**Quality Policy**

**Overall score and rating**

Amazon provides an overall rating for each delivery associate on a weekly basis. These ratings range from Fantastic to Poor. It is expected that DAs will be Fantastic for at least four (4) weeks in any rolling six (6) week period. Failure to do so will result in termination. For every week, that you are not fantastic you will receive a write up by email.

**Delivery Success Behaviors**

For all deliveries, there are certain behaviors that ensure that customers receive their packages. These are:

1. Delivering packages to each individual home and not delivering many stops as a single stop
2. Ensuring that a picture is taken for all deliveries
3. Ensuring that you scan the package within 150 feet of the delivery address
4. Do not mark packages delivered to customer unless its an actual customer

**If you do not follow these instructions, you will receive a weekly write up. If you get three or more write ups in three months, your employment will be terminated.**

DA Name: \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_ Date: \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_

Signature: \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_