



AMAZON LOCKER DEPLOYMENT GUIDE

JANUARY 2022

Amazon Locker is a secure, self-service kiosk that gives customers the option to pick up their Amazon packages at convenient locations with no additional cost.

Lockers create a unique opportunity for you to drive foot traffic to your locations and increase your chance of incremental sales.





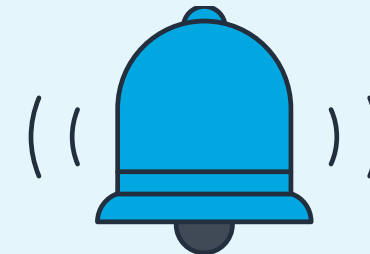
Customer shops on Amazon.com.



Customer selects your locker location during check out.



Delivery drivers scan the package barcode and places the package inside the locker.



Customer receives a notification that their package is ready for pickup.



Customer picks up their package at your location.

*Please see www.amazon.com/ulp for more general Customer Pick-up information

Outdoor or indoor space

An outdoor or indoor space with minimum dimensions of 37" (width) x 80" (height) x 23" (depth) and a 36" clearance in front of the locker. California requires 44" for indoor lockers and 48" for outdoor lockers.

Accessibility

A location that can receive deliveries and that customers can access daily. Host locations must be compliant with Americans with Disabilities Act (ADA) requirements.

Operating hours

Indoor Locker: 8-10 hours a day (no midday closures, preferably 7 days a week.

Outdoor Locker: 24 hours a day, 7 days a week.

Lockers are modular

The smallest locker is a 3ft (length) locker that can be increased in size by increments of 3ft.



