

Own your success

Start your own business and become an Amazon Delivery Service Partner, delivering smiles across your community.

amazon

Visit logistics.amazon.co.uk to get started.



The opportunity to lead

Amazon is seeking entrepreneurs throughout the UK to launch and operate their own package-delivery businesses. The Delivery Service Partner (DSP) programme provides an opportunity for strong leaders who are passionate about starting their own business and developing high-performing, safety-focused teams. You will help deliver thousands of packages to customers throughout the year.

Become an owner

If you're a customer-obsessed, hands-on leader who thrives in a high-speed, ever-changing environment, launching an Amazon Delivery Service Partner (DSP) business may be the opportunity for you. As a DSP owner, you'll focus on building a successful, safety-first work culture that includes retaining a team of high performers and managing a fleet of delivery vehicles throughout the year. Amazon will provide you with access to an extensive range of resources, tools and value-added services, such as legal services and vehicle insurance, to help you run your business efficiently. With the right staffing and operational plan that allows you to adapt to demand throughout the year, you'll be able to set up and run a business that delivers the best experience for our customers.

Access to Amazon's discounts on pre-negotiated deals on services and van lease keeps owner **start-up costs as low as £10,000.**

Successful owners can expect:

Startup costs as low as

£10K

Annual profit potential of:

£50K–£150K

Revenue and profit projections are for fully ramped partners. Actual figures will vary.

What to expect

Launching a business becomes that much easier with Amazon's delivery volume and resources behind you.

What you do

Set up your business

You can leverage a number of Amazon-negotiated deals to start your business, and work with a network of top-in-class service providers to keep your operation rolling.

Build your team

You're a coach. This is your team. Your most important responsibility is recruiting and retaining solid drivers who will enable the ongoing success of your operation.

Create your team culture

You lead with a can-do attitude that ensures your business upholds high standards and a customer-obsessed, safety-focused culture. Coach, develop, and motivate your team to exceed expectations on every delivery.

Deliver packages

Your team of drivers will operate a fleet of delivery vehicles. Serving thousands of customers daily isn't easy, but the smiles are incredibly rewarding.

Grow your business

Deliver a great customer experience and additional packages to further grow your business.

What we do

Get you started

Amazing deals on Service Partner of Amazon co-branded delivery vehicles, legal services, and other services. Plus, you can connect with a third party broker to help you arrange insurance cover for your delivery business.

Supply comprehensive resources

We give you access to the tools and technology you'll need to run your business, designed to keep your operation running smoothly.

Offer on-demand support

Amazon provides you with an initial blueprint to learn how the logistics industry works, driver assistance for on-road issues, and Delivery Partner Manager.

Share our experience

Amazon brings more than 25 years of technology and logistics experience to guide you in one of the fastest growing industries in the world.

Provide training

Your education journey includes e-learning, two days of virtual, instructor-led training, and hands-on experience at a delivery station where you'll learn business tips and tricks from onsite teams.



What it takes to start your business

Once you have successfully completed all stages of the application process, here are some of the steps you'll need to take to get your business up and running:

- **Create** your business entity and officially become a delivery business owner.
- **Order** your delivery vehicles, devices, and uniforms through recommended vendors at Amazon-negotiated rates. Obtain licenses and insurance for your company.
- **Set up your account** in the DSP Portal. This will include providing your company's bank account details for payments, clicking through your official agreement with Amazon, and uploading business documents.
- **Start selecting** and building your first team. This will be an ongoing process as you grow your business.
- **Set up your team's work station** within your local delivery station, and learn and refine the processes and timing for loading your delivery vehicles.
- **Train your team** on a customer-obsessed, safety-focused culture, along with the tools and processes they'll use to make deliveries. Start receiving your vehicles, devices, and uniforms in order to prepare for your first routes.
- **Launch** and operate your delivery business.
- **Have weekly check-ins** on how your business is tracking against service level standards with Amazon representatives.

