AMZL DSP Owner Training
Day in the Life of a DSP2.0 Owner

We list actions you could take during your day and related documents in the DSP Portal Resources. This list is not exhaustive. Please note, all links are subject to change; for the most up-to-date documents, please search in DSP Portal->Resources. As always utilize the Operations Manual to search for any initial questions you may have.

	DSP Owner Actions	Resource

Before Under-the-Roof (UTR)	- Using a default schedule to roster drivers for the next day's routes
	- If routing has already been ran, and you have call outs, make route reassignments
	- Organize asset bags
	    o Devices
	    o Keys
	    o Fuel Cards
	    o Portable chargers
	    o Charging cables
	    o We Missed You Cards
	    o Pens
	- Review routes and ensure proper asset bags are assigned to drivers
	- Respond to Central Operations welcome email with any specific information for the day
	
	Notes
		Creating Default Schedule
		
		Rostering Drivers
		
		Route Reassignment SOP

Arrival and Load Out (UTR)	- Ensure team completes pre-trip DVCRs, all DA's are clocked in and in the proper uniform
	- Hold a stand up meeting. Coordinate with station team on weekly topics. Use to reinforce culture of safety. Suggestions:
	    o Start meeting with Safety Tip, Standard Work, Success Story
	    o Focus on safety, team/operations updates
	    o Highlight team members who are doing well
	    o Allow team to share barriers or concerns
	    o Follow up on previous topics or concerned shared
	- Hand out asset bags and route assignments
	- Assist with load out and dispatch. Ensure:
	    o Safe package handling
	      ▪ Team lifts
	      ▪ Ergonomic movement
	      ▪ Use gloves
	    o Safe vehicle operation and yard behavior
	      ▪ While in yard, speed no more than 5MPH, hazard lights on, windows down, radio off, wear safety vest, beware of surroundings, use approved entrances and exits
	- Troubleshoot issues (if any)
	      ▪ Flex app issues, routes not staged in proper locations, missing packages/bags on routes, etc.
	
	Notes
		Ops Manual DVCR (Pg 221-226)
		
		Vehicle Roadworthy Guidelines
		
		Uniform Guide
		
		Delivery Station Safety
		
		Ops Manual Loading a Vehicle (Pg 153-162)

	DSP Owner Actions	Resource

On-the-Road	Delivery Operations
	- Monitor on-road performance via Cortex
	- Respond to any on-road issues or DA calls
	- View webhook links and rescue plans from Central Operations
	- Training/Coaching: Observe DA's with low on-road performance trends
	
	Business Operations
	- Review Delivery Excellence Scorecard (available every Wednesday for previous week's statistics)
	   o Company's overall standing
	   o DA performance metrics, concessions
	   o DA individual FICO scores
	- Notify Station Ops of route changes for next day
	- Review Work Summary Tool and submit corrections
	- Coordinate vehicle maintenance
	- Review invoices (weekly/monthly)
	
	Human Resources (may not be daily)
	- Interview candidates
	- Follow up with vendors who are part of the onboarding process
	- Assist new hires with onboarding
	- New hire paperwork and scheduling
	- Payroll – verify timesheets with employees prior to submitting
	
	Notes
		Cortex Guide
		
		Central Operations FAQs
		
		DSP Scorecard
		
		Ops Manual Work Summary Tool (Pg 172-182)
		
		Work Summary Tool Guide
		
		Invoice Dispute SOP
		
		Ops Manual Invoices(Pg 235-245)
		
		Background Check Guide

Return-to-Station (RTS)	- Welcome back and debrief with teams
	- Ensure each DA is clocking out to avoid manually correcting time punches
	- Record and share problems encountered on-road: undeliverable packages, routing issues, missing packages, missorts, etc.
	- Ensure every driver completes post-trip DVCR – best practice to have a manager walk around vehicle with driver to ensure accurate DVCR completion
	   o DVCR defects – Complete maintenance before sending vehicle back on road.
	- Send end of shift reports and feedback
	- Roster drivers for next day
	- Submit Unplanned Delay requests
	- Audit assets
	   o Plug in devices
	   o Ensure all asset bags are returned with all equipment
	   o Lock cage
	   o Turn off computer
	
	Notes
		Rostering Drivers
		
		Unplanned Delay Guide