



Away Team

Away Team Welcome Packet

Complete Guide for Your Assignment

Welcome to the Away Team!

Congratulations on your selection as an Away Team member. This recognition reflects your expertise and embodiment of Amazon's culture.

You've been selected for Away Team because:















- ✓ You're a mentor and leader at your home site
- ✓ You represent Amazon's culture of working hard, having fun, and making history
- ✓ You have the expertise to help launch a new facility successfully

****BLUE BADGE REQUIREMENT****




Away Team participation requires blue badge (regular full-time) status. If you're currently a white badge associate, we'd love to have you join an Away Team after your conversion to blue badge!

Please reach out via the Assimilation Team via the Help Center if you were accidentally offered an away team role. <https://amazon3855.zendesk.com/hc/en-us>

Contents

-  Your Role & Mission4
 - Your Impact**4
 - Knowledge Transfer Role**4
 - Teaching Approach**.....4
 - How to Mentor Effectively**.....4
 - Keys to Success**5
 - Your Mission:**5
-  What to Expect After Signing Your Offer Letter5
-  Launch Delays or Assignment Changes.....5
-  Pre-departure Checklist6
-  What to Bring7
-  Travel Information & Requirements8
-  Travel: Drive or Fly?8
 - Want to drive instead of fly?9
-  Travel Itinerary Information.....9
-  **Flight & Airport Quick Guide**..... 10
 - REAL ID: 10
-  **Delayed or Canceled Flights**..... 11
-  Rental Car..... 11
 - Do NOT provide any payment**..... 12
 - Insurance included (decline additional insurance)**..... 12
 - Rental Car Accident/Damage: (not necessarily in this order)** 12
-  **Personal Car Guidelines**..... 13
 - Personal Car Accident/Damage: (not necessarily in this order)** 13
-  Rideshare/UBER Voucher Program..... 13
-  Hotel & Hotel Incidental/Security Deposit 14
 - Credit Card vs. Debit Card for Incidentals/security deposit** 14

Credit Card (Recommended):	14
Debit Card:	14
⚠ Per Diem cards (not recommended)	14
🏠 Hotel Issues or Problems	15
💰 Per Diem Information	15
Daily Allowance	15
Distribution	15
⚠ Critical Information:	15
If Assignment Ends Early:	15
Cannot Expense Travel Day Meals:	15
🚫 Common Mistakes to Avoid	16
🏢 What to Expect at the Launch Site	16
⚖ Work Hour Limits	16
📅 Schedule Updates for Away Team Assignment	17
🕒 Clocking In/Out	17
🕒 How to Report Travel Time	17
🌙 Shift Differential for Night Shifts	18
📄 How to Submit Expenses	18
Complete BEFORE Your Travel	18
Step 1: Verify Email in Concur (Do First)	18
Step 2: Update Banking Info in Touchstone (Do Second)	19
Complete DURING Your Travel	19
Step 3: Email Receipts to Concur (During Assignment)	19
Complete AFTER Your Travel	19
Step 4: Create & Submit Your Expense Report (Within 30 days of assignment end date)	19
🔍 Check the status of an expense report	20
📅 Extensions Policy	21

 Frequently Asked Questions.....	21
 Who to Contact	22
 Duty of Care – You're Protected While You're Traveling	22
What is Duty of Care?	22
"Under Care and Aware"	23
Support Partners	23
External Partner:	23
How Medical Coverage Works	23

Your Role & Mission

Your Impact

As an away team member, you demonstrate **Ownership** by:

- Contributing to Amazon's broader success beyond regular responsibilities
- Building the foundation for the new facility's success
- Serving as a cultural ambassador for Amazon

Knowledge Transfer Role

Embody **Learn and Be Curious** by:

- Sharing your operational expertise
- Learning different operational approaches
- Adapting best practices to the new environment





Teaching Approach

Reflect **Think Big** by:

- Empowering new team members with problem-solving skills
- Building a self-sufficient operation that thrives after you leave

How to Mentor Effectively


DO:

-  Teach associates using Standard Work Practices
-  Show them how to find answers, not just give answers
-  Make yourself available for questions
-  Ensure consistency across shifts

-  Focus on teaching associates, so the site runs independently after you leave

 **DON'T:**

- Work in path (except Week 1 when headcount is lowest)
- Do the work for associates
- Give answers without teaching problem-solving

 **IMPORTANT:** You should be observing and coaching, not doing the work yourself.

Exception: Week 1 when headcount is lowest.