Prime Blue

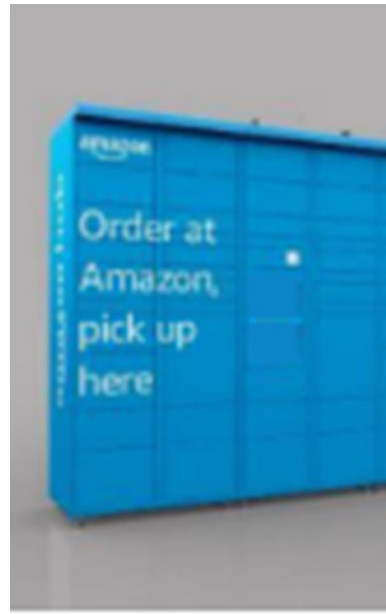


Squid Ink

LOCKER SIZES



3' – Prime Blue



6' – Prime Blue



9' – Prime Blue



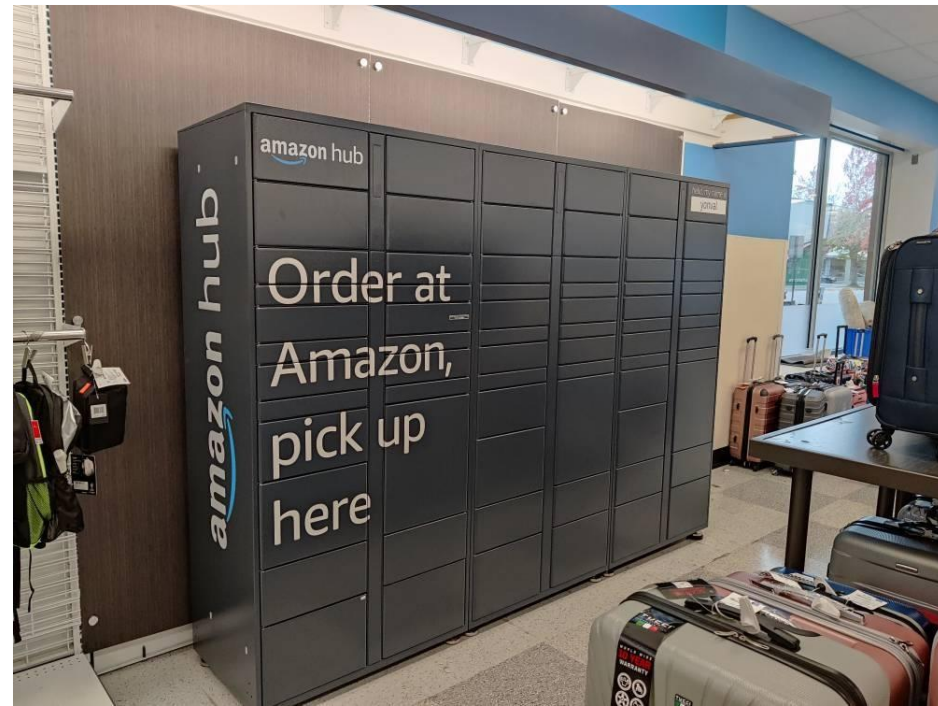
3' – Squid Ink



6' – Squid Ink



9' – Squid Ink



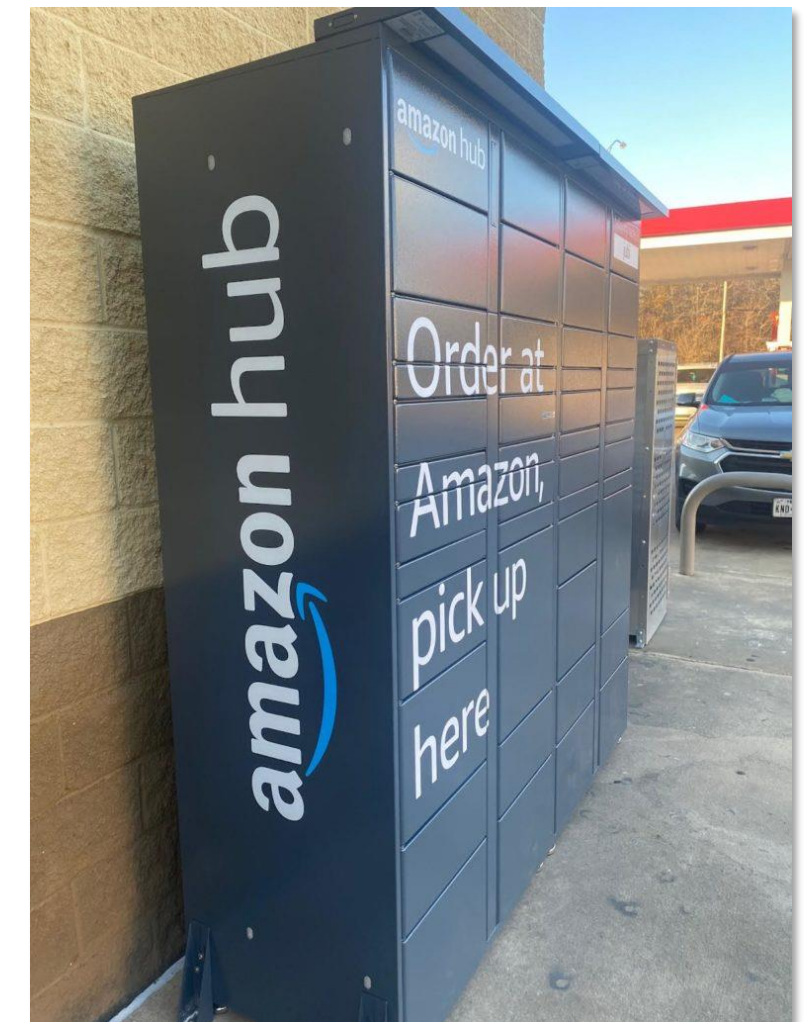
9' – Squid Ink (Indoor)



6' – Squid Ink (Outdoor)



3' – Squid Ink (Indoor)



6' – Squid Ink (Outdoor)



LOCKER ONBOARDING PROCESS



Locker Onboarding Process

THINGS TO KNOW

Pre-Survey

All Locations are reviewed for Locker eligibility based on package flow and needs in your area at time of application. Eligible Locations will receive information regarding the Locker program. Eligible locations will also move forward with the onsite survey and receive an automated email with an overview on next steps.

