

# DSP Scheduling User Guide

The DSP portal provides full-featured tools to help you easily manage your team's schedule. [Updated 2.19.20.](#)

## What is Scheduling?

Scheduling is the process of managing the days and times each of your team will work in order to fulfill your route commitments. Effective scheduling is critical to controlling overtime costs, and consistent schedules are a key factor in maintaining employee retention.

The DSP portal now provides a complete set of tools that enables you to schedule driving and support work (e.g. helpers), and share schedules with your team.

## What is Rostering?

Rostering is the process of assigning Amazon work blocks to specific drivers and helpers so the system knows who will be performing delivery work each day. When a driver is rostered, the system will try to assign them a route in a familiar area, and for new drivers, create a training route to help them become familiar delivering packages. **For AMXL**, when helpers are rostered, they are not automatically assigned to a route – you will need to assign helpers to routes and make sure they know which driver they are supposed to work with. Prior to beginning the route, the driver will check-in the helper on their rabbit device which can be accomplished following the “ID Check Resource Guide” on the DSP Portal Resources Tab. If you schedule drivers/helpers in the DSP portal, you can quickly roster them by using the Autoroster feature.

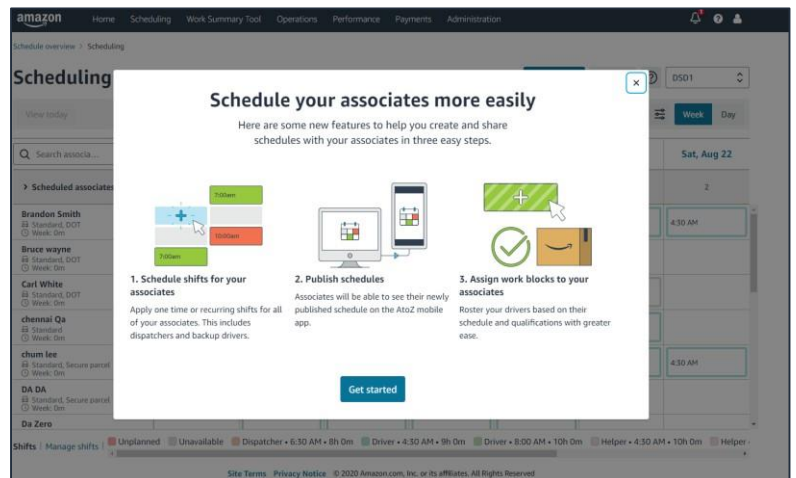
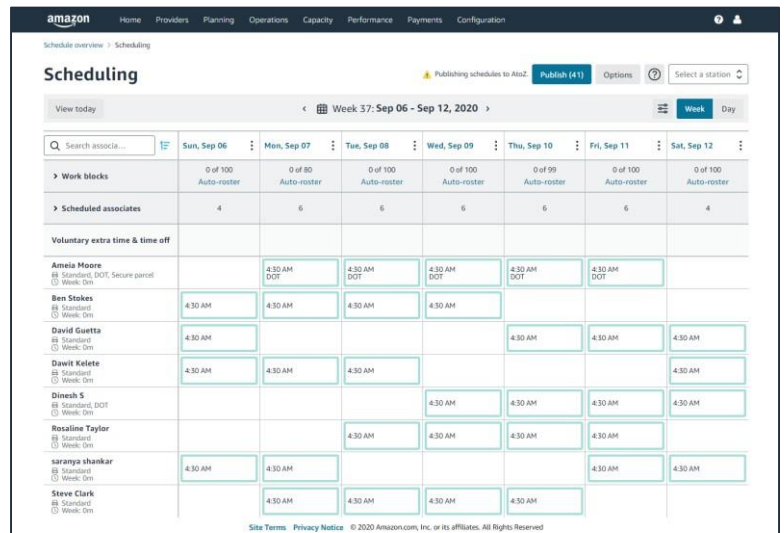
### IMPORTANT TO KNOW

Regardless of how you manage your schedule, you must roster drivers and helpers to your Amazon work blocks prior to each work day. Rostering is an essential process that ensures DAs are assigned routes and that you receive accurate, timely payment.

