Your First Day as a Peak Delivery Driver

Getting Ready for Load Out

1. Arrive at the PKDL parking area at the station no later than 10:30am. Many drivers arrive much earlier to give themselves more time to get ready.
2. Login to PayCom to clock in. Select **"field"** as the location, and click "In Day." Don't login until 10:30 am.
3. Get your pick sheet from Dispatch. The pick sheet has your van assignment.
4. Find the bag that corresponds to your van assignment. Bags with blue number tags are for the blue branded vans. Red number tags are for the rental vans.
5. Check to make sure you have the following items:
   - Keys
   - Work Phone
   - Credit Card
   - Working flashlight
6. Find your van. If it is a blue van or R1-R6 it is in the PKDL row. If it is a rental R7 or above, it is parked near the training area in the parking lot,
7. Start and inspect the van.
8. Login to Mentor on your personal phone.
9. Login to Flex on the work phone.
10. Complete the vehicle inspection in Flex.
    - Never mark any van damage in Flex.
11. Report any vehicle damage in the Vehicle Maintenance chat group in ConnectTeam.
12. Make sure your phone is charging. Check the plug and cables if it isn't. You can get a new phone, cables or charger from Dispatch.
13. Note which awning your bags are located under, so you can be in the correct lane when you pull out.
14. Attend Stand Up.
15. Dispatchers will direct you out of parking in order.

Load Out

1. Park under the awning as directed by the Yard Marshall. Try to park so as to leave space for the vans in front and behind you.

2. Find the carts with your packages.
   - A and B locations are under the north awning.
   - C and D locations are under the east awning.
3. Pull all your carts over behind your van before you begin loading.
4. Load your bags first.
   - Make sure your first bags are near the front and easy to get to.
   - Scan your bags before putting them in the van. It doesn't matter what order you scan them in.
5. Load your oversized packages.
   - Scan them on the cart and then load them. This makes it easier to make sure you have scanned them all. It is difficult to scan oversized packages once they are on the van. It doesn't matter which order you scan the packages in.
   - Use your pick sheet to identify the sort codes (number on the yellow sticker) of the oversized packages to place those for your earlier stops near the front of the van.
6. When you have scanned all of the bags and oversized, Flex will show the "Swipe to Finish" button.
   - If it doesn't show "Swipe to Finish, scroll through your list to see if you missed scanning a bag or if it is packages that are missing. Scanned bags and packages will have a green check in Flex.
   - If it is a bag that is missing find the bag and scan it.
   - If you have more than 5 oversized packages missing you should try to find and scan them.
   - If you have less than 5 packages missing, you can ask a dispatcher to help you Swipe to Finish.
   - If you have scanned everything you have and still have packages missing, call for or find a Problem Solver. Dispatchers can help troubleshoot too and are usually more available than Problem Solvers.
   - You can always ask other drivers on our team to help.
7. Once you have loaded your van and Swiped to Finish in the app, help other drivers near you to load out.
8. Click the Start Travel button on Flex to begin your route.
9. Follow the directions of the Yard Marshall to leave the station.

Delivery

- As a new driver you should follow the routing in Flex. Do not try to change the order of your route as it will take too much time.
- When you open each new bag you should organize it immediately.
- If you are in a safe neighborhood you can leave your side door open as you deliver.
- If you are out of sight of the van you should lock it and take the key with you.
- If you go inside a business you should take the key with you.
- For group stops you can press "I've Parked" in Flex as you are approaching the stop and it will show you the location of each geopin for that group stop.

- Pay attention to the cardinal directions (N, S, E, W) Flex gives when you first press Start Travel. It always calculates the shortest distance to the next stop. It is better to take a U-turn now than take a U-turn later. https://youtu.be/yCRZoA4vIxU
- Pay attention to where the geopins are in relation to your van on the map.
- Park as close to the door as you can.
- When you are done with your route, you must call Dispatch immediately.

Contacting the Customer

- If you mark a package as "Unable to Deliver" you **must text or call the customer through Flex**.
- When you choose a reason it is undeliverable from the Unable to Deliver menu, a popup window appears in Flex with the option to text or call the customer. It is recommended to text first and then call. You **must text or call the customer**
- Do not text or call the customer through the Help menu if the package is marked as undeliverable.

