FROM A to Z

YOUR Voice In Action
Built On Feedback
Life #BehindTheSmile
Prime Day Prep
Amazon Happenings
Game Time

Your Voice Matters p2

#behindthesmile
Everyday Ideas Put Into Practice

Spice It Up

Thanks to associates’ feedback, more hot sauce and vegetarian options are now in the breakrooms at EWR6 and EWR7!

Bigger and Better Benefits

Amazon listens to you when updating valuable benefits and perks. Soon-to-be parents across the globe now have extended time off to be with their newborn baby or adopted child. There is even flexibility when returning to work and the option to share paid time off with a spouse who works outside of Amazon.

No More Microwave Mix-Ups

Based on feedback from Michael at PHK5, microwaves at the site are now numbered to help associates remember where their food is cooking.

Making the Process Better

Thanks to associate feedback, DEN2 added mesh to stow carts to keep items organized.

Your Voice Matters

From day-to-day details, like how to organize a station, to big picture solutions, and ways to improve Amazon Hub, you know how to make Amazon better. Big or small ideas, they all matter. Those ideas will remove barriers, improve the experience at Amazon for you and your teammates, and help us deliver for our customers.

So, keep the conversation going and share your ideas!

Your Ideas, Delivered

Apply

You asked to make applying for transfers easier. You can now sign your offer letter directly on Amazon Hub.

Check

Now, check your time card and report time off on the Hub as an alternative to calling the ERC.

Preview

Based on your feedback, you can now preview your paycheck the Wednesday before pay day.

Access

You asked, now it’s here! Access discounts and perks in the Resources section of the Hub.

Coming Soon!

A NEW MOBILE APP JUST FOR AMAZON ASSOCIATES

- Includes all Hub features (and more)
- No need to log in each time you use it
- Real-time news, alerts, and helpful reminders
- Faster, easier access to pay and time actions
- Direct link to more resources—available anytime, anywhere

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At Amazon, feedback is no joke.

Our company is built on it. We ask our customers what they want, and we deliver on it. So, it should come as no surprise that feedback is at the heart of the Amazonian experience, too.

Amazon wants to hear what you think—directly from you. So, go ahead and share your feedback. No idea is too small. Your voice matters.

**How to Make Feedback Actionable**

1. Find your manager first. They can help.
2. Share all types of feedback, including your concerns and your ideas for solutions.
3. Share your name or login. It helps us follow up with you.
4. Give clear and specific feedback. It’s usually the most actionable.
5. Follow up, if you need to.

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Site Mascot Challenge

Bears, sharks, and rhinos, oh my! You answered the challenge. Here are some of the photos that you submitted for the Q1 From A to Z magazine #behindthesmile challenge. Keep ‘em coming!

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Life #behindthesmile

When you start to dress like a stow bin, you know you work at Amazon.

Celebrating our peculiar culture, traditions, and all the things that make us Amazonians.

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Things Only an Amazonian Would Know

Ha Ha Ha Ha

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Amazonian Puns
@amazonvestlife
@swissidays PHX5
“Making every shift count! Shout out to ECQA PA’s and DA’s here at #PHX5. #behindthesmile”

Deep FC Thoughts
@amazonvestlife
@ a scanner falls in an FC and no one is around to hear it, does it make a sound? #behindthesmile

Slip and Slide
@amazonvestlife
Who wishes they could take a slide down one of these? (JK, #safetyfirst) #behindthesmile
A Day in the Life of Amazonians

Wanna see what’s #behindthesmile today?
Join the 11k Amazonians from around the world who are connecting on @amazonvestlife on Instagram.

Manager Confessions

THE LAST THING I BOUGHT ON AMAZON WAS:

“My seven-year-old is currently in the throes of a U.S. president obsession.”
LEO MCCABE
Ops manager, ABE4

Work Hard, Have Fun

@amazonvestlife (@tareamullaly90), AMK4: “When you love your job AND the people you work with!” #behindthesmile

Pie Face

@amazonvestlife
@bill_ram_lewis
#EWR6: “Experiment today: We were falling behind on customer orders and productivity rates were low. Sent a message to every employee with a scanner that the top pickers in each temperature zone get to pie Wild Bill in the face after lunch.” #behindthesmile

“[My mother-in-law] is totally enjoying exploring movies, shows, documentaries, and, on occasion, we will enjoy TV together.”
MARY RIVERA
Ops manager, MDW7

“[My six-year-old son just started] T-ball and needed pants. Dude loved them so much, he insisted he sleep in them.”
JAMES HARRISON
AM, PHL9

“[The lack of a pacifier can quickly turn into a Defcon 5 situation.]”
MICHAEL BURGESS
Employee relations manager, DAKA
Getting Ready for Prime Day

We make history.
And there’s no better example than Prime Day.

Because Prime members love Amazon so much (and we love them back!), we invented a new shopping event just for them. Prime Day is an annual event where members find awesome deals and special offers.

And for us, it’s game on. We bring a lot in and ship a lot out... fast. We’re the ones that make it happen and continue to make history. Let’s get ready to do this again.

You’ll be getting more information, including any business changes, from your manager later this summer.

What to Expect

Based off your feedback, we’re doing “prep” a little differently to remove barriers and create a better experience for you. This means getting information, including scheduling, vacation blackout dates, events calendars, and more out earlier and more often. We’ll also take time to celebrate our accomplishments and doing the impossible. Stay tuned to installments for details.