Onsite Survey

Within 2 weeks of receiving the next steps email, Amazon's surveyor will visit the Location to review potential Locker placements. Our surveyors will review both indoor and outdoor locations if Location is eligible during the visit. The Location will also receive an automated courtesy call 24hrs before the visit from our surveyor team confirming the visit.

Approval Process

About 2 weeks after the onsite survey Amazon will send an automated approval email with proposed Locker layout (installation guide) and click-through Locker agreement if an eligible location was found during the visit. This approval email will be sent to the onsite contact who originally applied. **Please note: sites need to approve the layout and accept T&C within 30 days or less, please work with your property management/landlord for outdoor approvals if necessary.**

Site-Preparation

The installation guide will detail any site level work that the Location may need to complete before Amazon can schedule Locker delivery and installation. During the survey our team will try to find areas that require little to no preparation by Location. Location may be asked to provide photos to confirm work is complete if applicable, or estimated date when preparation work should be completed.

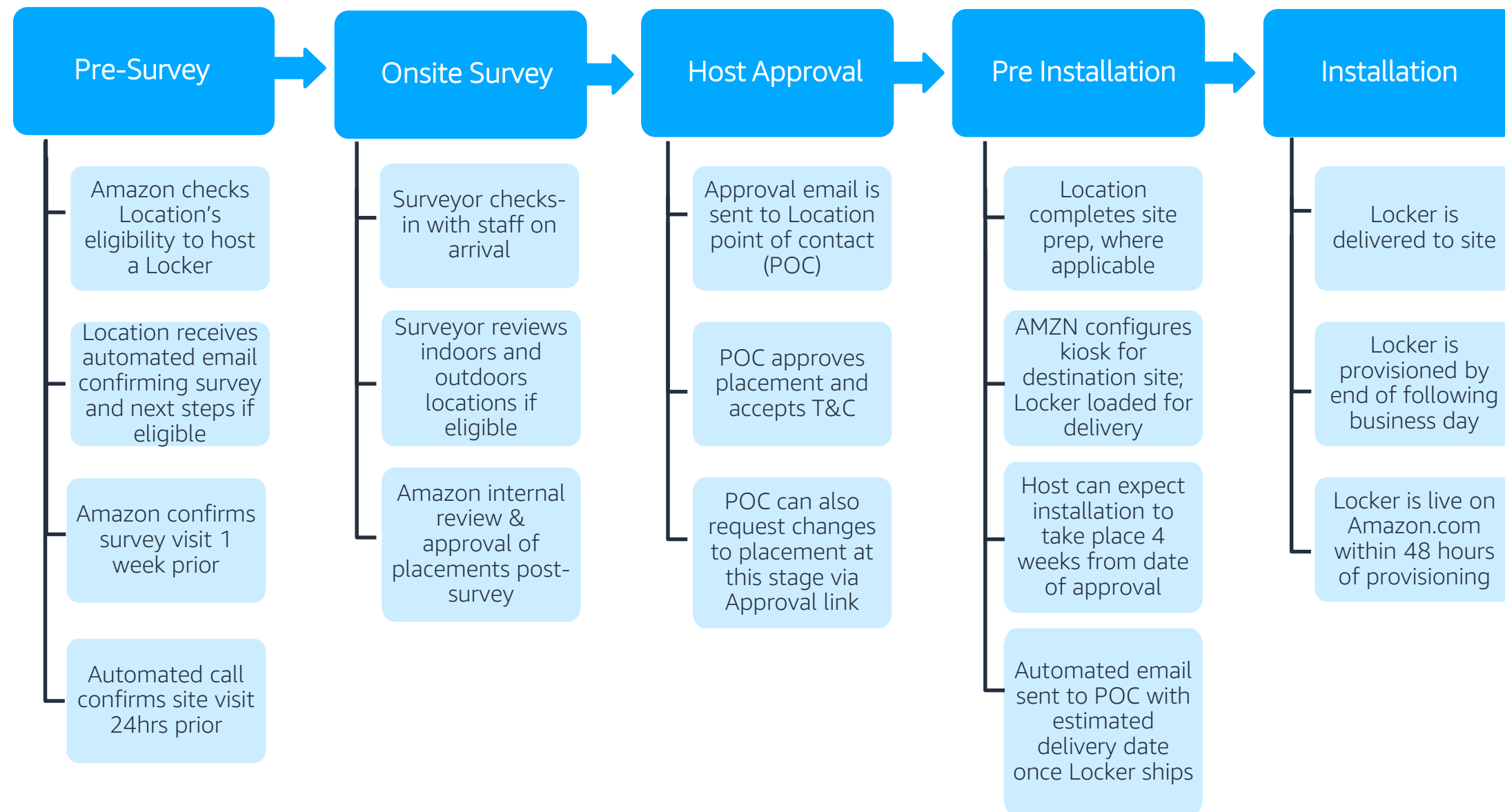
Pre-Installation

Once layout is approved, and Site-preparation completed (if applicable), Amazon will move forward with scheduling the Locker delivery and send an automated email with estimated delivery date once the Locker ships from our warehouse. Average delivery time is within 4-6 weeks. This notification email will also include an overview on what to expect the day of installation.

Installation

On day of installation Amazon vendor will deliver and install the Locker. Installation time averages between 60min – 90min. Once installed the Locker will be provisioned by technical team within a day; Lockers are typically activated within 48hrs after provisioning.

TIMELINE



* This timeline represents the fastest a locker can deploy.

