

ALCOHOL PICKUP

WAREHOUSE PICKUP SHOP

INSTRUCTIONS

QUESTIONNAIRE

You will visit the Amazon Fresh website and place an order for alcohol pickup on your shop date. When you pick up your order you will evaluate if the associate asks for ID, and you must show your valid driver's license if asked.

Before You Begin

- Review your shop confirmation & scenario
- Review order/purchase requirements
- Know your assigned location
- Ensure your ID is valid
- Review photo/screenshot requirements

Don't Forget!

- Order alcohol for pickup at assigned location
- Pick up during the scheduled time window
- Be prepared to show ID—must be 21+
- Upload valid receipts/screenshots
- Take a location selfie photo



General Requirements

- **Submission Deadline: 12:00 PM EST the day following your scheduled shop date.** The deadline is noted in eastern standard time. If your completed survey is not submitted to shopperhub.cxgroup.com by the deadline, it will be automatically cancelled.
- Read all instructions and the entire questionnaire before you complete the shop.
- Answer all questions and provide detailed supporting narrative to explain your responses.
- Upload an itemized receipt/screenshot with your report.
 - Review the Receipt Validation section below to ensure you upload a valid screenshot.
- Take a selfie photo for shop validation (this is part of your “receipt”).
- Do not reveal your identity as a mystery shopper to anyone at any time.
- Do not say or do anything to limit the opportunity for the associate(s) to perform the behaviors the survey is designed to evaluate.
- If a Quality Assurance Editor contacts you for additional information or clarification about your experience, respond promptly.
- Retain all documentation for six months following your shop.
- You or your immediate family members cannot currently nor have ever worked for Amazon.
- You must have valid ID and you must be the person who picks up the order. Do not bring children or anyone under 21 with you.
- Failure to follow the specifications for this project as outlined in this document may result in shop cancellation and non-payment.



Shop Instructions

Step #1: Place an order for alcohol pickup through Amazon Fresh.

- You must be an Amazon Prime/Amazon Fresh member to complete this shop. You should only need to be an Amazon Prime member to access the Amazon Fresh site. If you are not a Prime member or cannot access the Fresh site as part of your Prime membership, contact BestMark or your scheduler immediately to cancel this shop. You will not be able to place an order if you are not a Fresh member.
- Your shop date is your pickup date. In most cases you should be able to do same-day order and pickup.
- If you are assigned a timeframe, you must place your order in the timeframe AND schedule your pickup for a time slot within that timeframe.
- Log into Amazon Fresh (amazon.com/alcohol). If you are using the Amazon App, open the app and click on "Fresh" under the search bar.
- Enter zip code.
- Search for alcohol (Beer, Wine, or Spirit) in the search bar.
- Click on "Add to Cart."
- Click "Proceed to Checkout."
- Select the "Stores" tab to review pickup locations.
 - **You must schedule your pickup at the assigned location.** This is a warehouse pickup shop. It is extremely important that you schedule pickup at the assigned warehouse, as some areas may have multiple stores or warehouses located in a concentrated area.
- If given the choice, select CURBSIDE pickup (not in-store pickup).
- Select a pickup time slot when you will be available 30 minutes prior to and 30 minutes after the stated window, in case your order is ready slightly early or slightly late. You must be available to personally pick up the order.
 - If there are no pickup options available at your assigned location for your assigned shop date (and within your assigned timeframe if applicable), contact your scheduler immediately and before placing your order.
- Enter payment information and click "Place Your Order" to submit order.

Step #2: Pick up your order and evaluate the associate's specific behaviors.

- Look for the curbside parking for pickup orders.
- Evaluate if an associate meets you at your vehicle with your order. If no one comes to your vehicle after 15 minutes, go inside the location to inquire about your pickup order.
- Note if the associate asks for your ID.
 - If yes, provide your valid driver's license.
- See if the associate makes a visible attempt to check that you are the person on the ID (checks the picture, date of birth, looks at your ID and back at you, etc.).
- Note where the associate places the bag containing alcohol.

