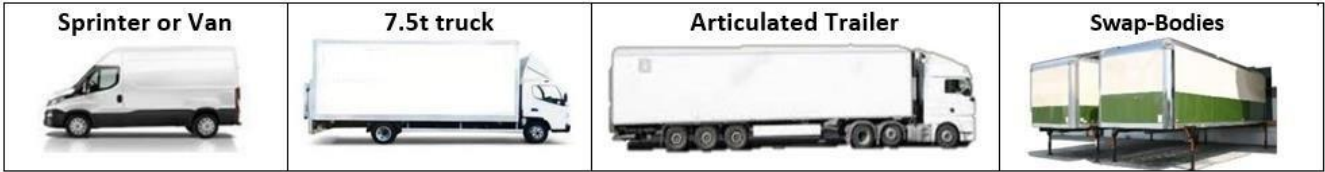


1. Planning a Delivery

General information on allowed vehicles is provided in the table below. To review trailer type acceptance requirements specific to each Amazon Fulfillment Center and avoid rejections, please refer to the ‘FC Delivery Addresses and Specifications’ file available for download from Carrier Central resources.

EU standard		Possible Vehicle Type	Booking process
Parcel Deliveries	Loose Loaded	Sprinter van (Max volume per seller: 1.5m3 in MEU/SEU, 1.9m3 in UK)	None Will be unloaded as per FC availability
		7.5T truck	Carrier Central
		Articulated trailer	
	Palletized Loaded	7.5T truck	Carrier Central
		Articulated trailer	
		Swap body	
Retail Freight (Palletized and not more than 1 Vendor/Pallet)		7.5T truck	Carrier Central
		Articulated trailer	
		Swap body	



Tandem trailers are not allowed Pan EU. This ban on tandem trailers applies only to curtain/box tandem trailers with the wheels in the center which can pose a tip hazard if not docked correctly. This does NOT apply to swap body deliveries.



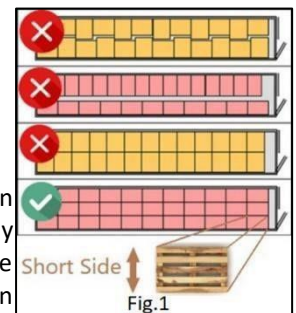
Trucks must have either rigid/barn style doors opening 270 degrees to the sides, or top-hatch doors. When opened, doors must be secured to the truck to prevent unexpected movement during loading and unloading operations.



- a. For fulfillment center addresses, working hours, and other specifications, please refer to the 'FC Delivery Addresses and Specifications' excel file available for download from Carrier Central resources
- b. To deliver, please request an appointment in CARRIER CENTRAL for both Retail or Small parcel volume if onboarded in Space Program. To be onboarded in Space Program, please contact ROC to eu-roc-ib-ops@amazon.com ; (request should be addressed to ROC via case on Relay or CARP Support contact). For 3) Small Parcel deliveries in vans, these do not need a booking. However, Small Parcel vehicles arriving at the busiest times of the day are likely to incur in long unloading delays.
- c. Notice Period required to request a booking – at least 24 hours in advance for CARRIER CENTRAL requests.
- d. Create your own CARRIER CENTRAL profile with a unique code identifying your company (SCAC); CARRIER CENTRAL appointment requests with generic SCACs (such as UNKN, NSCL, OTHIT, OTHER) will be deleted. For vendors creating their carrier central account, please use a different company (SCAC) than the vendor code already used for registering on Amazon.
- e. One appointment for each truck. Do not request multiple appointments for the same truck; delete the appointment if you will not use it - otherwise they will be considered equal to no-shows and may generate a chargeback. If you have goods from several vendors, fitting in one truck – request one appointment. If you have one PO constituting more than one delivery, the same number of bookings will be required (different ASN for each delivery). More details can be found below in the CARRIER CENTRAL Manual.
- f. In order to avoid duplicated bookings in CARRIER CENTRAL, it is mandatory that Carriers do the request and not the Vendors.
- g. Always include the Bill Of Lading (BOL) reference of your vendor's ASN (Advanced Shipment Notification) or ARN in the BOL column of the CARRIER CENTRAL Request. This reference is to be provided by the vendor. For FBA shipments, include the FBA shipment number to be provided by the seller. You cannot deliver without it.
- h. Be sure to indicate the number of pallets, cartons, units in CARRIER CENTRAL. All CARRIER CENTRAL apps must be for palletized goods.

