Driver Vehicle Inspection Checklist (DVIC) DA Guide

Overview

As part of our continued commitment to build the world's safest delivery network, we have developed the Driver Vehicle Inspection Checklist (DVIC), a vehicle inspection feature in the Amazon Delivery App that will replace the existing process used by Delivery Associates (DAs) to report vehicle inspections for all vehicles. DVIC ensures that only vehicles that pass inspection through by DAs or the Vehicle Safety Audit (VSA) conducted by Amazon OTR teams (currently only available to AMZL DSPs), are used on routes and improving the overall user experience for DAs. In addition, as part of this daily process, we can ensure that only DOT qualified drivers can access routes for DOT regulated vehicles.
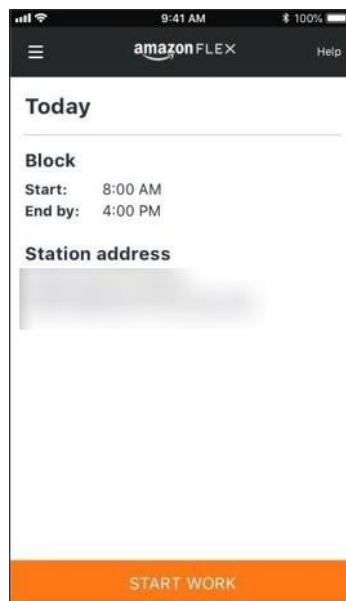
> ⚠️ **IMPORTANT:** **You must log into the Mentor app at the beginning of your route and select "Begin Route", in order to capture your FICO score. Do not forget to "End Route" at the end of your day.**

Pair Your App to the Vehicle

Sign in to you Amazon Delivery App using your email and password.

Select 'Start Work' when you are with your assigned vehicle and ready to begin your work.


Before you begin the inspection, you need to identify the vehicle you are inspecting. Select 'Scan Vin.'

| NOTE	• DVIC compliance will be measured for every DA. • All DAs are required to fill out the DVIC accurately. Falsifying an inspection is a serious safety violation. • Pre-trip DVIC must be completed to see your route. • The location of the VIN Barcode or QR code label varies. This can either be at the driver-side doorjamb, windshield, A-pillar, or fuse panel plate. Ask your DSP/Dispatcher if you are unsure.

Pair Your App to the Vehicle (cont.)
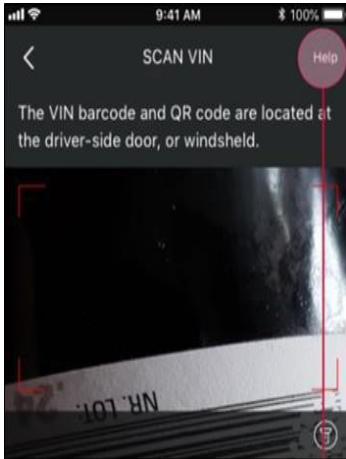
Use your device camera to scan the vehicle's VIN label (Barcode or QR code and link the App to the vehicle.
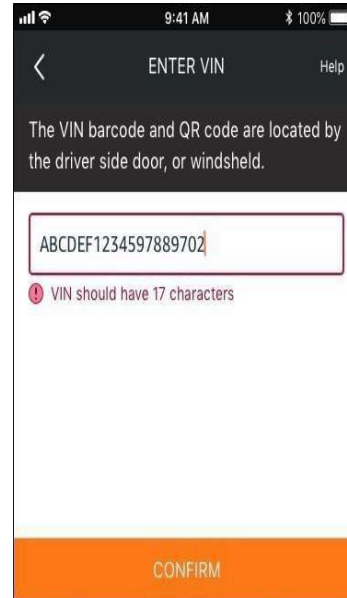

Use the help menu to manually enter VIN If you are having issues scanning or cannot locate the VIN Barcode or QR code. The VIN you type must be accurate (17 characters). *The above VIN number is for example purposes only.*