Prime Day Ninjas
@mennochlastal: “Our first ever group picture. #mycrew #primeday2017Bistiis”

Prime Day Transformation
@prinsmm2005: “#primeday #optimusprimeday #behindthesmile”

Prime Day Pro Tips
FROM ERIC HELFRICH, A 10-YEAR AMAZON ASSOCIATE AT AVP1

Rest Up
Get a good night’s sleep before your first shift.

Dress For Success
Wear comfortable clothing and shoes.

Ice Ice Baby!
Drink lots of water to stay hydrated.

Keep it Real
Make sure to have fun and share your photos on social media.

Throwback

Wonder what it was like last year? Here’s a peek at Prime Day 2017!

Prime Day Ninjas
@mennochlastal: “Our first ever group picture. #mycrew #primeday2017Bistiis”

We Did It!
@tjoynua1:ABE2: “Cheers to another crazy, fun, exhausting and very successful prime week #behindthesmile”

We Go Together Like PB&J
@Sarjanachandran FTW6: “Happy Prime Week 2017! #behindthesmile”

Prime Day Transformation
@prinsmm2005: “#primeday #optimusprimeday #behindthesmile”

Let’s make history again this year!
Be sure to share your advice and photos for Prime Day by using #behindthesmile.
“Alexa, What’s My
Amazonian News?”

You can now listen to the Amazonian News flash briefing skill every weekday, getting a quick overview of company news and content wherever and whenever with your Alexa-enabled device or smartphone. Just search for “Amazonian News” under Alexa Skills to add it to your daily flash briefing. Don’t have a device? Download the Amazon Alexa app on your smartphone in the app store.

Amazon Unveils American Sign Language Logo
Amazon recently unveiled an ASL logo to recognize our deaf employees and demonstrate our commitment to embracing our people for who they are.

The “Z” was the most challenging letter to translate!

Donating eBooks to Young Readers in Africa
Worldreader.org was founded in 2009 by former Amazon SVP David Risher with the goal to distribute digital books to create a world where “everyone can be a reader.” This partnership between Amazon Publishing and the Amazon Literary Partnership allows young readers in remote communities across Sub-Saharan Africa to access more than 130 titles from Amazon Publishing.

Eat organic whenever you want.

Prime Now and Whole Foods Team Up
Amazon Prime members in cities around the U.S. are now able to shop items including fresh produce, high-quality meat and seafood, everyday staples, and other locally sourced items from Whole Foods Market with free, high-speed delivery in two hours or less. Plans to offer the service in more cities will be announced later this year.

Reducing Amazon’s Environmental Footprint
In November, Amazon rolled out a new button that associates can use to provide feedback on products they think could ship without additional packaging. Over a three-month pilot, 20,400 associates from more than 75 fulfillment centers in the U.S. and Canada participated in our trial, resulting in a reduction of over 2.2 million boxes.

Now Available: Jeff’s Annual Letter to Shareholders
Jeff Bezos’ annual Letter to Shareholders is now available on The Amazon Blog: Day One. In the letter, Jeff shares what’s top of mind for him, and, because it’s always Day 1, attaches a copy of the original 1997 shareholder letter. Read it at blog.aboutamazon.com.

Global Support and Communication Center (GSCC)

Q&A with Justin Karim

What is GSCC?
The Global Support and Communication Center (GSCC) is a team focused on the safety and health of our associates and business every day, 24/7. We respond in real time to incidents such as power outages, medical incidents, evacuations, and natural disaster events like severe thunderstorms or tornadoes. Our top priority is to make sure associates are safe and secure while at work.

How does your team have fun?
Our GSCC team is a large but close-knit community. We like to go to Dave and Busters together and even baseball games. During Peak, we blow off steam and celebrate by holding Ugly Sweater contests and holiday trivia competitions!

We heard you have 21 military veterans employed on your GSCC team. Can you tell us a little more about that?
GSCC takes pride in supporting our veteran community and is recognized as a “patriotic employer” by the Department of Defense. In fact, the Security Operations team is made up of about 40% veterans representing all military branches.

Jeff Bezos’ annual Letter to Shareholders is now available on The Amazon Blog: Day One. In the letter, Jeff shares what’s top of mind for him, and, because it’s always Day 1, attaches a copy of the original 1997 shareholder letter. Read it at blog.aboutamazon.com.

Check out more stories like these on the Amazon blog: blog.aboutamazon.com

Justin Karim is a Senior Manager in GSCC
Laugh Out Loud

How Many Differences Can You Spot?
Did you find all of the differences? Share with us at peccysays@amazon.com.

Guess the Movie
Can you guess these emoji versions of popular movie titles?

Brain Teaser
Pencil Shift
Moving only two pencils, see if you can create the same shape without Peccy inside it. Peccy must stay in the same place. Stuck? Grab some pencils or pens and experiment.

Maze
Wave Master
Find your way through the maze. But be careful—only one starting point leads to the star.

Answers

Guess the Movie
A. SNAKES ON A PLANE    B. ISLE OF DOGS    C. BARBER SHOP
D. FAST AND FURIOUS   E. OCEANS ELEVEN    F. HUNGER GAMES   G. FROSTY THE SNOWMAN
#behindthesmile Challenge

Have you been a part of a new-site-launch photoshoot? Has your site taken a building-wide group shot recently?

Post a photo using #behindthesmile and you might be featured on @amazonvestlife!

Game on.