Relay for Driver

Setting Up & Using the Mobile App

amazon relay

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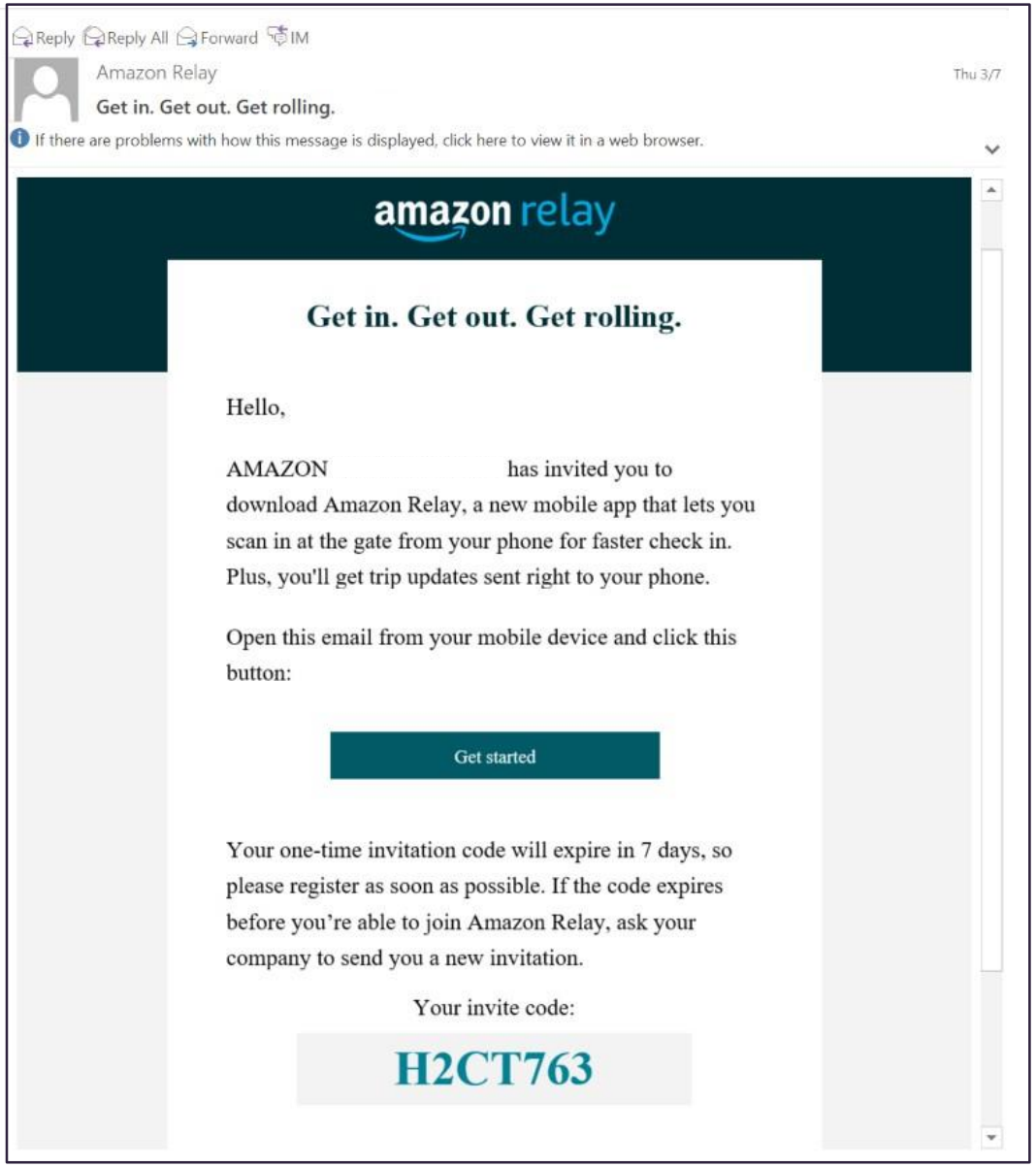
Table of Contents

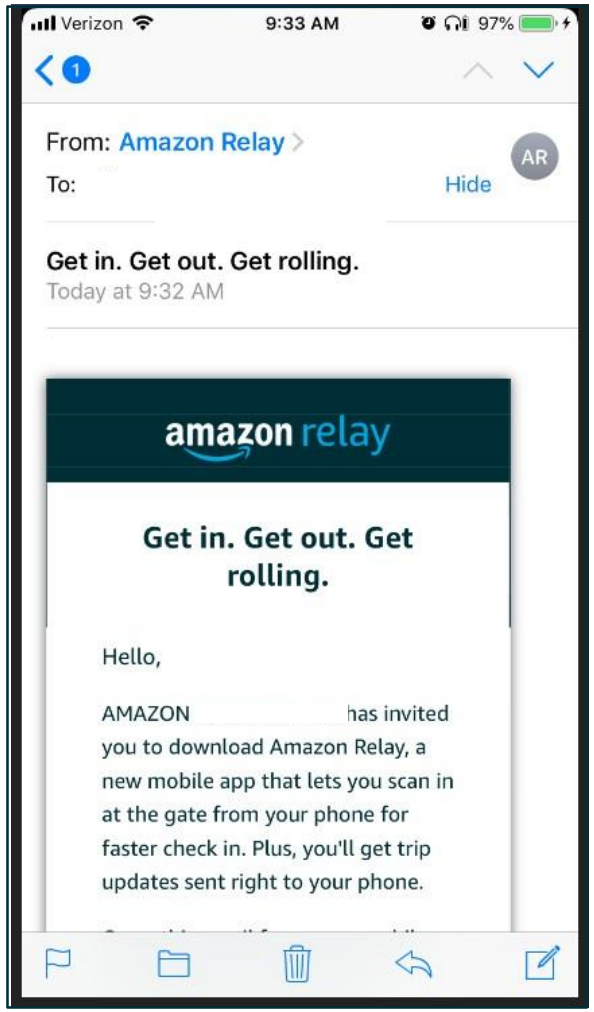
Click on the topic to be directed to that section

App Set-Up	Pages 3-9
Driver Pre-Registration	Pages 11-17
Using the Mobile App	Page 18-23
Amazon Yard Safety	Pages 24-25
Navigating to Amazon Freight Locations	Pages 26-34
Post Office Work	Pages 35-38
Relay App-Self Help	Pages 39-49

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App Set Up





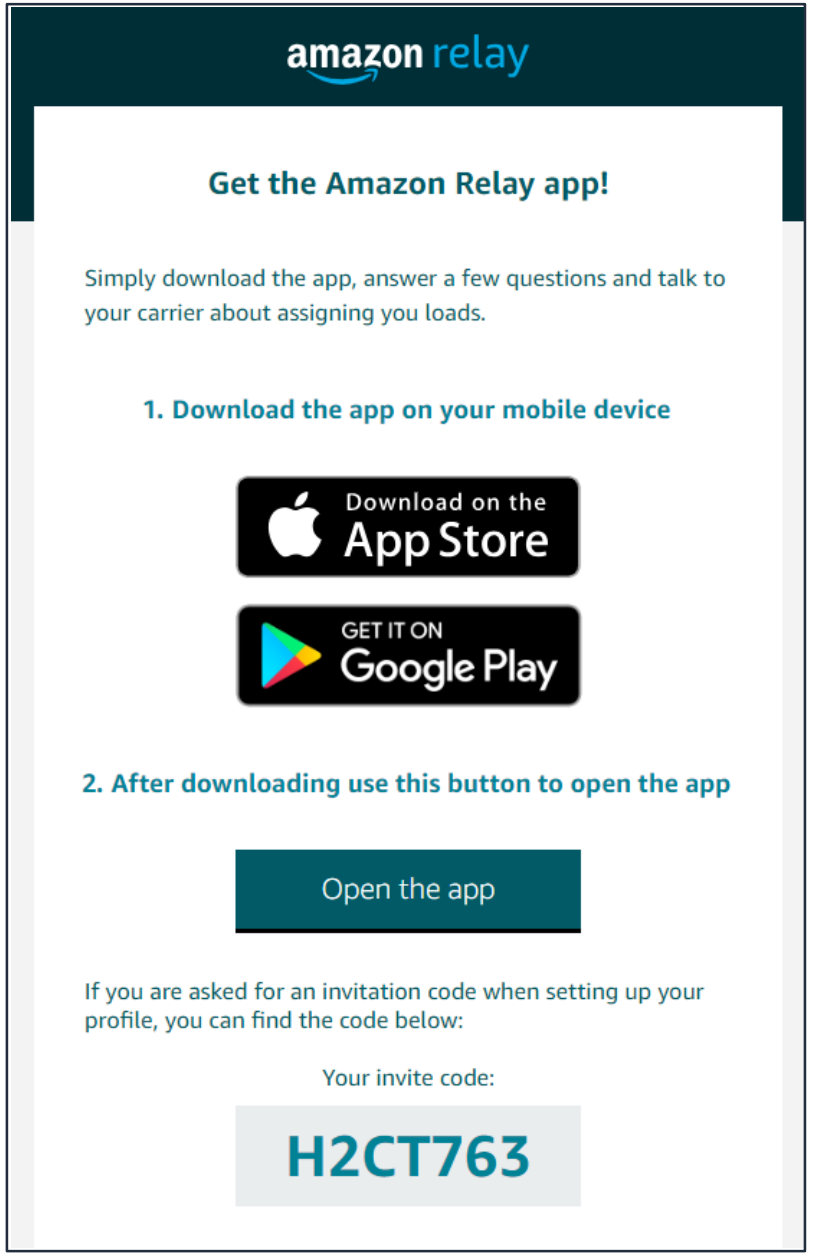
After a driver is entered into the Driver Roster of a carrier's Relay account, the driver will receive an email.

The driver has 7 days to click "Get Started" in the email to complete their driver profile.

After 7 days, the carrier would need to send a new email invite.

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App Set Up



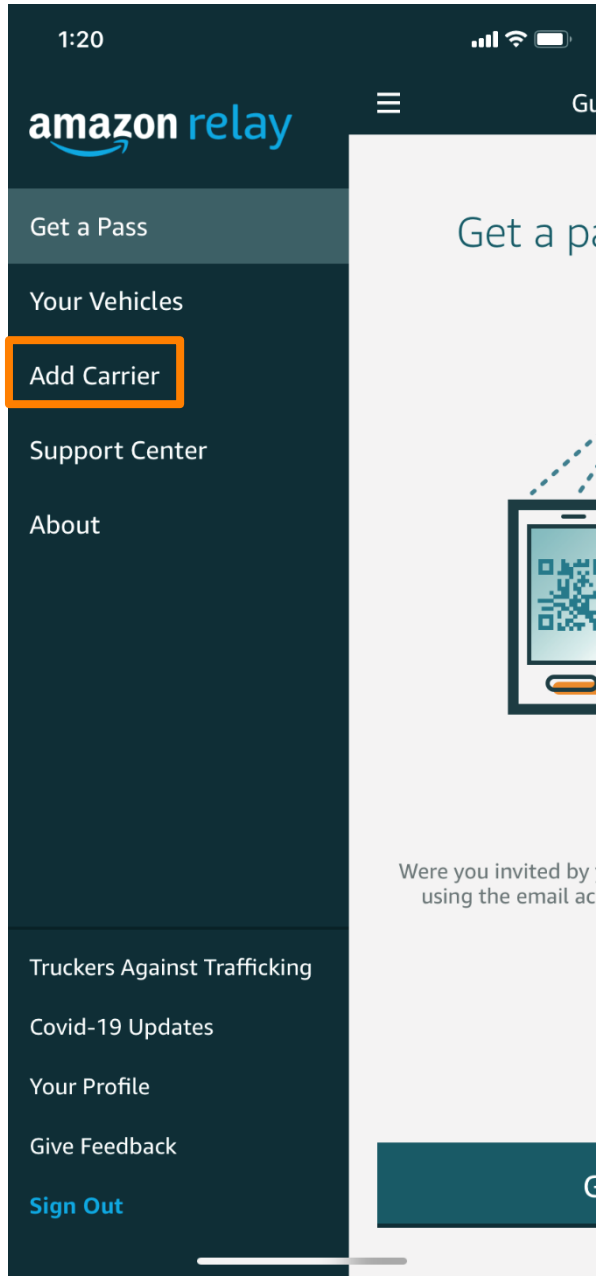
The driver will first be directed to download the Amazon Relay app onto their phone. They can do this through either the Apple app store or the Google play store.

After the app has been downloaded, the driver will need to open the app.

** Make sure the driver either writes down the invitation code or copies it so it can be pasted in the set-up portion.3

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App Set Up



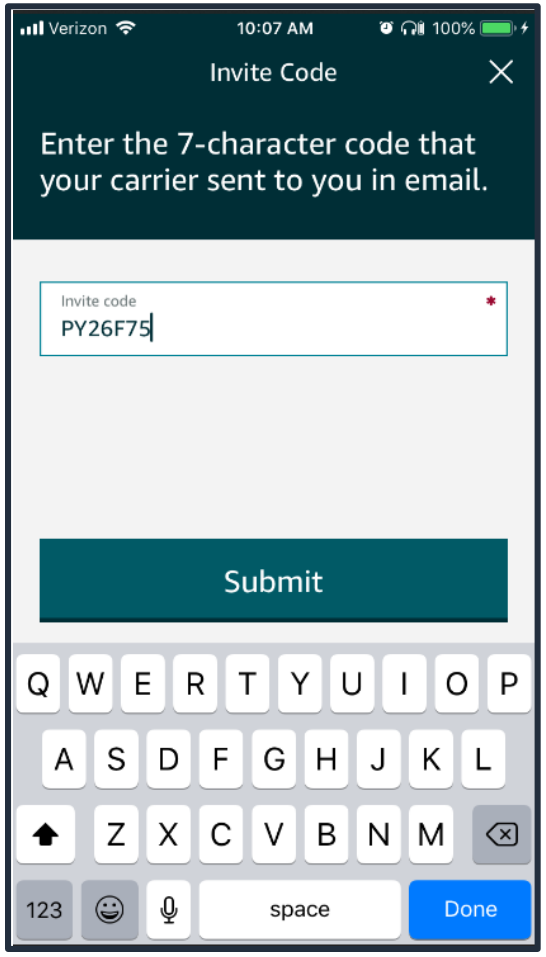
Once in the app, the driver will need to follow the prompts on each screen.

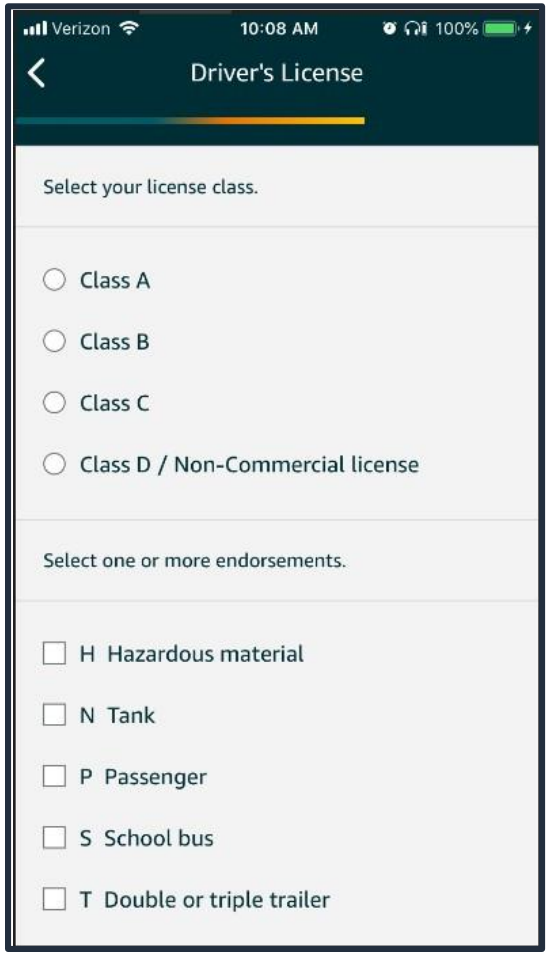
If the driver has previously set-up their Relay profile, they will need to just login and enter the invitation code.

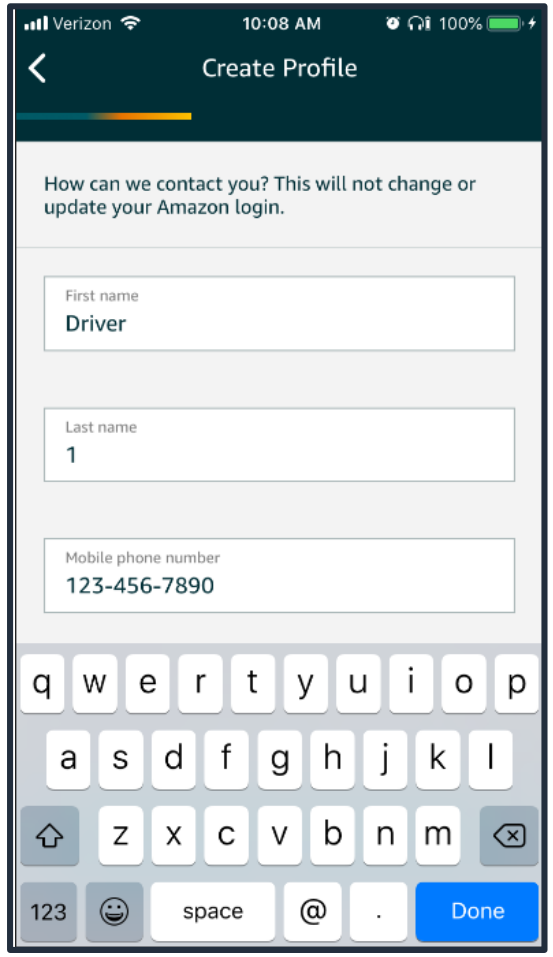
To sync the driver's profile with the carrier's Relay account, the driver will need to tap the menu icon (3 lines) located in the upper left corner of their screen. The driver will then need to tap, "Add Carrier" along the left menu.

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App Set Up





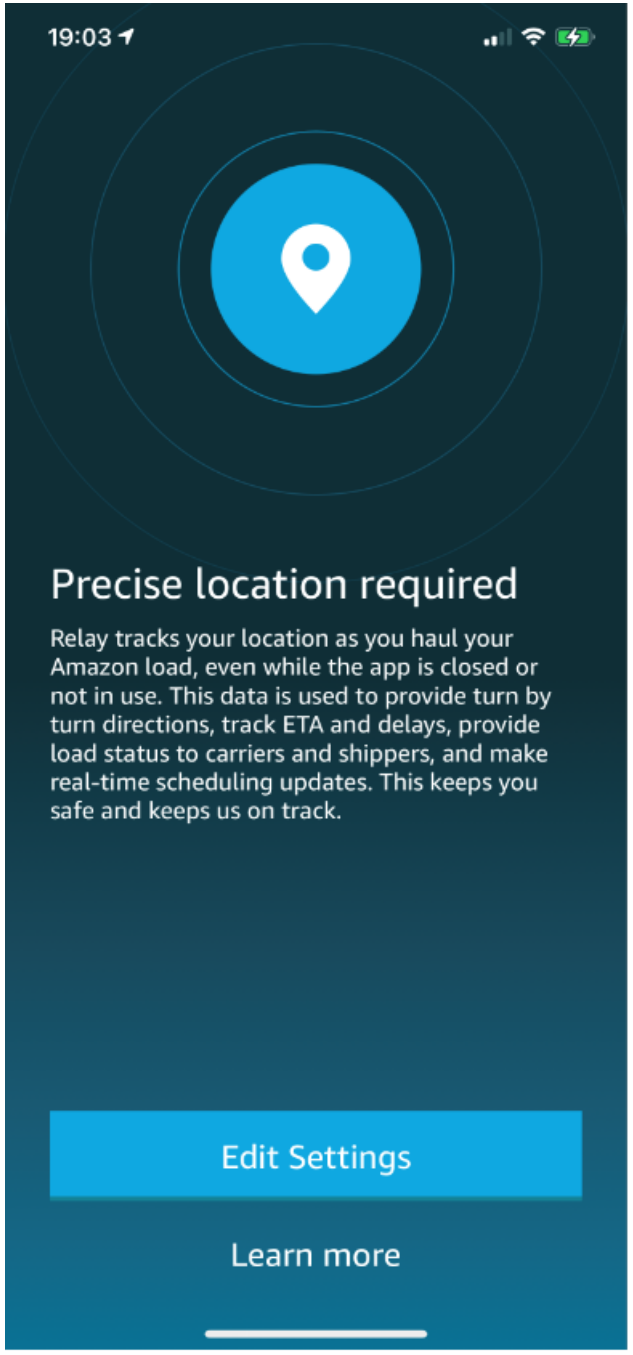


On the Invite Code screen, the driver will enter in the code received in the invitation email.

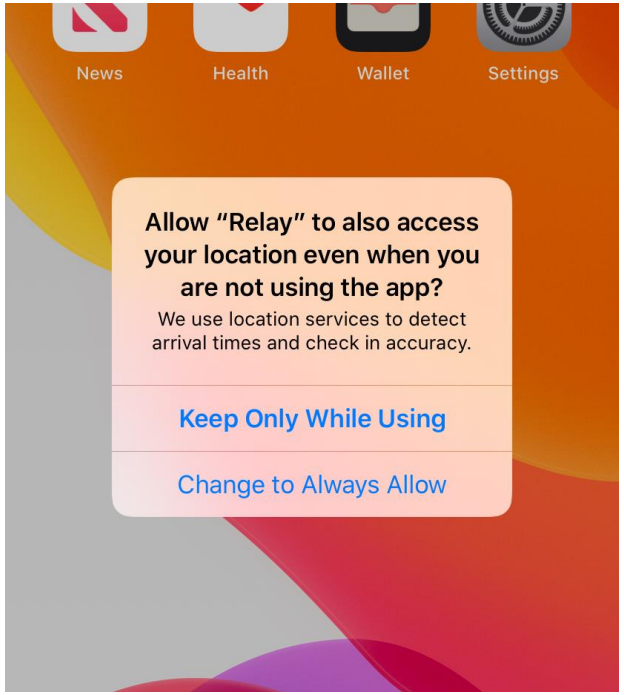
Once the driver taps on the Submit button, they will be directed to complete their driver profile.

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App Set Up



Relay tracks your location as you haul your Amazon load, even while the app is closed or not in use. This data is used to provide turn by turn directions, track ETA and delays, provide load status to carriers and shippers, and make real-time scheduling updates. This keeps you safe and keeps us on track.

