jE5NjA4lg%3D%3D&businessUnitId=|jMi&selectedTagValueIds=WylzMDMILCizMTYiLCiZnZM1I0%3D&topLevelFilters=eyI0|joiNDEiLCi2|joiNDkfQ%3D%3D#19608>) | Gen 4(Bluetooth) Locker Delivery and Pick-Up Standard Operating Procedures (<https://start.wwops.amazon.dev/boards/browse?boardId=|jExOTM5lg%3D%3D&businessUnitId=|jMi&selectedTagValueIds=WylzMDMILCizMTYiLCiZnZM1I0%3D&topLevelFilters=eyI0|joiNDEiLCi2|joiNTgfQ%3D%3D#11939>) | Bluetooth Resource Guide (<https://start.wwops.amazon.dev/boards/browse?boardId=|jEONTQwlg%3D%3D&businessUnitId=|jMi&selectedTagValueIds=WylzMDMILCizMTYiLCiZnZM1I0%3D&topLevelFilters=eyI0|joiNDEiLCi2|joiNDkfQ%3D%3D#14540>) | Gen 3 (HUB) Locker Delivery Standard Operating Procedures (<https://start.wwops.amazon.dev/boards/browse?boardId=|jExNjU5lg%3D%3D&businessUnitId=|jMi&selectedTagValueIds=WylzMDMILCizMTYiLCiZnZM1I0%3D&topLevelFilters=eyI0|joiNDEiLCi2|joiNDkfQ%3D%3D#11659>)

During the locker delivery Process, the Delivery Associate/Partner will ensure the following

- Upon arriving to the locker delivery location, driver selects "I've parked." on the delivery app
- Review the driver's itinerary to verify number of packages to deliver. Delivery Associate are encouraged to use the provided hand truck/dolly to deliver multiple packages to ensure safety of the driver and packages.
- After leaving the delivery vehicle with the packages required for delivery, driver must access and locate the intended locker for delivery
 - Delivery Associate should escalate to support teams such as SDS, DSP Leadership, etc if they are Unable To Access or locate the locker
- Upon accessing/locating the locker, the driver should identify the type of locker they are intending to deliver
 - Amazon lockers (Gen 4 & Gen 3) Delivery Associate are to use the delivery app to gain access to the locker to deliver
 - 3rd Party Lockers, Delivery Associate should follow the instructions provided on the locker interface to deliver. Most 3rd party lockers require Delivery Associate to enter and find the customer in the locker directory to complete the delivery.
- Following, one piece flow, deliver each package to the locker
 - Bluetooth Locker - scan each package on delivery app, one by one, and deliver to the locker
 - Gen 3 Locker - scan each package via locker scanner, one by one, and deliver to locker
 - 3P Locker - follow instructions on locker, scan each package as necessary, deliver to locker
- Repeat until all packages have been delivered or locker is full.
- On delivery app, swipe to finish
- Return to delivery vehicle

Locker Pick-Up Operations

During locker deliveries, Delivery Associates/partners physically and virtually pick-up packages from the locker to their Amazon app. Amazon delivery Delivery Associate can pick-up from 2 types of lockers, Gen 4(Amazon) and Gen 3(Amazon).

Bluetooth Locker Delivery and Pick-Up Standard Operating Procedures (<https://start.wwops.amazon.dev/boards/browse?boardId=|jExOTM5lg%3D%3D&businessUnitId=|jMi&selectedTagValueIds=WylzMDMILCizMTYiLCiZnZM1I0%3D&topLevelFilters=eyI0|joiNDEiLCi2|joiNDkfQ%3D%3D#11939>)

During the locker pick-up Process, the Delivery Associate/Partner will ensure the following

