

Amazon's School Temporary Schedule Adjustment Request

The Temporary Scheduled Adjustment Request Process is a formal program identifying possible schedule solutions, including offering minor schedule adjustments to accommodate for school. Associates may ask you questions about this program during the application and enrollment process. Below is a list of frequently asked questions and a step by step guide for associates to request a schedule adjustment for their Amazon Career Choice program.

Q: When should associates submit a request? A: We recommend that associates submit a schedule adjustment requests two weeks before the first day of class. That means that as soon as the Associate is accepted into the school's program, they should evaluate whether they need a schedule adjustment; if so, they should begin the request process. The Career Choice voucher application process is entirely separate from the this process and has different deadlines, so the Associate does not need to wait for an approved Career Choice voucher in order to request a schedule adjustment.

Q: Can a request be cancelled? If so, how and when? A: If the associate needs to cancel the request for any reason, such as the program hitting a maximum enrollment capacity and the Associate therefore being denied a Career Choice voucher, they can go to their site HR and request to cancel the accommodation. Site HR will be able to revert their schedule back to their original schedule.

Q: Are associates allowed to change from one shift to another or switch to part-time according to the needs presented by their school schedule? A: No. Associates will not be allowed to move from one core shift to another under this program. Those requests would go need to go through the HITS internal transfer tool.

Q: What is HITS and how is it different from the schedule adjustment? A: HITS is an internal transfer tool that associates can apply for in order to change shifts or departments. To qualify, an associate must have been in their current path for at least 30 days and have no active write ups. HITS can take over a month to complete. Approvals are based on business need and are not guaranteed. In general, we do NOT recommend that Associates apply through HITS for temporary schedule adjustment needs.

Q: What are the qualifications for an approved schedule adjustment? A: Associates must have no active written warnings, be enrolled in an accredited school or in a Career Choice program, provide supporting documentation, and request no more than 10 hours off a week.

Q: If an Associate has a schedule adjustment and receives a written warning, will that cause the Associate to become ineligible for a School Accommodation and void their current approved Exception? A: No. The current school accommodation will continue, however when submitting new requests, written warnings would affect eligibility.

Q: Can Associates make up the hours that they miss due to their schedule adjustment? A: Associates are welcome to sign up for voluntary extra time when it is available through AtoZ.

Q: Can an Associate receive a schedule adjustment while taking online courses? A: Yes, they are eligible for a schedule adjustment. The same rules apply.

Q: Can an Associate choose to work a normal 40 hour schedule, but not have a MET (mandatory extra time) day? A: Yes. An associate can do so through this process but only if class time falls on their overtime day. If the student is approved to not work MET but is scheduled for MET anyways, have them see HR to remove it.

Q: What happens if an associate is denied the schedule adjustment? A: The associate will receive an email detailing the reason for the denial. Often, the email will ask for additional information to be approved. If the associate is struggling to get approved, they can speak to site HR about the reason for denial and what next steps need to be taken.

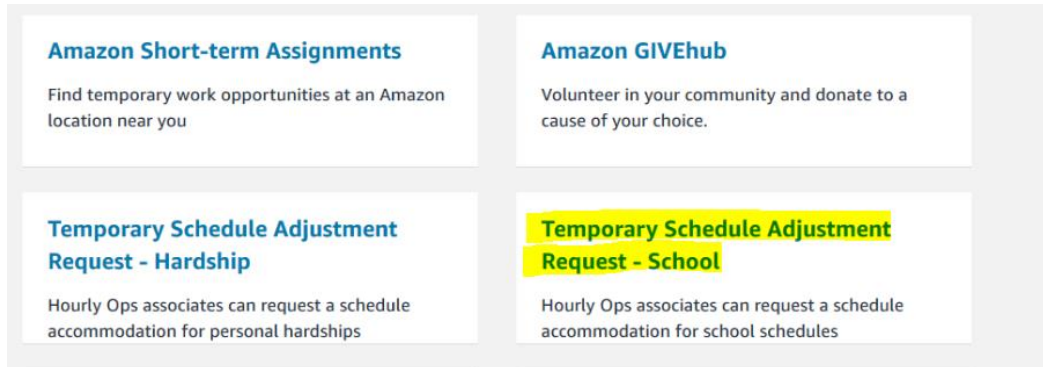
Q: What happens if the schedule adjustment isn't approved by the time the class starts? A: Excusals can be backdated after the accommodation has been approved. Unless the Associate does not qualify (see qualification question above) or there are extenuating business needs at the work site, most School Accommodation requests are approved once complete and correct documentation has been submitted.

Q: Documentation requires student name, school name, name of the class, class dates and times. What if the school does not have that on the student portal? A: The student should request that the school provide them a PDF letter on letterhead with all of the information requested.

How to Request a School Temporary Schedule Adjustment Request

To sign up for a schedule adjustment, the Associate will need to request it onsite with one of the computers inside the fulfillment center. Please follow the instructions below.

1. Log onto AtoZ and go to the Resources page.
2. Scroll towards the bottom, and click the “Temporary Schedule Adjustment Request - School” Link



3. Fill out the form as follows:

**required field*

Please enter your desired work schedule, the hours you will be able to work, in the fields below:

* Start Date [DD/MMM/YYYY] ?

* End Date [DD/MMM/YYYY] ?

* Sunday ?

* Monday ?

* Tuesday ?

* Wednesday ?

* Thursday ?

Enter the Start Date and End Date of when the program is expected to begin and end. This must align with your documentation.

For this section, enter what time you WANT your work schedule to be.

- It has to be based off of your current schedule.
- You cannot request to work during times that you are not typically scheduled for.
- You can request up to 10 hours off per week.
- On the days you are not scheduled to work, write “OFF”


* Saturday ?

* Can you work your normal overtime day or flex hours? ?

* Are you enrolled in Career Choice? ?

Supporting Notes ?

* Supporting Document



Upload Documentation

Drag and drop your files here

OR

[Select a file](#)

Accepted File Types: jpg, pdf, png
File Size: Max - 5 MB, Min - 1 byte

Select "Yes"

You will need to upload documentation that includes:

- Your name
- The schools name
- The name of the class
- Start and end date
- Class dates/times

Documentation must be in a digital format that cannot be altered: PDF, screenshot of website, or photo of paper document (not handwritten).

4. Submit your request.

Submit

Once your request has been reviewed, you will receive an email either approving your request or asking for more information. We recommend that you request your schedule adjustment at least two weeks prior to the start of your class.

Here is an example of documentation that includes all necessary information.

School Logo
Student Name,

We are thrilled to have you join our **Program Name** program.

The Program is from **5/30/21-10/5/21**. Your schedule will be as follows:

- **Tuesday and Thursday – 12:30p to 5:30p (or note that it is an online class if no set class times).**
- Program length is 21-weeks

Class will be held at our campus: **Address**
Please wear pants and closed-toe shoes.

Again, if you have any questions or concerns please call or text me.

Thanks,

Signature/Contact information
School Name