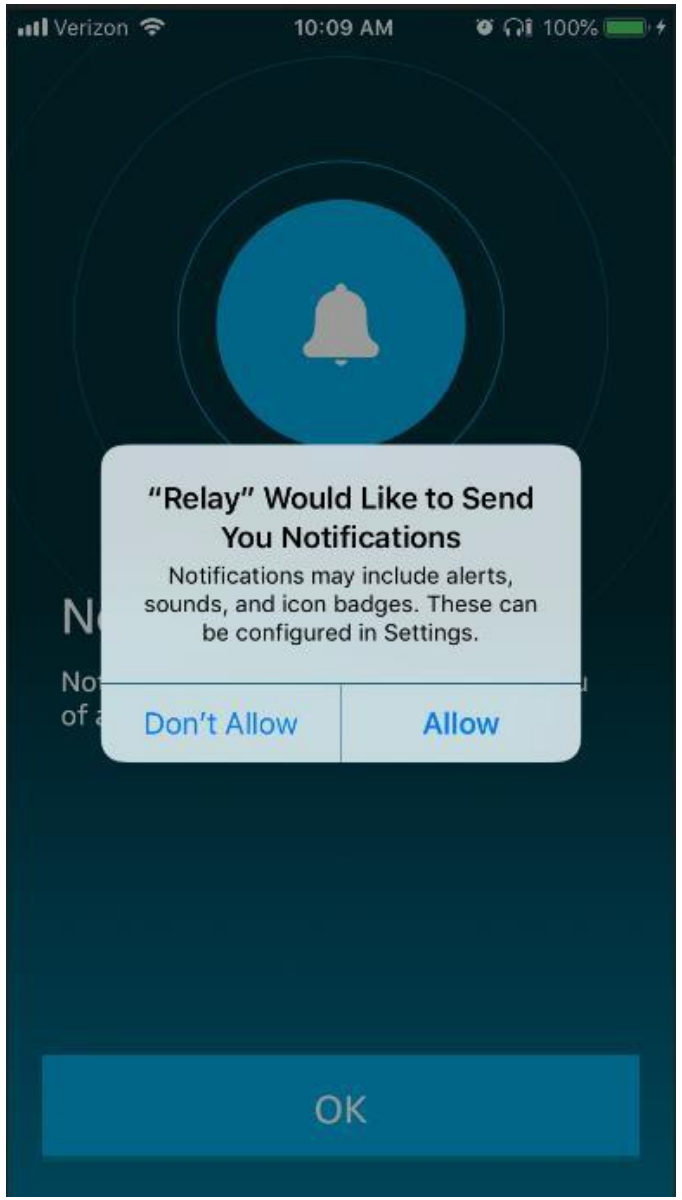


If the location services are not enabled, detention requests may be denied as it is required the app is used on all loads.

We encourage drivers to select Always Allow.

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App Set Up



Notifications will alert the driver, in real time, if there are changes made to the load. For example, if a load is canceled, delayed, or showing late, the driver can opt to receive sounds notifications, screen alerts, or even both.

We recommend drivers allow notifications when prompted and then adjust their preferences in their phone settings.

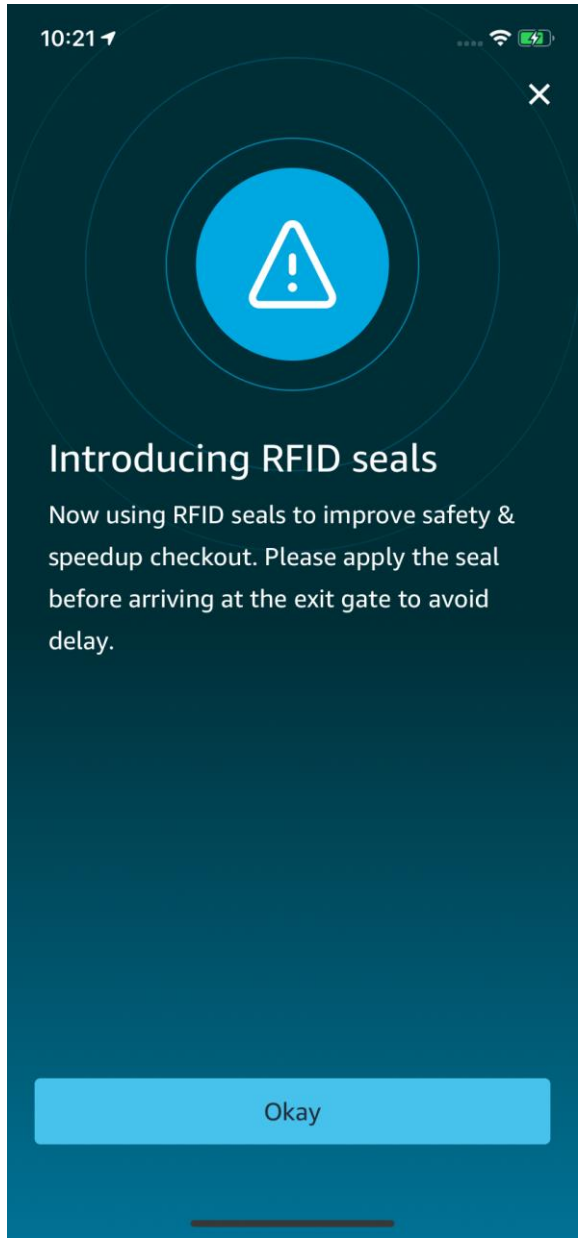
Drivers will be notified of load readiness only if they've gone through the check-in process via the Relay mobile app.

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App Set Up

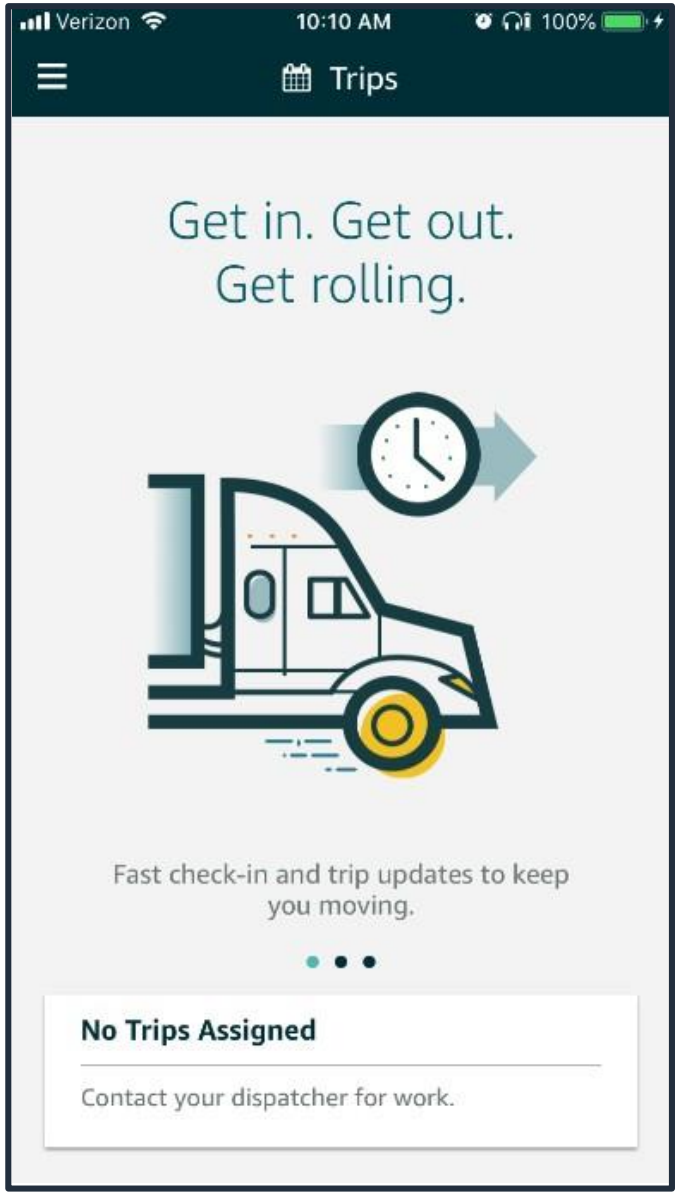


Notifications will also communicate safety tips as well as any updates or changes to Amazon processes or procedures.



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App Set Up



Once the driver reaches this screen, their set-up is complete and they can be assigned loads by their company. Any assigned work would appear on this screen.

**Please remember, it is the driver's responsibility to enter in the equipment numbers, tractor and trailer, to all loads they are assigned to.

If at any point you feel the app is not working correctly, try completely closing the app out or powering your phone off and then back on. If this doesn't fix the problem, you can contact the Support Center through the menu. Tap the 3 lines in the upper left of the screen.

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Driver Pre-Registration

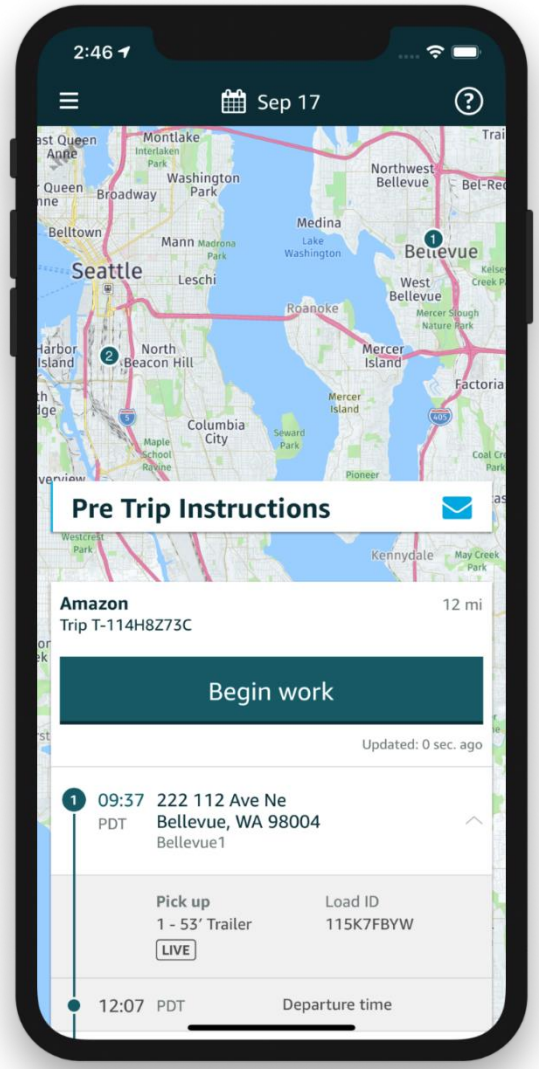
When a driver logs into the app, 1 of 2 screens will show.

If the driver does not have any loads assigned, the screen will say, “No Trips Assigned”.

If the driver does have loads assigned, a button saying “Begin work” will show.



No Work Assigned



Work Assigned

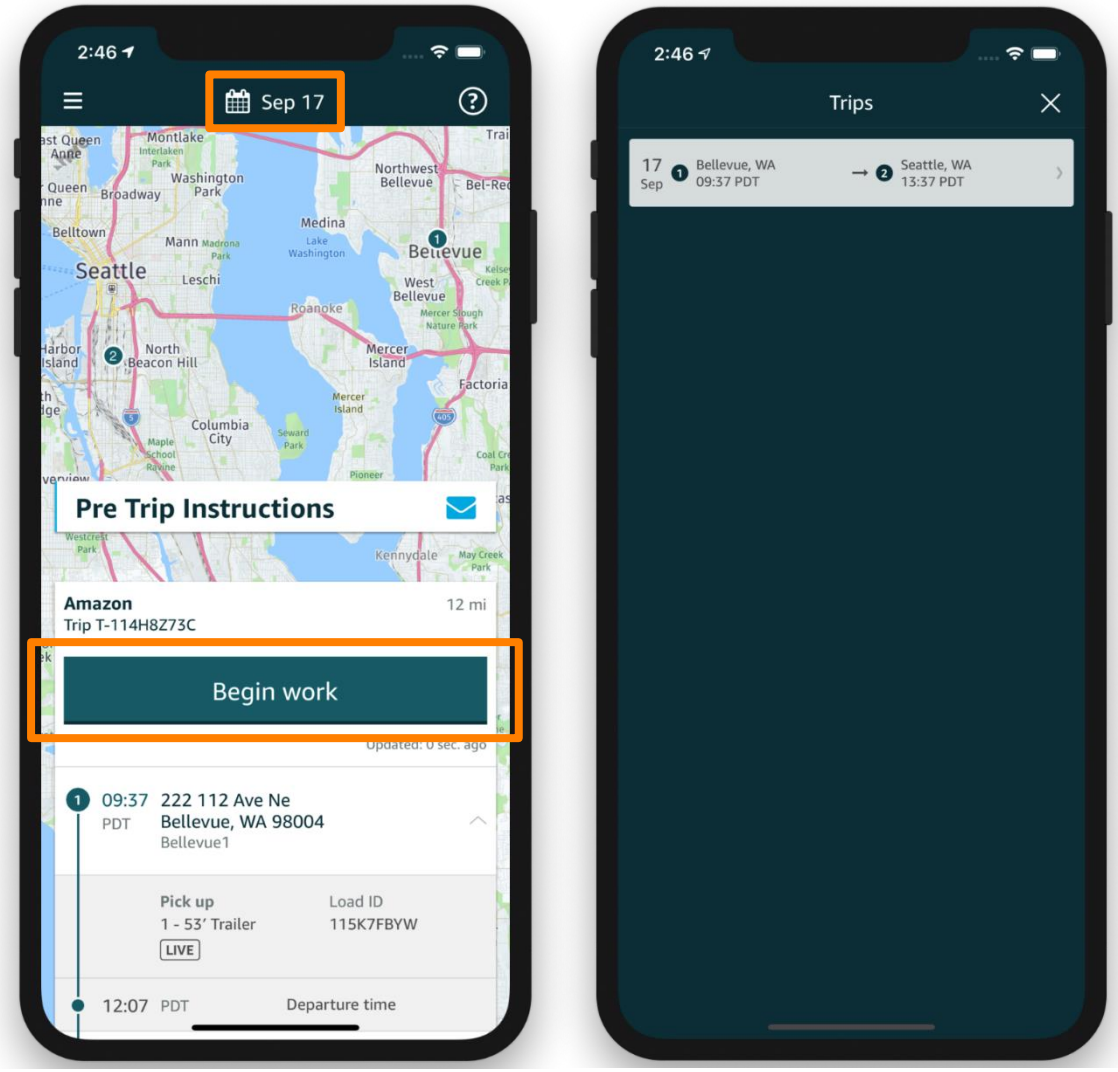
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Driver Pre-Registration

Drivers should log in to the Relay app when they arrive at their vehicle to begin work. The driver will select their trip and tap to start work.

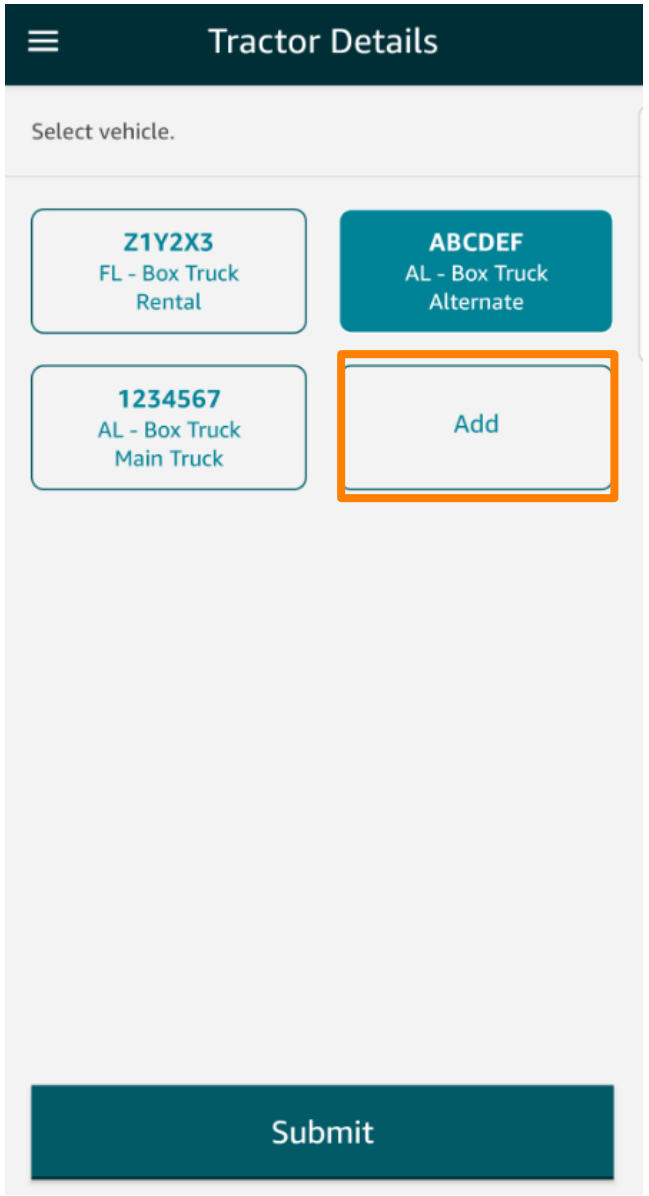
Drivers can view their assigned work by day by tapping the calendar icon at the top of the screen.

***Note that only the upcoming load will be available for pre-registration and only within 24 hours of the scheduled pick up.

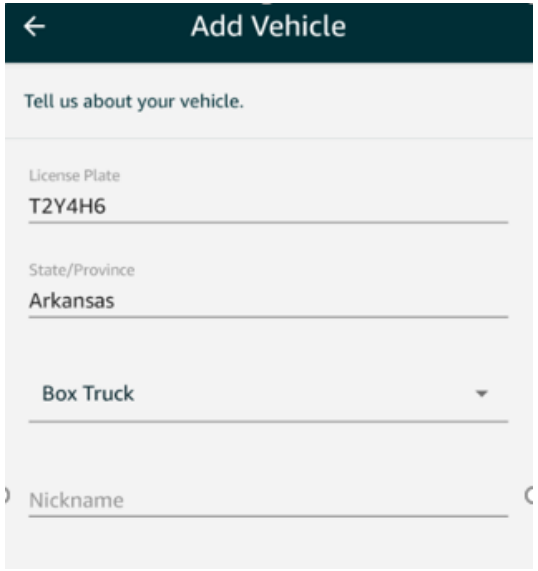


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Driver Pre-Registration



During pre-registration a driver can either select a vehicle from their profile, or add a new vehicle by tapping “Add”. If adding a new vehicle, then the driver will be prompted to complete all vehicle information and confirm by tapping “Save”. It is always a good practice to double check the equipment type matches your current vehicle.



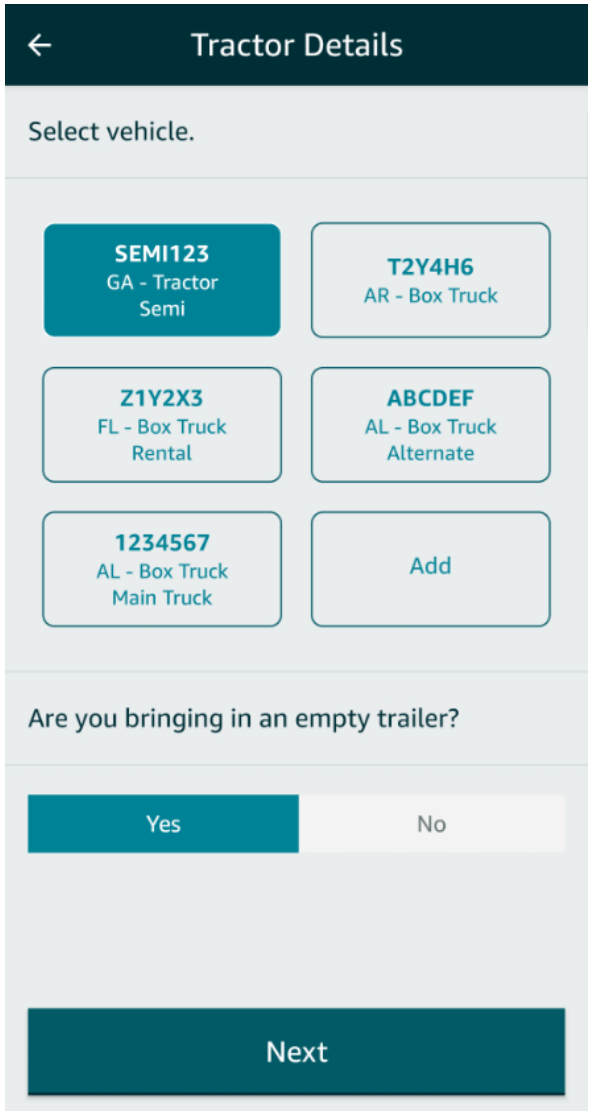
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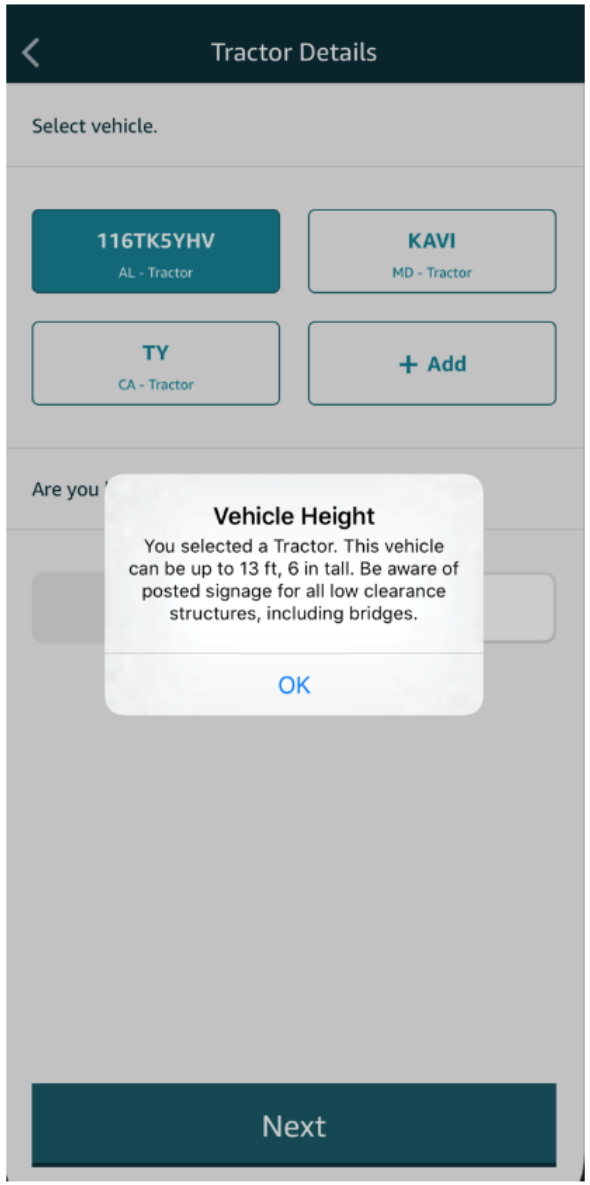
Driver Pre-Registration

If selecting a semi tractor, the driver will need to be aware of vehicle height and also need to select if they are bringing in an empty trailer.

