



Hershey's Mill Master Association

Dear Residents,

Over the past several months, Amazon delivery drivers have had a very difficult time delivering packages to addresses within Hershey's Mill. This has led to many broken gates, unauthorized entry, and even residents' packages being "delivered" by being left unattended at each of our entry gates.

Unlike local UPS and FedEx drivers, who deliver in Hershey's Mill as a part of a regular route, Amazon delivery drivers could be any random person who signs up to deliver Amazon packages through Amazon Flex; and the vast majority of these drivers have no idea how to enter Hershey's Mill. Think along the lines of Uber or Lyft for packages instead of people. As a result, Security has encountered countless Amazon delivery drivers who have no Amazon identification on their person or vehicles; and they rely on their own personal GPS to deliver their packages. However, most GPS apps will not recognize Hershey's Mill as a gated community, so they will not send these delivery drivers to the Main Gate in order to gain entry into Hershey's Mill. This is where you, the Amazon customer living in a gated community, need to take the following additional steps to ensure a successful delivery of your Amazon package:

1. When you "Proceed to Checkout" for your Amazon order, you are first given the option to select your Amazon shipping address. Directly under the chosen address is a link that states, "**Add Delivery Instructions.**" Click this link.
2. Select the drop-down box that says, "**Do we need additional instructions to find this address?**"
3. In the box provided, type the following: "I live in Hershey's Mill, a gated community. The delivery driver will need to access my residence/address via the Hershey's Mill Main Gate entrance, easily identified by its pond and manned Security Center, and located at 1500 Greenhill Road, West Chester, PA, 19380."

Again, please be sure to include these delivery instructions in order to ensure that your package is delivered without incident; and thank you for your anticipated cooperation.

Sincerely,
Marc Fraser - Director of Security