Keys to Success

- Balance hands-on assistance with knowledge transfer
- Document important processes and tips for future reference
- Identify potential leaders among new associates
- Remain patient during the learning process



Your Mission:

Teach new Amazonians the right way to work independently.

Remember: "Give a person a fish, feed them for a day. Teach someone to fish, feed them for a lifetime."

What to Expect After Signing Your Offer Letter

You will start receiving communications from the Assimilation Team about 4 weeks before your assignment date. Communications will come to:

-  Your personal email address
-  Text messaging

Pro tip: Don't forget to check your spam/junk folders! 

Launch Delays or Assignment Changes

Sometimes launch dates need to push or assignment dates need to change. If this happens:

- Your home site Away Team POC will communicate the changes and provide an updated offer letter
- Your Assimilation Coordinator will reach out via email or text to inform you of new travel dates
- If you can no longer commit to the new dates, please inform your home site Away Team POC and Assimilation Team: amazon3855.zendesk.com

Note: Although we like to avoid removing associates from away team rosters, we understand that sometimes situations arise.

Your Schedule

Your offer letter provides the days of the week you will be working. (i.e. Su-W)
You will receive communications on the Launch Site Address, Assignment Shift Hours, and Launch Site Emergency Contacts in a separate email closer to the launch date.

Pre-departure Checklist

Email Setup (Personal Email)

- Add to contacts: amazontravelnoreply@amazon.bcdtravel.com
- Add to contacts: noreplyamazongateway@helmsbriscoe.com
- Add to contacts: assimilation-portal@amazon.com
- Add to contacts: receipts@concur.com

Add these email addresses to your contacts to ensure our messages reach your inbox instead of spam.

1 Week Before Departure

- **Review work schedule with manager/PXT**
 - Week before assignment
 - During assignment
 - Week after assignment
 - Ensure no work hour policy violations
- **Monitor email for itineraries** (arrive 3-5 days before departure)
 - Check spam/junk folders!
- **Verify flight/car itinerary details as soon as your itinerary is received & contact amazon3855.zendesk.com immediately for support**
 - Name matches government ID exactly
 - Correct departure/arrival cities
 - Correct dates
 - Rental car included (if applicable)
- **Verify hotel itinerary details:**
 - Verify the hotel is located in the correct city and state within 30 miles of the launch site, with exceptions for rural areas.
 - Correct check-in/check-out dates
 - Hotel confirmation number noted
- **If no itineraries are received 3 days before departure: Contact amazon3855.zendesk.com immediately.**
 - Check spam/junk folders!

1 Day Before Departure

- Check in for flight (24 hours advance)
- Download/print boarding pass
- Hourly employees cannot work and travel on the same day, even if your flight gets delayed. Work with your manager to make sure you're not on the schedule for your travel day (including night shifts that extend into it).

Expense Reimbursement Setup

- **Verify email in Concur**
 - AtoZ → Profile → Personal Information → Email Addresses → Verify
 - Enter verification code from email
- **Update banking in Touchstone**
 - Go to <https://touchstone.amazon.com>
 - Update banking info for direct deposit (Takes 24 hours to process)

What to Bring

Required Items

1. REAL ID or Passport

- Must be REAL ID compliant driver's license OR valid passport (**See section on REAL ID below for more details**)
- Physical card required (no paper copies)
- Full driver's license (not provisional)
- Check for ★ star on license

2. Amazon Security Badge

- Your Amazon security badge/ID
- Any certification badges (PIT, TDR, etc.)

