List of Violations and Defects

Category	Bucket	Behavior
Unprofessional Behavior	Violation	Public urination, public defecation, or public indecency
		Physical violence or threat of violence
		Gross negligence or professional misconduct
		Unauthorized entry of a customer's home, car, garage or business (full entry of property)
Violation of Amazon's policy		Mis-use of customer information
		Theft
Package Mishandling		Dumping or abandoning multiple customers' package in an outside unsecured location (side of road, dumpster, outside building visible from the street, etc.)
Station / Regulatory		Not following Trailer Dock Release (TDR) process
		Road side inspection (RSI) - high severity issue
Property damage		High Severity property damage resulting from Hit & Run or gross negligence (unsafe driving leading to major damage)
Unprofessional Behavior	Defect	Offensive behavior or inappropriate conduct
Violation of Amazon's policy		Requesting for delivery fee/tips for package delivery
Security		Unsecured vehicle
		Tailgating other vehicles to enter into a delivery location
		Attempted/partial entry of a customer's home, car, place of business, or within the entryway (foyer, garage, etc.)
Package Mishandling		Delivering in and/or on a United State Postal Service (USPS) mail box
		Throwing packages
		Leaving packages unattended in an unsecure location (mailroom, leasing office, outside a locker, lawn, driveway) within the bounds of customer property
Property damage		Low Severity Damage: lawn, driveway, mailbox, parked vehicle, house, garage, or other non-essential items
Safety		Public Health
		Speeding or Unsafe Driving on the road/station
		Not Wearing Seat Belt while driving
Station/Regulatory		Road side inspection (RSI) - low severity issue
		Leaving packages unattended in front of a cab/vehicle
		Not following station safety standards
		Parking van unattended in a non-parking zone or area
		Vehicle idling during load out or under the roof
		Not completing DVIR check at the time of reporting
Not following instructions		Not Following Delivery/customer Instructions
Incorrect Scan		Incorrect Scan