- Evaluate if the bag has a label indicating the package contains alcohol and age verification and/or a signature is required.
 - Labels may vary by area, give credit if this type of label is adhered to your package.
 - North Carolina, Washington, and Virginia location should have the below warning message (highlighted in yellow) included at the bottom of the label. This is in addition to the green alcohol warning stickers:



- Remember the associate's name if they are wearing a name tag and their physical description. If no name tag and they do not proactively provide their name, you do not need to ask, but you will need to provide their full physical description.

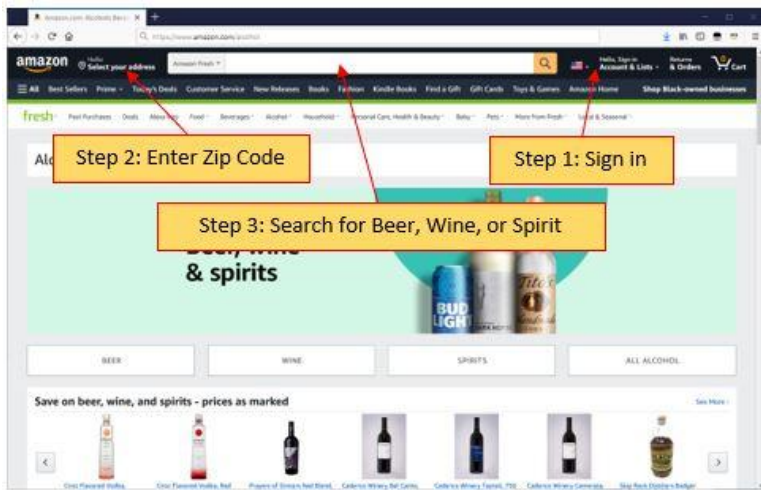


Notes on Ordering Requirements & Reimbursement

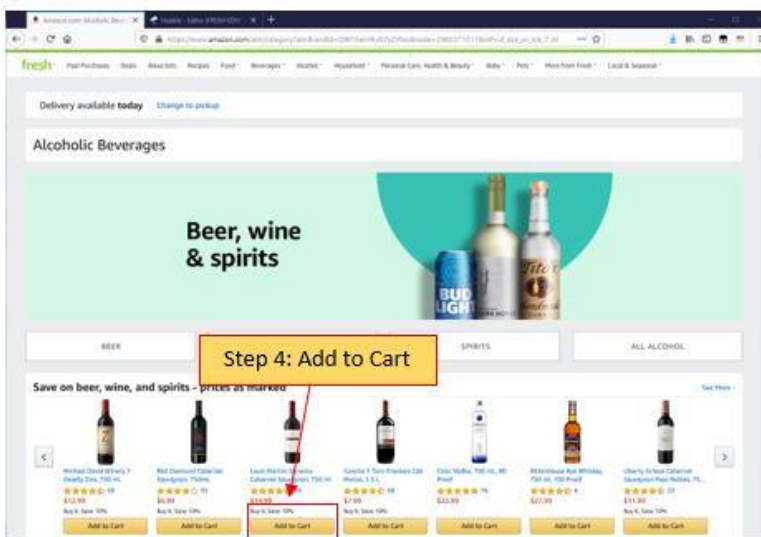
- You must purchase at least one alcoholic beverage. Do NOT purchase ANY non-alcoholic beverage items. You may purchase other food/household items as part of your order in addition to your alcoholic beverage.
- You will be reimbursed up to \$20.00 for your entire order.
 - Includes your alcohol purchase, pickup fee, tip, and any additional items purchased as part of your order.
- Kombucha does NOT count as alcohol for the purpose of these shops.
- If your order is greater than \$35.00, there is no pickup charge.
 - If you schedule your order to be picked up in two hours or greater, a \$1.99 pickup fee is applied to orders that are less than \$35.00.
 - If you schedule your order to be picked up in less than two hours, a \$4.99 pickup fee is applied to orders that are less than \$35.00.