3. Valid Driver's License

- Needed for rental car pickup
- Must not be expired
- Physical card required (no paper copies)
- Full license (not provisional)

4. Payment Methods

- **Credit card (strongly recommended)** for hotel incidentals
 - We recommend having \$120-\$250 available funds
 - Debit cards have double holds and slower refunds
- Per Diem Card (if from previous assignment, otherwise you'll receive it on Day 1 at the launch site - it won't be mailed to your address, and you will physically need card in hand to complete the activation process)
- **Do NOT provide payment for rental car**

If payment is requested, call BCD immediately using the toll-free hotline number on your itinerary

Safety Equipment

- Safety shoes
- Safety vest (if applicable to your role)

Helpful Items

- Phone charger
- Reusable water bottle
- Snacks for travel (not reimbursable - covered by per diem)
- Pack at least a change of clothes in carry-on (in case of lost luggage)
- Bring all needed medications in carry-on
- Do not put keys or medications in checked bags

Travel Information & Requirements

Important points to highlight:

- You cannot change your own travel itineraries. If support is needed reach out via the Assimilation Team Help Center.
<https://amazon3855.zendesk.com/hc/en-us>
- Please do not respond to your itineraries are sent from a no-reply email address and replies are not monitored.
- Please do not add loyalty cards to any reservations (deletes Amazon payment)
- Travelers must take standard meals and breaks while traveling.
- Cannot work and travel on the same day (even with delays)

Travel: Drive or Fly?

The type of transportation provided to an associate is determined by the distance/travel time between the home site and the launch site.

Driving Time	Drive vs. Fly	Notes
Up to 1 hour (Local traveler)	Drive	The associate will use their personal car and will not receive travel accommodations or per diem, but will receive mileage reimbursement over normal commute
4 hours or less	Drive	A rental car will be set up so the associate can drive to the assignment.

Over 4 hours	Fly	A flight will automatically be booked for you. If you would rather drive than fly, please submit a ticket in our help center: amazon3855.zendesk.com with your request.
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Want to drive instead of fly?

- Request via amazon3855.zendesk.com
- Max 8 hours/day driving (not including breaks and lunches)
- For drives exceeding 8 hours, plan for 2 travel days with an overnight stop approximately halfway through the journey – approval not guaranteed. Approval from both an Assimilation manager and home site leadership are needed.
- At this time we are not approving anything exceeding 14 hours of drive time.

Travel Itinerary Information

Travel Request Timeline

- Travel requests are typically submitted 3 weeks before your departure
- If you haven't received either itinerary within 3 days of departure:
 - Contact Assimilation Team: amazon3855.zendesk.com

Itinerary Distribution

- **Flight/Rental Car Information:**
 - Sent by BCD Travel to your provided email address
 - Expected delivery: 3-5 days prior to departure
 - Sender email: amazontravelnoreply@amazon.bcdtravel.com
 - Add this email to your contacts to prevent it going to spam/junk folders
- **Hotel Information:**
 - Sent separately by HelmsBriscoe
 - Sender email: noreplyamazongateway@helmsbriscoe.com
 - Will include hotel address, dates, and confirmation number

⚠ CHECK SPAM/JUNK FOLDERS - These often get filtered since they're from third-party vendors

Verify immediately:

- ✓ Name on itinerary matches Government ID
- ✓ Correct departure/arrival cities
- ✓ Correct dates
- ✓ Hotel address is correct

- ✓ Rental car is included (if applicable)

Flight & Airport Quick Guide

While most travel costs are covered, you may incur some out-of-pocket expenses during your assignment. Here's what you should know:

- **You'll need to pay for baggage fees upfront (save receipt for reimbursement)**

Timeline

- **2 hours before flight:** Arrive at airport
- **45 minutes before flight:** Be at gate and remain there

At the Airport

Check In (up to 24 hours in advance)

- Use airline kiosk, mobile app, or print at home
- Have your Government ID ready

Baggage

- Checking bags? Pay upfront (save receipt for reimbursement)
- Up to 2 checked bags each way
- Carry-on? Follow TSA 3-1-1 rule for liquids
- Add luggage tags with current contact information

