

Onboarding Guidance to Trokr Delivery Services LLC / Amazon System

We are extending a warm welcome to you for accepting an offer of conditional employment with Trokr Delivery Services LLC. Please read the following steps/guidance carefully as you prepare to onboard with our team to start providing services for Amazon:

1. You will be provided with a unique company email account as a member of our team. The format of the email is specific to the role you are hired into with Trokr:
 - Delivery Driver/Associate (Full-Time): trokrda_01@trokr.com (this address is officially reserved for company owner), trokrda_02@trokr.com etc
 - Delivery Driver/Associate (Part-Time): trokrdapt_01@trokr.com, etc
 - Delivery Driver Helper: trokrdah_01@trokr.com , trokrdah_02@trokr.com etc

Please use the company email address for official business only.

2. You will receive your official, unique trokr email address in a separate email. Please login to the email address as soon as possible to make sure you can gain access. This will be used later on in the other onboarding steps. Go to this link to access your trokr email account: <https://webmail.trokr.com> or <https://webmail.omnis.com>

Remember, your username is your full trokr email address. Your password is the email address that you used to accept the conditional offer of employment.

3. We will initiate the onboarding process by sending **an email invite to your trokr email address**. Please monitor this email address regularly for this invite to prevent any delays in onboarding with our team.
4. Accept the invitation. This will trigger other actions/steps (5, 6, and 7) that you will need to complete sequentially to continue the onboarding process. Note that instructions are available to guide you as you step through each of the actions/steps. Please follow these instructions carefully to avoid issues.
5. Create an account. This will be a new Amazon account. **Use your assigned trokr email address as your username when creating this account. Remember to write down the password that you entered for this new Amazon account, you will need it to login to this account during Amazon driver training.**
6. Download the Amazon Delivery App (Flex) from Google Play or the iPhone Apps Store.
7. Once the Amazon Delivery App (Flex) is installed in your smartphone, login with your newly created Amazon account profile and continue with the rest of these steps:
 - Fill out the “About You” Form
 - Sign the Arbitration Agreement
 - Upload Your Driver License (your driver license will be verified before you can proceed with the rest of the steps). Verification could be instantaneous or could take several hours. You will not be able to proceed until this step is completed.
 - Upload Badge Photo. Take photo against a plain background such as an interior wall.
 - Provide your detailed information for Background and MVR checks (The background/MVR checks could take up to 10 days and will be flagged as “Pending”).

Continuously monitor the Amazon Delivery App to see when each of these steps is moved to “Completed Steps” section so you can proceed with the other steps in a timely manner.

8. Plan for drug screening. This step will be scheduled at any time once your trokr email account is configured and you have login access. The location of the screening center will be provided.
9. Attend the DA Amazon Driver Training. This is a combination of online virtual training (videos) and onsite, instructor-led training. Training dates will be communicated once slots become available.