

# Part 2 – Delivering packages

- Delivery Workflow
- Lockers and Counters
- Return to station
- Amazon Shipping
- **Age Verified Deliveries (AVD)**
- Helper with Ironhide

# AVD



**It's against the law to deliver any age-restricted item(s) to anyone under the legal age. Doing so risks personal prosecution and permanent offboarding.**

# AVD

EDI4 0.4 Kgs 23/09 **AGE18+**

Customer Name  
Address Line 1  
Address Line 2  
Town  
Postcode

QH1234567890



**DLU1** CYCLE 1  
**Age Verified**



BHX1 STN8  
A 146 A 016

EDI4 0.4 Kgs 23/09 **AGE18+**

Customer Name  
Address Line 1  
Address Line 2  
Town  
Postcode

QH1234567890



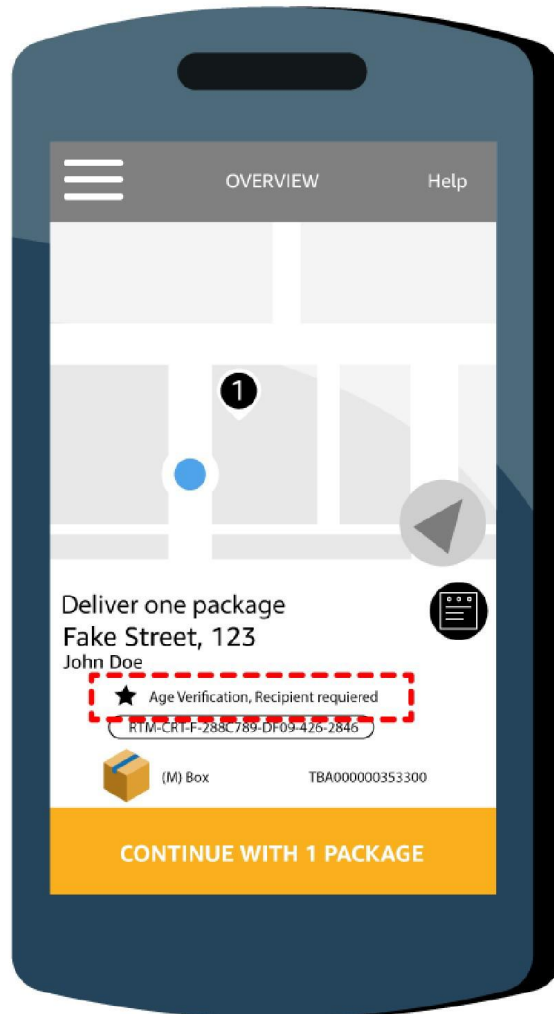
**DLU1** CYCLE 1  
**Bladed Article**



BHX1 STN8  
A 146 A 016

Some packages will **require you to verify the age of the recipient.** These packages are clearly marked **AGE18/Age Verified.**

