

**AMZL DSP Owner Training**  
*Day in the Life of a Delivery Team*



Supporting DAs (AMZL)

	DA Actions	How DSP Supports <i>Questions to Consider</i>
<b>Arrival and Load Out (Under-the-Roof, UTR)</b>	<ol style="list-style-type: none"> <li>1. Wear approved uniform</li> <li>2. Get delivery device and Van keys</li> <li>3. Log into E-mentor app</li> <li>4. Complete Pre-trip DVCR</li> <li>5. Attend Stand Up Meeting</li> <li>6. Collect tools</li> <li>7. Find staged rack(s) for your route</li> <li>8. Log into the Amazon delivery app</li> <li>9. Load packages onto Van               <ol style="list-style-type: none"> <li>a. Scan the QR codes of the bags</li> <li>b. Scan each oversize package</li> <li>c. LIFO ("Last in First Out")</li> </ol> </li> </ol>	<p><i>How will you get devices to drivers so they can log into E-mentor and perform DVCRs?</i></p> <p><i>How will you ensure drivers perform DVCRs? How will you know they performed the DVCR accurately and thoroughly?</i></p> <p><i>How will you support DAs being safe while loading and departing the station?</i></p> <p><i>How will you ensure DAs have all the tools they need to perform deliveries safely?</i></p> <p><i>What issues could come up as DAs are loading vans? How can you help?</i></p>
<b>On-the-Road</b>	<ol style="list-style-type: none"> <li>1. Delivery Exceptions               <ol style="list-style-type: none"> <li>a. Unable to locate</li> <li>b. Unable to Access/Deliver</li> <li>c. Out of Drive Time</li> <li>d. No Safe Location</li> </ol> </li> <li>2. Breaks and lunch</li> <li>3. Rescues</li> <li>4. Incident Management</li> </ol>	<p><i>How will you support DAs' safety on-road?</i></p> <p><i>How will you support DAs when they have issues on-road?</i></p> <p><i>How will you support DAs if they get into an accident?</i></p>
<b>Return-to-Station (RTS)</b>	<ol style="list-style-type: none"> <li>1. Refuel Van</li> <li>2. Debrief with RTS and DSP Manager</li> <li>3. Log off of the Amazon Delivery app</li> <li>4. Post-Trip DVCR</li> <li>5. Log off of the E-mentor app</li> <li>6. Return devices and tools</li> </ol>	<p><i>What will the DAs need to refuel their vans?</i></p> <p><i>How will you ensure DAs perform a post-trip DVCR?</i></p> <p><i>If a DA detects a defect during the DVCR: How will you know? How will you ensure the van is safe to drive the next time it goes on the road?</i></p> <p><i>How will you ensure DAs return all materials, so you're ready for the next day?</i></p>

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**Supporting DAs - Launch Preparation**

*What will you need to do to help DAs be prepared for their first day?*

*Please note, all links are subject to change; for the most up-to-date documents, please search in [DSP Portal->Resources](#).*

1. Set up your devices
  - a. Install E-mentor app
  - b. Install Amazon Delivery app
2. Have DAs' Amazon delivery app and E-mentor app logins and passwords as well as Voyager pins on hand
  - a. DAs will forget their login information, and it will delay your load out.
  - b. Have DAs practice logging into the different apps they use each day before launch day. For example:
    - i. Payroll app
    - ii. E-mentor App for DVCR
    - iii. Amazon Delivery App for delivering packages
3. Have DAs practice using the E-mentor and Amazon Delivery apps
  - a. Perform a practice DVCR in the E-mentor app
  - b. Have DAs complete the Package Obstacle Course using the training version of the Amazon Delivery App
    - i. [Download Training Version of the Delivery App](#)
    - ii. [Package Obstacle Course Posters](#)
    - iii. [Package Obstacle Course Instructors Guide](#)
4. Give every DA an uniform – [Amazon-branded Uniform Guide](#)
5. Consider creating checklists for DAs
  - a. Arrival
    - i. Include other actions like
      1. Clocking into your payroll system
      2. Where/when they will pick up delivery devices, van keys
      3. Load out SOP
  - b. On-the-Road
    - i. Include your Incident Response SOPs in the van
    - ii. Include a Delivery Exception SOP in the van
    - iii. Include your business cards and list of approved gas stations in the van
  - c. Return-to-Station
    - i. Include other actions like
      1. Refueling procedure
      2. Logging out of the Amazon delivery app
      3. Returning devices and other tools to you
      4. Clocking out of your payroll system