Complete a Pre-Trip DVIC
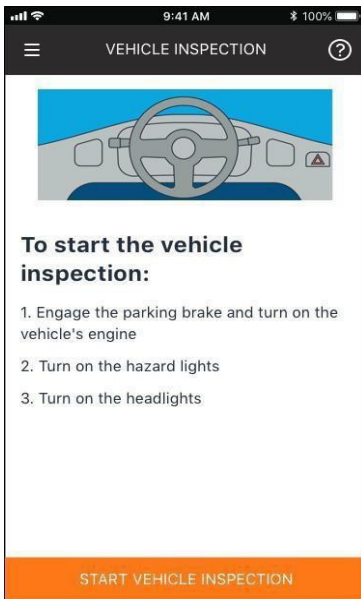
Before you start your vehicle inspection, make sure to engage the parking brake and turn on the vehicle's engine. Then, turn on the hazard lights and headlights. Select 'Start Vehicle Inspection' to begin.
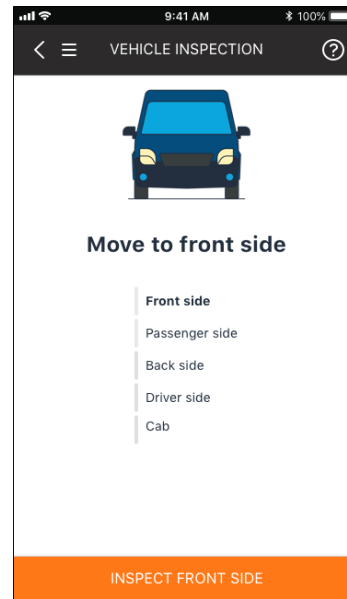
The App will guide you through the inspection walk-around process. You will start at front of the vehicle, then go to the passenger side, back side, driver side, and finish with an in-cab check. Select 'Inspect Front Side' to begin.

If you do not find damage or the vehicle appears to be in perfect condition, tap 'No Issues.'

If you identify any issues, check the box next to the damage and select 'Report Issues.'

At the end of the inspection, you will see a summary of issues you reported. If you reported no issues, the summary page will state you didn't report any issues with the vehicle. When you are done, click the box to acknowledge that you have inspected the vehicle. Select 'Submit Report' to file your inspection. If your vehicle passes DVIC, your route will appear in the App. Proceed to the station to begin scanning the packages and loading process.

After filing your inspection, if you reported any safety-related issues, you will be provided with a notification that your vehicle is not safe and you will not be able to see your route. Contact your DSP or Dispatcher to get a replacement vehicle. You will be required to scan the replacement vehicle to perform a vehicle inspection before you can see your route.
Do not operate any vehicle until the issue has been repaired.

Post-Trip DVIC – Before Route
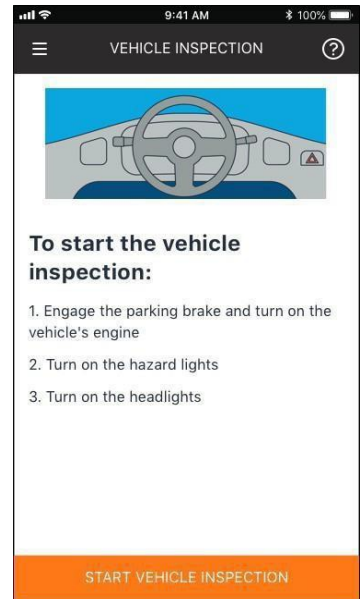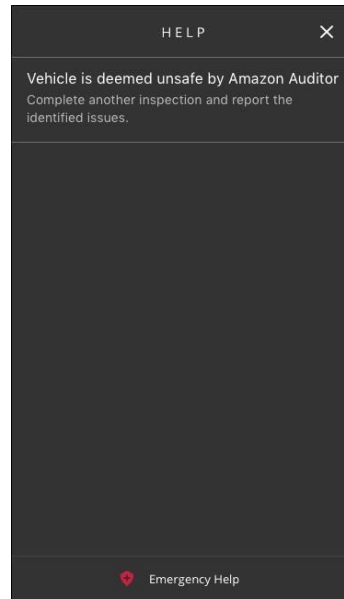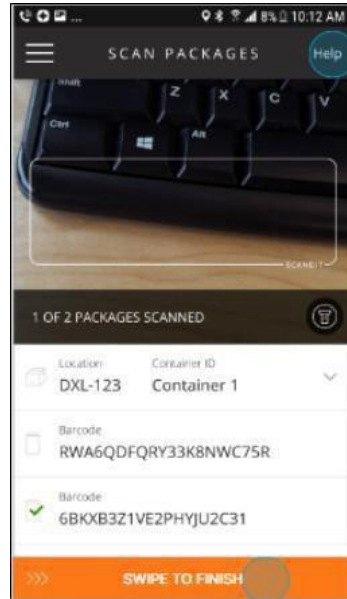
At the station, OTR may perform a VSA on your vehicle to ensure there are no safety issues.