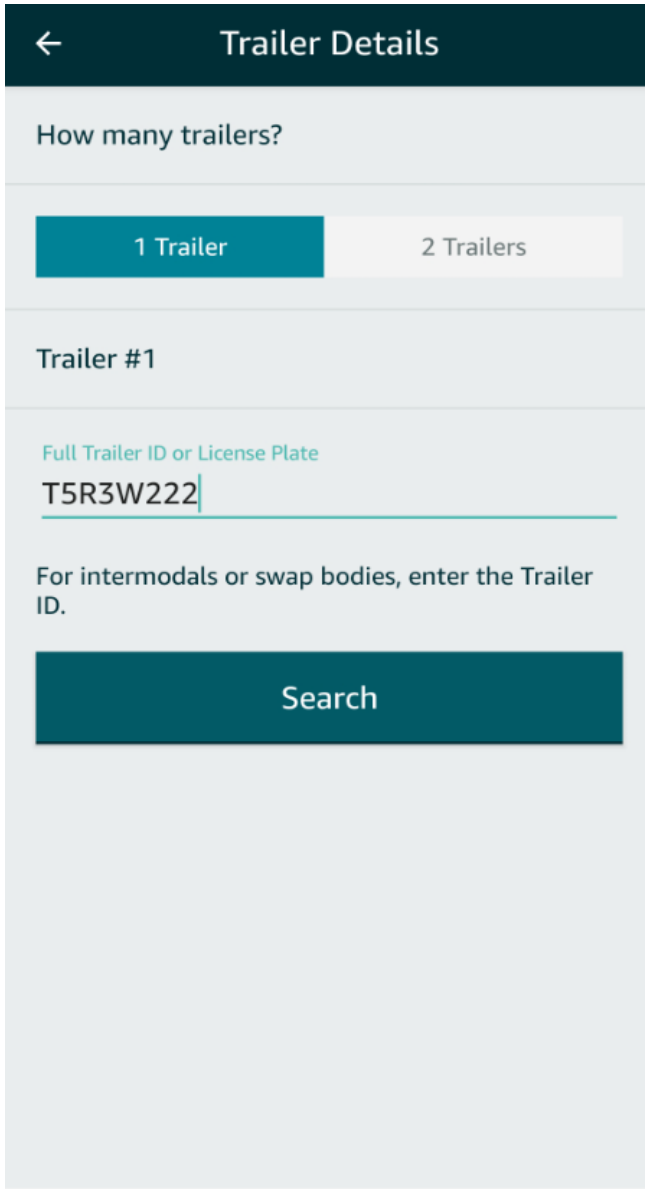
Box trucks and semis without a trailer will continue directly to the Navigate screen by tapping “Next”

Semis bringing an empty trailer will provide the trailer information next.

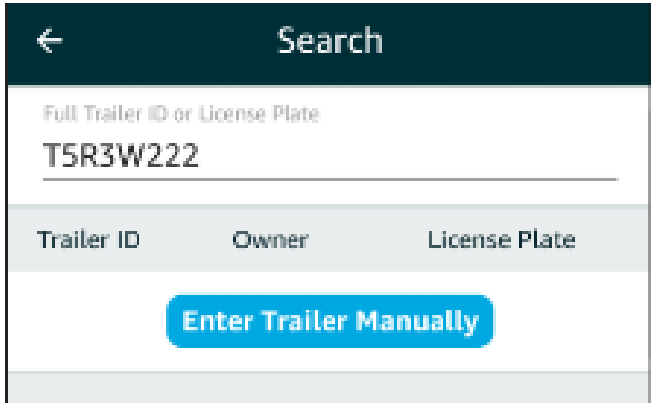




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If bringing in a trailer, the driver will select how many and then search by the trailer ID or license plate number. Once a trailer is used it will be available in the search results. If the trailer is not listed it can be added manually.

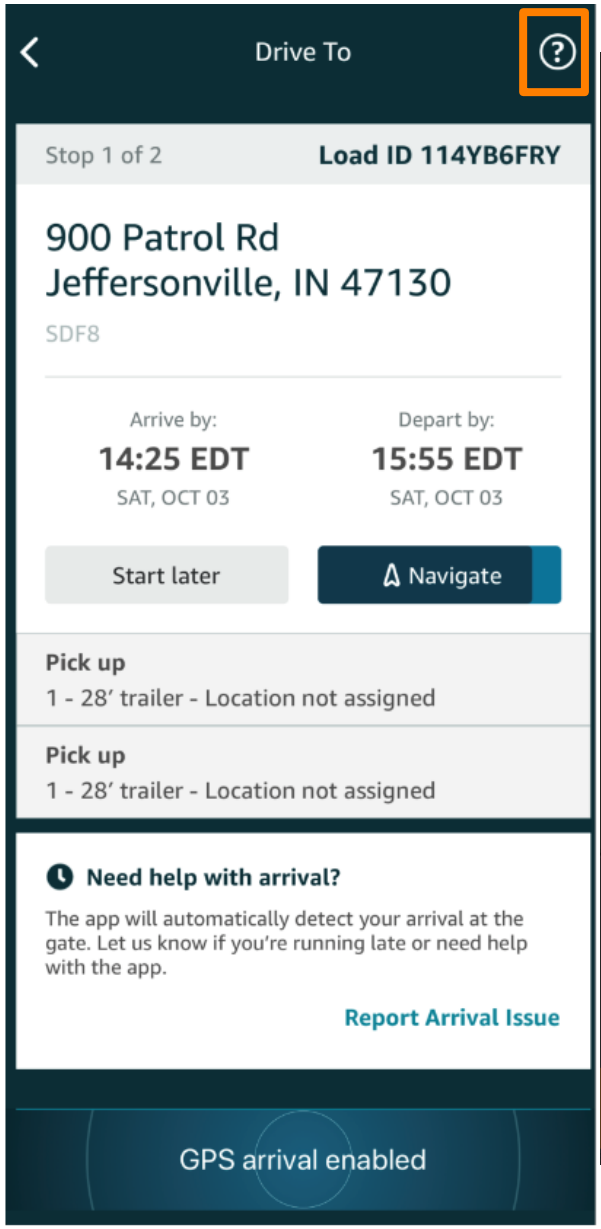


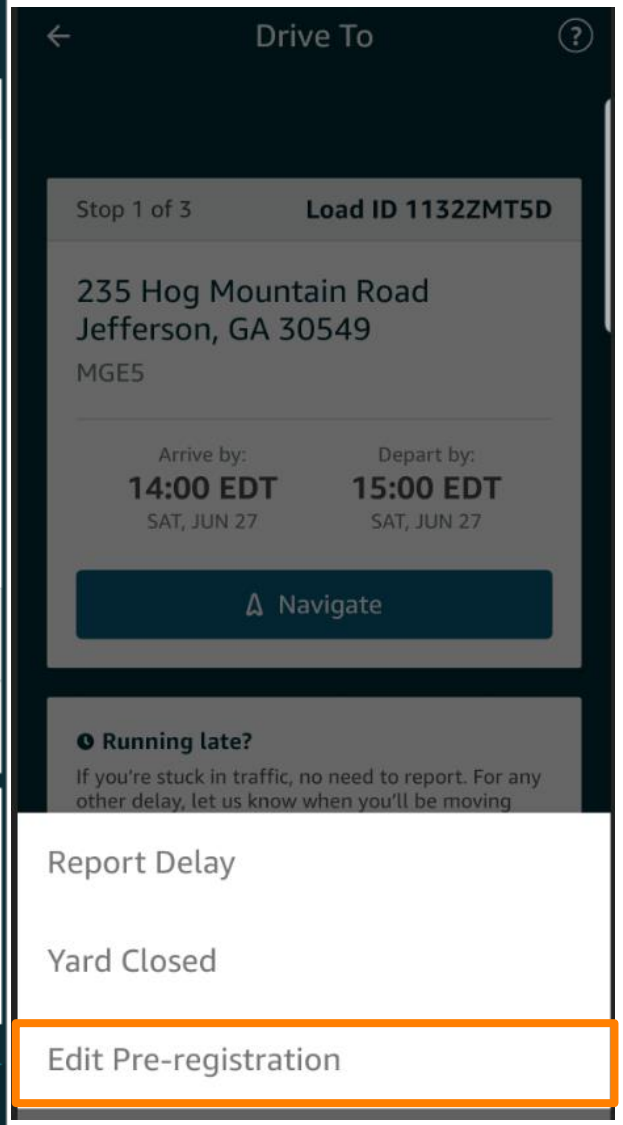
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Driver Pre-Registration

Once the equipment has been pre-registered the app will present the Navigate screen. After 10 seconds the app will advance to navigation and the guide the driver to the pick up location. The driver can also tap “Navigate” to start trip.

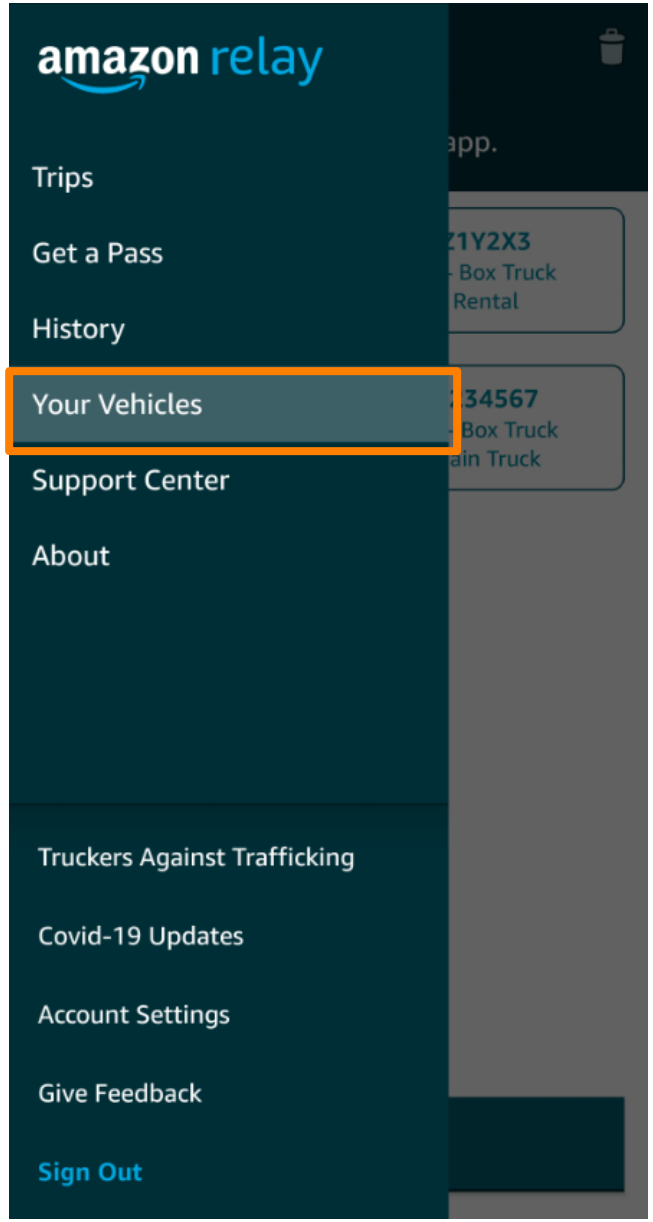
If the driver should need to change the vehicle or trailer information they can do so by tapping the question mark symbol and then selecting “Edit Pre-registration”.





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Driver Pre-Registration

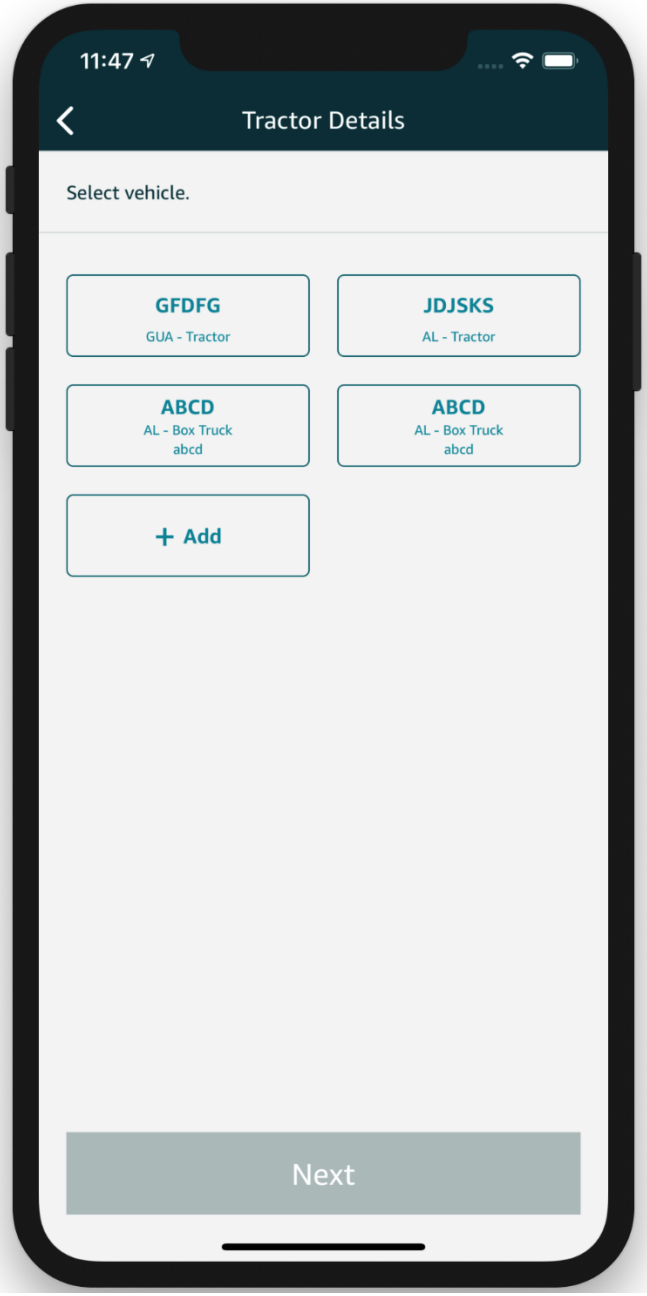


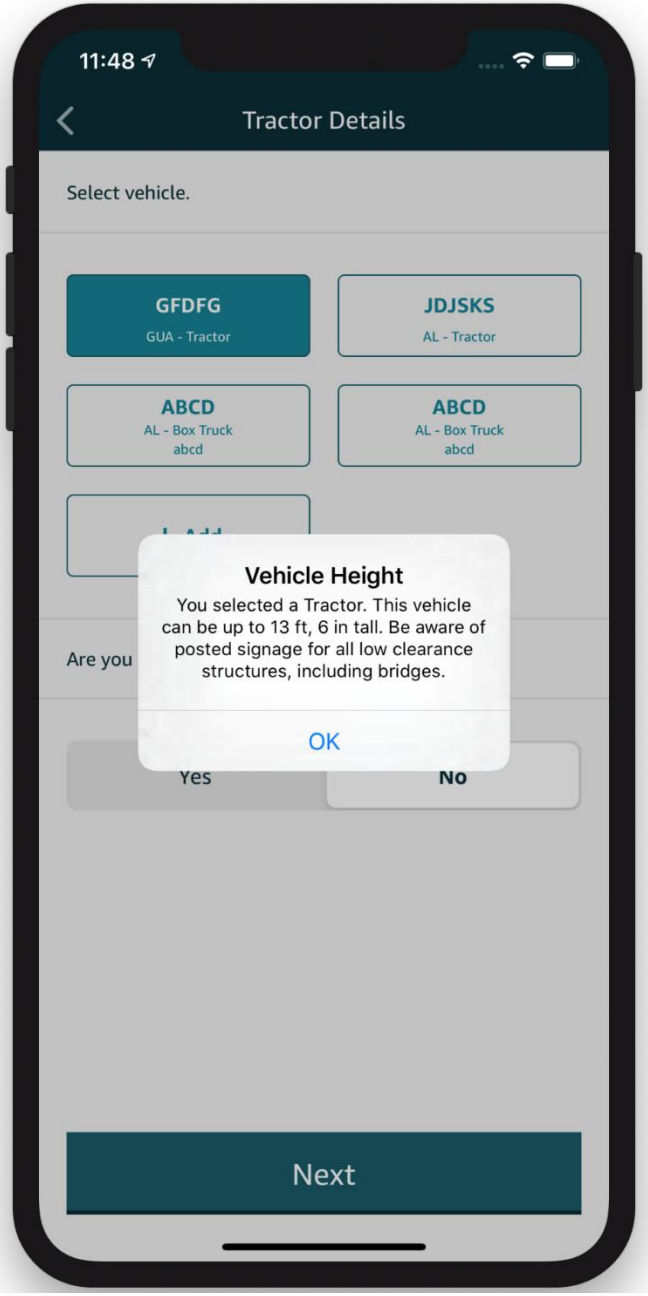
Drivers can also add vehicles to their profile at any time by tapping the menu icon (3 lines) located in the upper left corner of their screen, followed by tapping “Your Vehicles”.

***Drivers should make sure to enter all equipment information prior to beginning navigation to the origin. They should also ensure the information entered is accurate to help reduce check-in and out wait times.

Accurate pre-registration will speed up the check-in process.

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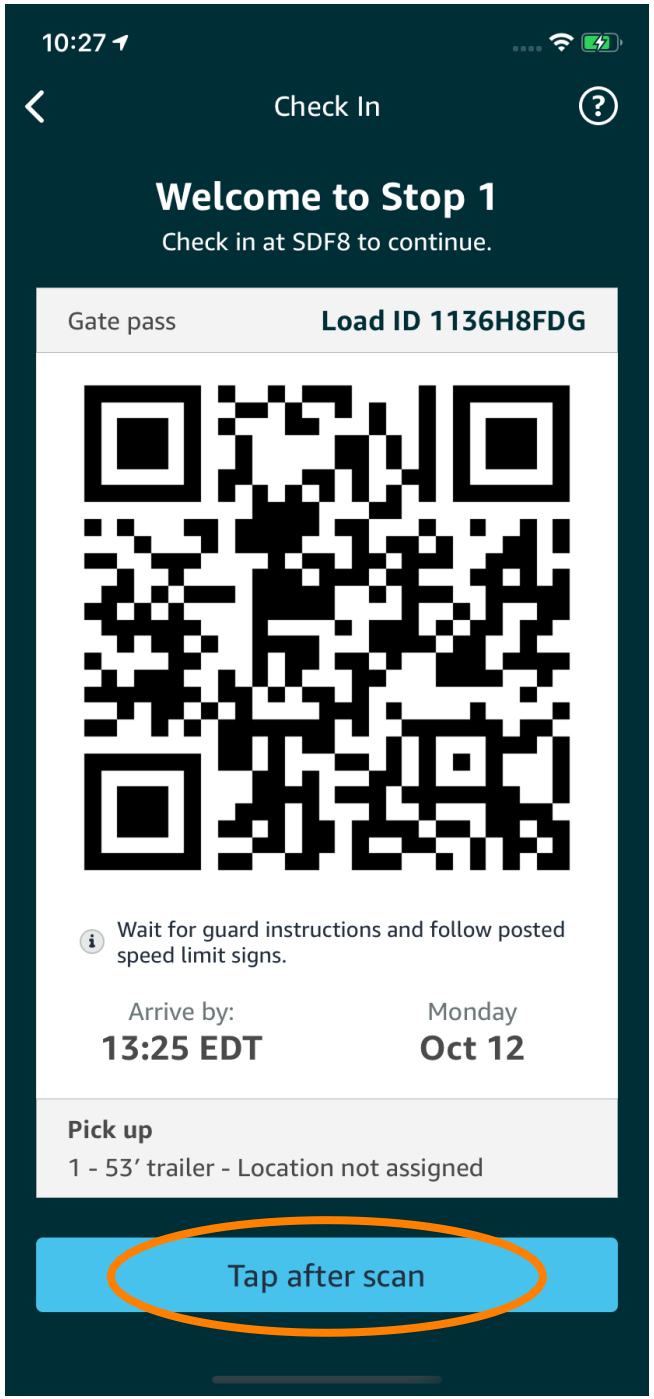




The driver should complete the pre-registration by adding in their tractor information.

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Using the Driver App



GPS navigation will detect once the driver is onsite. A QR code will be generated for the yard associate to scan. The driver will tap the bottom only after the QR code has been scanned.

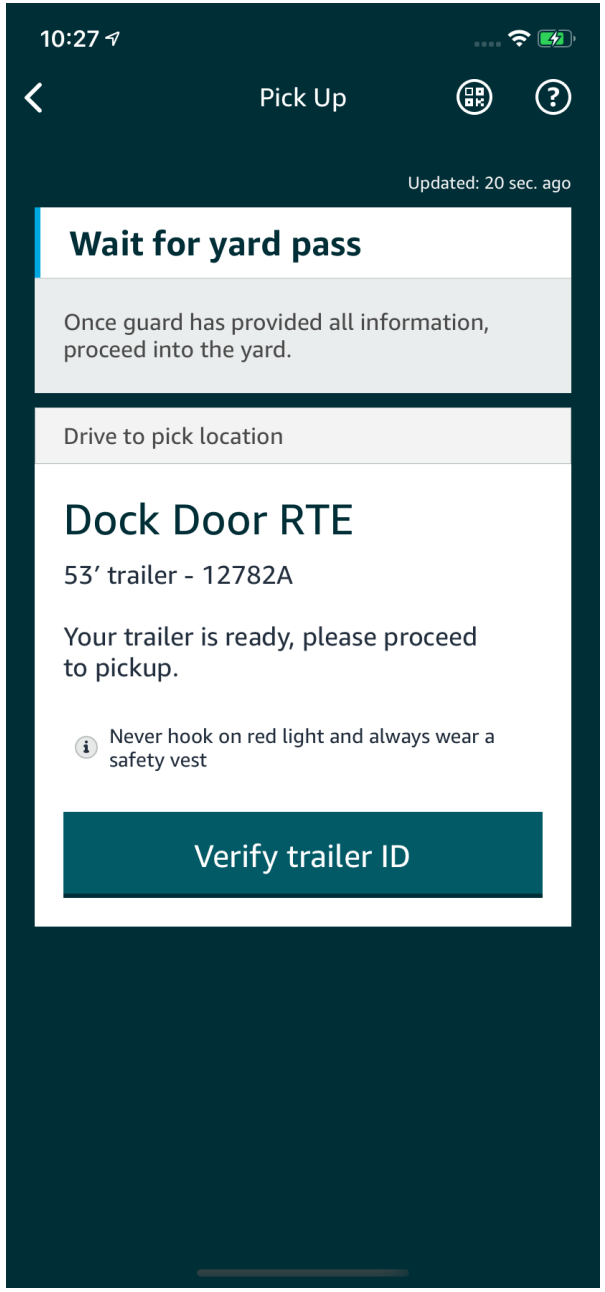
If a driver arrives too early, the yard may not have the capacity for the driver to wait. In this instance, the app will alert the driver once their load is ready.