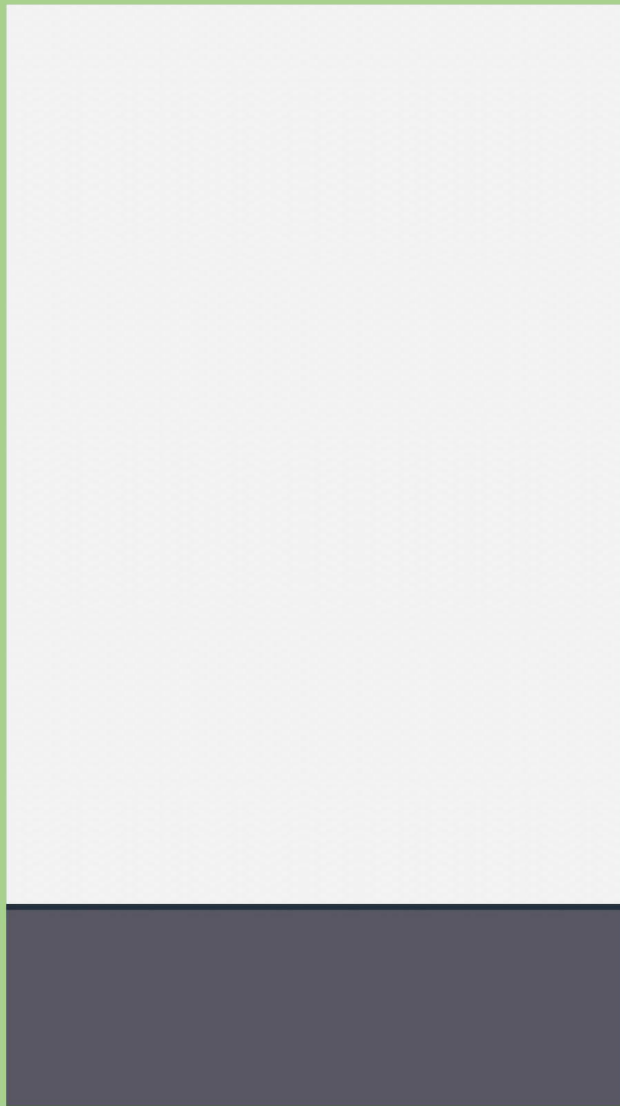
# AVD



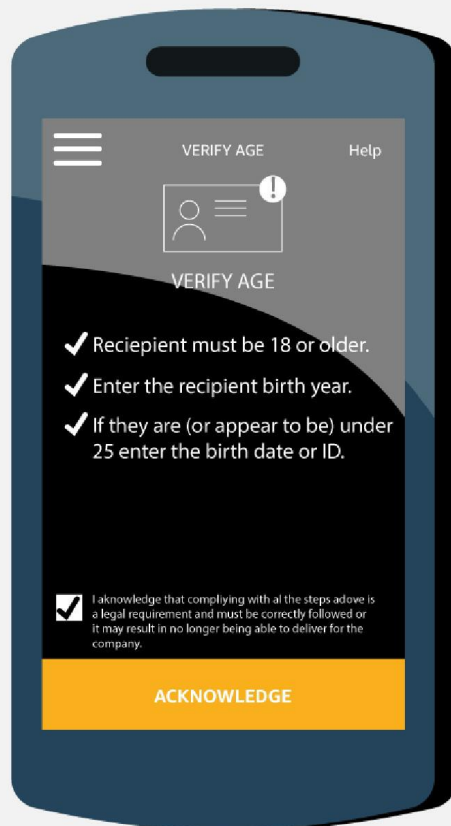
The **Delivery App** will also show indications of an AVD delivery.

## 12. Age verification deliveries (only UK) VIDEO

1. This slide will be deleted on Disprz and replaced.
2. WorkDocs don't have a video player.



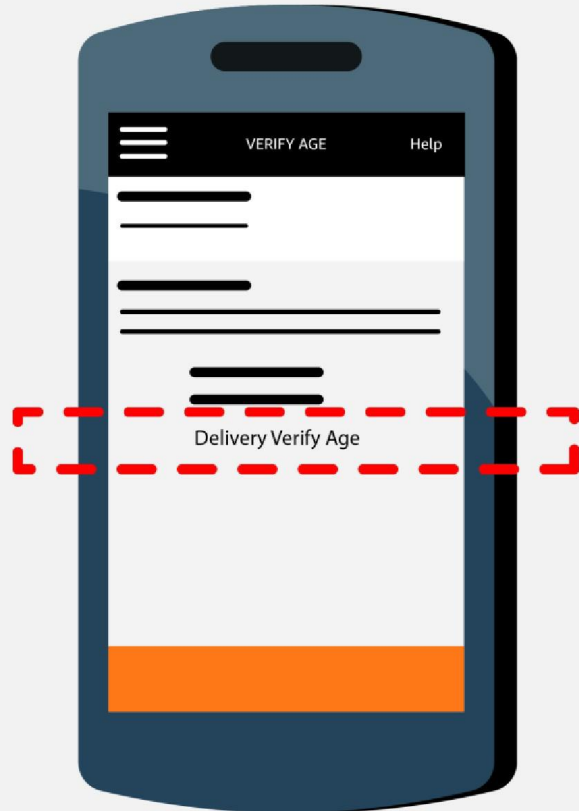
# AVD Requirement



At each AVD stop, the app will ask you to acknowledge that you will ask for the recipient's year of birth and confirm if they are 18 years old or older