- Upon arriving to the locker pick-up location, driver selects "I've parked." on the delivery app
- Review the driver's itinerary to verify number of packages to pick-up. Delivery Associate are encouraged to use the provided hand truck/dolly if they believe to be picking-up a large amount of packages from the locker to ensure safety of the driver and packages.
- After leaving the delivery vehicle, driver must access and locate the intended locker for delivery
 - Delivery Associate should escalate to support teams such as SDS, DSP Leadership, etc if they are Unable To Access or locate the locker
- Upon accessing/locating the locker, the driver should identify the type of locker they are intending to pick-up from
 - Bluetooth lockers only require the delivery app to pick-up
 - Gen 3 lockers require the driver to use the delivery app and the locker interface to pick-up
- Following, one piece flow, pick-up each package from the locker
- Repeat until all packages have been picked-up.
- On delivery app, swipe to finish
- Return to delivery vehicle

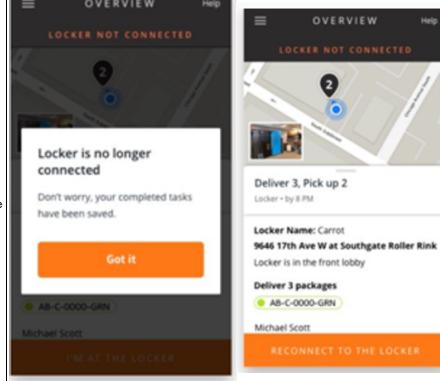
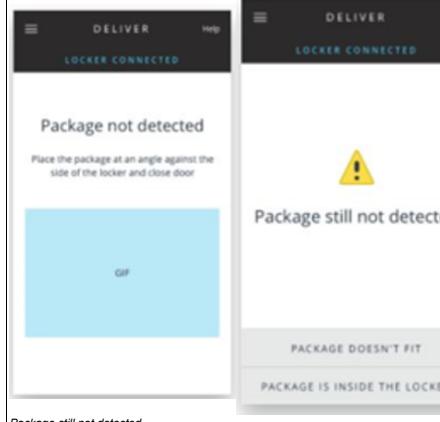
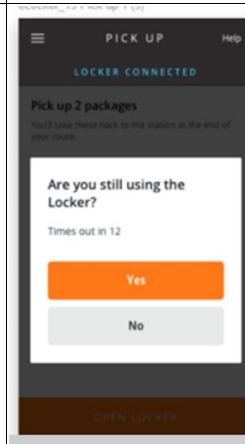
Common Exceptions

Exception	Type of Locker	Action	Supporting Image
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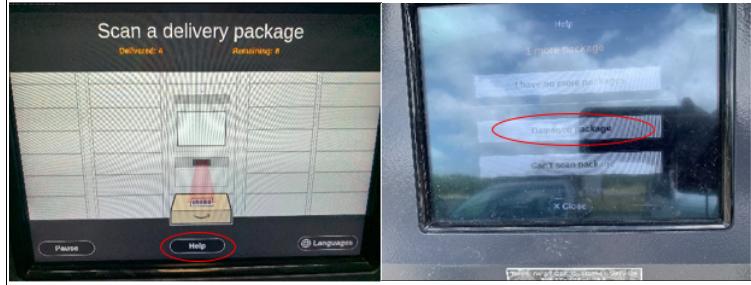
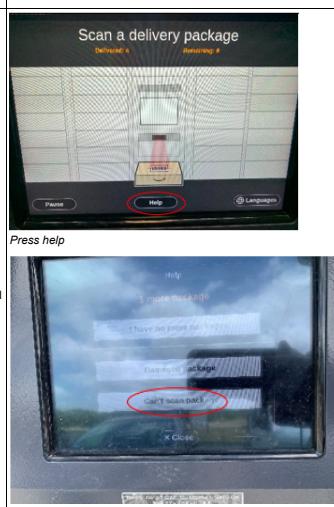
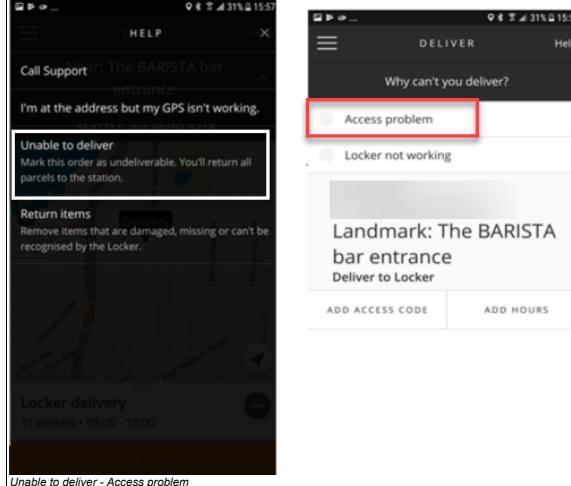
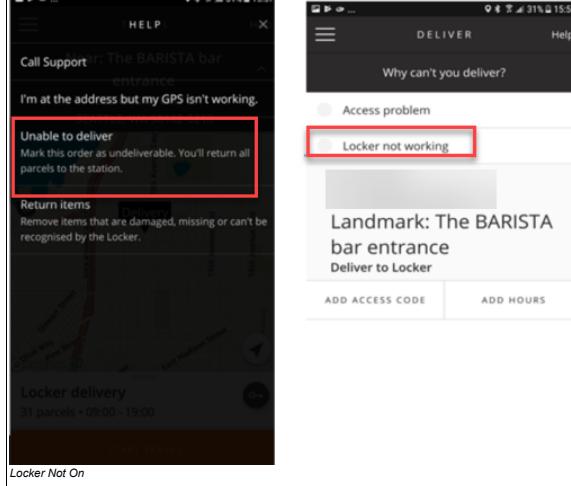
Locker Delivery Operations Process