TSA Security

- Be prepared for long lines
- Have government ID and boarding pass ready
- Remove all items from pockets
- Remove electronics larger than phone from bag

TSA Resources:

- TSA 3-1-1 Liquids rule: <https://www.tsa.gov/travel/security-screening/liquids-aerosols-gels-rule>
- What can I bring: <https://www.tsa.gov/travel/security-screening/whatcanibring/all>
- Security screening: <https://www.tsa.gov/travel/security-screening>

REAL ID:

- U.S. travelers must be REAL ID compliant to board domestic flights. For more information, please visit <https://www.dhs.gov/real-id>.
- The Transportation Security Administration (TSA) will refer all passengers who do not present an acceptable form of ID and still want to fly an option to pay a \$45 fee to use a modernized alternative identity verification system, TSA ConfirmID, to establish identity at security checkpoints beginning on February 1, 2026.

- **Travelers will be able to pay \$45 to use TSA ConfirmID for a 10-day travel period. A 3- or 4-week assignment would require this to be completed twice for a total of \$90. Amazon will NOT reimburse for these fees.**
- **Are you REAL ID Ready?**
Find out if you're REAL ID ready with TSA's interactive tool, or select your state or territory:
- <https://www.tsa.gov/realid/are-you-realid-ready>
- TSA urges travelers who do not have a REAL ID to schedule an appointment at their local DMV to update their ID as soon as possible.

Delayed or Canceled Flights

If you encounter Delayed or Canceled Flights, please follow these steps in order:

Step 1: Work With Your Airline/ Airline Gate Agent First to reschedule your flight

- Your airline gate agent is your primary point of contact for rebooking flights, and accessing airline-provided accommodations.

Step 2: Contact Assimilation Help Center for Rental Car/Hotel updates

- Once your flight has been rescheduled, contact the Assimilation Help Center so we can match your rental car & hotel check in with your updated flight information.
- If you need overnight accommodations and your airline is not providing them, contact the Assimilation Help Center.

Step 3: Important Safety Reminders Your safety is our first priority.

- Do not stay at the airport overnight. If you need accommodations, contact the Assimilation Help Center.

Assimilation Help Center: amazon3855.zendesk.com

Rental Car

When Provided:

- When you fly to assignment
- When you live 1-4 hours from launch site

Why Use Amazon's Rental Vehicles

- Amazon's Travel Risk Management (TRM) strongly recommends all employees on business travel utilize rental vehicles acquired via Amazon's travel agency

Insurance Protection:

- **Rental vehicles booked through Amazon:** Fully covered by Amazon's insurance
- **Personal vehicles:** If you have an accident while using your personal vehicle, Amazon's insurance only kicks in after your personal insurance is exhausted

This means:

- ✓ Using Amazon rental = Better insurance coverage from the start
- ⚠ Using personal vehicle = Your personal insurance pays first, potential out-of-pocket costs before Amazon coverage applies

Pickup Process:

- Location: Your home airport or arrival airport
- Present driver's license at rental counter

Do NOT provide any payment

- If payment is requested: Call BCD hotline immediately using the toll-free hotline number on your itinerary

What's Covered:

- Rental cost fully covered

Insurance included (decline additional insurance)

- Insurance Document is attached to Itinerary from BCD for more details.
- If not attached Contact Assimilation Team: amazon3855.zendesk.com
- Fuel for work-related purposes is reimbursable (keep receipts)

Important Notes:

- May use car during off days for personal activities (sightseeing, etc.)
- Fuel used for personal activities is at your own expense
- Return car with full tank
- **Only Amazon employees can drive the rental vehicle**

Rental Car Accident/Damage: (not necessarily in this order)

- Contact police for incident report
- Contact Assimilation Team: amazon3855.zendesk.com
- Inform rental company of damage and complete their accident/incident report

Medical Support

- Seek medical attention, if needed
 - If a medical issue resulted from the auto accident, contact International SOS (ISOS) 24/7: +1 215 942 8226
 - ISOS will provide support in locating the appropriate medical provider near your location (in non-emergency situation). In addition, ISOS will be able to assist you if you feel you are not receiving proper medical care.
 - Submit a medical expense claim to your local medical insurance.