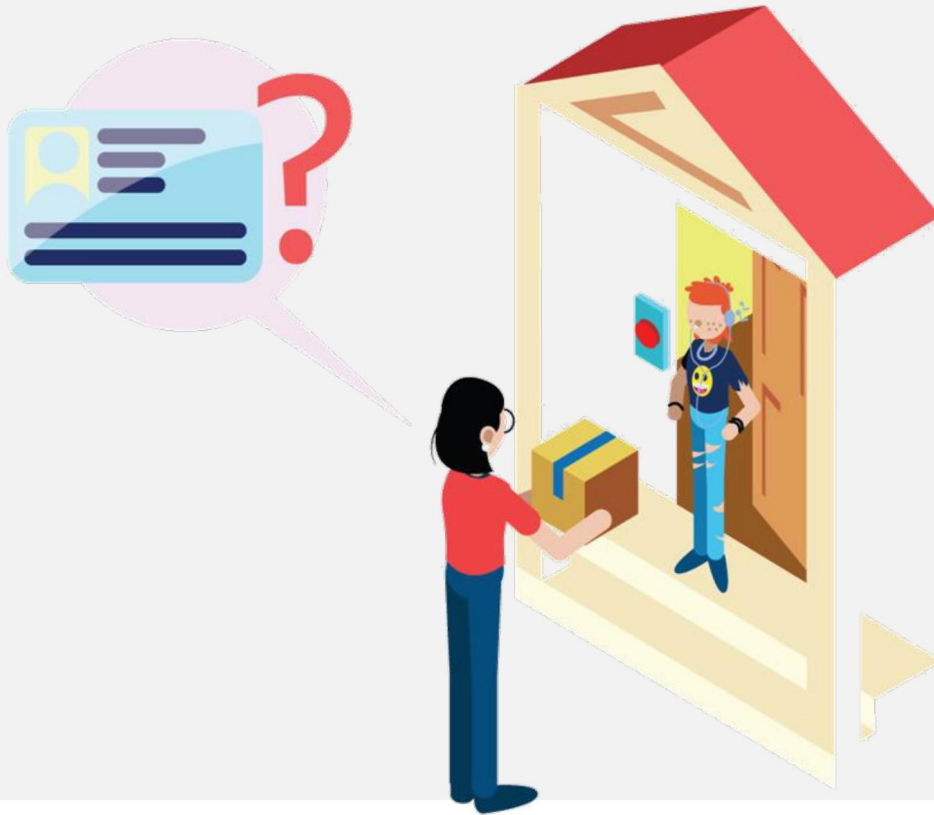
AVD

# Enter the Recipient Age



**Always** ask for the recipient's **Year of Birth**. Once you have it, enter it **on the app**.

# AVD Rules



If the app identifies the recipient to be **over 18** but **looks under the age of 25**, ask for their ID.

AVD

## Approved IDs



### **The Approved IDs that are accepted:**

EU Driving license, Passport, Proof of age standard scheme (PASS) or National ID card from EU member state.

