



Scout is a fully electric delivery system designed to safely get packages to customers using autonomous delivery devices. These devices were created by Amazon, are the size of a small cooler, and roll along sidewalks at a walking pace.

Amazon Scout has been safely delivering for customers since 2019, and it has been welcomed into neighborhoods and delighting customers with their packages. Amazon Scout provides customers with convenience and security for their delivery while also reducing the impact of climate change for future generations. Your community is at the forefront of this innovation, as you help us refine the future of Amazon Scout.

This guide will take you through the process of receiving your Amazon order from Scout and what you can expect when Scout arrives at your home.

Did you know?

In 2019, the same year we launched Scout, Amazon announced The Climate Pledge, our commitment to be net-zero carbon by 2040 and to power our operations with 100% renewable energy by 2025. A key part of this plan is transportation. We are committed to optimizing and transforming our transportation network through innovations in electrification, efficiency enhancements, and alternative delivery methods. Scout plays an important role in helping us on our path to net-zero. Every delivery that Scout makes moves us one step closer to a more sustainable future because we apply our current learnings to future technologies. By delivering with a fully electric delivery device, we're cutting down on our emissions and working toward establishing a more sustainable delivery service for future generations.

**THE Paris...
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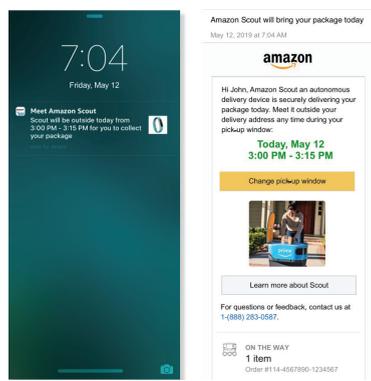


www.amazon.com/scout

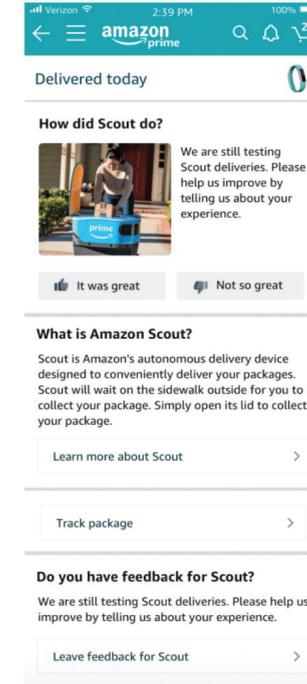
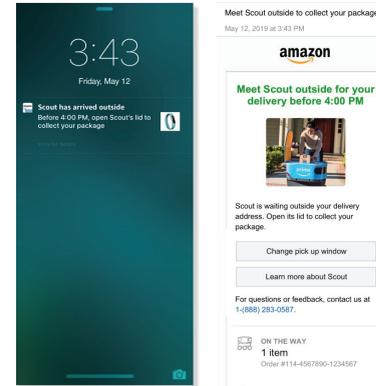
Meet Amazon Scout



You place an order on Amazon as you normally would, and because we're field-testing Scout in your area, your order may be delivered by one of our delivery devices! Should Scout serve as the carrier for your delivery, once your package has shipped, you'll receive a notification via email, text message, and push notification that Amazon Scout will make your delivery during a specific time window. You can change your pick-up window to accommodate your schedule.



On the day of your scheduled delivery, you will receive a notification from Amazon (an email, a text message, and a push notification, depending on your Amazon account notification preferences) to alert you that Scout has arrived with your package. Scout will be unlocked and ready for you to collect your package. If you cannot come out to retrieve your package at this time, you can still change your pick-up window.



After your delivery, you will receive a notification that confirms your package was delivered. You will also be asked how your delivery experience was and to leave feedback on Amazon Scout. We are proud to offer Scout deliveries in your neighborhood and hope that you can share your experience with us so we can continue to improve Scout's delivery experience.

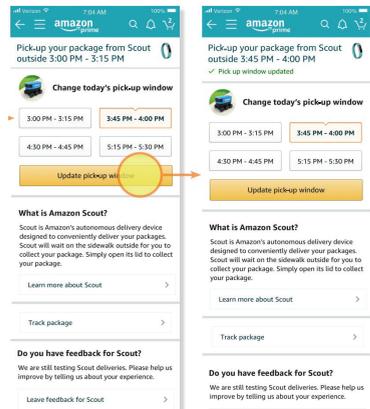
When it comes to exploring the ways Scout can make customers' lives easier, we're just getting started. We're constantly looking to apply the technology we've developed and the lessons we've learned to introduce new features that will delight our customers and communities.



We are building Amazon Scout from the ground up, and safety is our number one priority as we continue to develop this service. These devices have safely and autonomously navigated the many obstacles you find in residential neighborhoods: trash cans, skateboards, lawn chairs, the occasional snow blower, and more. Scout is equipped with safety lights that illuminate when it is crossing the street, and it will use visual and audio cues to alert people in its path of its presence.

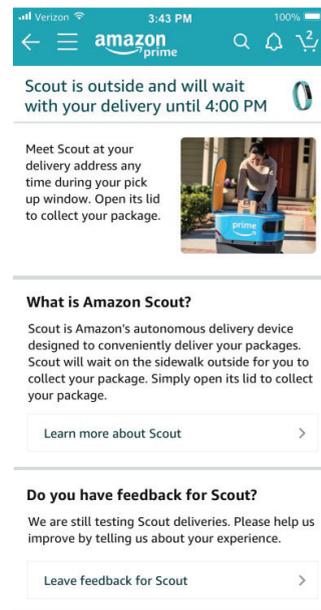


We're constantly thinking about how Scout devices will integrate into neighborhoods. It's the reason we designed Scout to have diffused lights, rounded corners, and slow, smooth movement—to better blend into the neighborhood. Beyond the look and feel of Scout, we also want to ensure these devices operate in a community-centric way—Scout will not clutter up the sidewalks. Our devices move to make space when they encounter pedestrians with strollers or wheelchair users.



Your pick-up window can be adjusted within the Amazon app or on [Amazon.com](https://www.amazon.com) when looking at your Orders section. Select "change pick-up window" to see other available pick-up windows for when Scout can arrive at your house. You will need to be home to retrieve your package from Scout. Scout will wait between 15-30 minutes for you to retrieve your package.

You will receive a notification alert when Scout arrives with your package. Scout will meet you outside. After retrieving your package, please close Scout's lid, and Scout will return to its home base.



Technologies like Scout enable us to fulfill more customer orders with the help of automation. Since we introduced Scout in January 2019, we have created hundreds of jobs to support the program, and we continue to hire. To fill these roles, we recruit in the areas where we're field-testing so we can hire locals to help us integrate our devices into the neighborhoods that they know best. We're also investing in and empowering our employees by providing them with access to the education and training they need to grow their careers on the Amazon Scout team and beyond.



Local small and medium-size businesses have an important role to play in this new technology. We're actively looking to partner with and rent space from local businesses wherever we are field-testing Scout so we can set up Scout home bases. These home base structures house Scout devices and act as our dispatch point for local deliveries. Our continued investment in our operations and delivery network provides businesses in these local communities with opportunities to access new revenue streams. Interested local businesses can reach out at scout-delivery@amazon.com.



After each Scout delivery, customers receive a survey via email where they can tell us about their delivery experience. We also invite community members to participate in research sessions about specific aspects of Scout and to tell us how we can make the service better. So far, customer and community feedback has helped us refine various aspects of the service, such as how we dispatch the devices, how we send text message alerts for delivery notifications, and what the ideal waiting locations for Scout should be during a delivery window.