## Additional Resources

You can learn more about the new features by clicking on the pulsing dots. The help menu also includes links to additional information, and you can find a comprehensive operations manual in the resources section of the DSP portal. For additional information, please see the following materials:

- [Video tour of the scheduling tool](#)
- [AtoZ Guide for DAs](#)



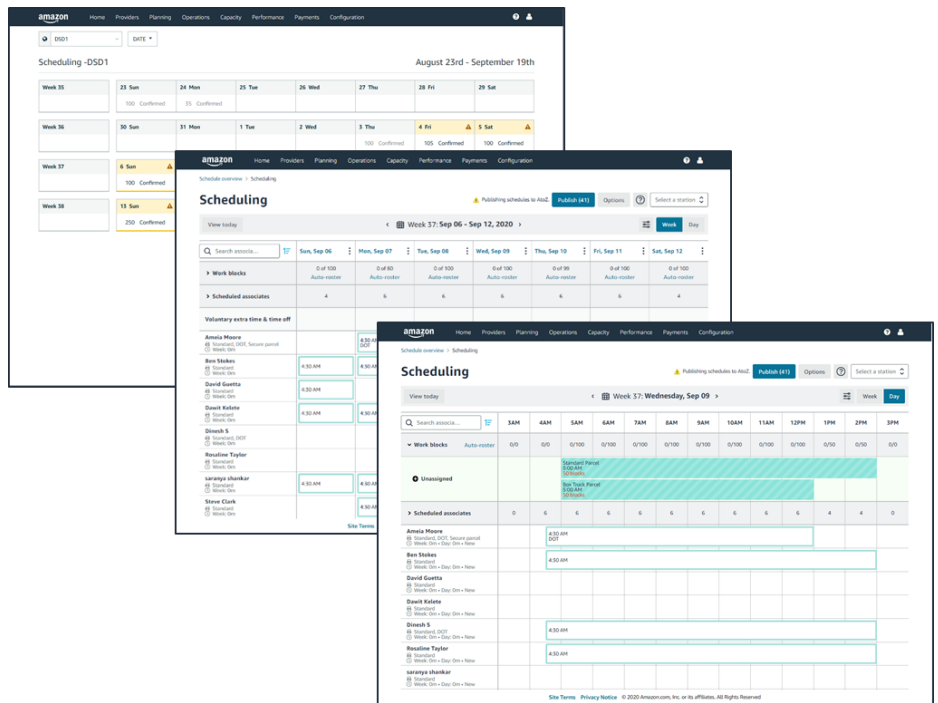
# Calendar views

The DSP scheduling tool provides three types of calendar views to help you view and manage your schedule.

**Month:** provides an overview of your recent and upcoming work blocks, and indicates which days still require rostering.

**Week:** is a complete view of the week's schedule for your team where you can manage shifts, apply templates, and roster your drivers.

**Day:** gives you an hourly breakdown of each day to quickly ensure your team is assigned to the right starting time and shifts.



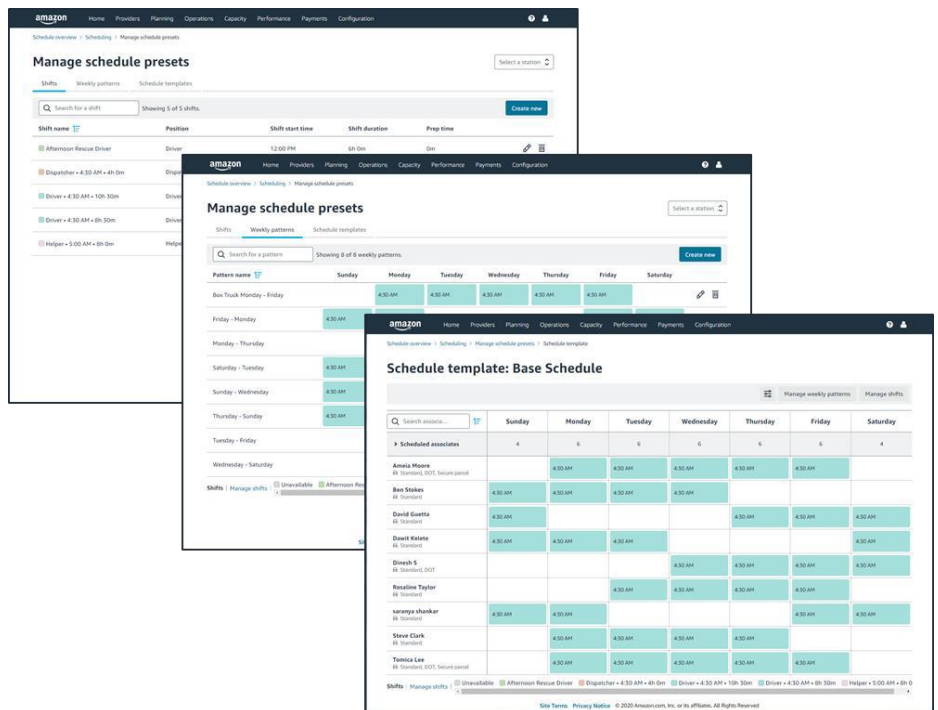
# Shifts, Weekly Patterns, and Templates