A day in the life of an owner

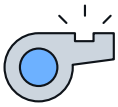
Being an owner means leading your team in a high-speed and ever-changing environment.



Running a package-delivery business is hard work and requires DSP owners to select and build a team of high performers, while managing a fleet of delivery vehicles. The ability to adapt is important as DSPs will be expected to scale their operation throughout the year as volume increases or decreases due to seasonal variability, DSP performance, and other factors.



Set up your team's routes and manage daily kick-off tasks, including checking in drivers and helpers, checking on your equipment and vehicles, overseeing vehicle loadout, and in some cases including heavy packages and pre-departure vehicle compliance checks.



Lead a daily morning huddle with team members before they head out to inform, inspire, and keep your team in sync, and get everyone out the door promptly to start the day on the right foot.



Track your drivers' progress as they make deliveries and manage any issues that arise, including general questions, flat tires, or drivers running behind.



Leverage Amazon's support as needed. Consult your Delivery Partner Manager, the on-road assistance team, and Amazon delivery station personnel for questions or issues with packages or routes.



Manage your team's performance by reviewing business metrics, coaching, helping, and motivating your drivers and helpers to maintain a safe, customer-obsessed culture and deliver results every day. You'll continue recruiting and hiring as you continue to grow your business.



Welcome team members back to the station at the end of the day, conducting a route debrief and troubleshooting any undelivered packages.



Check that all delivery vehicles are refueled, and are parked away safely at the end of the night, and arrange vehicle maintenance as needed.

Business owner training programme

This is a multi-week training provided to kickstart your success as a new DSP owner.

Phase 1: Business foundation (e-learning)

- **Complete** a comprehensive, self-led e-learning curriculum.
- **Build** essential knowledge about business ownership and operations.

Phase 2: Business foundation (virtual instructor-led training)

- **Participate** in two-day, instructor-led virtual sessions.
- **Connect** with experts from the EU DSP learning team.
- **Meet** with key vendor partners for your business.

Phase 3: Operational excellence (e-learning)

- **Complete** a second self-led e-learning catalogue.
- **Build** essential knowledge about daily operations, tools, and processes.

Phase 4: Operations experience week (onsite)

After 2-4 days at your future delivery station (or a partner site), you can:

- **Meet** with the operations team and get to know stakeholders.
- **Observe** daily operations and wave departures.
- **Learn** from successful DSPs currently in the field.
- **Participate** in a ride-along experience.
- **Understand** the end-to-end delivery station workflow.



Road to Ownership (R20)

R20 is an 11-week* training opportunity within the Delivery Service Partner programme, designed to equip you with the essential business skills and knowledge needed to elevate as a delivery entrepreneur.

**Participation requirements and duration will depend on your level of experience.*

Core modules

Financial Management:
Breaking down the numbers that help grow a business.

Leadership:
Guidance on what it takes to lead and build a team.

Partner Relations:
Learn how to create a strong network and foster connections.

What you can expect:

- Gain insight from expert-led online masterclasses.
- Expand your learning with self-guided online studies.
- Try out real-world business simulations.
- Connect with successful delivery business owners.
- Receive in-person feedback on your business plan.



Costs and revenue you can expect as an owner

Here are some of the key startup costs, ongoing operations costs, and revenue structure, so you know what you'll need upfront, and what to expect going forward. Cost and revenue will vary based on the size of your business and where you operate.

Startup costs

Your key startup costs for becoming an owner include the assets and services you'll need to officially create your business, start selecting your team, and get ready to deliver packages:

- Business entity formation and licensing including needed approvals.
- Delivery Associate salaries for the first batch of ramp.
- Professional services—accounting software, tax advisor, and legal fees.*
- Setup supplies—laptop, timekeeping software.
- Retaining a team—selecting drivers and building your workforce.