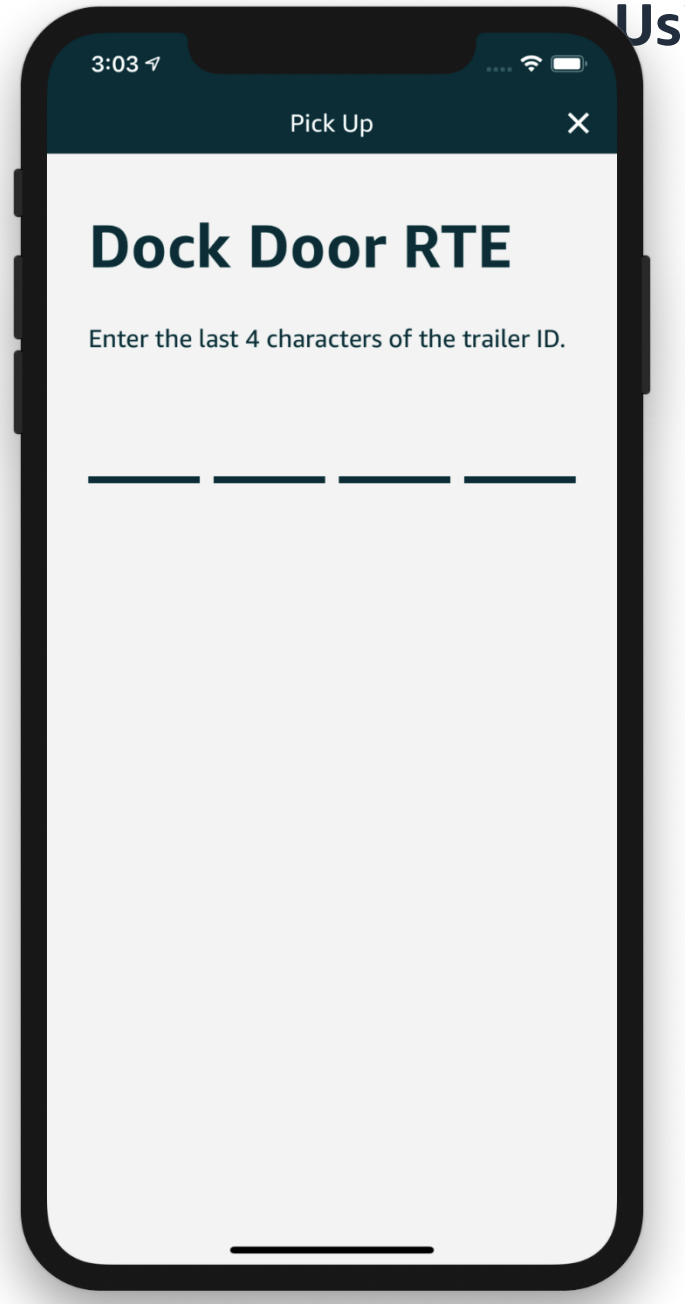
After check-in, it's the drivers responsibility to ensure all trailer information is accurate.

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Using the Driver App

When the trailer is ready, the app will instruct the driver to proceed to the pick-up location. If an exact dock door or location is not provided, check in with a yard associate.





The driver must verify the trailer information listed in the app is the trailer they are hooking up to. Follow the app prompts.

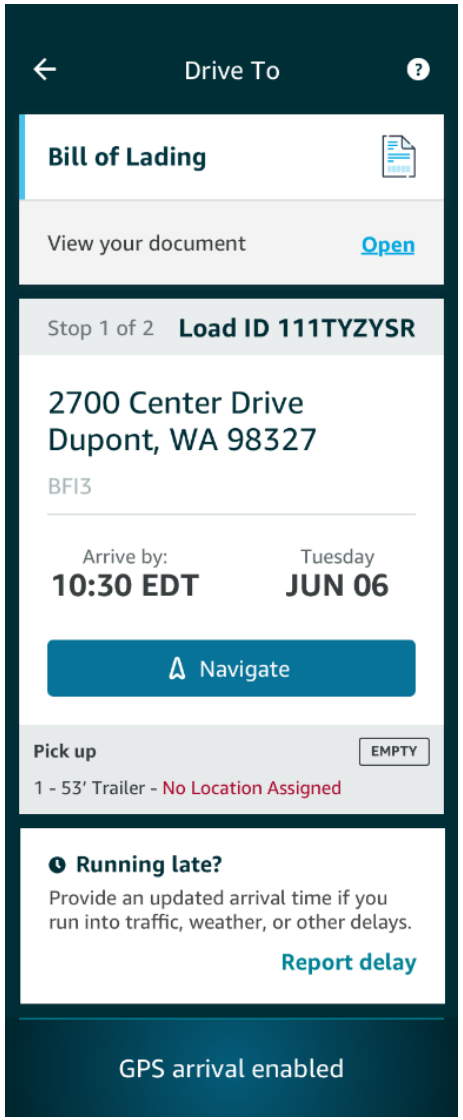
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Using the Driver App

On some loads, an eBOL will be generated and prompt the driver to review and confirm the eBOL. **Drivers will need to confirm the BOL using Relay before checking out.**

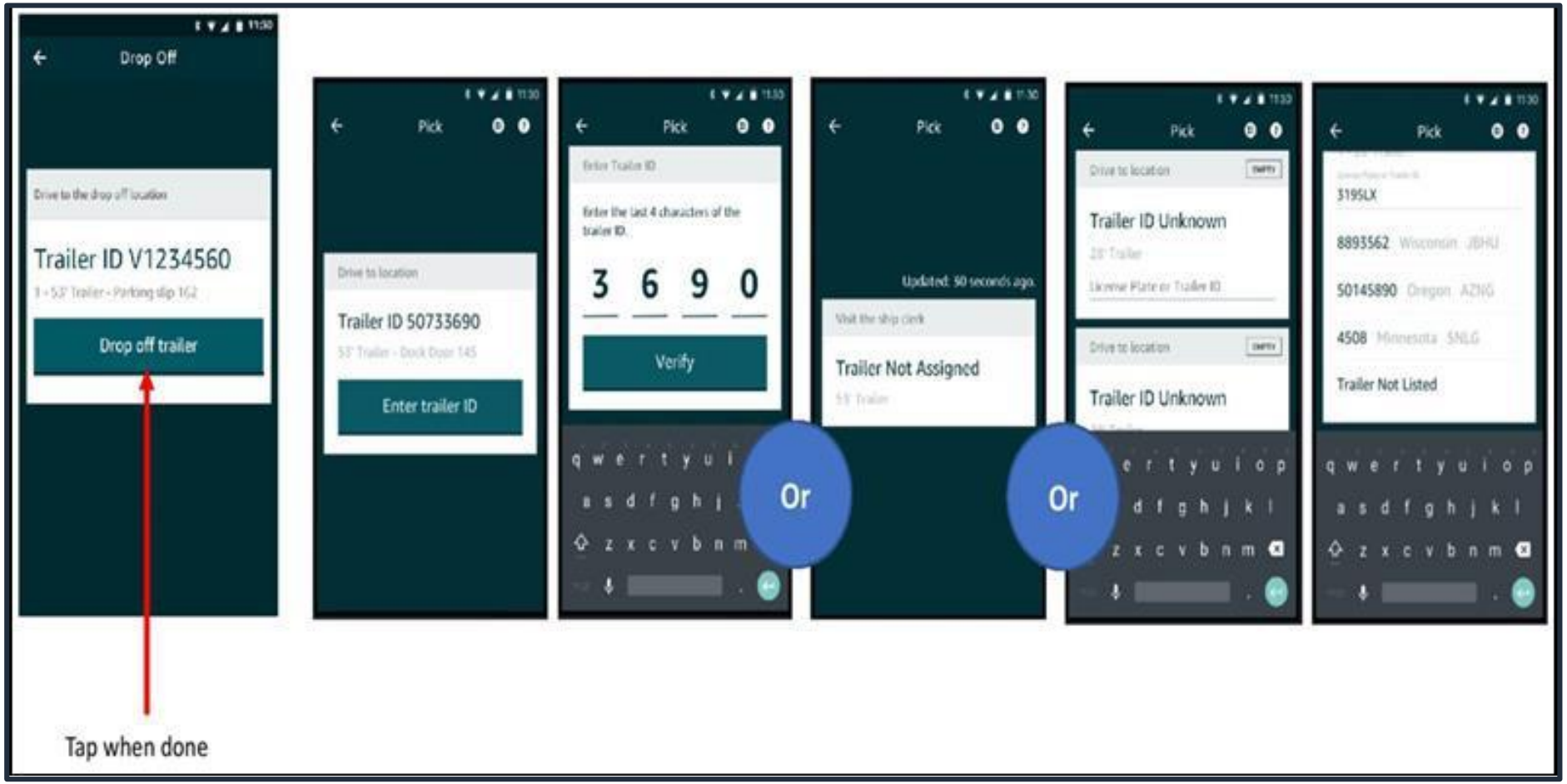






Once the eBOL has been confirmed, the eBOL will be accessible at the top of the “Check Out” and “Drive To” screens. Only the eBOL for the current load is accessible.

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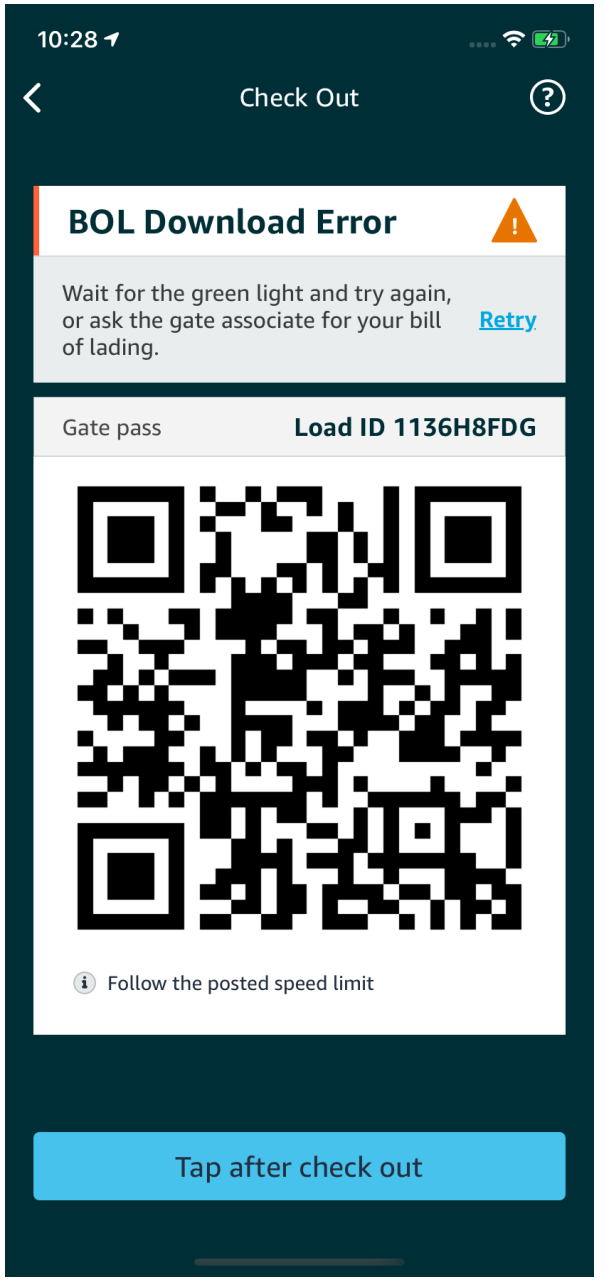
When dropping off a trailer and picking up a new trailer, tap “Drop off trailer” once done dropping and then proceed by entering the trailer ID for the new load. If a trailer is not assigned, please see the ship clerk.

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Using the Driver App

If leaving with a trailer, have an Amazon yard associate scan your QR code to check you out. Tap after the gate scan and then tap again to confirm the end of the tour.

Always verify tractor and trailer information and ensure you are completely registered in the Relay for Driver app.





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YARD SAFETY RULES

By entering the yard, you agree to follow the yard safety rules.

1) Do Not Hook on Red/
Put on Vest at Entry!





2) Speed Limit 5MPH/8KPH!
Watch for Pedestrians in Yard!



3) Don't Distract Hostlers/
Pedestrians in Yard.





4) Do Not Touch or Tamper
With Yard Equipment.
Amazon Personnel Only!



5) Do not approach a dock
door until directed to do so
in Relay!



6) Slide tandems to the
rear position

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YARD SAFETY RULES

By entering the yard, you agree to follow the yard safety rules.

7) Driver to Open/Close Side Hinge Doors/Place and Remove Wheel Chocks



8) No Smoking, No Idling, No Littering, No Children, or Pets Outside Vehicle at Anytime



9) Physically inspect that king pin has fully engaged with the fifth wheel during coupling process. Perform a tug test!





Parking Brakes. Red for the Trailer. Yellow for the Tractor.

10) Anytime you exit the cab, ensure that the engine is off and the tractor's parking brake has been fully engaged.

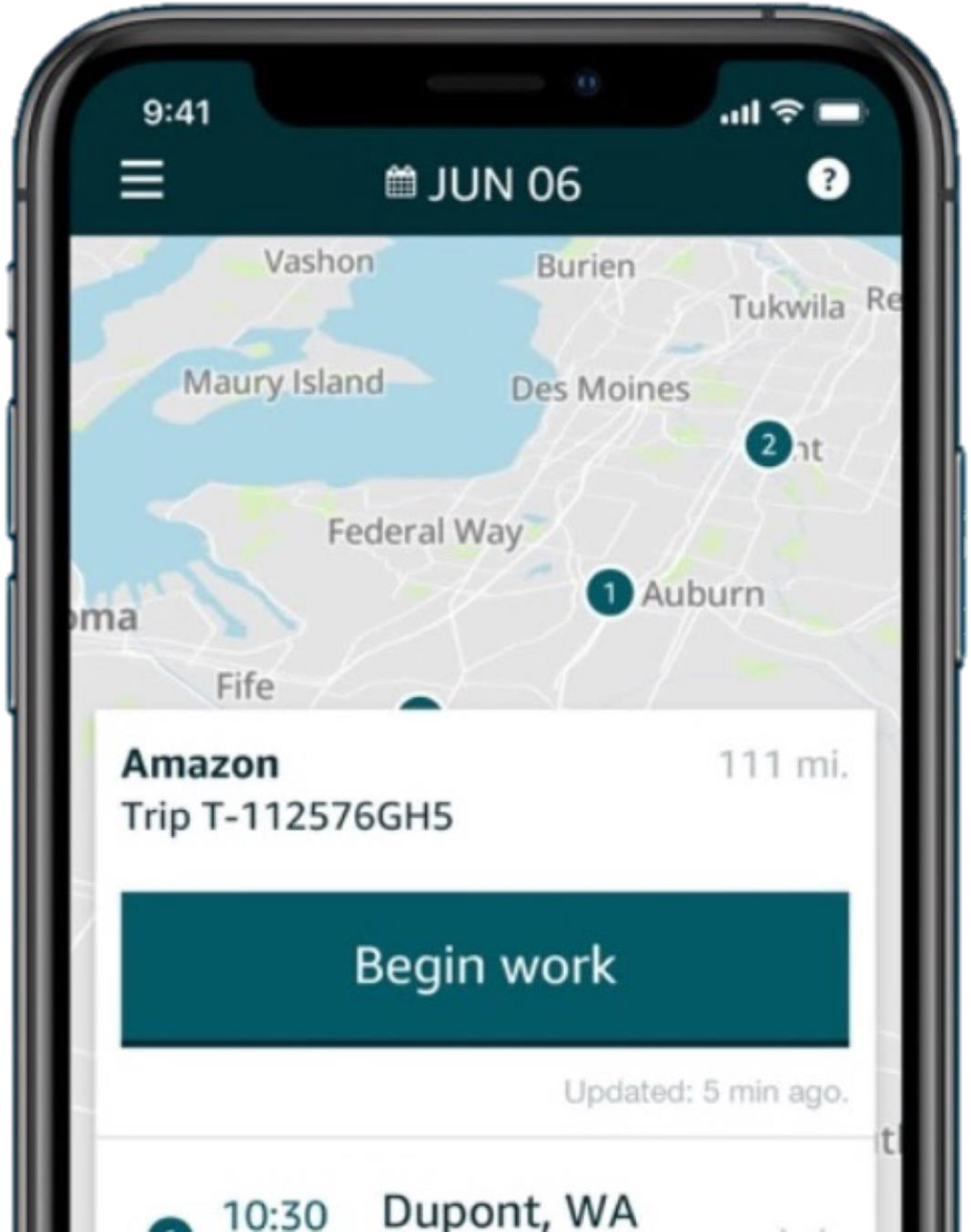


11) Don't Piggyback! Never use another's badge to enter the building.

Thank you for your commitment to Safety in our Yards!

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Navigating to Amazon Freight Locations

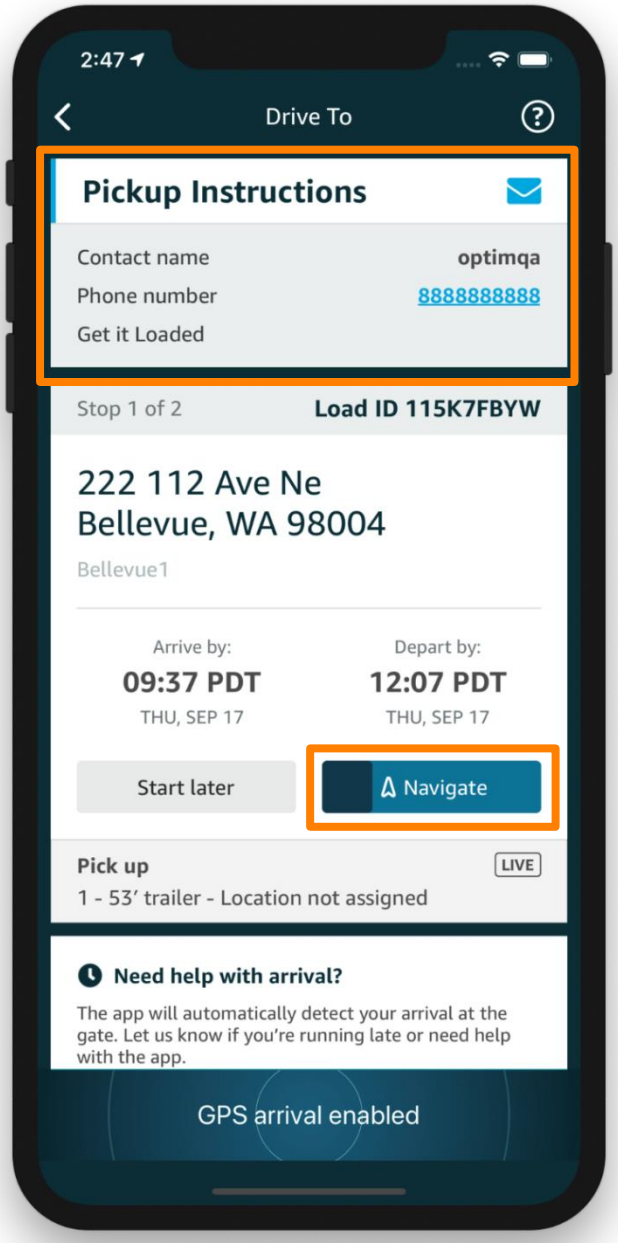


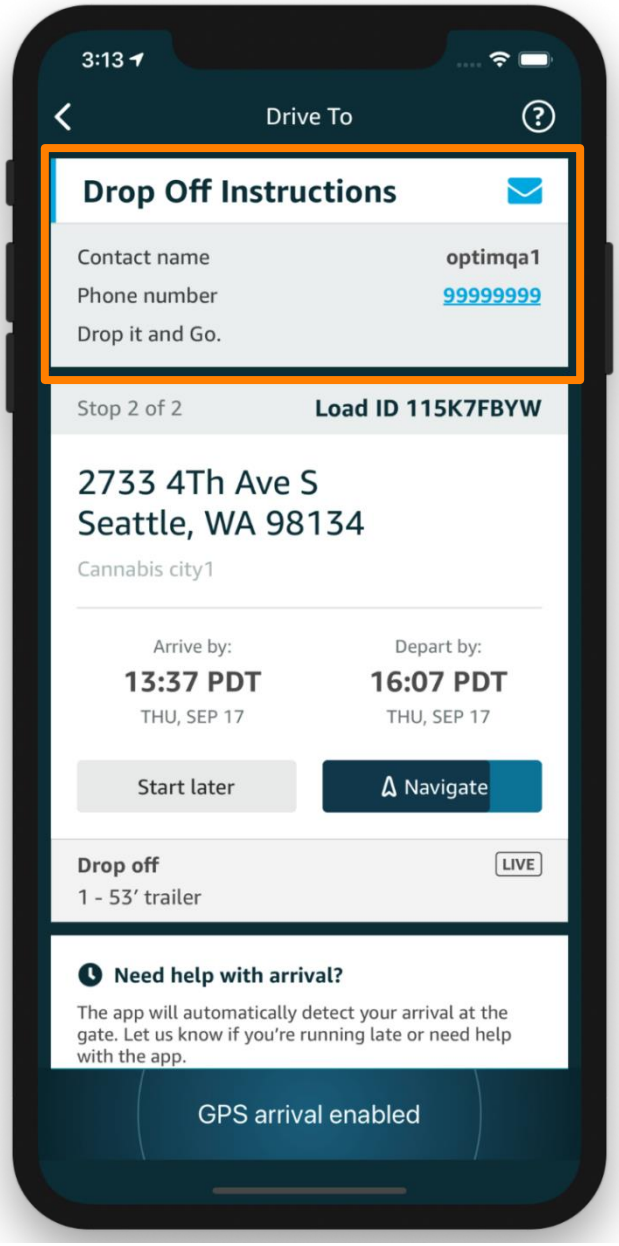
The following pages provide instructions on app usage when picking up or delivering.

