# Social Media Reach - Peak 2018

- **2541** Posts From Week 47-52
- **72%** Posted as Complaints
- **21%** Escalated for Further Action
- **423** Weekly Avg Posts
- **28%** Posted for Discussion
- **79%** Reported as FYI with Teams

## Category Wise Report - Peak 2018

### Week Number

<table>
<thead>
<tr>
<th>Category of Posts</th>
<th>47</th>
<th>48</th>
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<tr>
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## Contents

1. **Tech Issues**
2. **Operational Challenges**
3. **Program Issues**
4. **Positive Experience**

## Tech Issues

Business packages getting assigned in the evening / night shift (post 5 PM)
Thanks to all the thoughtful and generous customers who set out treats for the delivery people.

My 6:30-9pm block out of DPH2 last night. 8 packages, 7 stops. Lots of driving, but super easy, and I finished at 8:20p. I should do 6:30 blocks more often!

I saw my first treat today... this is such a nice gesture!!

Nice we touch from amazon flex this year. A nice email and a £50 voucher as a thanks.

FYI 9:30PM KURTZ is not a free block. They will have most likely 1hrs but they will have deliveries. Get your free Santa Hat, static window cling, snacks and drinks while you're there.

1 package for $54, I'll take it!!

We see alot of how horrible amazon or the driving was on here. But not today! $90 for 3 hrs, done in 1 hr 20 mins with traffic!

Yasssss.. had 2.. 5 hr blocks yesterday n today.. finished both in under 2 hrs😭😭
ISSUE: DPs have been very vocal to voice out their opinion about the new program. As per many DPs, DSP will take over the market of Flex program. It will be difficult for DPs to get any block, as majority of them will be allotted to the white van drivers.

VOLUME: 22 posts | 3% of total DP Feedback (Category) volume

ACTIONS: Escalated to: Flex leadership to share the DP sentiments around the new program.

I love flex cause I take my kid with me but I got an interview at dor1 today if I get the job do I drive a van or my car ima single mom if it's a van I guess ima have to just keep tapping 😩😔😢

I've seen DSP’s end their contract due to losing money instead of making money

There is better investments with higher returns and less overhead to be made.
**PROGRAM ISSUES**

**BLOCK AVAILABILITY**

**ISSUE:** Many DPs came up posting the similar concern of not getting blocks during the peak. It happened often and few DPs were of the opinion that they received less blocks compared to last peak.

**VOLUME:** 20 posts | 7% of total Blocks (Category) volume

**ACTIONS:** Escalated to: Flex leadership to update the general sentiment of DPs in the context of block availability.

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**SURGE PRICE**

**ISSUE:** DPs constantly mentioned their unhappiness around the block rates along with the surge price. They felt either of these two should increase, as the overall rate is low. Most DPs proactively ask the fellow DPs to not accept the blocks at base pay and wait for the surge (Higher rate)

**VOLUME:** 89 posts | 32% of total Blocks (Category) volume

**ACTIONS:** Escalated to: Flex leadership to assess, DP sentiments across the block rates (Base pay / Surge).

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**DSP 2.0**
OPERATIONAL CHALLENGES

ROUTING ISSUES

**ISSUE:** DPs have posted about receiving disarrayed packages in their route. It majorly has occurred due to injected packages at the station. Scheduling issues regarding the package delivery timelines, has also contributed to the issue.
**VOLUME:** 189 posts | 8% of total peak volume

**ACTION:** Escalated to: LMAQ team to analyze the posts, Flex leadership to look into the issue. The deep dive results are being shared with the senior leadership to take appropriate actions at station as well as Program level.

OVERBOOKING / BWND BLOCKS

**ISSUE:** DPs didn’t receive packages for their blocks and end up returning back from the delivery stations.
**VOLUME:** 110 posts | 5% of total peak volume

**ACTIONS:** Escalated to: ARC team reaches out to the station leadership for validating the issue. Flex leadership looking into the data points to review the forecasting concerns that led to so many overbooking during the peak.
PACKAGES ALLOTTED FROM DIFFERENT CONTINENTS

**ISSUE:** Packages in the route are allotted from two different continents making it impossible for the DP to attempt delivery.

**VOLUME:** 4 posts | 2% of total App issues (Category) volume

**ACTIONS:** Escalated to: Scheduling team - Flex leadership. In the current scenario, the team have already covered this issue in the OP planning for 2019.

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PACKAGES GETTING DISAPPEARED FROM ITINERARY

**ISSUE:** Packages from the itinerary are disappeared while the DP is on-route. DP ends up returning all the packages to the station.

**VOLUME:** 8 posts | 4% of total App issues (Category) volume

**ACTION:** Escalated to: Flex leadership to look into the issue. Currently tickets are opened for this issue, which are being tracked by the tech teams.
### BLOCKS GETTING DISAPPEARED FROM DP's CALENDAR

**ISSUE:** Few cases where blocks disappear from DP's calendar even after accepting it. It happened for both AMZL & GSF.

**VOLUME:** 9 posts | 5% of total App issues (Category) volume

**ACTIONS:** Escalated to: Flex leadership to look into the issue. The tech team already knew this glitch. Currently team is doing the analysis for the escalated posts.

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### EXTRA PACKAGES ASSIGNED DURING AMZL BLOCK

**ISSUE:** Generally, for AMZL blocks if time is left in the block, DPs never sent back to delivery station for picking more packages. Few posts are reported in which, DPs are directed back to the station to grab more packages.

**VOLUME:** 4 posts | 2% of total App issues (Category) volume

**ACTIONS:** Escalated to: Flex leadership to look into the issue. Currently looking into the issue for both GSF and AMZL related blocks.
ISSUE: Business packages are allotted to DPs in the routes post 5 PM. Most of businesses are closed by that time. Even if the DP mentions the same at the warehouse, they are being asked to at least attempt the delivery.
VOLUME: 18 posts | 9% of total App issues (Category) volume
ACTIONS: Escalated to [Flex leadership, Scheduling team, VOD, SLS]. Currently SLS impact has been controlled. It is still a major negative DP experience.

ISSUE: Package size is wrongly described in the app. For e.g. Small packages are described as Large and vice versa.
VOLUME: 10 posts | 5% of total App issues (Category) volume
ACTIONS: Escalated to Flex leadership. In the last update to this issue, who is owning the road seek time product portfolio, is looking into the issue.

ISSUE: Amazon GPS providing wrong diversion, directing into dead ends / mountain cliff, no navigation to delivery location, vanishing of delivery location.
VOLUME: 22 posts | 11% of total App issues (Category) volume
ACTIONS: Escalated to: of Maps 2.0. The Maps 2.0 team resolves posts in which the exact problematic addresses are retrieved.