Ongoing operation costs

These are some of the key recurring costs you can expect as you run your business, growing your team while ramping up your package deliveries:

- Delivery associates costs—wages, payroll taxes, ongoing training.
- Vehicle costs—delivery vehicle leases, routine maintenance, damage, insurance.
- Administrative costs—workforce retention and job postings.
- Professional services, as needed.

*See page 11 for details.



Access to deals

Amazon connects you with various service providers to support your business setup and operations. Through a combination of negotiated deals and service standards, you'll have access to:



Pre-negotiated leased vehicles customized for delivery



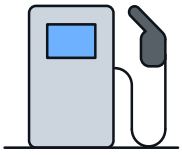
Help arranging insurance cover



Professional uniforms



Compliance services



Fuel card



Delivery Partner Manager



Become a DSP

Take the first step toward ownership. Apply now at **logistics.amazon.co.uk**

Being a DSP owner is hard work, and we want to make sure we partner with the right individuals. To allow candidates the ability to highlight their unique strengths and backgrounds, we have created an intensive selection process. The process is also lengthy due to the variability of our business and the high volume of interest. A journey from application to launch of your business may include the following experiences:

1. Review the list of locations where we are currently seeking applications, an overview of the DSP programme, and other important information.
2. Review our webinar series and review our resume and application tips.
3. Create an account and get to work on submitting your application.
4. Complete the candidate screening process.
5. If you pass the interview process, you'll likely be invited to join the DSP programme. For more information, please visit our **FAQs page**.
6. Receive a rate card and offer to launch your DSP business once available in a location you're interested in.
7. Complete hands-on training.
8. Set up your business and build a team.
9. Operate your business.

Questions?

Please review our **FAQs** or contact **dsp@amazon.co.uk**.

*The Amazon Delivery Service Partner programme is an evolving programme, and the startup costs, annual revenue, and annual profit figures included on this website are estimates only for delivery companies that are fully ramped DSPs. We do not guarantee results of any kind, including that what a delivery company earns will exceed the owner's investment in his or her business. Each delivery company's results will differ, and results will depend on a number of expected and unexpected factors, including, for example, the owner's efforts and management of expenses as well as the size and location of the company. The startup cost figure is an estimate of reasonable expenses that we believe are essential to starting a delivery company that delivers Amazon packages, and is based on the number of delivery vehicles. Importantly, the startup cost figure assumes that a delivery company takes advantage of all third-party deals impacting startup costs that have been negotiated by Amazon in connection with this programme, including with respect to delivery vehicle procurement, insurance, uniforms and other value-added services. While a delivery company is not required to pursue all of the third-party deals impacting startup costs in order to participate in this programme, the delivery company may not be able to achieve the startup cost figure without doing so. The profit range reflects Amazon's estimates of reasonable fixed and variable costs that a company may incur, including costs associated with complying with all of Amazon's contractual requirements and Programme Policies. These costs include but are not limited to, for example, procuring delivery vehicles and insurance, maintaining delivery vehicles, labor, and obtaining professional services associated with running a company. As with Amazon's startup cost estimate, Amazon's estimates of reasonable fixed and variable costs assume that a company takes advantage of all third-party deals impacting costs that have been negotiated by Amazon in connection with this programme. Again, Amazon does not require a company to pursue these third-party deals, but a company may not be able to achieve the estimated profit range without doing so. A company's actual annual revenues and profits will vary based on a number of expected and unexpected factors, including but not limited to regional differences in the rates offered in connection with this programme, the number of delivery vehicles that a delivery company operates, the number of delivery routes that a delivery company completes, the number of packages that a delivery company delivers, whether a delivery company meets or exceeds delivery performance metrics, whether a delivery company participates in the vehicle and uniform procurement programmes negotiated by Amazon, and whether there is variability in any of these factors over the course of a year. Depending on the service type, a company may not achieve results within the ranges until it operates with the applicable range of delivery vehicles and meets Amazon's performance minimum requirements for a full year, if ever.