Personal Car Guidelines

Amazon's Travel Risk Management **strongly** recommends all employees on business travel utilize rental vehicles acquired via Amazon's travel booking tools.

- When employees use personal vehicles and there is an accident, Amazon's insurance will only kick in after the employee's personal insurance is exhausted.
- If you would like to use your personal car instead:
 - Contact Assimilation through the Help Center prior to personal car use to obtain approval
 - You must have a valid, unexpired, full driver's license (not provisional)
 - Personal car insurance is needed.

Personal Car Accident/Damage: (not necessarily in this order)

- Contact police for incident report
- Contact Assimilation Team: amazon3855.zendesk.com
- Contact your personal insurance company

Medical Support

- Seek medical attention, if needed
 - If a medical issue resulted from the auto accident, contact International SOS (ISOS) 24/7: +1 215 942 8226
 - ISOS will provide support in locating the appropriate medical provider near your location (in non-emergency situation). In addition, ISOS will be able to assist you if you feel you are not receiving proper medical care.
 - Submit a medical expense claim to your local medical insurance.

Rideshare/UBER Voucher Program

- If you don't have a driver's license, you can use rideshare services (Uber, Lyft, taxi) or public transportation and expense these costs up to the weekly rental car equivalent. The Assimilation Team will provide the specific dollar amount.
- Submit all receipts through Concur. Carpooling is also an option if you prefer.
- Uber vouchers may be available for commuting between your hotel and launch site. Contact the Assimilation Team at amazon3855.zendesk.com to confirm your launch site participates in this program.
 - Important limitations: Vouchers cover hotel-to-launch-site transportation only.
 - Airport travel on arrival/departure days is not covered by vouchers—pay out of pocket and expense later.

Hotel & Hotel Incidental/Security Deposit

Payment Details

- **Amazon pays:** Room cost and applicable taxes
- **You provide:** Credit/debit card for incidentals/security deposit

Check-In Process

⚠ IMPORTANT ORDER:

1. Let hotel check you into room **FIRST**
2. **THEN** provide your personal card for incidentals
(This avoids payment method override)

What You Need to Know

- Amazon pays for the room directly
- Kitchen/kitchenette not guaranteed
 - Booked based on availability and company contracts
 - The \$70 daily per diem compensates for limited amenities and higher meal expenses incurred during travel.
- Hotel requires card on file for incidentals/security deposit
 - Room service, damage, etc.
 - **Without a card, you cannot continue assignment**

Credit Card vs. Debit Card for Incidentals/security deposit

Credit Card (Recommended):

- Hotel places hold
- We recommend having \$120-\$250 available funds
- Charges only if you use services
- Released quickly at checkout

Debit Card:

- Hotel removes funds from account
- May remove double the incidental hold amount
- We recommend having \$120-\$250 available funds
- Takes additional time to process refund
- Funds unavailable during hold

⚠ Per Diem cards (not recommended)

- **also have double holds and longer refunds**

Hotel Issues or Problems

If you experience any issues with your hotel room or accommodations after arrival:

Step 1: Document with photos, if possible

Step 2: Contact Hotel Front Desk First

- Notify the front desk immediately about the issue
- Give them the opportunity to resolve the problem
- Most issues can be fixed quickly by hotel staff

Step 3: Escalate if Not Resolved

- If the front desk has been notified and the issue is still not fixed
- Contact the Assimilation Team at amazon3855.zendesk.com
- We strive to make your stay away from home as smooth as possible
- Provide details and photos, if possible: what the issue is, when you notified front desk, and their response

Per Diem Information

Daily Allowance

- **Amount:** \$70.00 USD per day
- **Covers:** Workdays, days off, AND travel days
- **Purpose:** Food and small incidentals (laundry, toiletries, etc.)