If OTR finds an issue, your vehicle will be red-tagged and grounded immediately. You must conduct a post-trip vehicle inspection immediately and record the issues noted in the VSA. You will do this by using the 'Help' menu in the App. *The above barcode is for example purposes only.*

Post-Trip DVIC – After Route

At the end of your route when the vehicle is safely parked at its destination, you must complete your post-trip vehicle inspection. Follow the in-app instructions to start the post-trip vehicle inspection.
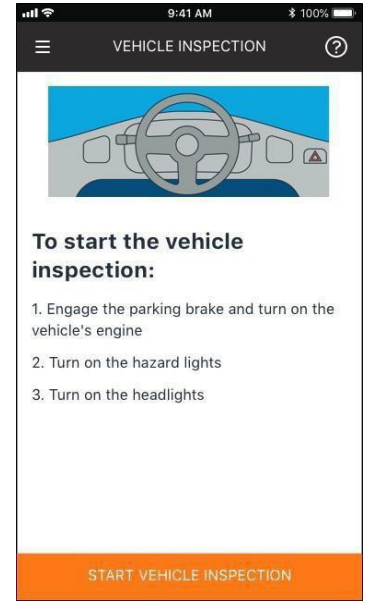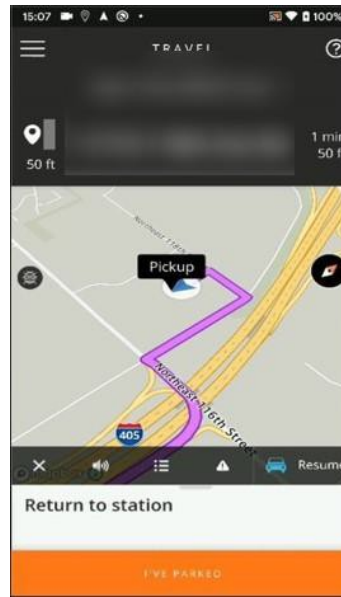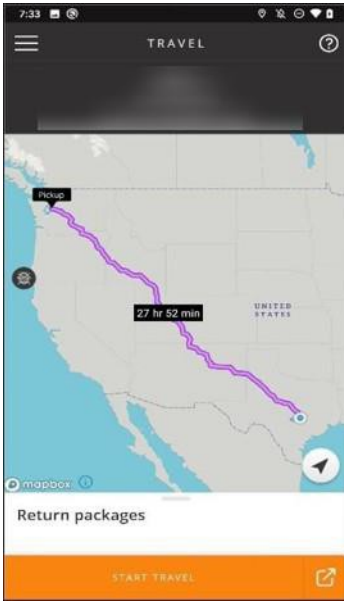
NOTE	• Post-trip DVIC must be completed when you are done operating the vehicle for the day. • Your DVIC compliance will be measured. All DAs are required to fill out the DVIC accurately. Falsifying the data may result in action against your DSP.