* This timeline represents 12 weeks (or more) needed to facilitate installation.



ONSITE SURVEY

- When the certified surveyor arrives onsite, he/she will present identification and ask to speak with the Store/Site Manager to discuss the survey process.
- The Store Manager should be prepared to recommend placements (if desired)
- Surveyor will be taking pictures and measurements and verifying cellular signals.
- Based on the survey, multiple placement options will be documented; both indoor and outdoor if eligible
- Onsite visit will take approximately 1 hour & will not interfere with store operations



HOST APPROVAL

- The Surveyor will prepare installation guide (proposed locker placement) based on site visit.
- Amazon will review/approve all install guides to ensure placement compliance.
- Amazon will send an automated approval email to Location's point of contact containing the installation guide, and program T&C.
- If the Location is satisfied with placement (no changes needed), they will accept the placement and program T&Cs from the approval email.
- If the Location does not approve placement, the surveyor will make another recommendation based on his/her visit.



AMAZON LOCKER - OUTDOOR (9' SHOWN)

INSTALLATION GUIDE EXAMPLE

amazon hub

Locker

INSTALLATION GUIDE

Date of revision: 03/10/2020

NSA ID: CX-WA-EMYJIAAK

Account:

Location Name:

Store number:

Location Address:

City, ST Zip:

Latitude: 47.346874

Longitude: -123.091916

TIER: 2

STORE PHONE: (360) 584-0908

LOCKER TYPE: Outdoor

STORE HOURS: 6AM-8PM

FLOOR TYPE: Concrete

WALL TYPE: Wood

PROPOSED EQUIPMENT SPECIFICATIONS:

(1) 9' Locker Unit: 9'-0" Long x 27" Deep x 7'-0" High

Modem: Sprint

Configuration: ASA with Shelter

Color: --

Vent: BACK VENT

PLACEMENT DECISION BASED ON:

Owner/Manager/POC direction

WORK REQUIRED BY LOCATION PROVIDER:

Relocate wall signs.

WORK REQUIRED BY AMAZON:

PLACEMENT INSTRUCTIONS: Install the locker along the solid wall at the right side of the building to the right of the windows.

