

## SOCIAL MEDIA REACH - PEAK 2018



**2541**

POSTS FROM  
WEEK 47-52

**72%**

POSTED AS  
COMPLAINTS

**21%**

ESCALATED FOR  
FURTHER ACTION



MARKETPLACES

**423**

WEEKLY AVG  
POSTS

**28%**

POSTED FOR  
DISCUSSION

**79%**

REPORTED AS FYI  
WITH TEAMS

### CATEGORY WISE REPORT - PEAK 2018

#### WEEK NUMBER

CATEGORY OF POSTS	47	48	49	50	51	52	CHANGE	WoW
APP ISSUE	29	39	56	27	23	22	4%	
BLOCKS	29	40	69	54	63	22	65%	
ONROAD ISSUES	10	56	69	66	45	39	13%	
DP FEEDBACK	79	160	186	200	191	109	43%	
MARKETING	3	1	3	4	1	0	100%	
ONROAD SUPPORT	0	0	0	0	1	0	100%	
PAYMENT ISSUES	15	25	19	29	27	18	33%	
MEDIA COVERAGE	16	9	13	36	21	11	48%	
ROUTING	26	31	39	47	29	17	41%	
SLS	11	5	11	15	9	4	56%	
TIPS	4	0	3	1	1	2	100%	
DELIVERY STATION	23	59	83	64	63	59	6%	

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#### TECH ISSUES

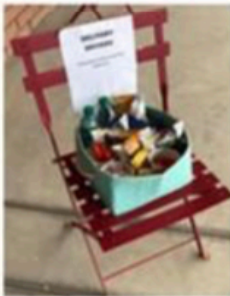
BUSINESS PACKAGES GETTING ASSIGNED IN THE EVENING / NIGHT SHIFT (POST 5 PM)

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!!

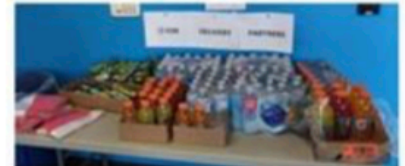
Nice we touch from amazon flex this year. A nice email and a £50 voucher as a thanks . 🙌



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 hr

1 package for \$54, I'll take it!! 🤪



Santa hat and Gatorade being handed out with Prime Now! Thanks Amazon!



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 [REDACTED] 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.**

[REDACTED]  
3 hrs  
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 😭😭😭

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

[REDACTED] There is better investments with higher returns and less overhead to be made.

POSITIVE EXPERIENCE

Despite my husband's best efforts, I made it to the 12 on time. Scan & Go baby!

#### 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.**

7 hrs

Ok so what Am I doing wrong. I was up from 3:30am until 9am constantly refreshing the app and saw NOTHING. What time do y'all normally see routes.

##### 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).**

5 hrs

They want us to deliver for base pay during xmastime? yea ill pass...

14 mins

Anyones app just kick them out? Im half way thru my route 26/42 and it ended and gave me my end of route question....support cant fix it.

## 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.

★ Rising Star - 2 hrs

Really good route tonight UNTIL I had a package that was due at 1 pm at a locker hub in a rental office that was closed at 2!!! Why why why do they do that!! Why do they put packages on routes that are due WAYYY before your block time( I will never leave the warehouse again without checking all the times on my stops). I have ONLY had to take things back when this was the case. Secondly I called support and said "well can you please call the customer who obviously lives in this apartment complex and tell her to come outside to get this package." And they wouldn't do it. Some crap about not having access to the customers info since it was a locker delivery which is BS Becuse they persons info is on the package. I hate taking things back to the station 🤬 ok just had to get that off my chest.

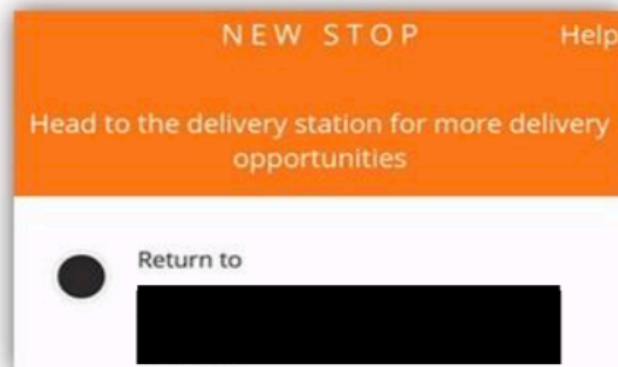
### OVERBOOKING / BWND BLOCKS

**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** - [redacted] **Flex leadership**. In the current scenario, [redacted] team have already covered this issue in the OP planning for 2019.



#### 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: [redacted] **Flex leadership to look into the issue**. Currently tickets are opened for this issue, which are being tracked by the tech teams.

6 hrs

Hi everyone.. I need help with my amazon app the navigation doesn't work properly, I tried resetting, reinstalling app, phone reformatting, cache clearing . But all this didn't work .please if you have any idea help asap. I have note9 ,with tmobil lte unlimited data.  
The other navigation apps are working fine only the amazon navigation is not .. I called their support they have no clue. That is really affecting my work. 🤔🤔🤔

#### 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.

2 hrs

Curious if this had ever happened to anyone...today I was livid 🤔 for the first time since I started Flex back in May...  
At 3pm today there was a big drop for wholefoods and prime, i grabbed multiples until no more were showing, when I went to my calendar there was literally only 2 blocks (1 for Wednesday and 1 for Thursday)  
I emailed customer service letting them know and asked why all the other "confirmed blocks I accepted" were not in my calender and the response was "look at the confirmed orange dots"...lol...REALLY? Has this ever happened to anyone?  
(Everyone I accepted I got the green tape saying you accepted)

#### 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.

★ Rising Star - 10 hrs

Never ever again will we take business packages that are due at 5:00 pm . I had 52 packages and returning 42 of them. Some day driver didn't want to do his or her job!! Sorry rant over. Most frustrated block I have ever had. Now I wonder how bad my percentage will go now?

#### WRONG PACKAGE DESCRIPTION

**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.

👤 New Member - 1 hr

I scan each and every package at arrival to the warehouse  
It never matches what I scanned with what the paper says.  
Also, when I was delivering, I got to a home, and could not find one package!  
Why is that?  
If the TBA is in my route it means I scanned it, right?

#### GPS / NAVIGATION 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.