Common Exceptions

Sometimes you may encounter issues that prevent you from initially completing the inspection. Here are some of those reasons.
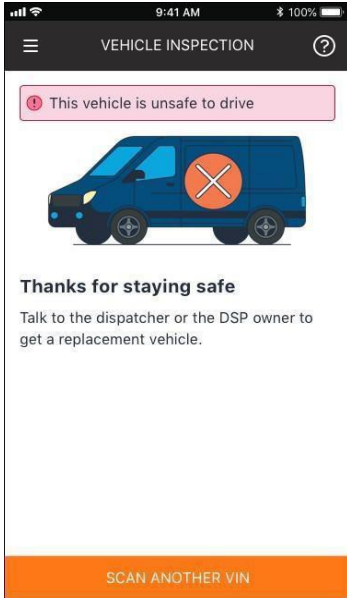
Unsafe to Drive: You may receive a notification that the vehicle is unsafe to drive. This happens for three reasons: (1)The vehicle failed a previous pre- or post-trip DVIC; (2) Amazon Auditor failed the vehicle or; (3) You selected an safety issue in your submitted vehicle inspection. Contact your DSP or Dispatcher for a replacement vehicle.
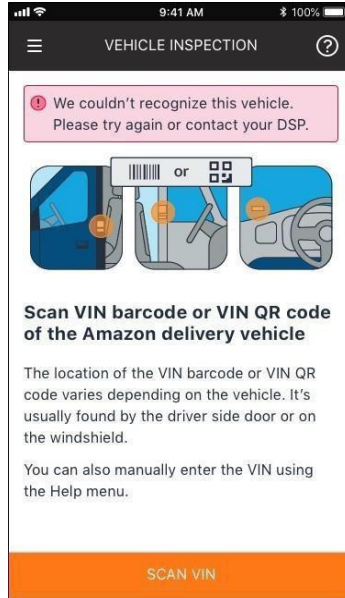
Vehicle is not registered in the Fleet Management Portal: If you scan a VIN Barcode or QR code and the system does not recognize the vehicle, the app will notify you the vehicle was not recognized and that you should contact your DSP.
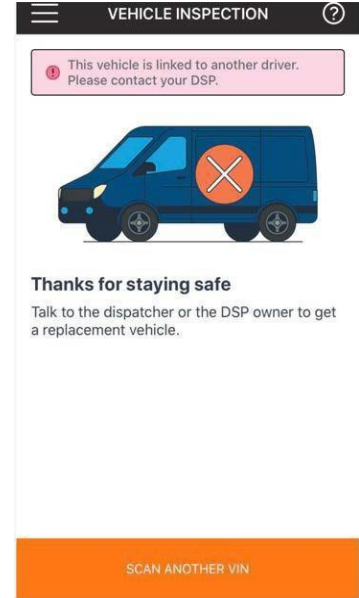
Vehicle is scanned or linked to another DA: If you scan a VIN Barcode or QR code and a DA has already scanned the vehicle, the App will notify you that the vehicle is linked to another DA. Contact your DSP/Dispatcher to resolve the issue or assign you to another vehicle.

Common Exceptions

Certify Repairs:
It's possible that the vehicle you scanned has failed a previous inspection and you need to confirm the issues reported have been repaired. When you scan the VIN Barcode or QR code, you will be automatically shown the screen to certify the repairs have been completed, or not. The App will tell you which defects you need to inspect. If one or more issues were not repaired, the vehicle will not be able to go on-road. If you select that all of the defects were repaired, you will be able to proceed to begin a new inspection.