Distribution

- Full amount for entire assignment is pre-loaded on per diem card. Budget accordingly.
- **Pick up from Away Team Leader at launch building**
- Need card on travel day? Contact Away Team Leader to arrange pickup on arrival

Critical Information:

- Per diem is NOT a bonus payment
- The amount is linked to the number of travel days AND hotel nights
- **If you decline hotel, you forfeit per diem**
- Funds are preloaded for total allowable amount. Budget accordingly throughout assignment

If Assignment Ends Early:

- Overpaid per diem will be recouped
- Recovery via payroll deductions or HyperWallet card balance

Cannot Expense Travel Day Meals:

- Per diem already includes \$70/day for ALL days

- Funds will be on card to offset expenses before receiving your card

Common Mistakes to Avoid

- ✗ Using debit card for hotel incidentals (use credit card instead)
- ✗ Adding loyalty cards to reservations (deletes Amazon payment)
- ✗ Not checking spam folder for itineraries
- ✗ Providing payment for rental car (should be \$0 out of pocket)
- ✗ Working and traveling on same day (strictly prohibited)
- ✗ Not saving receipts for reimbursable expenses
- ✗ Waiting until last minute to update Concur/banking info


What to Expect at the Launch Site


Day 1

- Leadership or Away Team Leader will greet you and provide a building orientation
- Facility may still be in final setup stages
- You may help set up workstations and common areas
- Learn about process differences from your home site

Work Hour Limits

You **must not** exceed:

- ✗ 60 hours in one pay week
- ✗ 6 consecutive days of work
- ✗ 12 hours in one day
- ✗ Cannot work and travel same day (even if flight delayed)
-  Overtime may be requested while on assignment

 **IMPORTANT:** Travel time counts as working hours. Partner with your manager or home site PXT to review work schedule the week before, during & week after your assignment to ensure none of the above work hour policy violations.


Schedule Updates for Away Team Assignment



- Your home site Manager, in partnership with your PXT team, will update your schedule to reflect your Away Team assignment. This update should be completed before you depart.
- If your schedule has not been updated by the time you depart: Contact your home site Manager, in partnership with your PXT team, immediately.

⚠ Important: The Assimilation Team does not have access to your Timecard to update shifts, UPT, or schedules. All schedule-related questions must go to your home site PXT or manager.

Clocking In/Out

Please use the timeclocks at the LAUNCH SITE to clock in and out.

- This will help prevent timecard issues, especially if you cross time zones! 
- When you use AtoZ your punches will be in your home time zone and may result in UPT errors.

⚠ Attendance is extremely important to the launch site's training plan - please make sure you are present for all scheduled shifts!  

How to Report Travel Time

Travel time must be reported through myHR. Follow these steps:

1. Go to https://atoz.amazon.work/myhr/category/something_else
2. Type "**report Travel Time**" in the search box
3. Select "**Connect with HR**"
4. Choose "**Live Chat**" to connect with an HR representative
5. Provide the following information:
6. Date of travel
7. Start time of travel
8. Total hours and minutes traveled

⚠ Important: When reporting travel time, remember to consider time zone changes when calculating your total travel time.

Example: If you depart from Seattle (Pacific Time) at 8:00 AM and travel for 6 hours, report the start time as 8:00 AM Pacific Time, even if you arrive in a different time zone.

Shift Differential for Night Shifts

If you usually work dayshift, but are working the nightshift during your Away Team assignment:

- You will receive shift differential for the duration of your assignment
- Shift differential is not automatically added. **Your home site PXT will add the shift differential to your pay. It may be after your assignment ends as a pay correction.**
- **If you do not see your shift differential on your paycheck:** Connect with your home site PXT for clarification on how they intend to process shift differential
- **For any other pay issues:** Contact your home site PXT

 **Important:** The Assimilation Team does not have access to your pay information. All pay-related questions must go to your home site PXT.

