



Away Team

Away Team Welcome Packet for Local Participants

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 & Mission.....	3
Your Impact	3
Knowledge Transfer Role	3
Teaching Approach	3
How to Mentor Effectively.....	3
Keys to Success	4
Your Mission:	4
 What to Expect After Signing Your Offer Letter	4
 Launch Delays or Assignment Changes.....	4
 Your Schedule	5
 What to Bring.....	5
 What to Expect at the Launch Site.....	5
 Work Hour Limits	5
 Clocking In/Out	5
 You're a LOCAL TRAVELER	6
 Good News! You Can Be Reimbursed! 💰	6
 MILEAGE EXAMPLE.....	6
 TRAVEL TIME EXAMPLE	7
 How to Report Travel Time	7
 STEP-BY-STEP: How to Submit Mileage	7
<i>Complete BEFORE You Travel</i>	8
Step 1: Verify Email in Concur (Do First).....	8
Step 2: Update Banking Info in Touchstone (Do Second)	8
<i>Complete DURING Your Travel</i>	8
Step 3: Track Daily Mileage further than your normal commute (During Assignment)	8
<i>Complete AFTER Your Travel</i>	8
Step 4: Create & Submit Your Expense Report (Within 30 days of assignment end date).....	8
 Extensions Policy.....	9

 Frequently Asked Questions.....	10
 Duty of Care – You're Protected While You're Traveling.....	10
<i>What is Duty of Care?</i>	10
<i>"Under Care and Aware"</i>	10
Support Partners.....	11
External Partner:.....	11
Internal Partners:.....	11
How Medical Coverage Works	11

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.

What to Bring

Please ensure you remember to bring the following during your assignment:

- ✓ Valid Government Issued Photo ID (in case you forget your badge)
- ✓ Amazon Security Badge/ID
- ✓ Certification Badges (PIT, TDR, etc.)
- ✓ Safety shoes 
- ✓ Safety vest (if applicable) 

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

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! 📅 ✅

You're a LOCAL TRAVELER

What does that mean?

You're considered a local traveler if your home site is less than 50 miles or 1 hour from the launch site.

As a local traveler:

- ❌ You will NOT receive hotel accommodations or per diem
- ✅ You WILL use your personal car to commute
- ✅ You CAN expense mileage for anything over your normal commute
- ✅ You CAN submit travel time for anything over your normal commute

Good News! You Can Be Reimbursed!

You're covered for the EXTRA commute time and miles!

Even though you're "local," Amazon recognizes that you're going further than your normal commute. You can—and should—submit:

✅ Extra mileage (via Concur)

✅ Extra travel time (via MyHR)

👉 Keep reading to see exactly how this works! (See next section for step-by-step details)

How It Works:

You can submit ONLY the EXTRA mileage and time beyond your normal commute to your home site.

MILEAGE EXAMPLE

Scenario:

Your home site is 20 miles away

The launch site is 40 miles away

Extra distance = 20 miles (each way)

What you can submit:

- ✓ 20 miles x 2 (both ways) = 40 miles per day as personal car mileage in Concur

TRAVEL TIME EXAMPLE

Scenario:


Your commute to home site takes 20 minutes

Your commute to launch site takes 40 minutes

Extra time = 20 minutes (each way)

What you can submit:

- ✓ 20 minutes x 2 (both ways) = 40 minutes per day as travel time via A-Z MyHR

Important: Travel time is considered working hours and counts toward your total hours worked for the week! 

How to Report Travel Time

Travel time must be reported through myHR broken down by date.

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

✓ STEP-BY-STEP: How to Submit Mileage

Submit all expenses through Concur

Mileage (personal vehicle use)

- Tolls (work-related)

What Does NOT Get Reimbursed ✗

- Meals
- Fuel for personal vehicle (built into mileage reimbursement amount)

Complete BEFORE You 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: Track Daily Mileage further than your normal commute (During Assignment)

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
- Only you can submit your expense report—do not send receipts to the Assimilation Team
 - **Log into AtoZ** → Resources → Expense Reports
 - **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
- **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
- **Submit**
 - Review all expenses and receipts
 - Click Submit (top right)

Note: Expense Type: Transportation. Subcategory: Personal Car Mileage

- Close Mileage Calculator and manually enter Distance based on the calculation above. (mileage further than your normal commute)

Need Help? See detailed article:

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

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 at amazon3855.zendesk.com

🛡️ 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