There are several reusable features that you can use to create and maintain your schedule.

**Shifts** are the basic building blocks of the schedule and defines the start time and duration of a DA's work day, including how much time DAs need to get ready before queuing at the station. You can use shifts to track different work roles including driver, helper, and the dispatcher support function.

**Weekly Patterns** enable you to capture common shift and day pattern combinations that you can use to quickly add DAs to a template or directly to your schedule.

**Schedule Templates (previously the "Default Schedule")** allow you to create a generic schedule for an entire week that you can apply to the calendar in a single step. You can create multiple templates, such as for "peak" and "regular" weeks.



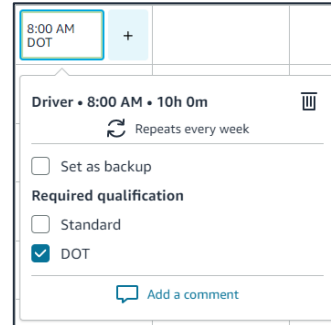
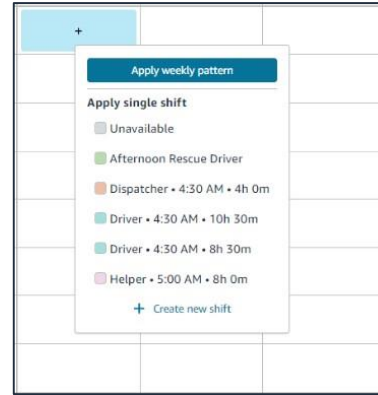
## Building and Adjusting your Schedule

Using the shifts, weekly patterns, and templates you have defined, you can easily build your schedule for each calendar week. For any member of your team, you can create their schedule by adding individual shifts or applying a weekly pattern. If you have a base schedule defined as a template, you can apply it to the whole week.

**Recurring shifts:** If a DA is expected to work the same shifts each week, you can make shifts “recurring” and the schedule will automatically add these to each future week (which you can override as needed).

**Backups:** You can also set a shift as a “backup” to designate alternate DAs; these shifts will not be rostered automatically.

**Qualifications:** If you perform a mix of standard parcel, secure parcel, or DOT-regulated large vehicles, you can specify the required qualifications for a shift, informing which work should be automatically rostered.



## Rostering Drivers and Helpers

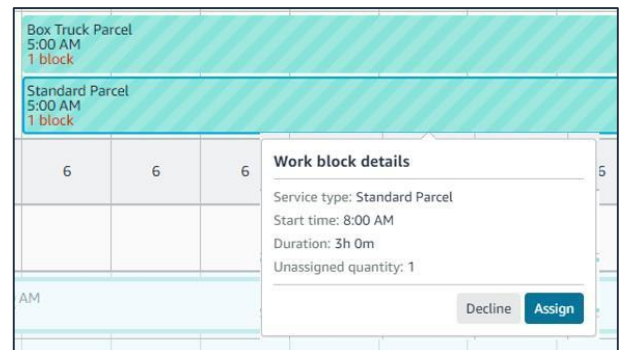
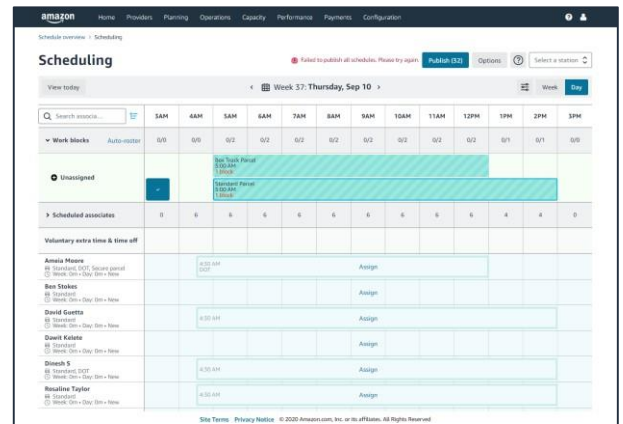
Regardless of how you manage the schedule for your team, you must assign drivers and helpers to each Amazon work block. This process is called “rostering.”