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Navigating to Amazon Freight Locations

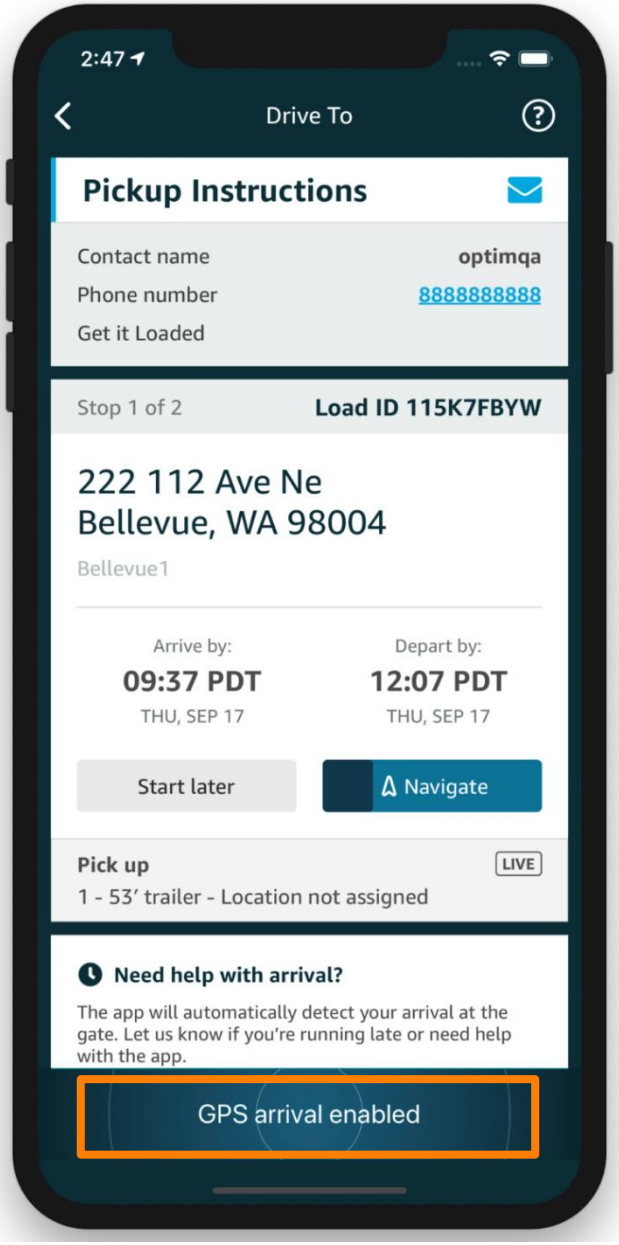
Check the pickup and drop off instructions before and after arrival to view all necessary location & load information. Amazon Freight locations do not use the Amazon Load ID or QR codes.





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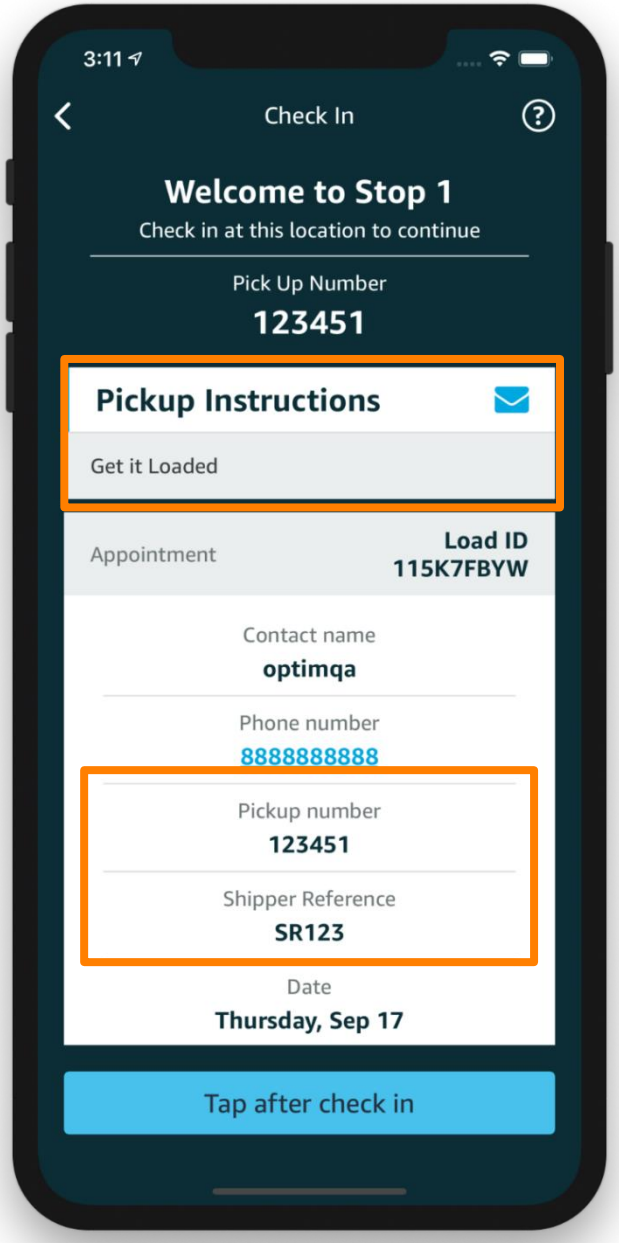
Arriving at Amazon Freight Locations Before Check In



Location services will detect your arrival to the site.

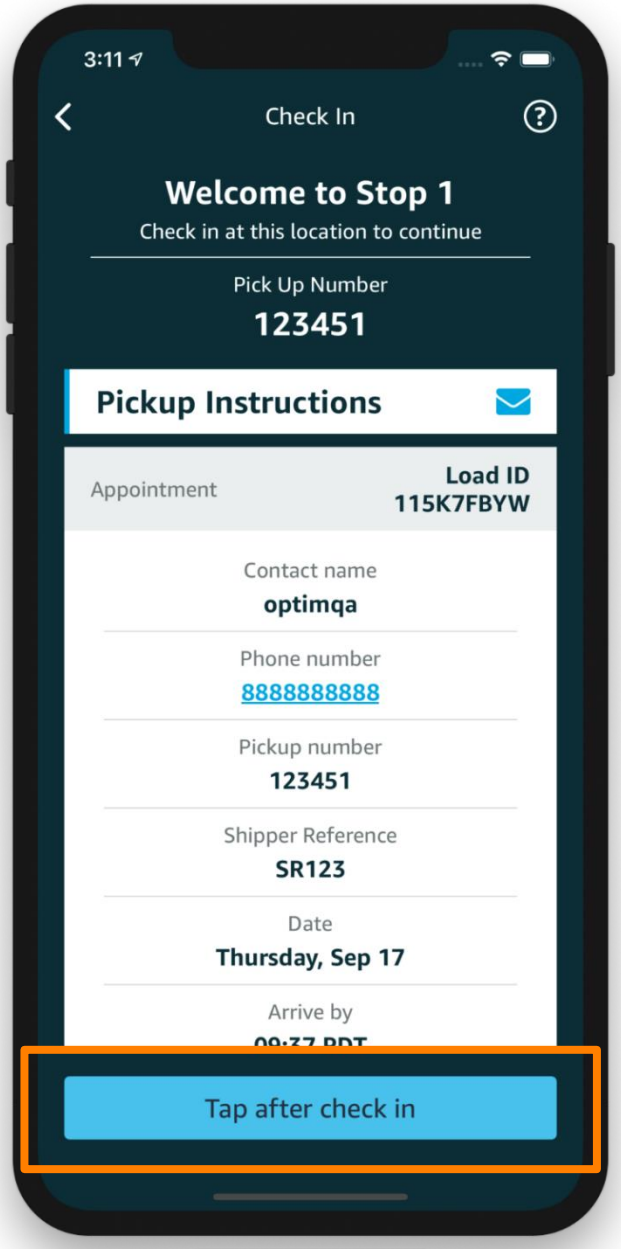
Tap on the Pickup instructions to see details.

Pickup and reference numbers are visible after arrival.



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Arriving at Amazon Freight Locations Before Check In



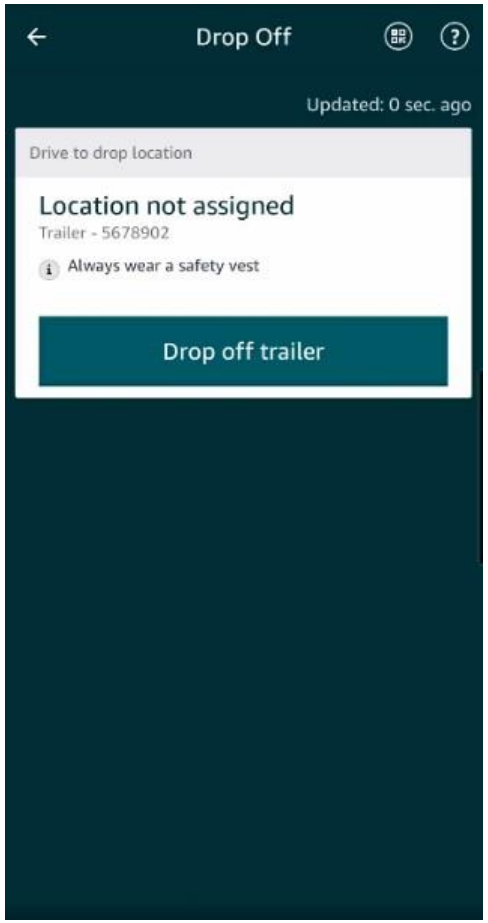
Scroll down the screen to see full details.

<u>After</u> the guardshack receives the pickup number, “Tap after check in” can be tapped.

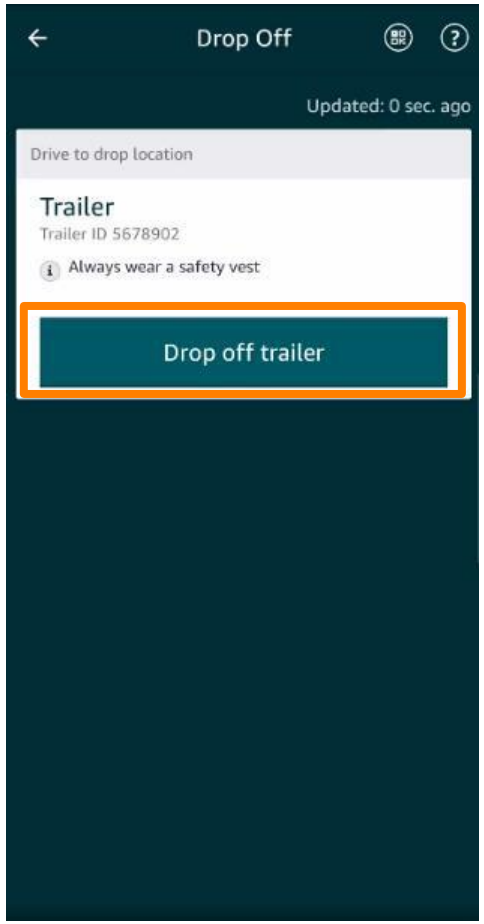
** After yard operational hours, instructions will be in the “Pickup Instructions” and/or “Drop Off Instructions”.

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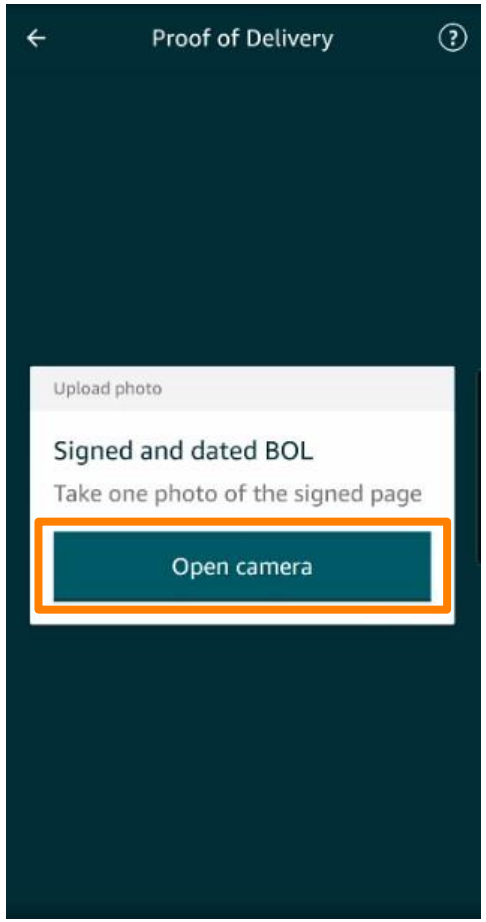
Dropping Off a Loaded or Empty Trailer at an Amazon Freight Location (After being checked in)



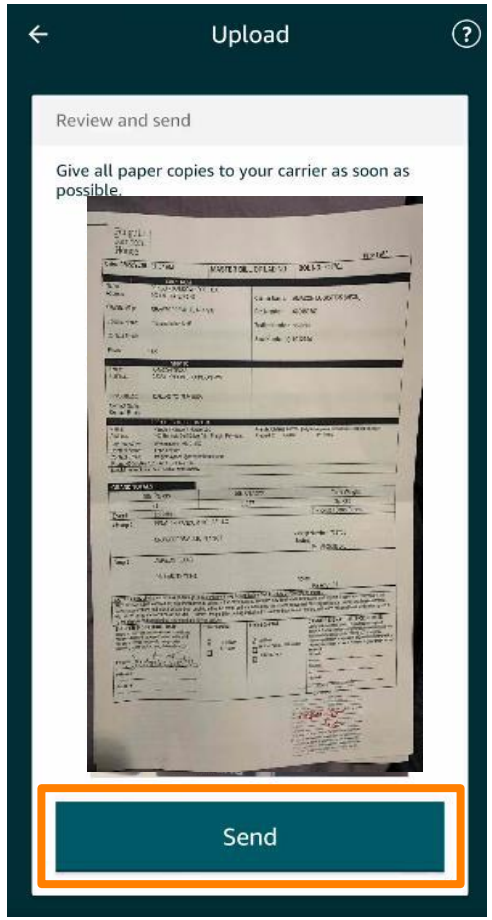
Drop off info will be available at “Check In”.



Tap “Drop off trailer” after the trailer was dropped.



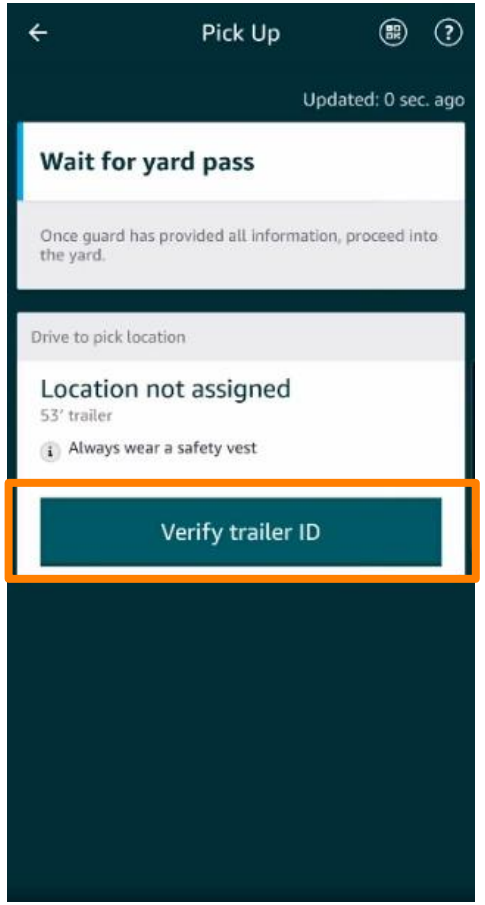
An empty trailer will not need a BOL.



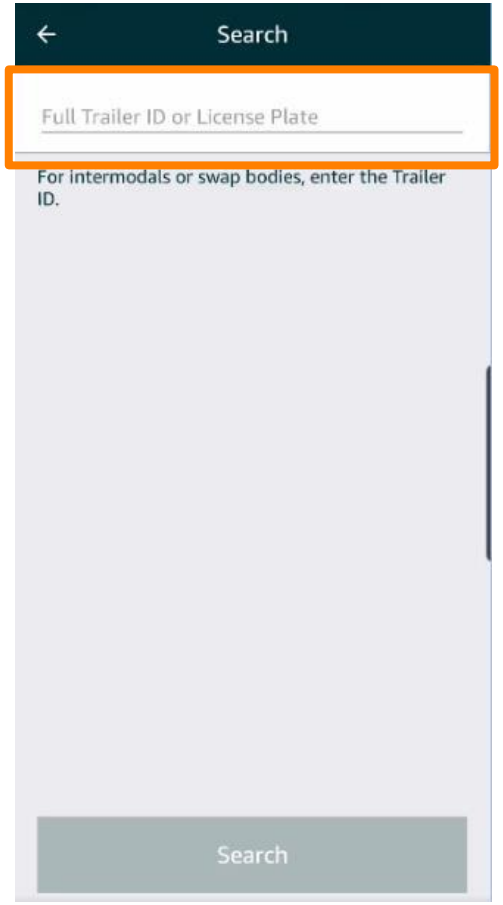
A clear POD is required for payment. Information must be visible.

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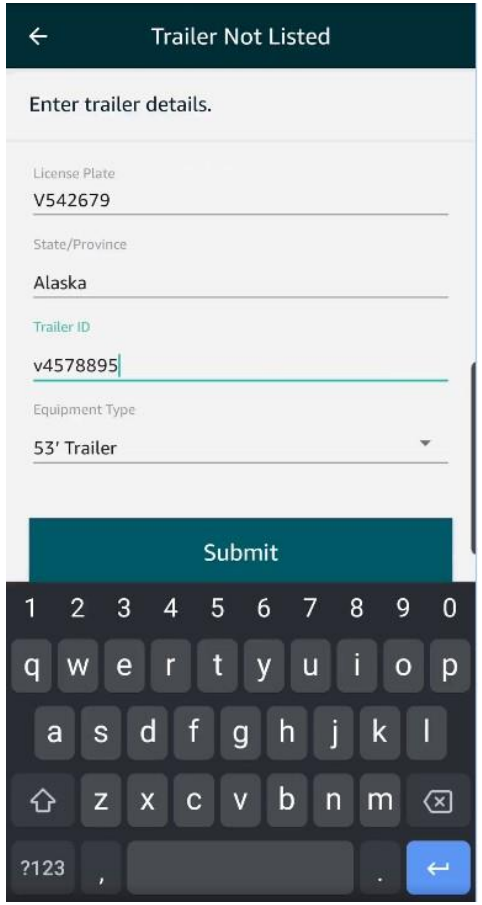
Picking Up a Trailer After Dropping at an Amazon Freight Location



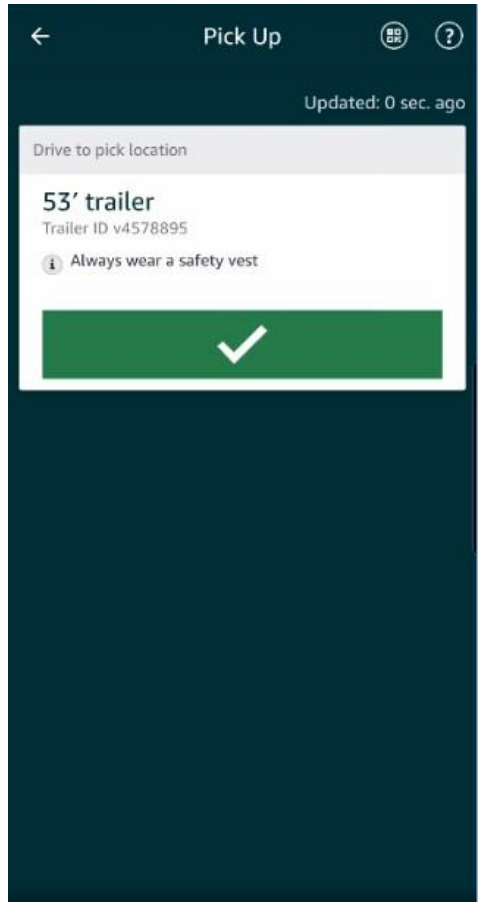
Yard passes are not available at Amazon Freight locations.



The number of the pick up trailer should be entered.



Enter in ALL the trailer information.



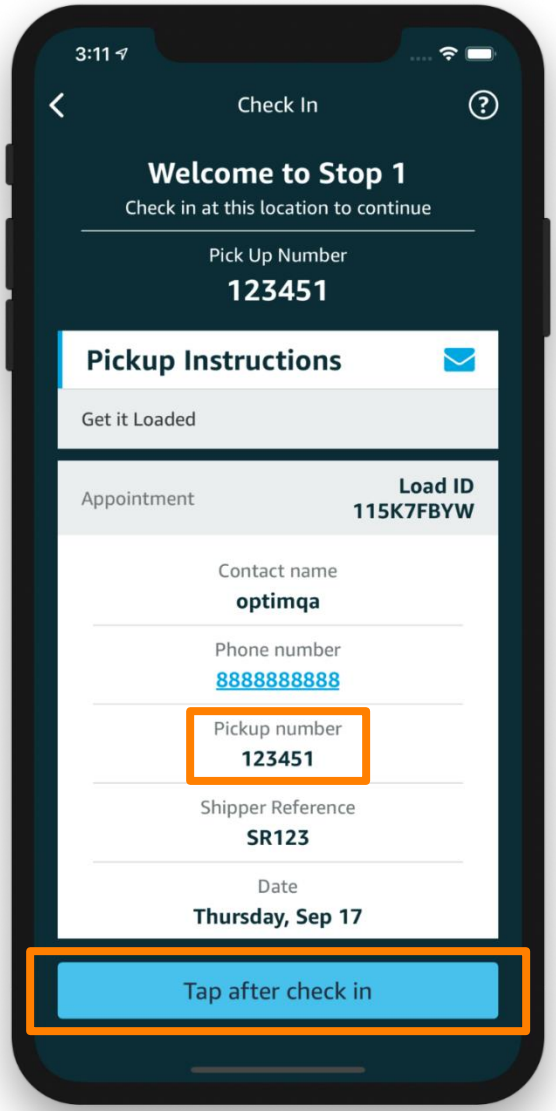
Do not depart without entering the information.