Visual Ordering Guide:

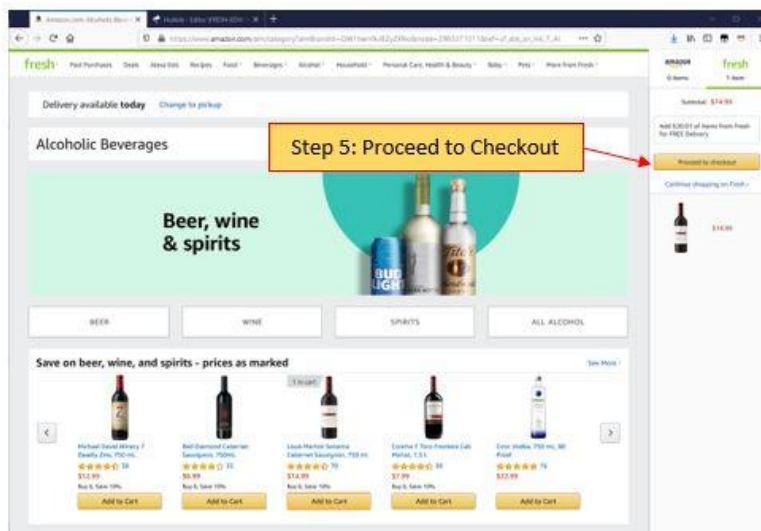
1. Sign in, enter zip code, and search for alcohol.



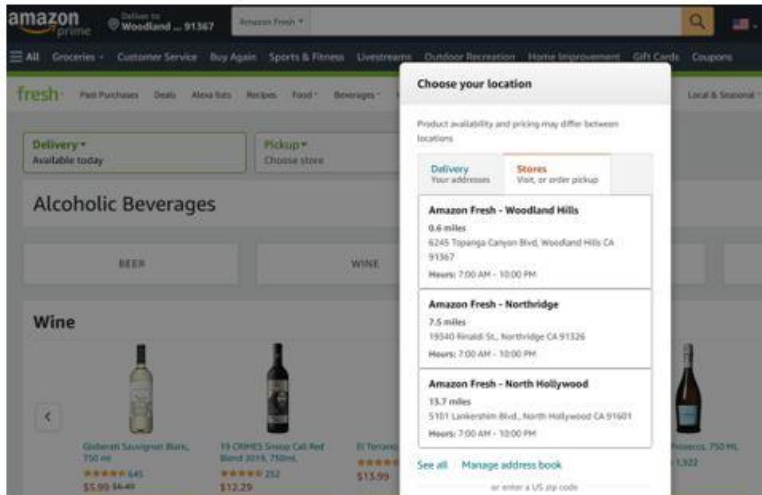
2. Choose items, add to cart.



3. Proceed to checkout.



4. Choose your pickup location, date, and time.



Receipt Validation – Photo & Receipt Requirements

LOCATION EXTERIOR SELFIE:

- Discreetly take one (1) selfie-style photo in front of the location exterior.
- This photo MUST show YOU in the picture (selfie-style).
- The location/building with identifying exterior signage must be visible in the background.

FRESH BRANDING SCREENSHOT:

- Upload a screenshot showing the Amazon Fresh logo/branding, to confirm that you ordered through the Amazon Fresh platform.
- The Amazon Fresh logo/branding will appear on 1) your order or pickup confirmation screenshot and 2) your pickup confirmation window.


ITEMIZED RECEIPT:

- Upload all receipts/screenshots to show the following information:
- Itemized list of all items ordered (to show that at least one alcoholic item was purchased).
- Your order number.
- The date you picked up the order.
- The location address.
- The total amount spent.

Example Screenshot Receipt & Fresh Branding Images:

- Certain personal information has been redacted below for the purpose of creating these instructions, however please do NOT redact your information when uploading your screenshots.
- Multiple screenshots may be required to capture all necessary information. Review the example screenshots provided below to ensure you upload valid receipts that verify all necessary information.