AVD

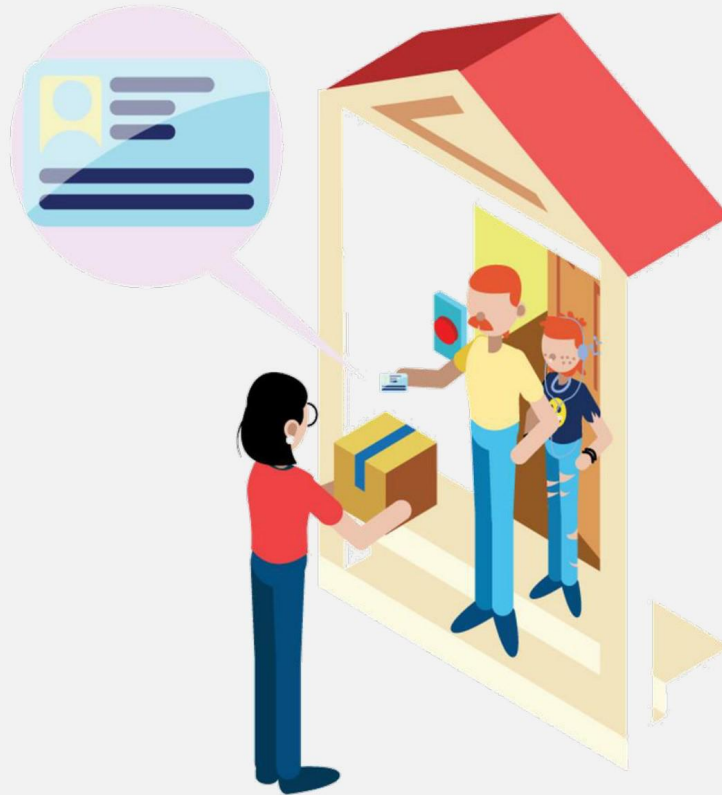
# Never take photos



**Never take photos of a recipient's ID.**

AVD

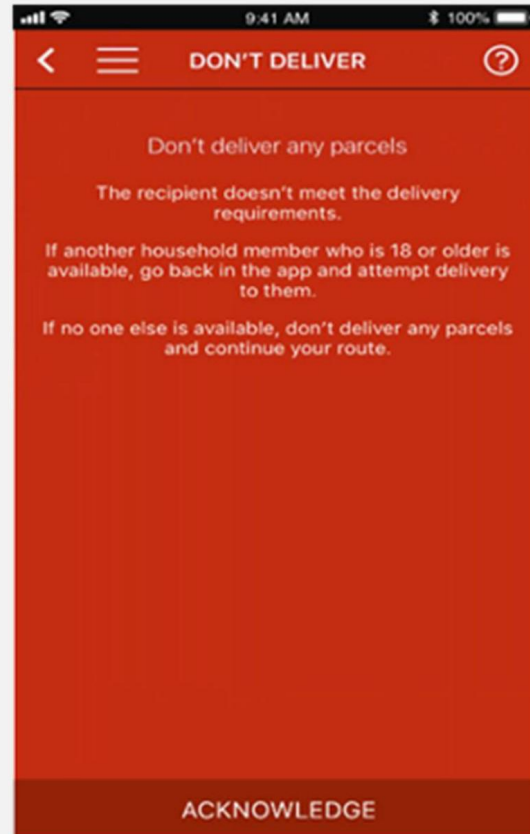
# Substitute Recipient



If the **year of birth** of the recipient indicates they are **under 18**, ask if there is **someone else present who is over 18** to receive the package.

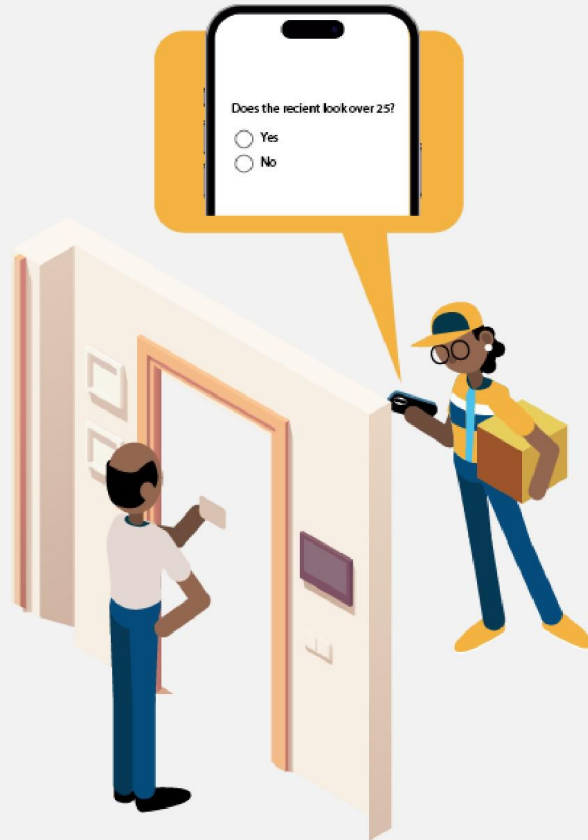
AVD

## Under 18 and no other recipient



**Do not deliver the package** If the recipients **age can't be confirmed** or if the app determines **that they are under 18**. Return the package to the **station**.

# AVD Process



**Looks over or is 25: you can deliver.**

**Doesn't look over 25: check ID for age verification.**

**Is under the legal age (18): do not deliver.**

# AVD Process



AVD packages must be **delivered by hand** and to the correct address. **Never leave AVD packages unattended** even if there are instructions in the customer notes.

# AVD Process



If you need to deliver to a business, **ask the recipient for their YOB** and if needed, ask for the valid ID.

## Quiz

When should you follow the AVD process?

- a. When the receiver looks under 25.
- b. When the package has adult content.
- c. When packages are marked as AGE18.
- d. When packages are marked as AGE25

## Poll

Would you deliver an AVD package if the recipient looks over 25 and provides date of birth that is over the legal age (18)?

- a. Yes
- b. No

## Poll

Would you deliver an AVD package if the recipient looks under 25 but provides ID to prove they are over the legal age (18)?

- a. Yes
- b. No

## Poll

Would you deliver a AVD package If the recipient looks under 25, and provides date of birth that is over the legal age (18), but cannot provide ID?

- a. Yes
- b. No

## Poll

Would you deliver an AVD package if the recipient is under the legal age (18)?

- a. Yes
- b. No

## Quiz

**Age Verification Deliveries (AVD) can be made without verifying the age of the customer?**

- a. True
- b. False

**All Age Verification Deliveries (AVD) can be identified on the shipping label?**

- a. True
- b. False

**Which of the following is a safe place to leave Age Verification Deliveries (AVD)?**

- a. With a neighbour
- b. In a Garage or Carport
- c. At a Locker
- d. None of these locations

## Quiz

**Age Verification Deliveries (AVD) can be delivered:**

- a. To a safe place
- b. To a Neighbour
- c. If a person looks over 25 years and provides you with their year of birth
- d. If a person looks under 25 years and cannot supply a valid photographic ID

**AVD packages can be delivered to a customer without asking for ID if they look under 25 years old?**

- a. True
- b. False