Exception	Type of Locker	Action	Supporting Image
Locker Full	All (Gen 4, Gen 3, 3P)	<p>Apartment Lockers - driver should contact customer for alternative delivery method. If unable to get in touch with customer or driver support, driver should deliver packages to apartment doorsteps (assuming driver has access)</p> <p>Commercial Lockers - driver should return packages to delivery vehicle and reattempt if time permits at later time on route.</p> <p>Under no circumstance should packages be delivered outside the front of the locker.</p>	
Package Doesn't Fit	All (Gen 4, Gen 3, 3P)	<p>Gen 4 Locker - select "Package doesn't fit." and close the slot. A new slot will open and Rabbit will tell you to reattempt the package.</p> <p>Gen 3 Locker - click "The package doesn't fit" on the locker screen. The next up size locker will open.</p> <p>3rd Party- follow directions on locker screen to up the size of the locker. If unable contact customer for alternative delivery method.</p>	
Connection Issue	Bluetooth	<ol style="list-style-type: none"> 1. Select "Troubleshoot." 2. Follow the onscreen help section and select "Retry Connecting." 3. Wait a moment while the device connects to the locker. 4. If the device still doesn't connect, select "Troubleshoot." 5. Select "Call Support" for additional assistance Support is available 24/7. If Delivery Associate cannot contact support, they should escalate to their dispatcher. 	
Manually Exit Session	Bluetooth	<ul style="list-style-type: none"> If you need to leave a session go to the help menu and select "Exit Locker session." Your device will tell you that the locker is no longer connected. As indicated, completed deliveries and pickups have been saved. Reconnect to the locker by selecting "Reconnect to the Locker." 	
Another User Using Locker	Bluetooth	<p>Only one driver can deliver to a bluetooth locker at a time.</p> <ul style="list-style-type: none"> If another driver is present, check with driver for their progress. If determined greater than >5minutes, return later to complete stop. If no driver is present, wait a minute or two for the other device to disconnect. If you cannot connect for 5 minutes, return later to complete the stop. 	