FAQs – DVIC in the Amazon Delivery App

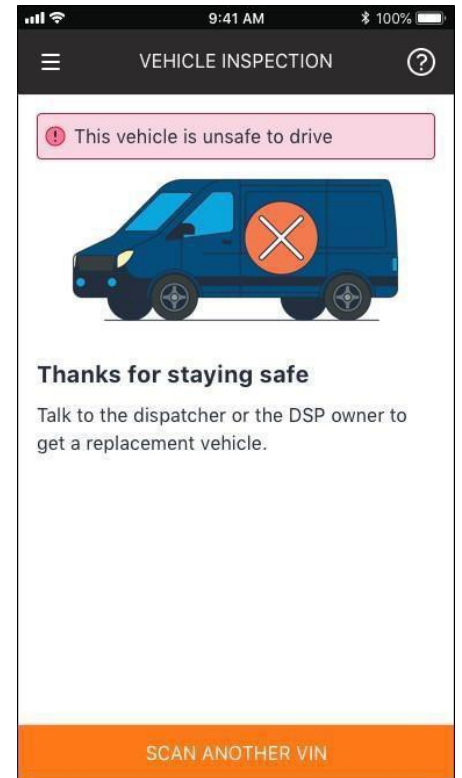|	
What is the purpose of the DVIC?	Driver Vehicle Inspection Checklist (DVIC) is a new feature in the Amazon Delivery App that lets Delivery Associates (DA) conduct vehicle inspection before they can see their routes. We want to ensure that DAs complete vehicle inspections, first thing, when they begin their shift and the last item before they clock out for the day providing an easy path to attain 100% vehicle inspection compliance and ensuring DAs are operating safe vehicles on route.
When do I complete a pre-trip DVIC inspection?	Every day before you begin your day to delivering packages, and the pre-trip DVIC inspection should be done on the vehicle before it is operated. The vehicle must not be driven to the station if you have not done your pre-trip DVIC Inspection. You should never perform safety checks on a public road for your own safety.

When do I complete a post-trip DVIC inspection?	You should do your post-trip inspection when you are done operating the vehicle for the day or when an Amazon Auditor grounds the vehicle during their vehicle inspection.
Where should the DVIC be performed?	The DVIC is performed in the Amazon Delivery app and it must be performed before the vehicle reaches the delivery station or in the parking lot if the vehicle has been left in the station overnight. Do not drive the vehicle to the loading area and perform your DVIC. You must never conduct a DVIC on a public road.
How do I scan the vehicle to begin pre-trip DVIC inspection?	You can do this by scanning the VIN Barcode or QR code. You can also manually enter the 17 digit VIN in the help menu.
Where do I locate the VIN Barcode or QR code?	The location of a VIN Barcode or QR code varies. It is typically a label that is placed on either the driver-side windshield, door, doorjamb, side window, A-Pillar, or fuse panel plate. Verify with your DSP Management team the location of the VIN Barcode or QR code label.
When I scan the VIN Barcode or QR code on the vehicle, it will not scan?	Try three times and ensure the camera is correctly pointed at the label. If the issue occurs, ensure you are scanning the correct VIN label and not any other label. If the issue still persists, you can manually enter the VIN number by going to the Help menu. Let your DSP management team know that the VIN Barcode or QR code is faulty so they can research this.
Why is the App stating the vehicle is linked to another DA?	Two DAs cannot be linked to the same vehicle at the same time. If the first DA has started their DVIC on the vehicle, the second DA will need to wait 30 minutes to unlock the link. If the first DA only scanned the vehicle, the second DA will need to wait 5 minutes to unlock. Contact your DSP management team to get a replacement vehicle.
Why is the App asking me to certify repairs?	When your DSP management team have repaired the issue, we will always require the DA to confirm the issues have been repaired or not.
What happens if I certify issues have been fixed?	You will be able to proceed to conduct a new DVIC. If you certify the repairs have not been made, you will not be able to conduct a new vehicle inspection.
How long does a DVIC inspection take to perform?	This varies and may average between 5-15 minutes. Remember these inspections are for your safety so ensure you are taking the time to perform a thorough walk- around inspection of the vehicle.
What happens if the DVIC requires me to check for an equipment that is not on the vehicle?	If the application is asking you to check for an equipment and it is not present in the vehicle, mark this in the application.
DVIC is not working in the App; what should I do?	Restart the application or change the delivery device. Please contact your DSP for assistance if you still have issues with the DVIC. Do not contact Mentor or J. J Keller for any troubleshooting issues.