How to Submit Expenses

Submit all expenses through Concur

- Keep all receipts for your expense submissions
- Expense reimbursements are for business purposes only
- Submit within 30 days of assignment end date

Common Things that Get Reimbursed

- **Baggage fees** (up to 2 checked bags each way)
- **Fuel** for work-related driving (rental car)
- **Mileage** (personal vehicle use)
- **Tolls** (work-related)
- **Uber/Lyft** to/from airport (if no other ride available)
- **Airport parking** (if only option)

What Does NOT Get Reimbursed

Travel day meals (covered by per diem)

- Fuel for personal activities
- Flight upgrades
- Hotel room (paid directly by Amazon)
- TSA ConfirmID fee (\$45 for non-REAL ID travelers)
- Any expense without a receipt

Complete BEFORE Your Travel

Step 1: Verify Email in Concur (Do First)

1. Log into AtoZ

2. Click your **profile icon** (top right)
3. Select **Personal Information**
4. Scroll down to **Email Addresses**
5. Click **Verify** next to your email
6. Check your email for verification code
7. Enter code to complete verification
8. Confirm you see "Verified" status

Why this matters: Without verified email, you cannot submit expense reports.

Step 2: Update Banking Info in Touchstone (Do Second)

Go to <https://touchstone.amazon.com>

1. Log in with your Amazon credentials
2. Navigate to banking information section
3. Enter or update your:
 - Bank name
 - Routing number
 - Account number
4. Save changes
5. ⌚ **WAIT 24 HOURS** for sync to Concur

Why this matters: This is how you'll receive reimbursement payments.

Complete DURING Your Travel

Step 3: Email Receipts to Concur (During Assignment)

As you incur expenses during your assignment:

1. Take clear photos of receipts immediately
2. Email photos to: receipts@concur.com
 - Subject line: Your choice (e.g., "Away Team Expenses")
 - Attach one or multiple receipts per email
3. ⌚ **WAIT 24 HOURS** for receipts to appear in Concur system

Pro Tips:

Email receipts as you get them (don't wait until the end)

- Make sure receipt shows: date, vendor name, amount, items purchased
- Keep physical receipts as backup until reimbursement is received

Complete AFTER Your Travel

Step 4: Create & Submit Your Expense Report (Within 30 days of assignment end date)

- **You must be on a computer connected to the Amazon network to create and submit your expenses.**
1. **Log into AtoZ** → Resources → Expense Reports

2. Create New Report

- a. Click "+ Create New Report"
- b. **Report Name:** [Launch Site] Away Team—[your login]
 - i. Example: ABC1 Away Team—jsmith
- c. **Report Type:** US Travel
- d. **Business Purpose:** [Launch Site] Away Team
- e. **Project:** 0000
- f. Click Next

3. Add Each Expense

- a. Select expense type
- b. Subcategory
- c. Transaction Date
- d. Vendor
- e. City of Purchase
- f. Payment Type: Out-Of-Pocket
- g. Receipt Status: Receipt
- h. Cost Center: (Provided by Coordinator)
- i. Project: 0000
- j. Attach corresponding receipt
- k. Save after each entry

4. Submit

- Review all expenses and receipts
- Click Submit (top right)

Need Help? See detailed article:

<https://amazon3855.zendesk.com/hc/en-us/articles/9620995414804>


Check the status of an expense report

Option 1: Check Concur

- Log into Concur via AtoZ → Profile → Resources → Expense Reports
- View your submitted reports and approval status
- You'll see: Submitted, Pending Approval, Approved, or Paid

Option 2: Contact Your Home Site PXT or Manager

- Reach out to your home site PXT or Manager
- They can check status and help with any issues

 **Important:** The Assimilation Team does not have access to expense report requests and cannot provide updates on expense report status.

Extensions Policy

You may be asked by the launch site to extend your Away Team assignment up to 1 week. (Away Team travel cannot exceed 4 weeks away from home site total.)