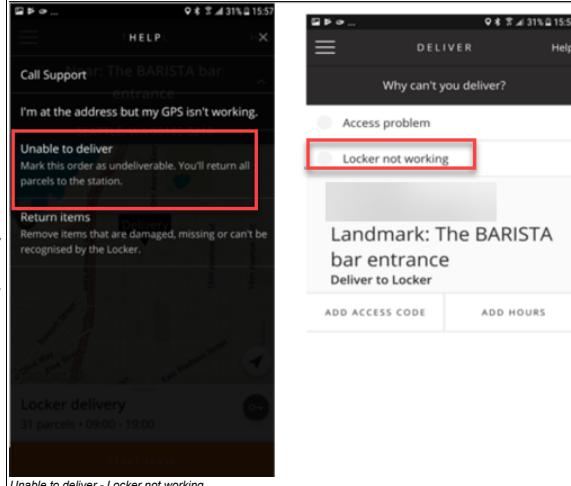
Locker Delivery Operations Process

Exception	Type of Locker	Action	Supporting Image
Locker Disconnects	Bluetooth	<p>Reconnecting to Locker</p> <ul style="list-style-type: none"> After reconnecting to the locker, if your device disconnects the device will state "Locker is no longer connected." Reconnect to the locker by selecting "Reconnect to the Locker." If Locker does not reconnect, please deliver package to doorstep if Apartment Locker or RTS package if Locker is a Commercial Locker. 	
Sensor Reads Empty	Bluetooth	<ul style="list-style-type: none"> Lockers have a sensor to determine if package is present or not inside the compartment. If the locker sensor is not covered, no package will be detected. Angle the package against the side of the locker and close the door. If the sensor still does not sense a package, there could be another issue, select from "Package doesn't fit" or "Package is inside the Locker." 	
Session Timeout	Bluetooth	<p>If your device has been connected for 60 seconds with no activity, the device will ask "Are you still using the Locker?" Select "Yes" or "No" as appropriate.</p>	
Locker Door didn't Open	Gen 3	<p>Locker door doesn't open</p> <p>If the locker does not open, click "The Locker didn't open" on the locker screen.</p> <p>This will re-start the delivery Process.</p>	
Package Not Recognized	Gen 3	<p>If the locker screen states the package is rejected or locker can't accept this package, it is likely not one that should be delivered to this locker.</p> <p>Set the package aside, click got it on the locker screen, and scan another package to continue delivering packages.</p>	

Locker Delivery Operations Process

Exception	Type of Locker	Action	Supporting Image
Package is Damaged	Gen 3	<ul style="list-style-type: none"> If a package is damaged, click the help button at the bottom of the locker screen Then click on "damaged package" on the locker screen This will allow you to scan and deliver the next package. Put the damaged package in the van and return it to station. 	 <p>Damaged package Press help</p>
Package is Missing	Gen 3	<p>Barcode won't scan in the locker</p> <ul style="list-style-type: none"> If the package barcode won't scan into the locker scanner, click the help button at the bottom of the locker screen. Then click "Can't scan package" on the locker screen. This will allow you to type the TBA into the locker screen and deliver the package. 	 <p>Press help Can not scan package</p>
Access Problem	Gen 3	<ul style="list-style-type: none"> If you are not able to access the locker location, click on the help menu, unable to deliver, and access problem. Delivery Associate should reach out to their Delivery Service Provider and Station teams for next steps in this situation. 	 <p>Unable to deliver - Access problem</p>
Locker Not On	Gen 3	<ul style="list-style-type: none"> If the locker is not turned on, click on the help menu, unable to deliver, and Locker not working. Delivery Associate should contact support to troubleshoot issues if unable to access the locker. If Delivery Associate is still unable to deliver to locker after contacting support, please return package(s) to station. DO NOT DELIVER PACKAGES OUTSIDE OF LOCKER. This will not notify the customer of their delivery and can result in concessions. 	 <p>Locker Not On</p>

Locker Delivery Operations Process

Exception	Type of Locker	Action	Supporting Image
Customer Cannot be Found	3rd Party	<p>Customer cannot be found in the locker list.</p> <ul style="list-style-type: none"> If the customer's information cannot be found in the locker list, please contact customer. If customer cannot be reached, please RTS package back to station. If unable to deliver to locker, please contact customer. If unsuccessful, please mark package(s) as "Unable to Deliver, Unable to Access" in Rabbit and RTS packages to station. 	 <p><i>Unable to deliver - Locker not working</i></p>