When I scan the vehicle, why does the App state the vehicle could not be recognized?	If the vehicle is not recognized by the App, it means your DSP management team have not registered the vehicle in the Amazon Fleet portal. Contact your DSP management team to resolve the issue.
What do I do when the Amazon Delivery app states I should complete a paper inspection?	Please contact your DSP/Dispatcher for a copy of the paper inspection.
How do I complete a paper inspection?	We are currently developing a workflow to support you should this issue occur. Your DSP management team will provide an update when this workflow has been established.
I am operating a standard/cargo vehicle, do I need to perform a DVCR on Mentor App?	When the DVIC is available in your Amazon Delivery App, you will not need to complete DVCR in the Mentor App. However, we still need to collect FICO® data. You will need to still log into the Mentor App and select 'Begin Route' which requires you to scan the vehicle's VIN Barcode or QR code. Once this is done, you are all set and there will be no DVCR triggered. Do not forget to hit "End Route" in the Mentor App at the end of your day's work.
I am operating a DOT-regulated vehicle, do I need to perform a DVIR on Encompass ELD App?	When the DVIC is available in your Amazon Delivery App, you will not need to complete DVIR in the ELD Encompass App. However, a DA operating a DOT-regulated rental vehicle will need to still log into their Encompass ELD App and pair their delivery device to the ELD. You will do this at the beginning of your route before the engine is started and at the end of your route before the engine is turned off for the day. A DA operating a DOT-regulated branded vehicle is not required to log into the Encompass ELD App.

DA Daily Checklist

Operating Standard Vehicles (Branded or Rental)

- ✓ **LOG** into the Amazon Delivery app at the start of your driving shift using your email and the password
- ✓ **START** the vehicle's engine and engage the parking brake
- ✓ **SCAN** the VIN Barcode or QR code and follow the instructions to complete your pre-trip DVIC before you start driving
- ✓ **LOG** into your Mentor app, select **BEGIN ROUTE** to scan your VIN
- ✓ **STORE or SECURE** your delivery device with a cradle/mount at all times while driving
- ✓ **At the end of your day**, perform your post-trip DVIC in the Amazon delivery app
- ✓ **OPEN** your Mentor app and select **END ROUTE**
- ✓ **If you performed a paper inspection**, give the paper to your DSP/Dispatcher
- ✓ Do not operate any unsafe vehicle out on route

Operating DOT-Regulated Vehicles (Branded)

- ✓ **LOG** into the Amazon Delivery app at the start of your driving shift using your email and the password
- ✓ **START** the vehicle's engine and engage the parking brake
- ✓ **SCAN** the VIN Barcode or QR code and follow the instructions to complete your pre-trip DVIC before you start driving
- ✓ **STORE or SECURE** your delivery device with a cradle/mount at all times while driving
- ✓ **At the end of your day**, perform your post-trip DVIC in the Amazon delivery app
- ✓ **If you performed a paper inspection**, give the paper to your DSP/Dispatcher
- ✓ Do not operate any unsafe vehicle out on route

Operating DOT-Regulated Vehicles (Rental)

- ✓ **TURN** on the Bluetooth of your delivery device
- ✓ **LOG** into the Amazon Delivery app at the start of your driving shift using your email and the password
- ✓ **START** the vehicle's engine and engage the parking brake
- ✓ **SCAN** the VIN Barcode or QR code and follow the instructions to complete your pre-trip DVIC before you start driving
- ✓ **LOG** into your JJ Keller ENCOMPASS ELD app and select **LOGIN – SOLO DRIVER**
- ✓ **FOLLOW** the instructions in the app to pair your delivery device to the ELD
- ✓ **ALWAYS** choose **EXEMPT LOG** for the log type
- ✓ **AFTER** you successfully connect to the ELD device, check the ELD signal icon in the ELD app is GREEN
- ✓ **STORE or SECURE** your delivery device with a cradle/mount at all times while driving
- ✓ **At the end of your day**, perform your post-trip DVIC in the Amazon delivery app
- ✓ **LOG OUT** of the ENCOMPASS ELD app
- ✓ **If you performed a paper inspection**, give the paper to your DSP/Dispatcher
- ✓ Do not operate any unsafe vehicle out on route

Reminder: After connecting to the ELD in your DOT-regulated rental vehicle, you do not have to stay connected to the ELD for the whole trip. You are only required to pair your delivery device to the ELD at the beginning of your route before the engine is started and at the end of your route before the engine is turned off for the day.