

# Delivering to Amazon lockers in apartment complexes

There are two ways to get access to an apartment complex without ringing the customer's door bell.

## 1. Access code

Check notes



Check the delivery instructions in the app for building access codes and notes.

## 2. One click-access

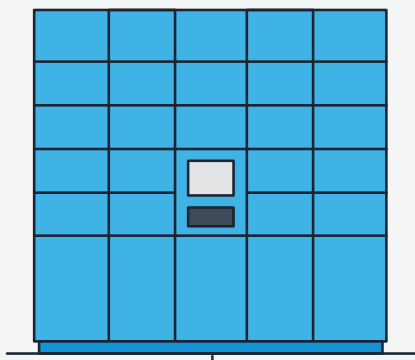
Unlock



In navigation mode, a blue circle will appear on the key icon if 1-Click Access is available at your pickup location. Tap the icon to view the Access Information page.

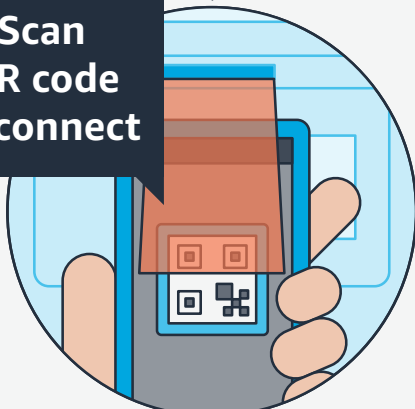
Once inside the apartment complex, you may deliver to two types of lockers

### Lockers with screen



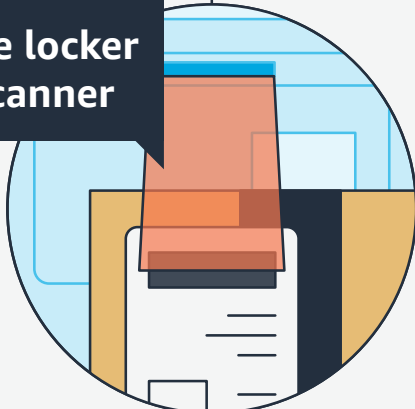
Connect

Scan QR code to connect



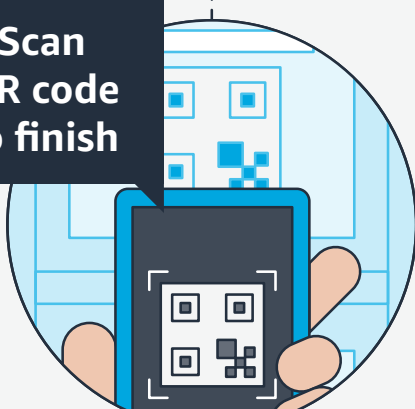
Scan package and deliver

Use locker scanner

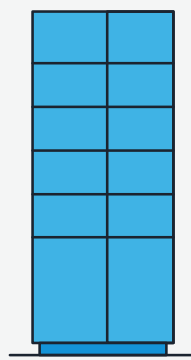


Complete delivery

Scan QR code to finish



### Lockers without screen



Connect

Turn on Bluetooth



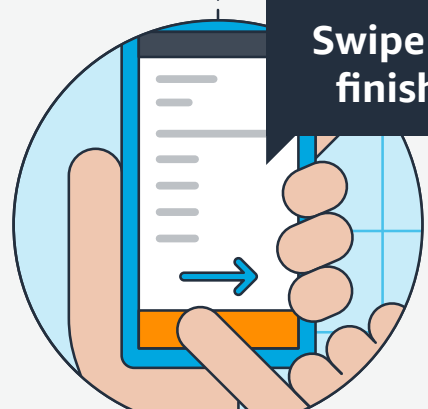
Scan package and deliver

Use your phone to connect



Complete delivery

Swipe to finish

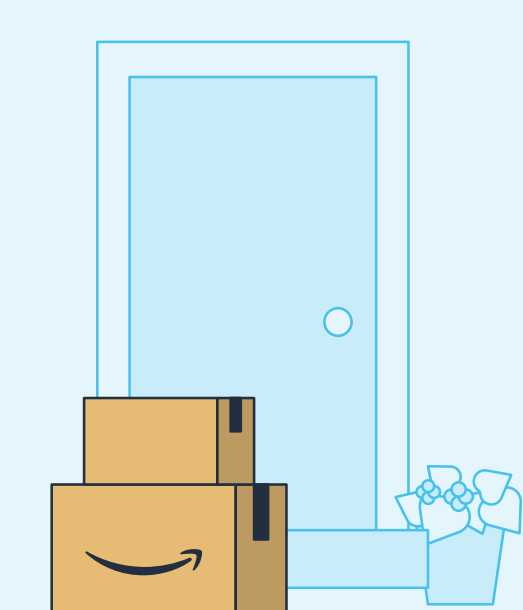


## Delivery tips

If you are unable to deliver to the locker, don't leave the package outside the locker. The app will provide you a backup location.

### Delivering to a backup location

If the locker is full, the app will add a new stop to your route.



Locker full?



### Backup locations

The new stop may be to the customer's doorstep, leasing office, or mail room.

## Other issues?

Call Driver Support through the Amazon Flex app.