**Auto roster** is a feature that will automatically assign work blocks to your team (helpers and drivers) based on a schedule defined in the DSP portal. Using shift start times, durations, and qualifications, the system will allocate the work to your team. Designated backup drivers will not be rostered, but are available for you to assign work if the primary driver is absent.

For AMXL, auto roster will assign helpers to the helper work block, but they won't be assigned to a route until the day of the route. At that time, the driver will assign a helper to their route by going through the ID check process. Review the “ID Check Resource Guide” on the DSP Portal Resources Tab.

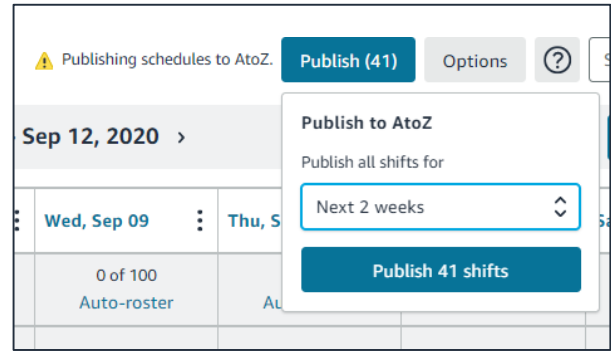
**Manual rostering** is also an option if you manage your schedule in another tool, or if you need to update assignments during the week. You can choose a work block type and then individually select which drivers or helpers to assign.

Accurately rostering work to your team ensures they are assigned routes in familiar areas (AMZL only), that new DAs are allocated training routes (nursery routes), and the system tracks working hour totals correctly for each DA. Rostering must be completed the day before routes are performed.



## Publishing your Schedule

You now have the option to directly share the schedule created in the DSP portal with your team by publishing it to the AtoZ mobile app and website. From the week or day view, you can select how far ahead you want to share the schedule and publish it. Any shifts you have added to the schedule in the selected time period will automatically appear for your team in AtoZ.

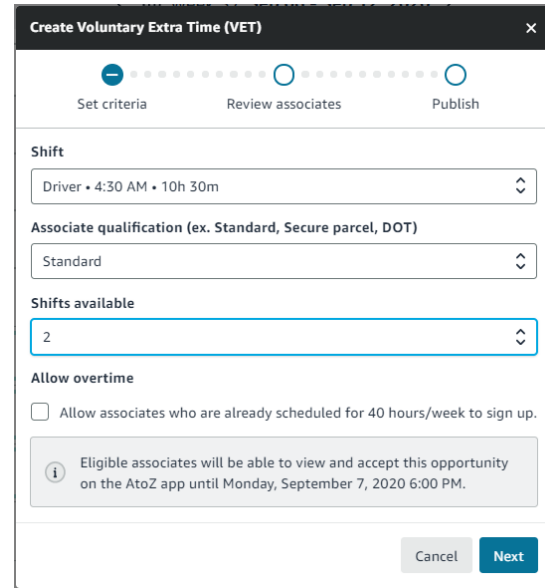


## Delegating Scheduling to your Team

**Voluntary Extra Time (VET) and Voluntary Time Off (VTO)** are new features that allow you to create opportunities for extra shifts or time off that your team can sign up for on the AtoZ app.