< Inbox Your Amazon Fresh pi... ^ v




Hi [REDACTED]

Your order is ready for pickup. Check in at least 10 minutes before you arrive and we'll meet you with your order.

Check in before you arrive

Don't have the app? [Download it here.](#)

How to pickup:



Curbside Pickup

Check in before you arrive, then park in a designated pickup space and we'll meet you with your order.

Order Detail: #113-7403443-8417049

Pickup Time: Thursday, August 15, 2024, 4:00 PM - 5:00 PM

Pickup Location: Amazon Fresh - Sky Harbor 500 S 48th St, Phoenix, AZ 85034

amazon.com

Final Details for Order #111-6884509-7954644

Print this page for your records.

Order Placed: August 14, 2024
Amazon.com order number: 111-6884509-7954644
Order Total: \$13.40

Shipped on August 14, 2024

Items Ordered	Price
1 of: <i>Josh Cellars Rosé Wine, California Wine, 750 ml Bottle</i>	\$12.49
Sold by: Prime Now LLC (seller profile)	
Supplied by: Other	
Condition: New	

Shipping Address:
 UFF - Charlotte (UNC3) Ma
 4525 Statesville Road
 Charlotte, NC 28269
 United States

Recipient for Pick-Up:
[REDACTED]

Shipping Speed:
Hand delivery and installation

Payment information

Payment Method:	Item(s) Subtotal: \$12.49
Visa ending in [REDACTED]	Shipping & Handling: \$0.00

Billing address	Total before tax: \$12.49
[REDACTED]	Estimated tax to be collected: \$0.91
[REDACTED]	-----
	Grand Total: \$13.40

Credit Card transactions Visa ending in [REDACTED] August 14, 2024: \$13.40

To view the status of your order, return to [Order Summary](#).

Shops that do not include the required photos/screenshots as outlined above will be rejected without payment.



QUESTIONNAIRE

Shop date:

Start time:

End time:

Amazon Warehouse Pickup

1. Indicate the name of the Associate:

Enter "Unknown" if you do not know the name of the associate who assisted with your pickup order.

2. Indicate the approximate age of the Associate:

- | | |
|-------------------------------------|--------------------------------------|
| <input type="checkbox"/> 20 or less | <input type="checkbox"/> 41 - 45 |
| <input type="checkbox"/> 21 - 25 | <input type="checkbox"/> 46 - 50 |
| <input type="checkbox"/> 26 - 30 | <input type="checkbox"/> 51 - 55 |
| <input type="checkbox"/> 31 - 35 | <input type="checkbox"/> 56 or older |
| <input type="checkbox"/> 36 - 40 | |

3. Indicate the gender of the Associate:

- Male
 Female
 Prefer not to answer

4. Was the Associate wearing glasses?

- Yes
 No

5. Indicate the hair color of the Associate:

- | | |
|--|--------------------------------------|
| <input type="checkbox"/> Auburn/Red | <input type="checkbox"/> Brown |
| <input type="checkbox"/> Green/Blue/Purple | <input type="checkbox"/> Dark Brown |
| <input type="checkbox"/> Black | <input type="checkbox"/> Gray/White |
| <input type="checkbox"/> Blonde | <input type="checkbox"/> Shaved/Bald |
| <input type="checkbox"/> Light Brown | |

6. Indicate the hair length of the Associate:

- | | |
|--|---|
| <input type="checkbox"/> Short | <input type="checkbox"/> Long |
| <input type="checkbox"/> Ear Length | <input type="checkbox"/> Pulled Back/Up |
| <input type="checkbox"/> Shoulder/Collar | <input type="checkbox"/> Shaved/Bald |
| <input type="checkbox"/> Mid-Back | |