Pre-install Survey Photos



AMAZON LOCKER - INDOOR (3' SHOWN)

INSTALLATION GUIDE EXAMPLE

Locker

INSTALLATION GUIDE

Date of revision: 12/09/2021
NSA ID: DLT-CA-5A503C1Z
Account:
Location Name:

Store number:
Location Address:
City, ST Zip:

TIER: 2
STORE PHONE: (562) 637-2359 LOCKER TYPE: Indoor
STORE HOURS: MON - SUN: 8:00 AM-8:00 PM
FLOOR TYPE: Vinyl tile WALL TYPE: Drywall
PROPOSED EQUIPMENT SPECIFICATIONS:
(1) 3' Locker Unit: 3'-1" Long x 27" Deep x 7'-0" High

PLACEMENT DECISION BASED ON:
General Host Rule_Interior Only

WORK REQUIRED BY LOCATION PROVIDER:
Relocate gumball machine and balloon display.

WORK REQUIRED BY AMAZON:
PLACEMENT INSTRUCTIONS: Install the locker inside the store along the front wall, to the right upon entrance.

SITE PREP: None.

Pre-install
Survey
Photos

MOCK

MOCK



PRE-INSTALLATION

- Location to complete any site preparation work detailed on Installation Guide; section titled “Work Required by Location Provider”
- Once site preparation is complete, Amazon will move forward with scheduling delivery. Delivery typically occurs within 4 weeks of site preparation completion. Automated email with estimated delivery date is sent to point of contact once Locker ships
- Amazon will complete any site preparation listed under “Work required by Amazon” while Locker is in transit

amazon hub

Locker

INSTALLATION GUIDE

Date of revision: 12/09/2021

NSA ID:

Account:

Location Name:

MOCK

TIER: 2

STORE PHONE: (562) 637-2359 LOCKER TYPE: Indoor

STORE HOURS: MON - SUN: 8:00 AM-8:00 PM

FLOOR TYPE: Vinyl tile WALL TYPE: Drywall

PROPOSED EQUIPMENT SPECIFICATIONS:

(1) 3' Locker Unit: 3'-1" Long x 27" Deep x 7'-0" High

PLACEMENT DECISION BASED ON:

General Host Rule_Interior Only

WORK REQUIRED BY LOCATION PROVIDER:

Relocate gumball machine and balloon display.

WORK REQUIRED BY AMAZON:

PLACEMENT INSTRUCTIONS: Install the locker inside the store along the front wall, to the right upon entrance.

SITE PREP: None.



INSTALLATION

- The install team will check in with Site Management when they arrive onsite.
- This team will place the locker in the approved location, level the unit and bolt the sections together (time onsite will range between 60 and 90 minutes).
- Once installed Locker will be provisioned within a day, and activated within 48hrs of provisioning
- Best practices:
 - Do NOT move the locker.
 - Keep the area in front of the locker clean, clear and well-lit.
 - Let us know if your location hours change.
 - Do not accept or open deliveries that are addressed to the locker.



WHAT TO EXPECT AT INSTALL

POST INSTALLATION BEST PRACTICES

How soon is your Locker discoverable on .com?

Within 24 hours of locker being activated and made live by the installer/Tech. The Locker can be found immediately upon being activated by installers if you search its name under "store name" during checkout.

How soon could you expect your first customer?

This will vary by host location.

How do you tell it's working?

The location would be able to verify the locker is working by searching the location on <https://www.amazon.com/ulp>, or placing a test order online. There is no additional way on site to physically confirm if the locker is functional at the store level.

Who to call if you have an issue?

Location could either call SDS at 1-888-283-0577 OR they can email SDS at hubhostsupport@amazon.com. The support phone number can also be found on the locker.