If you need additional drivers for an upcoming day, you can create “opportunities” for the shift(s) you need to fill, review and control who is eligible, and publish them to AtoZ. Your team will receive text or email notifications, can review the unclaimed shifts available, and accept them. Please note that for AMXL, you will need to create separate requests for drivers and helpers based on the need.

The shifts are automatically added to the schedule so you can easily roster work. You can also control if DAs are eligible to go into overtime.

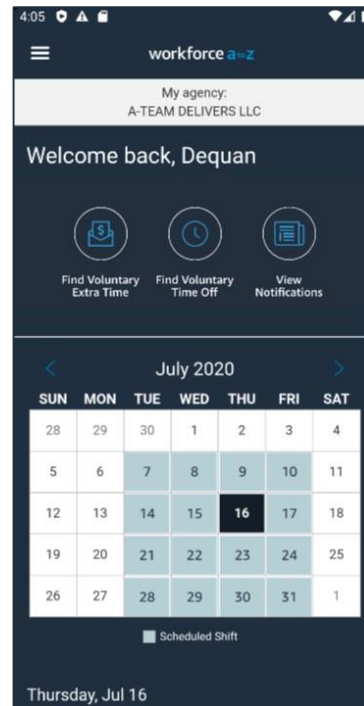


## Driver Experience

When you publish your schedule, your team can view their schedules via the AtoZ app. The app is available for download from the iOS and Android app stores and your team can sign in with the same user name and password as used with the Amazon Delivery app.

Your team can find any available VET or VTO opportunities and add them to their schedule, and configure how they want to be notified when you publish new offers. If they are no longer able to attend a VET shift, your DAs can “drop” it up until 6pm the day before, allowing you to update your schedule before completing your roster.

You can find a one-page guide for DAs [here](#).



## Keys to Success

### Tips for DSPs

- 1) **Review and update your schedule daily during the current week.** Keeping your schedule and roster up-to-date will minimize the changes you need to make each morning to ensure DAs are rostered and assigned.
- 2) **Manage overtime during the week.** Adjust your schedule if you've added extra shifts to DAs to cover absences and give your DAs as much notice as possible.
- 3) **Create consistent schedules.** Use standard weekly patterns, such as Waterfall or a combination of Front-half, Back-half, and Doughnut to best leverage your staff and simplify your labor planning.
- 4) **Check your email for updates to your Amazon work blocks during the week.** When blocks are added or changed, you will receive an email notification. Check the scheduling portal for the latest work block totals.
- 5) **Schedule 10% drivers more than expected to be ready for day-of callouts.** You can schedule them as Backups in the portal so they are scheduled but are not assigned a route. California DSPs: We recommend that you consult DSP Navigator or your preferred labor and employment attorney about preventing any reporting time pay obligations associates with backup scheduling.
- 6) **Publish the schedule at least a week before.** To ensure your associates have time to see it and let you know of any conflicts before rostering.

## FAQs

<b>How can my DAs get the Workforce AtoZ app?</b>	Your team can optionally download the AtoZ app from the iOS or Android app store. Your DAs will use the same user name and password to login as they do with the Amazon Delivery app (Flex). You may need to provide a common device for viewing schedules if not all of your DAs can install AtoZ on a personal device.
<b>What is the difference between shifts, work blocks and routes?</b>	<b>Shifts</b> define when a DA will start and end their work day. If you choose to publish your schedule to AtoZ, shift information is what is displayed to your team. <b>Work blocks</b> are published by Amazon each Friday, represent the work that your team will perform for Amazon, and must be rostered with prior to each day. <b>Routes</b> are generated and assigned each morning, and represent the sequence and path your drivers will deliver packages. You can view route progress in Cortex.
<b>Can I cancel VET or VTO offers after I publish them?</b>	Yes, you can cancel unclaimed opportunities any time. If an opportunity has been accepted to the schedule, you can remove the shift up until 6pm the day before.
<b>When do I need to create "DSP Initiated Rescue Blocks"?</b>	The primary purpose for these blocks is to support DAs who are only performing rescue duties on a given day (not also rostered to a regular route). For example, a DA is helping with dispatch in the morning and rescues in the afternoon. In some cases, it is not possible to reassign a route when a DA fails to show, because the original DA remained checked into their route. You can also use a rescue block to roster the backup DA.