



Training Check Sheet

Day 1 Day 2

- ___ ___ Airport (parking, BSO locations, door codes, office [if applicable])
- ___ ___ BDO- Baggage Delivery Order's (Module 1)
 - What they are, where to make notes, completing, tuning in paperwork, how to sign out
 - Getting bags from BSO
 - 5 ways to check bag (tag, color, style, name, agent)
 - 4 things to put on Station copy (SDS, your initials/ID#, date, and time of pickup)
 - 3 copies of BDO's (Station, Vendor, Customer)
 - 2 LAST names per BDO
 - 1 valid address & phone number
- ___ ___ Calling (Module 2)
 - One hour
 - Follow script (training page)
 - When answering phone and you're on shift, answer professionally
 - If unable to contact pax, we wait 3 hours and contact support before attempt
 - Make notes of attempted calls
 - Confirm address and give them delivery window
- ___ ___ WMS APP (Module 4)
 - Signing in/not working
 - Unassigned
 - Assigned
 - Out for Delivery
 - Delivered
- ___ ___ Driving (Module 5)
 - Zones
 - Routes
 - Special delivery/VIP (Module 7)
- ___ ___ Rbags.com (Module 6)
- ___ ___ Schedules (Module 8)
 - Sandhillsdel.wordpress.com
 - Sweep time/Shifts
 - How long and why
- ___ Homework
 - read Paperwork
 - fill out paperwork
- ___ Day 2 (2 sweeps)
 - Repeat of day 1 but new driver does everything
 - Can answer ?'s based off what they learned the day before
 - Received and go over all paperwork
- ___ Hand off to Support/Online Training for Day 3