

Name:

Date:

## DA Level 3 Assessment

This assessment is intended to gauge your depth of knowledge on the following topics:

- The Myriad Fleet organization and its policies and procedures
- Amazon Policies
- Amazon Delivery Metrics

### Myriad Fleet General Knowledge:

1. Who is the founder and CEO of Myriad Fleet, LLC?
2. Who are the go-to people for the following:
  - a. Payroll issues?
  - b. HR issues like benefits?
  - c. Scheduling and vacations?
  - d. Fleet maintenance?
  - e. Hiring?
  - f. Training?
  - g. Incident reporting?
  - h. Polishing off the last of the chocolates?
3. What is the policy for clocking in and out for start of work, breaks, and end of work?
4. What is the policy for requesting time off?
5. What is the policy for calling out?
6. How do you submit a punch change request in ADP?
7. What is the procedure for reporting issues with the vans during DVIC?
8. What is the policy for reporting incidents like car accidents and injuries while on the job?
9. What is the RTS/ End-of-work procedure? (Hint: it starts when you complete your route and ends when you drop off the driver kit)
10. What is the protocol for a rescue?
11. How long would it take you to put on a pair of pants if you had scissors for legs?

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**Amazon Policies:**

- 12. Which of the following is Amazon’s standard procedure for delivering a package - hand it to the customer or receptionist; any option that allows the DA to take a photo; deliver to the mailbox?
- 13. When delivering to a customer’s front door, what must you do to maximize the security of the package(s)?
- 14. List 6 ways of getting an infraction for “package mishandling” (See *Discord>Knowledge Library>Myriad Docs>Amazon Violations and Defects*).
- 15. When unable to access, unable to locate, or unable to find a safe location, what must you always do?
- 16. How many pee bottles are too many pee bottles to have in the van?

**Amazon Delivery Metrics:**

- 17. List the 6 metrics that fall under the “Safety” category.

Explain the following:

- 18. What driving behaviors impact a DA’s FICO score?
- 19. What would trigger a “speeding” violation in Netradyne?
- 20. What would trigger a “distraction” in Netradyne?
- 21. What would trigger a “following distance” alert in Netradyne?
- 22. What would trigger a “sign/signal violation” in Netradyne?
- 23. What is CDF? How do you get 100% for CDF?
- 24. What is DCR? How do you get 100% for DCR?
- 25. What is POD? How do you get 100% for POD?
- 26. What is CC? How do you get 100% for CC?
- 27. What is DSB? What 4 behaviors can you control to keep DSB at 0?
- 28. Retrieve the most recent Scorecard and record your “6-week trailing” data below:

Avg. Tier	FICO	SOR	SER	DR	FDR	SSVR	CDF	DCR	DSB	POD	CC

- 29. Which metric(s) require the most improvement and what best-practices will you focus on to achieve this?