Airplane Mode

Sometimes there is no cell connection on your work phone because you are in a remote area blocked by buildings or a hill. If you are unable to get a cell connection on your work phone you can go into airplane mode so the phone doesn't slow you down.
- In airplane mode the delivery and vehicle locations still show on the map so you can navigate to the stop.
- You can use airplane mode to deliver to the door of an apartment when the geopin is set at the leasing office, or to a third-party locker when the geopin is at the door.
- Remember to take your phone out of airplane mode periodically so the data is uploaded to Amazon.

Retry Delivery

- Retry delivery for any packages you marked as Unable to Deliver.
- You don't have to retry delivery for closed businesses unless they were just closed for lunch.

Breaks

- You may take a 30-minute lunch break and two 15-minute breaks.

- It is best to take your lunch break after you have been delivering for a few hours so it doesn't appear you are behind.
- Remember to mark "Out Lunch" in Paycom when you go out for lunch.
- When you come back in from from lunch, mark "In Lunch" in Paycom.
- Your lunch must be at least 30 minutes in Paycom.
- Many drivers wait until the end of their day to clock out for lunch when they are driving back to the station.
- Your lunch break includes any drive time to and from wherever you are taking your break.
- You are welcome to take lunch, just be smart about when.

Rescues

- A rescue is when one driver takes packages or bags from another driver and delivers them.
- You may be asked to rescue another driver when you finish your route.
- Dispatch will tell you who to rescue and what phone they are on.
- All PKDL phones are in the Contacts list on your phone.
- Call the driver you are rescuing and tell them what area you are in so they can give you an address based on how long it will take you to get to them.
- The driver will give you an address of a stop. They may text it to you.
- Use Google Maps to see how far away that address is and tell the driver being rescued. You may send a text if they texted you the address.
- Do not take a break before you head to the rescue. If you need a break, you may take it after you take the packages.
- If you arrive at the address where you are supposed to meet and the other driver isn't there, call them. They may have already made the delivery and moved on.
- When you meet the other driver, ask for their pick sheet so you can see the number of packages in each bag.
- The dispatcher will usually tell you how many packages to take. Take at least as many as you were asked to by the Dispatcher.
- It is often best to take the last bags on their route, This allows them to continue where they are and gives you time to get them scanned.
- Make sure you also take all oversized packages that go with that bag. Use the sort zone on the yellow sticker to find them.
- Choose Pick Up from the menu in Flex and scan all the bags and each oversize package. They will be added to your itinerary.
- Take enough packages to make a difference. It takes time to make the transfer and you are slowing down a driver who is already behind, so make sure you are helping him get done more quickly.
- When you are done with the rescue, call Dispatch again.

Return to Station (RTS)

1. When you have completed your route, immediately call Dispatch. Don't take a break first because there may be problems Dispatch needs help with.
2. Dispatch will tell you to either go rescue another driver or to return to the station (RTS).
3. You can choose the Return to Station option from the Help menu to get directions back to the station.
4. Get gas if your van has less than 1/2 of a tank.
5. The only gas station we use is the 7-11 at the corner of Powers and Astrozon.
6. Use the credit card in your bag to buy gas at the pump. It only works one time each day.
7. The User ID is the last four digits of your Social Security number.
8. The pump will also ask for the mileage on the odometer of the van.
9. Fill it up with Regular 85 octane gasoline.
10. No receipt is needed.
11. When returning to the station, drop your empty bags off first. Always put them in the carts provided in front of Door 201.
12. Park your van in the proper spot in our row. Hopefully in the same spot you found it in the morning.
13. "End Route" in the Mentor app.
14. Do not "End Work" in Flex until you visit the RTS desk.
15. Empty any trash from your van and lock it. Make sure all lights are turned off.
16. Go inside the station with any undelivered packages and your bag to the Dispatch desk.
17. The Dispatcher will check your phone and undelivered packages.
18. Go to the RTS desk and scan your badge.
19. RTS will ask you to scan any packages you are bringing back.
20. If there are any problems at the RTS desk or if they have questions you can't answer, notify Dispatch so they can resolve the issue.
21. "End Work" in Flex and go through the vehicle checklist. Do not mark any van damage in Flex.
22. Log out of Flex.
23. "End Day" in Paycom.