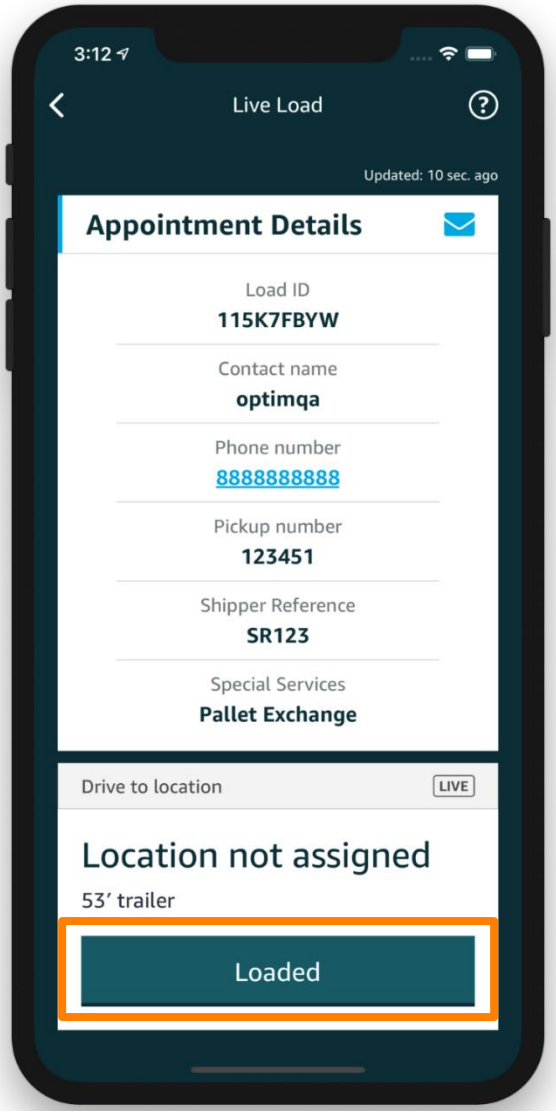
Only "Tap after check out" once actually departing.

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Navigating to an Amazon Freight Location-Live Loading



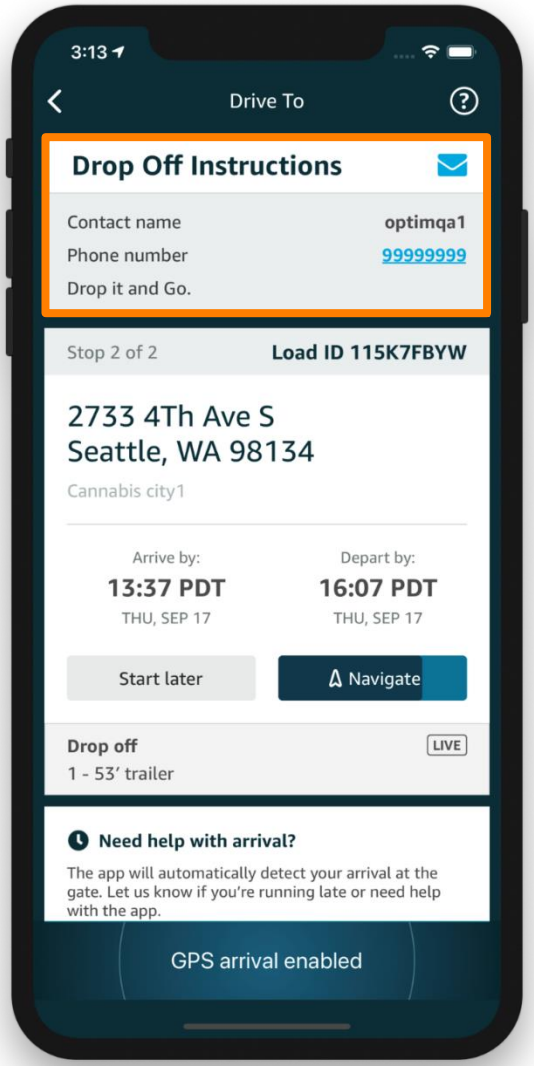
Pickup instructions are visible by tapping on “Pickup Instructions”. After checked in with the Pickup number, tap “Tap after check in”.

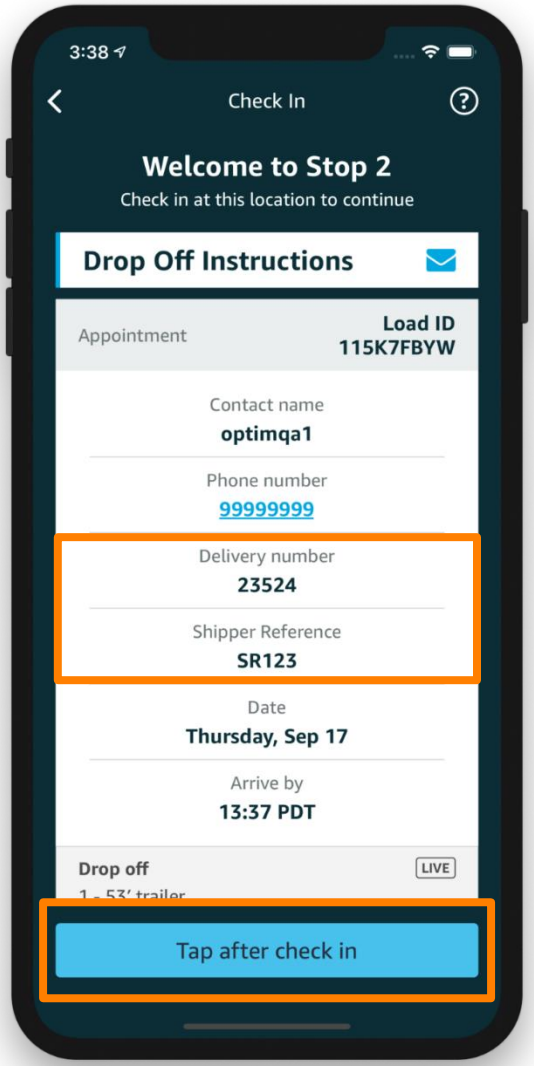


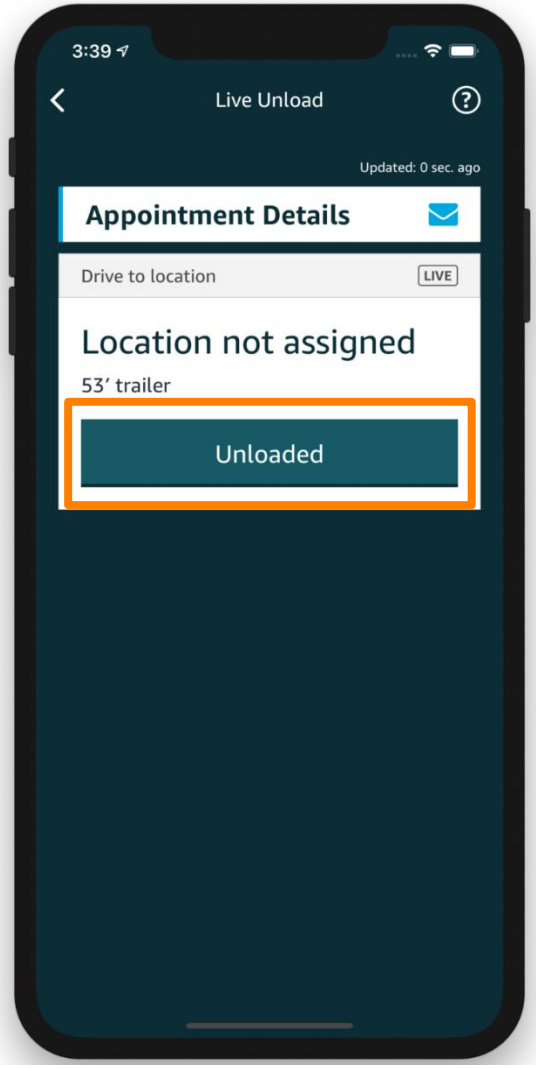
Additional information will be available from the site. Tap “Loaded” after the trailer has been loaded.

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Navigating to an Amazon Freight Location-Live Unloading





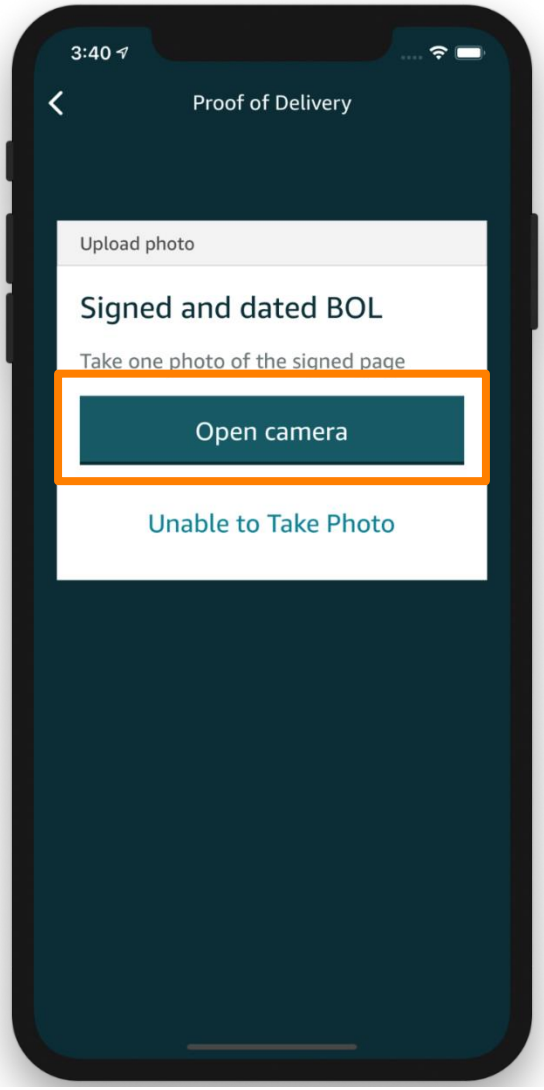


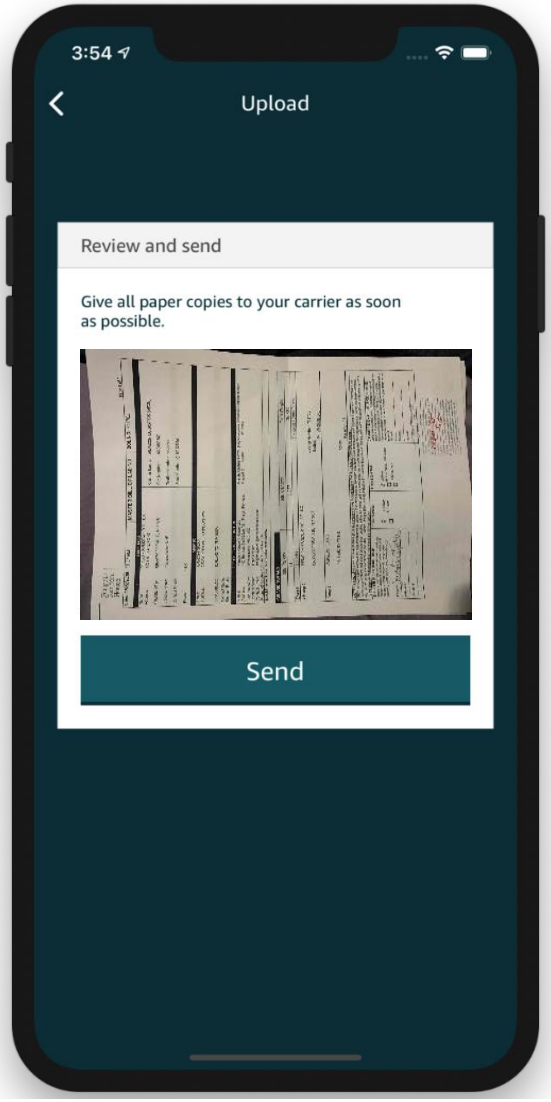
Drop off instructions are available after departure. Delivery details are available after GPS detects arrival.

Tap "Unloaded" only when the trailer has been unloaded.

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Navigating to Amazon Freight Location Proof of Delivery





A picture MUST be taken of the signed and dated BOL. Tap “Open camera”. The picture MUST be a clear image with ALL information readable.

To receive payment on Amazon Freight trips or loads, the correct BOL MUST be signed and dated and be added to the load via the mobile app.

** Failure to comply, will result in payment delays and can impact future business. **

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Box Truck Work

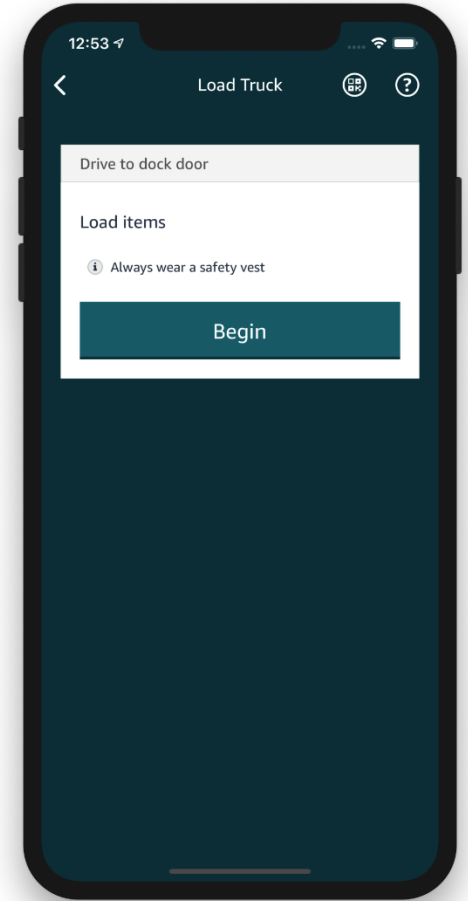
Box Truck work has specific requirements.

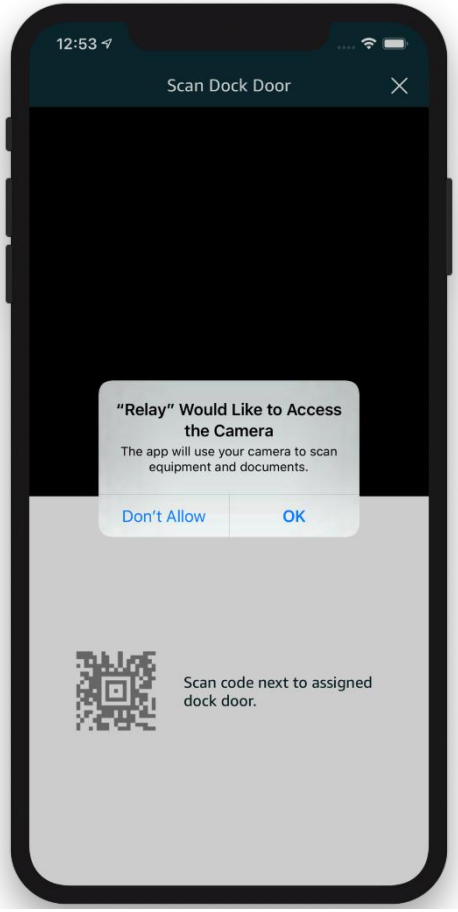
- Must have 26’ box truck with lift gate. If using a rented truck, your DOT# MUST be displayed on the exterior.
- Box truck must be clean and free of holes.
- Driver must arrive on site with a pallet jack. Driver is not authorized to use on site equipment.
- Driver must wear safety vest, closed toe shoes & have any long hair pulled up.
- Driver will be responsible for loading and unloading all freight.
- Driver must have smartphone with Relay app already installed and have been assigned to current load.
- Drivers must arrive at least 15-30 minutes prior to load’s scheduled arrival time to allow for time to obtain a badge from security and receive a door assignment.

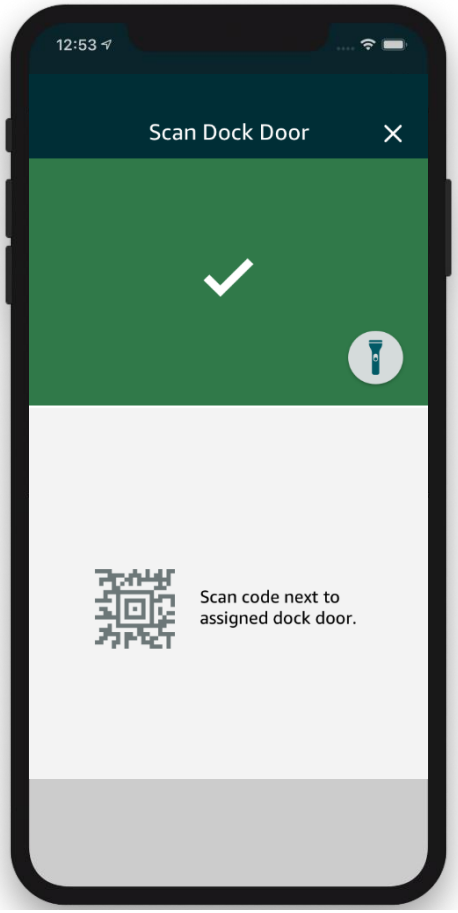
AMAZON CONFIDENTIAL

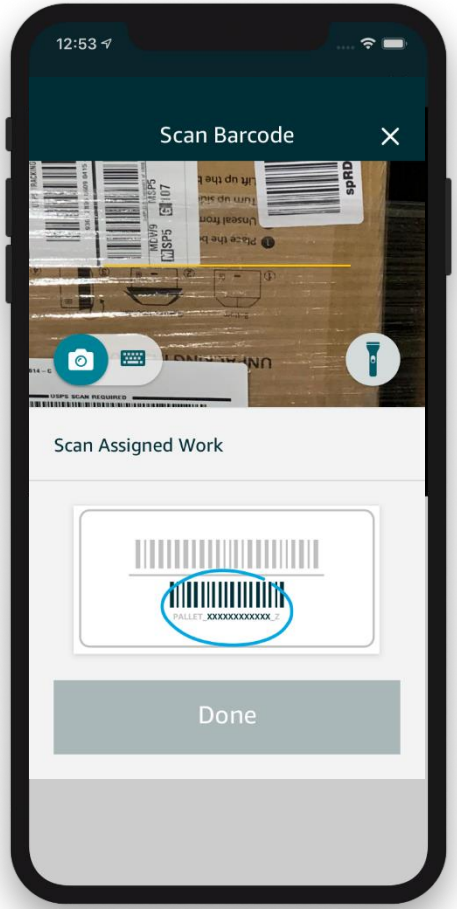
The driver will need to check in with a Logistics Specialist. The Logistics Specialist will instruct the driver on how many pallets they are assigned to take and where to locate them.

The driver is required to scan all pallets and any other required freight to their truck.









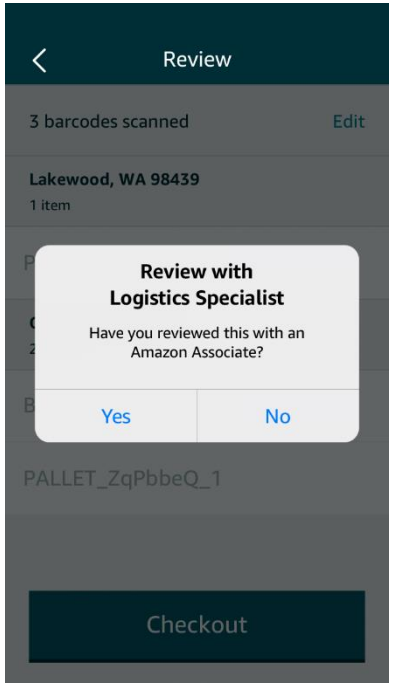
AMAZON CONFIDENTIAL

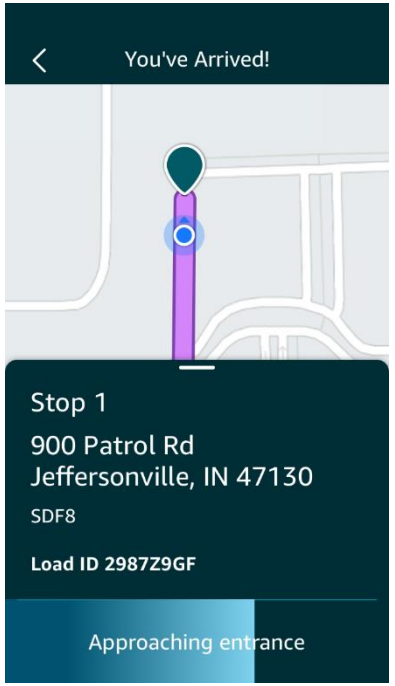
After all freight has been loaded and verified, check out with a Logistics Specialist.

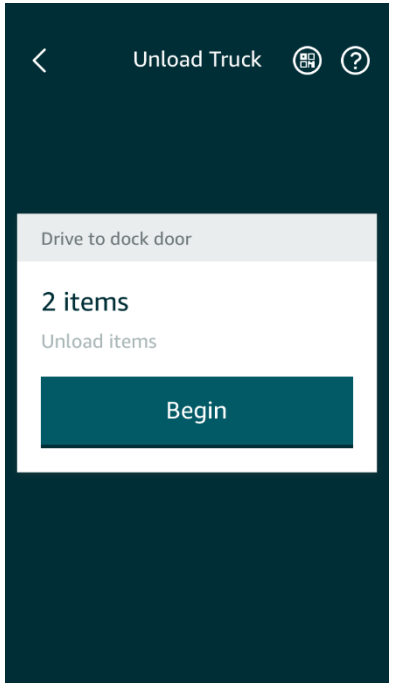
After check-out is complete, tap on the app when instructed, exit the building and exit the yard.

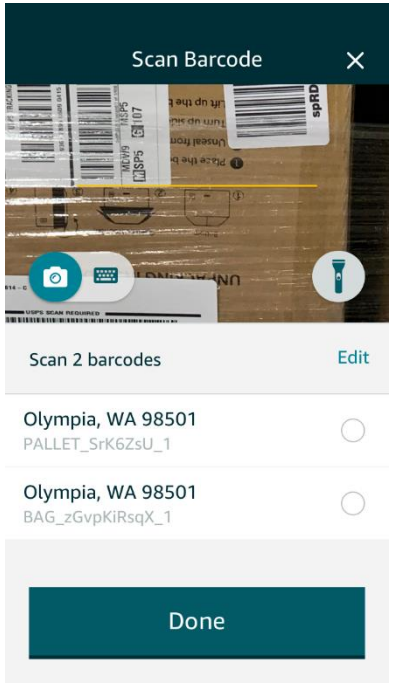
If you have a Visitor or Vendor badge, you must stop on the road (outside the gate) and return the badge to the front desk.

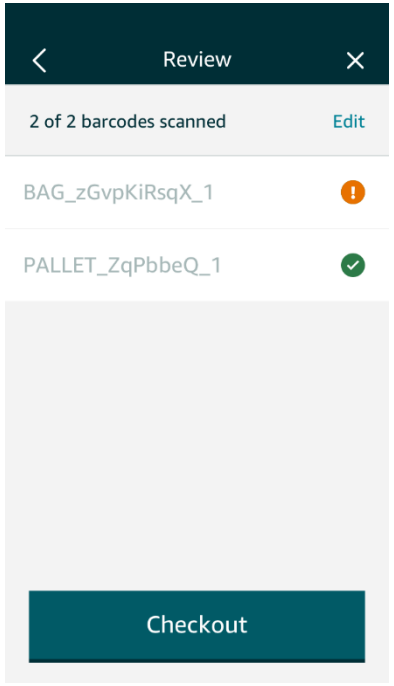
The driver will need to scan the appropriate pallets off his truck at the receiver.