 **You are NOT required to stay longer than scheduled**

All extension requests are subject to approval - follow your original assignment dates unless your Assimilation Coordinator notifies you that the request was approved

If you're approved to extend:

Your home site Manager, in partnership with your PXT team, will update your schedule to reflect the extension

If you do not want to extend, let your Away Team POC know immediately and contact your Assimilation Coordinator

Frequently Asked Questions

Q: What if the launch date changes?


A: If a launch date changes and/or your assignment dates change, we will first see if we can work with your availability. If not, you will be replaced and still be eligible for future Away Team assignments.

Q: Can I contact the Assimilation Team via Slack, or email?

A: All contact should be through the Assimilation Team Help Center. Any requests through Slack, email, or replying to travel itineraries will direct you to the Help Center.

Q: : What if I realize I can no longer support my assignment?

A: Review the article "[I Can No Longer Support My Assignment](#)" & contact the Assimilation Team Help Center at amazon3855.zendesk.com

Thank you for being part of Away Team and helping make history at our new facility! 

This packet contains general information for all Away Team launches.

Who to Contact

<p>Away Team travel, per diem, cannot attend assignment, illness, FAQs or general questions? Reach out the Assimilation Team: amazon3855.zendesk.com.</p>
<p>Travel day or day before travel emergency:</p> <ul style="list-style-type: none">• Visit Assimilation’s Help Center: amazon3855.zendesk.com for contact options.• Utilize Ticket or Chat function as first option (not both)• Business hours of operation: 8am-11pm EST (Call/Chat).• * Calls should only be made in the event of an emergency that cannot wait until the next day. All calls are recorded.
<p>A-to-Z Schedule, shift differential, travel time or expense questions? Contact your manager or PXT Team.</p>
<p>Medical Emergency or illness While on Assignment:</p> <ul style="list-style-type: none">• Contact Amazon’s travel medical partner, International SOS, 24/7 via their app (access code: 11BCPA000001) or call: +1 215 942 8226. They will provide medical advice and arrange business standard in-country medical care.• This service is aligned with Amazon's travel insurance provider (you're automatically enrolled).
<p>Other matters impacting health, safety or security questions?</p> <ul style="list-style-type: none">• Contact Amazon Corporate Security 24/7. The 24/7 team will forward your query to the appropriate team: +1 206 740 7233 or ACS@amazon.com.
<p>Flight upgrade or adding a pet to flight questions?</p> <ul style="list-style-type: none">• Contact the airline directly.• Please be advised: If you purchase upgrades and your flight is changed/cancelled, you may have to contact the airline for reimbursement or to move those accommodations to your new flight.• Upgrades are considered a personal choice/expense and cannot be reimbursed.

Duty of Care – You’re Protected While You’re Traveling

What is Duty of Care?

From the time you leave your home until you return, you are considered to be in the workplace.

If Amazon is paying for any portion of your travel (airfare, hotel, rental vehicle), you are under Amazon's Duty of Care protection.



What This Means for You

- Any injury that occurs while traveling on behalf of Amazon is considered a workplace injury, regardless of time or location
- You're protected 24/7 during your entire Away Team assignment

- Amazon's Travel Risk Management (TRM) team works with partners to ensure you receive appropriate care and coverage if a serious event occurs

"Under Care and Aware"

If you experience a serious event during your assignment, TRM's priority is ensuring:

-  Under Care: You're receiving appropriate medical care
-  Aware: Parties that need to know (manager, family) are aware of what's happened

Support Partners

External Partner:

- International SOS: Provides medical guidance and monitoring for domestic & international travelers (see "Who to Contact" section for details)

Internal Partners:

- Amazon Compassionate Care (ACC): Provides support for serious medical situations
- Corporate Workplace Incident Management (WIM): Coordinates response for all Away Team travelers, which coordinates with Operations as needed.

How Medical Coverage Works

For U.S.-Based Domestic Travel:

- Your personal health insurance is your primary method of payment for medical care
- Workers' Compensation reimburses out-of-pocket medical expenses related to workplace injuries

Internal Support Partners:

- Amazon Compassionate Care (ACC): Provides support for serious medical situations