7. Indicate the approximate height of the Associate:

- | | |
|--------------------------------------|--------------------------------------|
| <input type="checkbox"/> 5' or less | <input type="checkbox"/> 5'10" |
| <input type="checkbox"/> 5'1" | <input type="checkbox"/> 5'11" |
| <input type="checkbox"/> 5'2" - 5'3" | <input type="checkbox"/> 6' - 6'1" |
| <input type="checkbox"/> 5'4" - 5'5" | <input type="checkbox"/> 6'2" - 6'3" |
| <input type="checkbox"/> 5'6" - 5'7" | <input type="checkbox"/> 6'4" plus |
| <input type="checkbox"/> 5'8" - 5'9" | |

8. Indicate the apparent race of the Associate:

- | | |
|---|---|
| <input type="checkbox"/> African-American | <input type="checkbox"/> Middle Eastern or Arab |
| <input type="checkbox"/> Caucasian | <input type="checkbox"/> Native-American |
| <input type="checkbox"/> East Asian | <input type="checkbox"/> Other |
| <input type="checkbox"/> South Asian | <input type="checkbox"/> Prefer not to answer |
| <input type="checkbox"/> Hispanic | |

9. Were you able to locate the curbside parking for pickup orders?

If you cannot locate the curbside parking after driving through the parking lot, park and go inside to inquire about your pickup order.

- Yes
 No

10. Did an associate meet you at your car with your order?

- Yes
 No

11. If no, where did you receive your order?

If no one comes to your vehicle after 15 minutes, go inside the location to inquire about your pickup order. Explain the details in this narrative box. You must enter between 75 and 500 characters.

12. Did the associate ask for your identification?

Select Yes if you provided your ID at any point.

- Yes
 No

13. Associate made a visible attempt to check that you were the person on the ID:

- Yes, the associate looked at the ID and then looked at me
 No, the associate clearly did not look at the ID and/or did not look at me (e.g., the ID was always upside down)
 N/A - associate did not ask for ID

14. Where did the associate place your bag containing alcohol?

- Handed it directly to you
 Placed it in your front seat
 Placed it in your rear seat
 Placed it in your trunk
 Other

15. If other, explain where your bag containing alcohol was placed:

Enter between 10 and 500 characters.

16. Did the package have a label that said: "CONTAINS ALCOHOLIC BEVERAGES; AGE VERIFICATION REQUIRED"?

Labels may vary by area. Select Yes if this type of label was adhered to your package.

- Yes
 No

17. Amazon Warehouse Pickup Supporting Narrative:

Explain the responses you selected for the Amazon Warehouse Pickup questions. Be sure to explain ALL responses of less than full point value. You must enter between 75 and 2000 characters.

18. Overall Pass/Fail

Select Pass if the associate asked for your ID and checked the ID to verify it was you. Select Fail if the associate did not ask for your ID or if they did not check the ID to verify it was you.

- Pass (1 points)
 Fail (0 points)

19. What is your age (in years?)

Format response as a whole number (e.g., "25" not "25 years old")

20. Order ID:

Input your order ID in the following format: 999-9999999-9999999

Shop Validation**21. Do you have a screenshot confirming that you ordered from the Amazon Fresh platform?**

Select Yes and then upload a screenshot showing the Amazon Fresh logo/branding. The Amazon Fresh logo/branding will appear on 1) your order or pickup confirmation screenshot and 2) your pickup window confirmation.

Yes

No

22. Do you have a receipt?

Select Yes and then upload all receipts/screenshots to show the following information: platform ordered from (Amazon Fresh), itemized list of all items ordered, order number, date you picked up the order, location address, and total amount spent.

Yes

No

23. If you do not have valid screenshots or a receipt, explain why:

Enter N/A if you uploaded your screenshots/receipt. If you have any comments about your receipt, include them here.

24. Did you take a location exterior selfie photo?

Select Yes then upload your location exterior selfie.

Yes

No

25. If you do not have a location exterior selfie photo, explain why:

Enter N/A if you uploaded your selfie.

END OF QUESTIONNAIRE