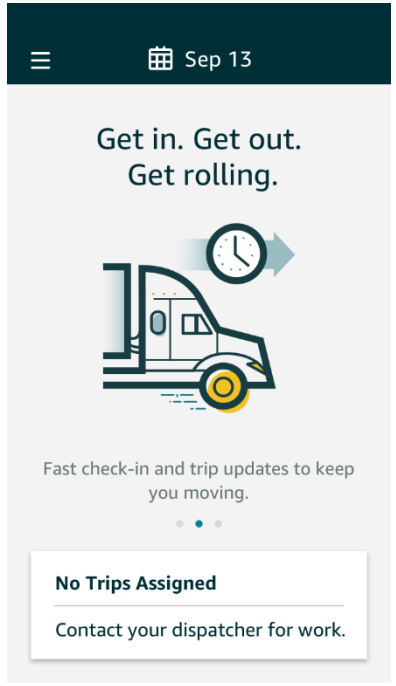












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Post Office Instructions

1. Ensure you are at the correct Post Office by verifying the address.

2. Verify the Post Office location on the pallet or box label and remove the correct pallets and any loose oversized boxes.

3. Scan the pallets and scan any loose oversized boxes while unloading at the Post Office.

4. Pallets and non-conveyable boxes must be delivered to Post Office clerk on-site or in secured designated site container. Do NOT leave Amazon freight on the Post Office dock unattended. Due to the size of some post offices, they may require additional time in breaking down pallets and placing into carts during unload process. Time should be allotted in the delivery window to accommodate this. Contact ROC (Relay Operations Center)

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Post Office Instructions (continued)

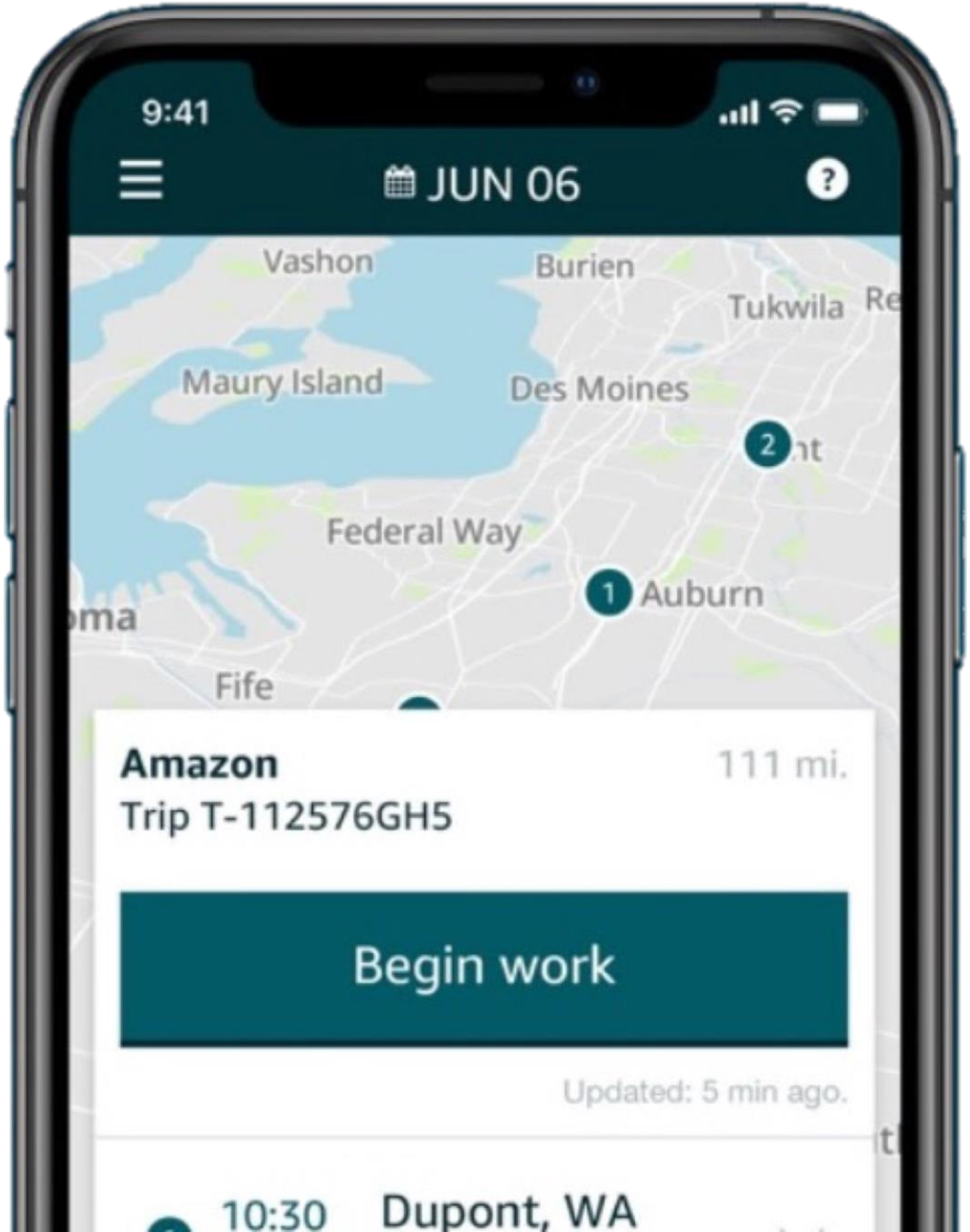
through the Support Center on the Relay App if the time allotted is inadequate.

5. If there is no Post Office staff member onsite at the scheduled drop time, please Request a Callback from ROC through the Support Center on the Relay App.

6. After the Post Office has accepted volume, depart the Post Office for your next stop.

7. Upon completing your last stop, the Relay App will automatically close-out the route, and your route will be considered complete.

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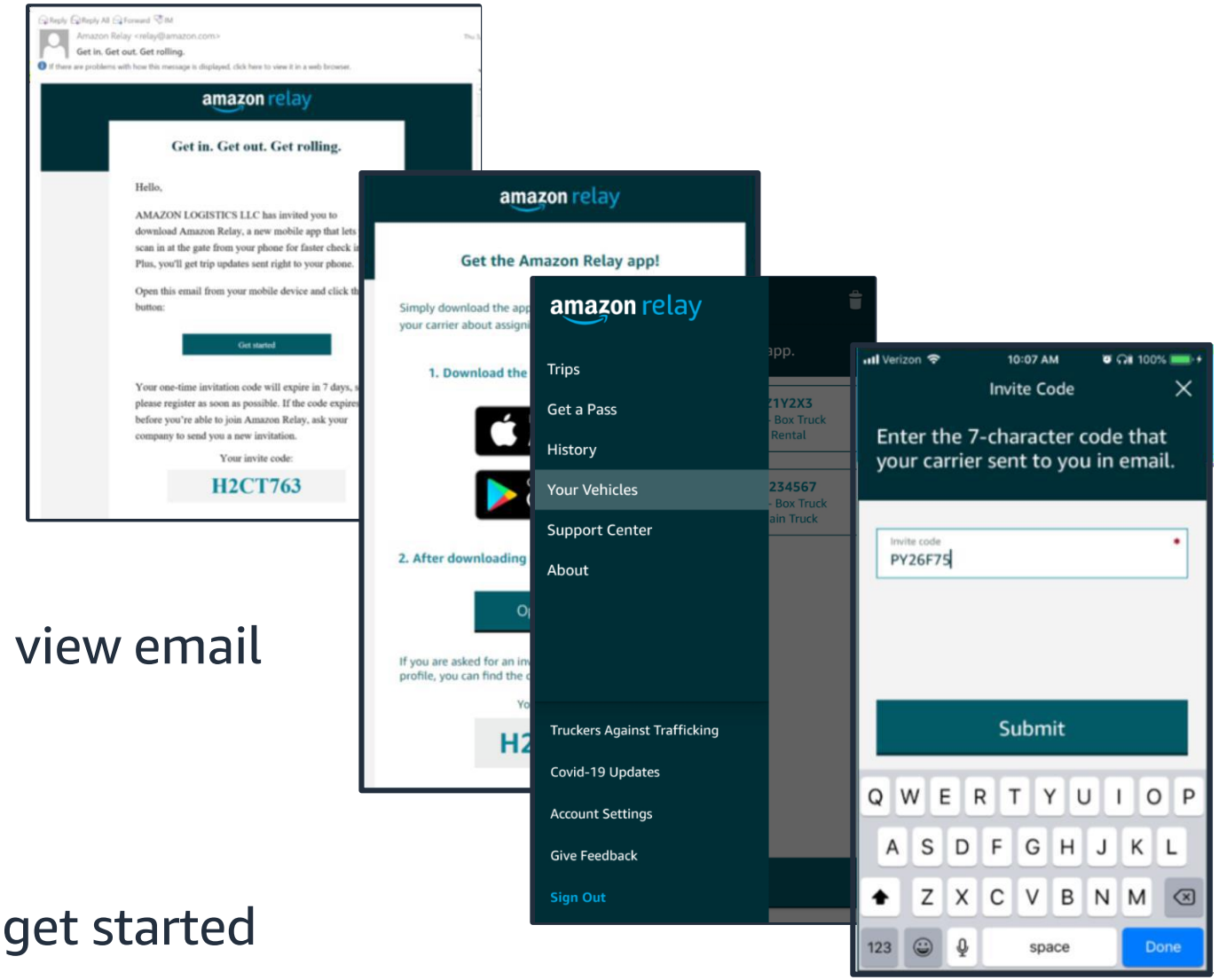


The following pages provide instructions on how to address common scenarios within the app.

AMAZON CONFIDENTIAL

How do I get started?

You need to receive an Invite Code via email from your carrier to get started. Once you do, the rest of the process is completed within the app.



ACTION

1. Receive invite code view email
2. Download App
3. Enter Invite Code
4. Follow prompts to get started

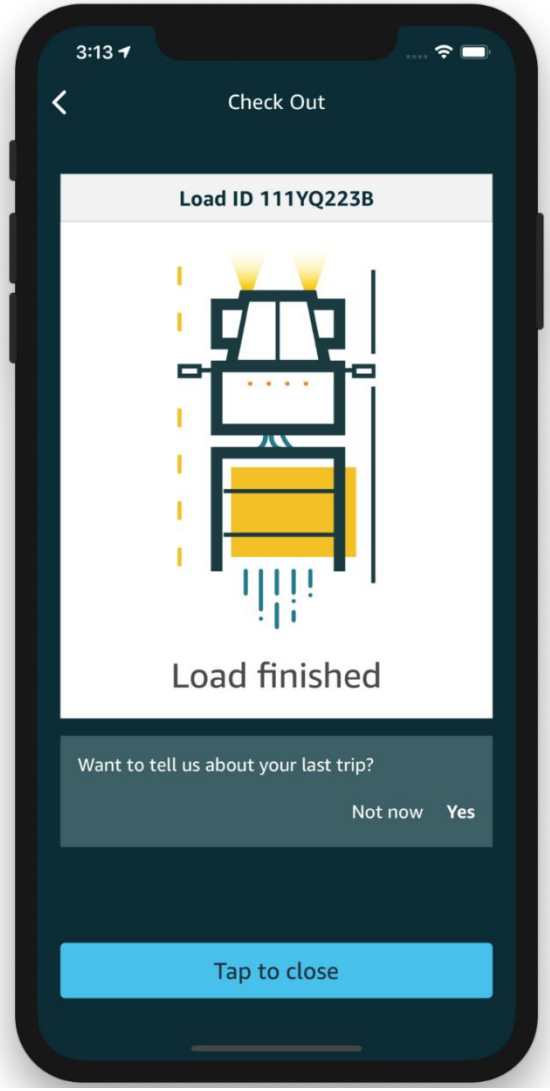
AMAZON CONFIDENTIAL

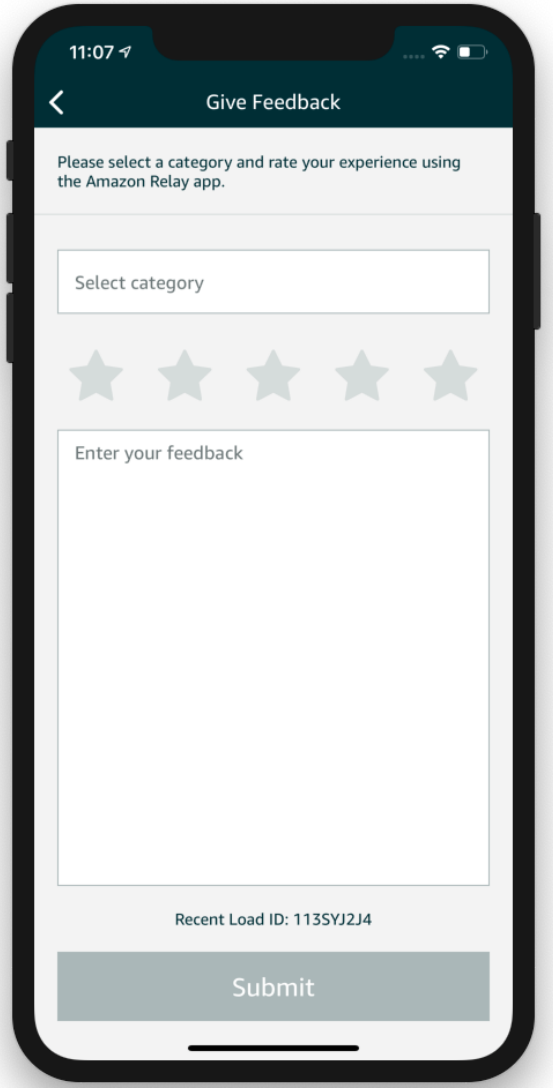
Need to report a problem?

You can report non-urgent problems or provide feedback on any aspect of your experience.

ACTION

1. Select “Provide Feedback”
2. Anytime from the Main menu
3. After Trip is Completed





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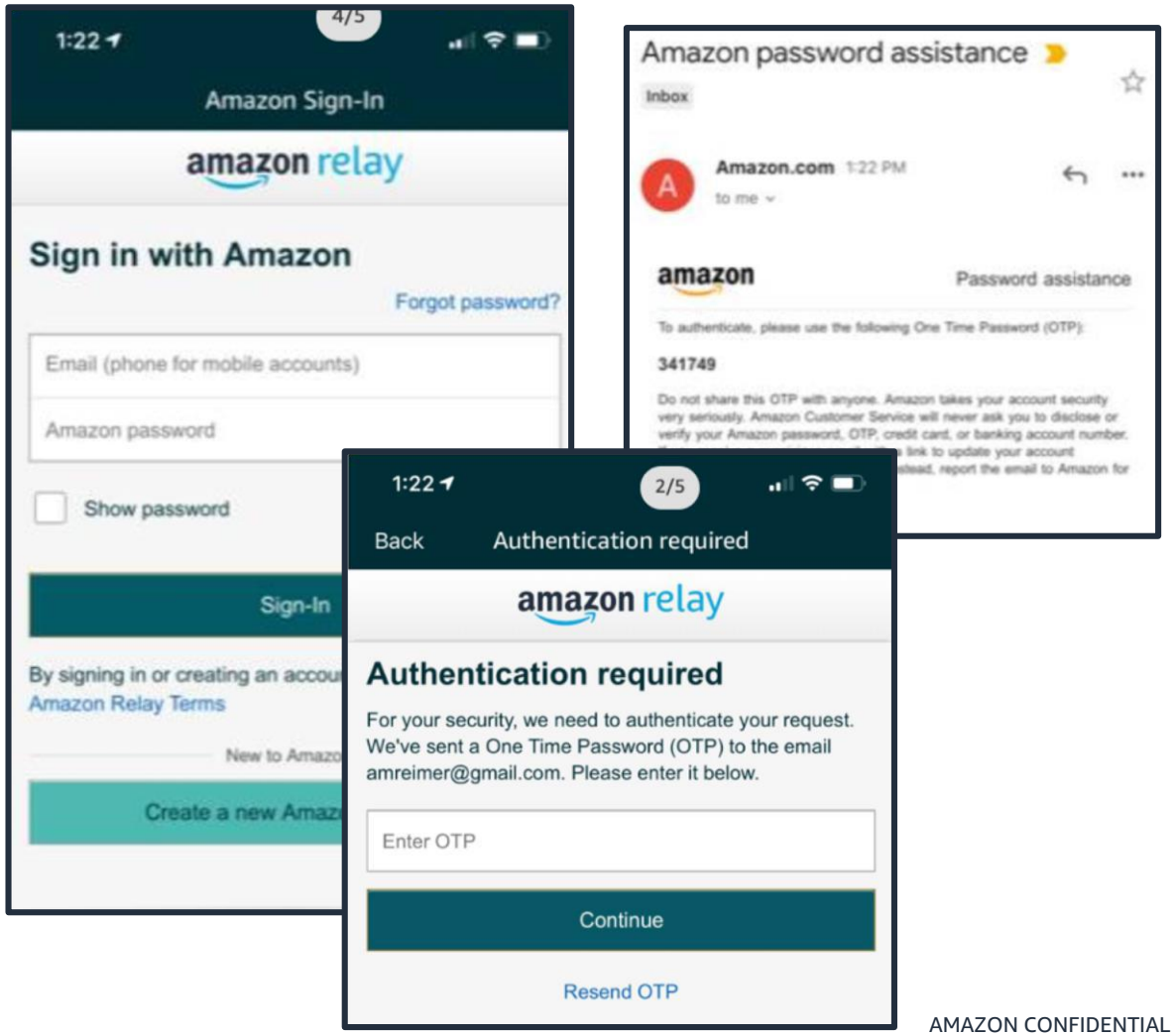
Forgot your password?

You can reset your password within the app with access to your email in seconds.

Reset password in three steps:

ACTION

1. Click Forgot Password
2. Retrieve OTP from Email
3. Enter into Relay!



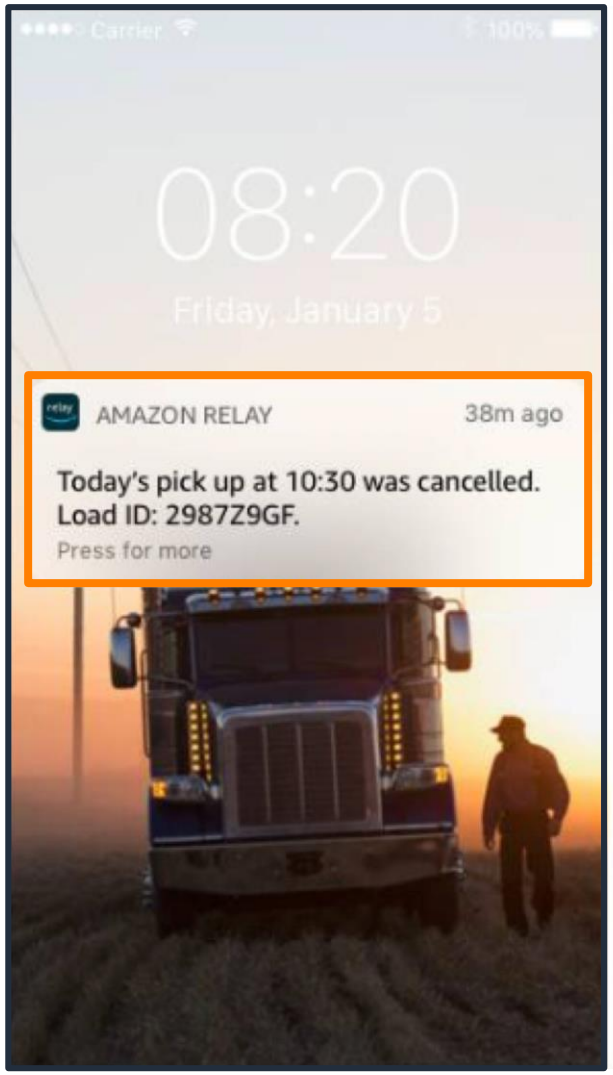
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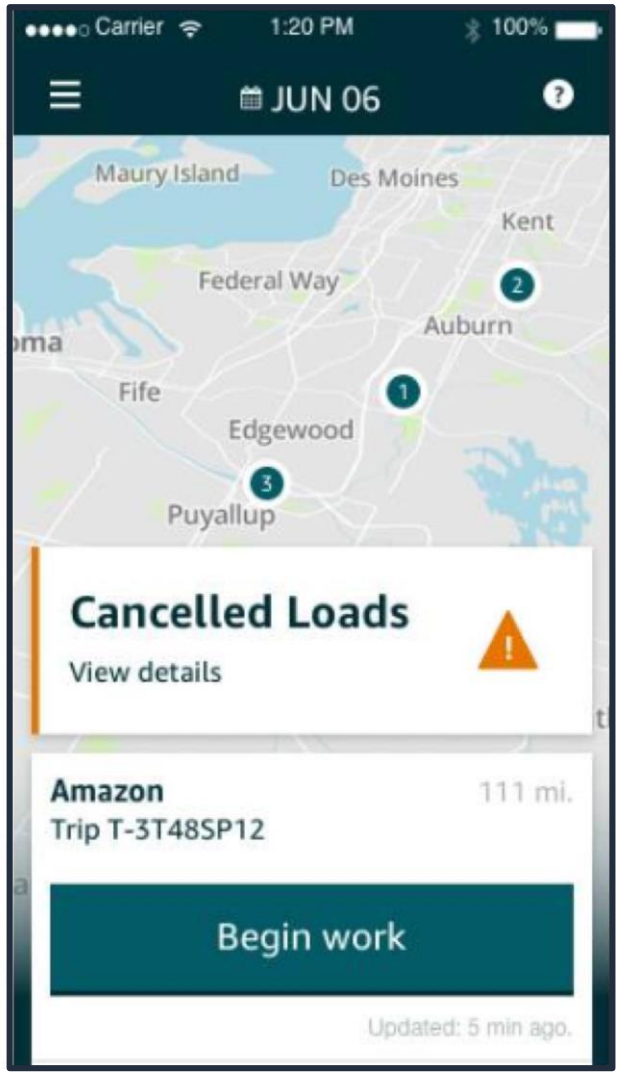
If a load was canceled…

When an upcoming load is canceled or changed, you will receive a notification if the change occurs within 5 hrs before the scheduled time.

No action needed!