LOCKER SPECS

DESIGN AND PLACEMENT



- Locker is 78.169"H x 36.67"W x 22.63" D
- Battery operated
- Outdoor lockers are bolted into the ground using expansion anchor bolts
- Outdoor lockers have top-mounted lighting attachments
- Lockers cannot install on sloped surfaces; the change in grade over a 9' span cannot be more than 2"
- There must be a clear path at least 36" in width along the front of the locker (California requires 44" for indoor lockers and 48* for outdoor lockers.)
- Each module contains 23 slots; up to five (5) modules can be connected in a contiguous line

Please note: Current Amazon Locker comes with Amazon logo (right corner) and locker name (left corner)



The Locker itself is self-powered with its own battery. For outdoor installations, a 110v outdoor receptacle is required for an add-on lighting-box, which is a separated fixture mounted on top of the locker. Amazon commits to safety for our customers and drivers.

931.4mm(W)x31mm(H)x230mm(D) Real low energy (~100mA) as it is LED, if you need exact I can get from factory.
Needs a 3 prong (with ground) 110v/10A outlet Color is both squid ink and prime blue 10 foot cord 10 lumens output



FREQUENTLY ASKED QUESTIONS

Is there a cost to host a Locker? The Amazon Locker is a free system we install in eligible locations that meet our placement requirements. Amazon covers the cost of the Locker, site preparation detailed on the installation guide, delivery & installation, and provides customer support. For outdoor locations if a light bar is required, the location would be responsible for the cost of electricity.

Does Amazon pay me to host a Locker? As a free system, Amazon does not offer any financial compensation.

What are my responsibilities once the Locker is live? As the host you are responsible for ensuring the Locker area is clear of any debris/not blocked, and reporting any issues to our service team for support. Outdoor Lockers should be accessible 24/7. You are not responsible for the packages, or responsible for any customer questions.

How long is the Locker term? The Locker installation is a 5 year term. In case of property sale or changes in ownership, please contact Amazon to remove the Locker or have the new owner confirm they want to keep the Locker and accept responsibilities as the host.

How do customers find out about my Locker? Once the Locker is activated, your Location will display on Amazon.com as a delivery option to any customer within a 5-7 mile radius during checkout. Your location will also display on search results when a customer is searching for Lockers in their area.

How many packages will the Locker receive? The number of packages will vary by location and region. Amazon reviews each address' delivery coverage and potential package flow before moving forward with onsite surveys.

What if a customer has a question or issue about Amazon Locker? Amazon prides itself on providing exceptional customer service. With that in mind, please direct ALL customer related issues or questions to our 24/7 customer service line at 1-877-346-6244.

What if the Locker isn't working? Please contact our 24/7 customer service line at 1-877-346-6244 for immediate assistance if you notice any technical or physical issues with the Locker. Alternatively, you can use the survey link at www.amazon.com/lockerissuesurvey

What if customers are having trouble finding the Locker? Use the Locker issues survey at www.amazon.com/lockerissuesurvey or email us at locker-vendor@amazon.com so we can improve the directions on our website and install directional signage onsite.

What if the hours of operation change? Use the Locker issues survey at www.amazon.com/lockerissuesurvey or email us at locker-vendor@amazon.com and we will work to notify our customers and carriers of the change.

What if a carrier tries to deliver packages directly to location staff or accidentally leaves a package outside of the Locker? What do I do? Do not accept packages intended for the Locker. Please direct the carrier to the Locker for delivery. Alternatively, please contact our 24/7 customer service line at 1-877-346-6244 for assistance.

ELIGIBLE ITEMS FOR LOCKER SHIPMENT

Orders are eligible for Amazon Locker delivery if the order:

- Has a shipping weight less than 35 pounds
- Has product dimensions smaller than 19 x 12 x 14 inches
- Is sold or fulfilled by Amazon.com
- Is valued at less than \$5,000.00 USD
- Contain no hazardous materials
- Contain no perishable materials
- Contain no materials requiring identification (tobacco or liquor)
- Is not a Subscribe & Save item
- Does not contain items shipping from other countries
- Does not contain items for Release-Date Delivery
- Amazon business items not eligible

amazon hub

THANK YOU