ACTION Wait for the app to update with new tour information, usually about 15 mins.





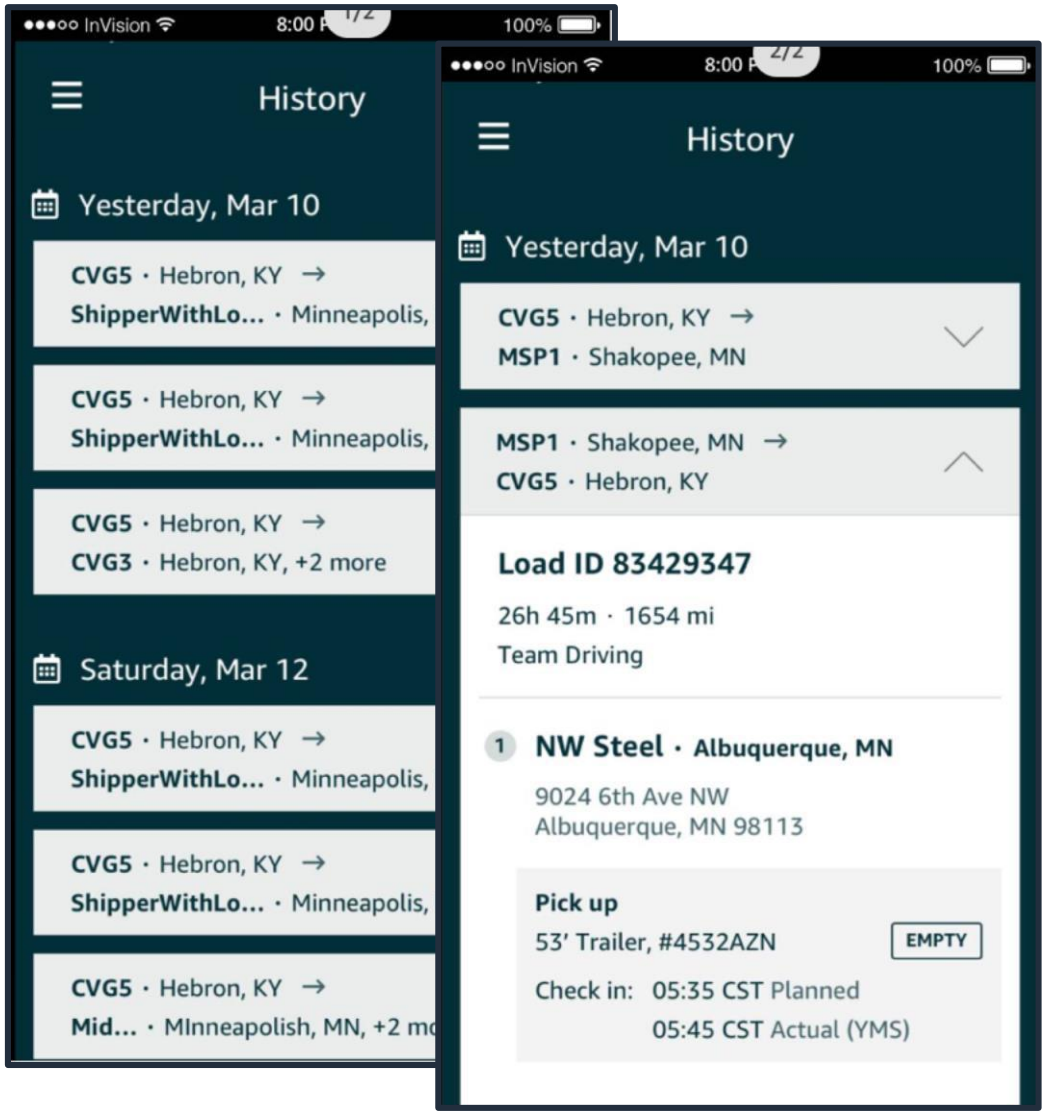
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Need to review old trips?

The app provides load history of work for the previous 2 weeks with details on prior trips and loads.

ACTION

View Load history by selecting "Load History" from the main menu.



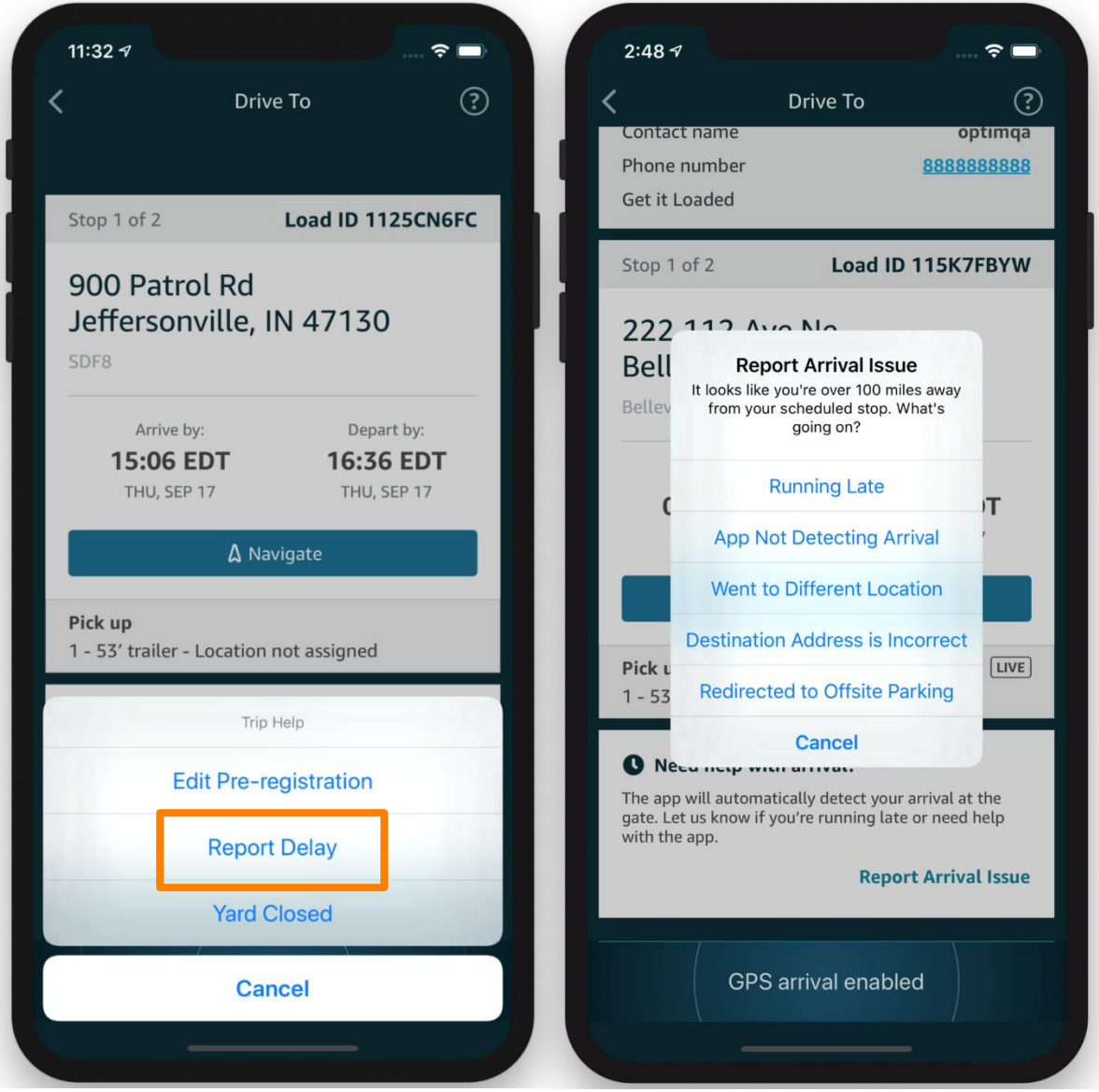
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Delayed or waiting (not traffic) ?

If you have a breakdown, need to take an HOS, have mechanical issues or other unforeseen delays, you can report them in the app.

ACTION

1. Ensure you are parked safely.
2. Select Report A Delay from the trip screen.
3. Select reason for the delay.
4. Select time when you will move again.



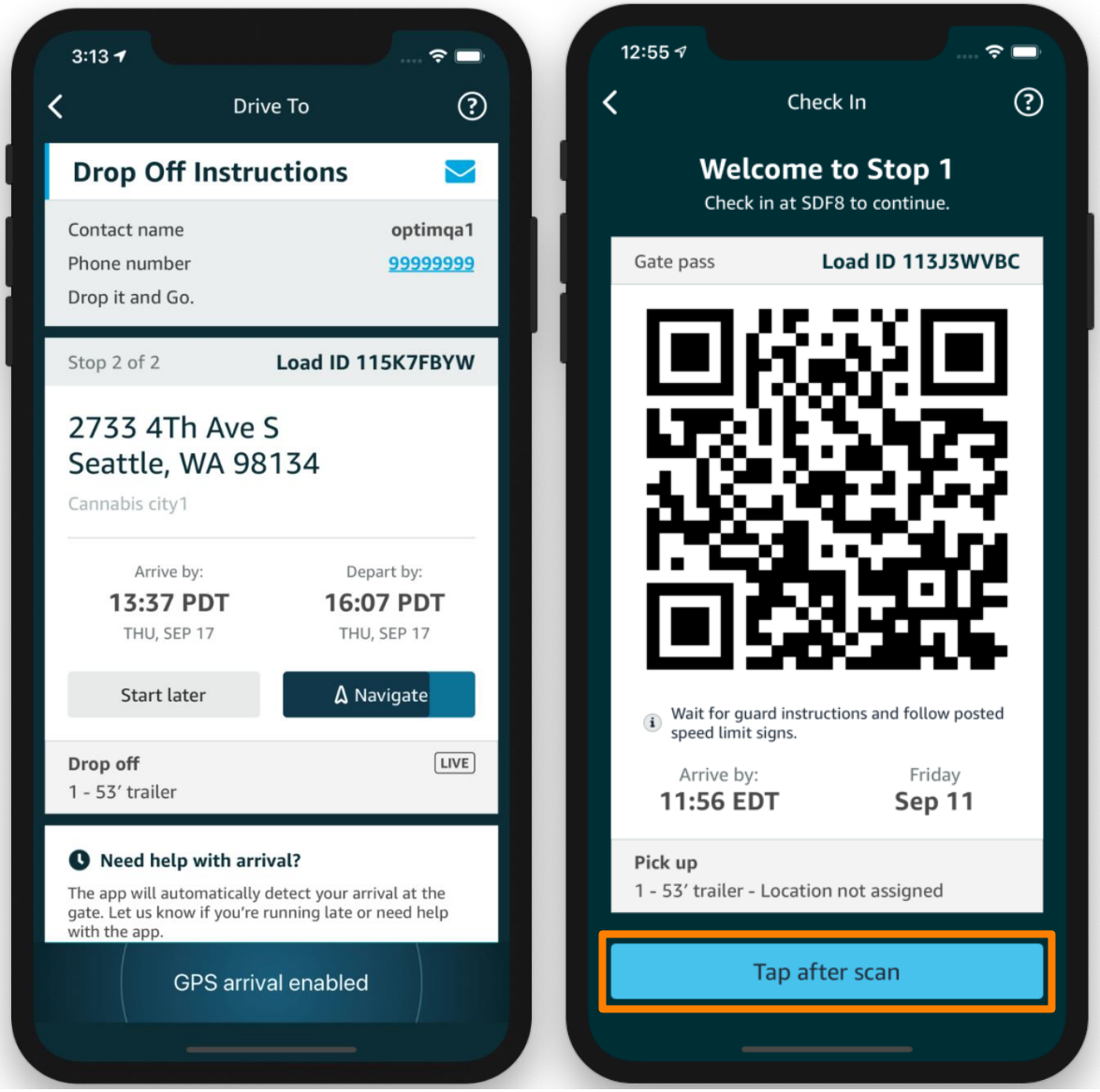
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What happens when I arrive?

GPS will automatically detect arrival. Relay provides automated access to yards upon arrival, based on your verified location.

ACTION

1. Tap after being scanned in when at the site.
2. 2D Code may not be used at all sites.



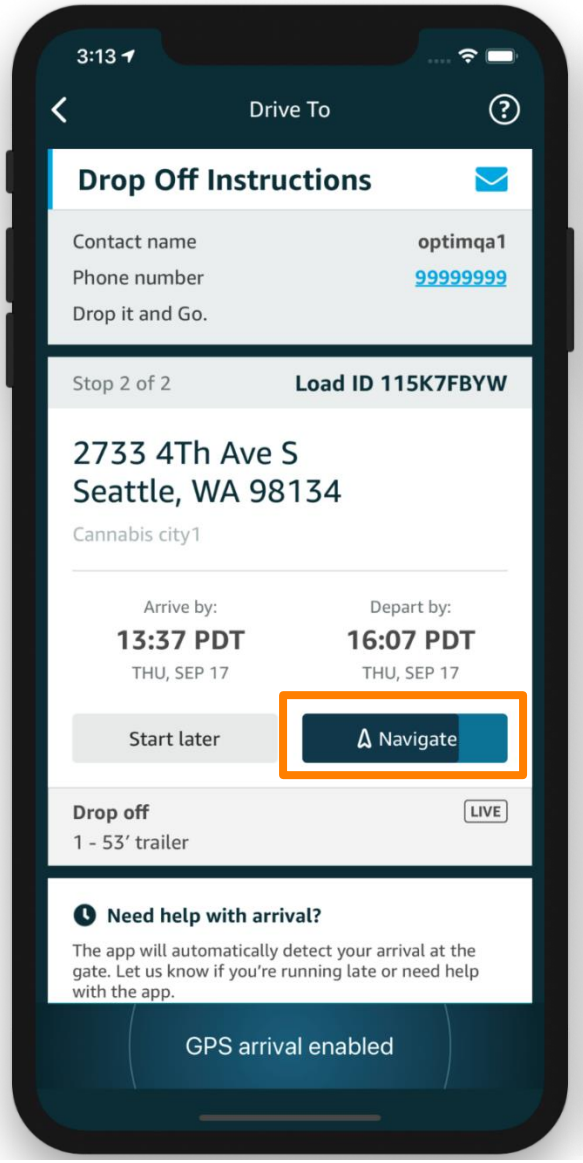
AMAZON CONFIDENTIAL

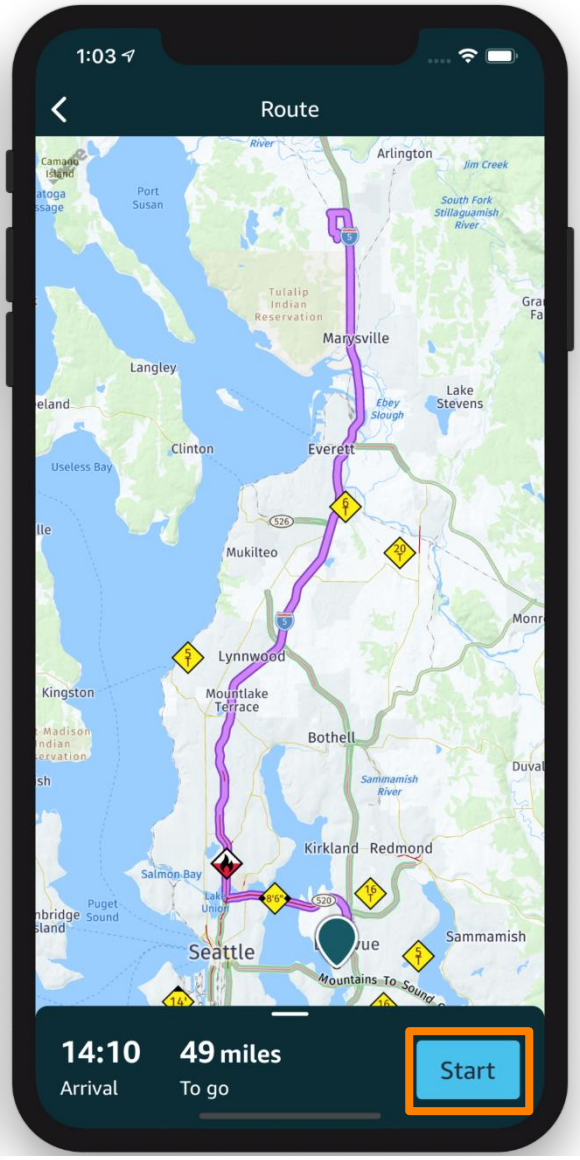
Does Relay navigation provide truck friendly routes?

Yes! Relay Navigation uses routes that are optimized for commercial vehicles, accounting for low bridges, road classes, residential areas and weight-limits.

ACTION

1. Click Start on the Route screen.
2. Use it for every trip.
3. Start when you start a trip.
4. Use even for short/known routes.
5. Report feedback in the app.

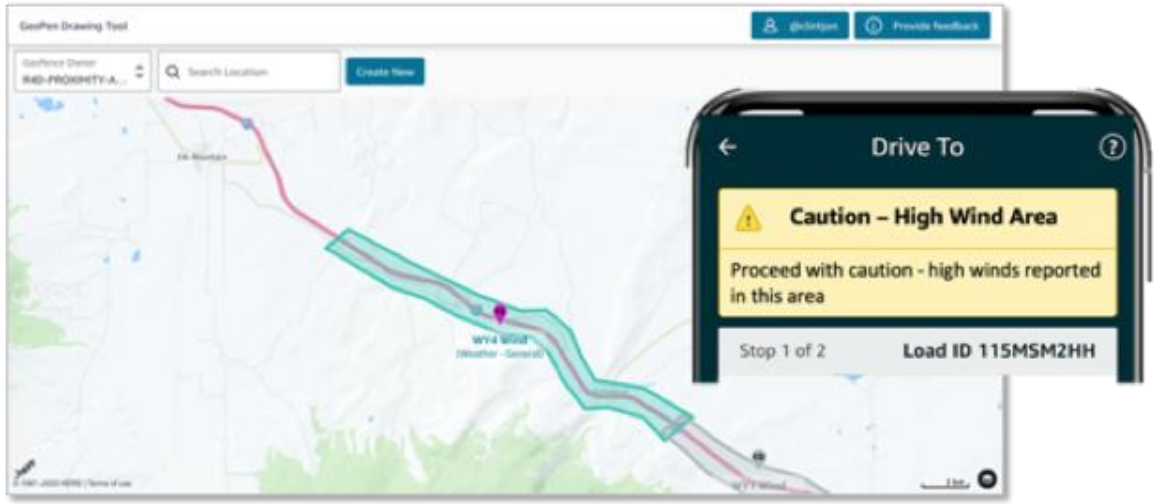




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Will Relay navigation route around hazards and disruptions?

Yes! When drivers enter the vicinity of a known hazard or disruption marked by a geofence, they will receive visual alerts via in-app banners or push-notifications if the app is not currently active.







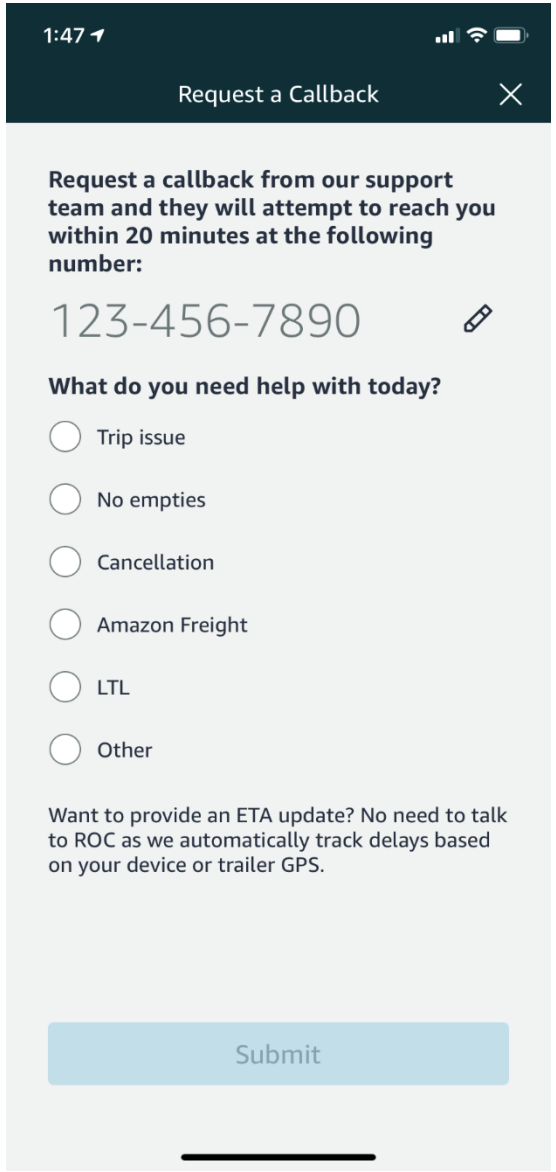
ACTION

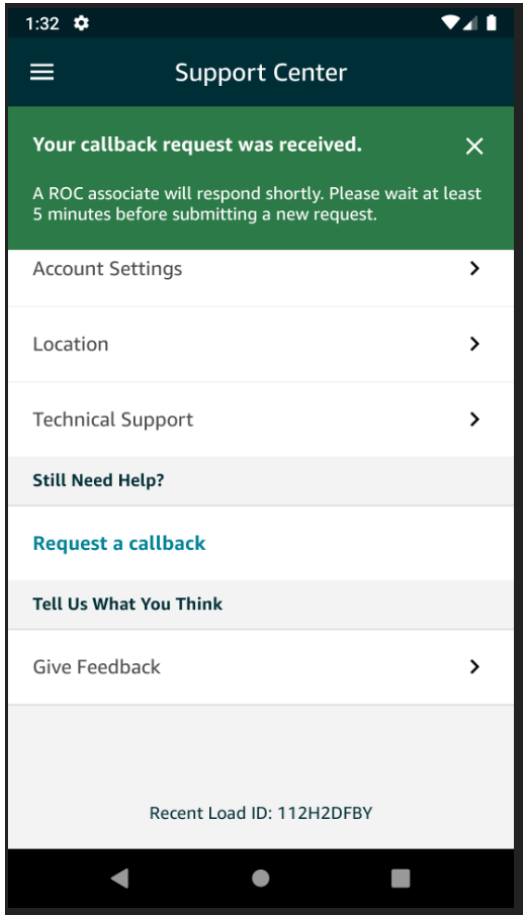
1. Use Relay navigation for every trip.
2. Start when you start a trip.
3. Report feedback in the app.

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How do I get a hold of ROC (Relay Operations Center) with an urgent matter?

For urgent matters, driver can access the click to call feature located in the Support Center of the app menu. The driver will select from a series of prompts regarding their issue to initiate the call-back process.





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