2. Shipping and Transportation Preparation

- a. **Only 4-way access wood pallets and with the quality being LPR, EPAL, CHEP, UIC 435-2 or EN 13698-1 norm, are accepted.** Additionally, UK pallets (1000x1200) are accepted in the UK and, for vendors located in the US delivering into Europe, the quality requirements to follow are GMA grade B or higher. Amazon retains the right to reject pallets that do not meet the above specifications. Additionally, delivering on one-way pallets will automatically result in a rejection.
- b. The **pallet exchange program** operates in CEU countries (excluding the UK) as an agreement between Amazon and carriers. While there is a relationship chain of Vendor ↔ Carrier ↔ Amazon, Amazon only manages pallet exchange with carriers, who are responsible for settling pallet accounts with vendors. The standard procedure is a one-to-one (1:1) exchange of EPAL-grade pallets at the time of delivery: when carriers deliver loaded pallets to our warehouses, they should receive an equal number of empty pallets in return. If immediate exchange is not possible - due to insufficient pallet stock at the Amazon facility or the driver's inability to load pallets - the FC will issue a voucher documenting the pallet debt at ISA (truck) level, including quantities of pallets received, returned, and any defective pallets.
Carriers must utilize these vouchers to collect pallets from the same FC where the initial delivery occurred, and must request the pickup by the end of the following month post-delivery. While Amazon may not always fulfill the pickup within this timeframe, the request must be made within this window for the voucher to remain valid. When carriers present valid vouchers, Amazon will return pallets if stock is available. Financial compensation will only be considered if the FC lacks sufficient pallet stock to fulfill the voucher.
- c. In case of palletized parcels, cartons must be secured to pallets with extensible film (at least 3 times per quarter of pallets) and must not protrude from the edges of the pallets.
- d. The trailer floor surface must be perfectly horizontal and reinforced to allow easy and safe access to a pallet truck. If the goods for Amazon are not accessible (because of bar blocking pallets, pallets for other customers, one of the pallets in front is broken, manual pallet truck blocking the access), the truck will be rejected.
- e. Make sure pallets are loaded with the short side facing the rear of the vehicle perpendicular to the door (not crossed) and leave empty space near the door so that the dock leveller can be lowered (at least 15cm)-see Fig.1.
- f. Pallets must have a maximum height of 1.8m from the ground (incl. pallet). FCs which are accepting double stacking deliveries (max. 3m) are listed in FC Specifics table. To avoid freight damage when delivering double stacked pallets; placing cardboard on top layer of the bottom pallet is recommended. Stacked pallets must be stable to avoid rejections due to safety risks. Strapping the stacked pallets is mandatory, to ensure safety transportation and unloading. Vendors having the right certification can deliver unsecured pallets. Please refer to chapter 5 of Pan EU vendor manual for more information
- g. Make sure pallets are loaded with the short side facing the rear of the vehicle perpendicular to the door (not crossed) and leave empty space near the door so that the dock leveller can be lowered (at least 15cm)-see Fig.1/Appendix 4
- h. Pallets must not exceed 1350kg in gross weight including the weight of the pallet. These (>500KG pallets) will require a heavy pallet label and should have a valid carton label. Please see appendix 2 for sample label for heavy pallets.
- i. Palletization requirements mentioned in appendix 5,6 and 7 apply.



3. Delivery Security Requirements:

- a. Trailers provided should be able to reverse up to Amazon loading bay doors, >7.5 tonne vehicles with reinforced floors are preferred for deliveries into FCs.
- b. Un/loading of trailers will be from the rear of the trailer; no side (un)loading of trailers is allowed. The exception here is when un/loading stacks of pallets for FC use. These will come to site on a curtain-sided trailer and may be un/loading from the site.
- c. Rear vehicle doors and curtains must be opened by the driver without the use of ladders or any other accessories that imply a safety risk for the drivers or Amazon personnel. Drivers are not permitted access to a trailer floor from ground level when on Amazon premises, drivers are not permitted to work at height – all activities must be from ground level unless using tail lifts or suitable vehicle integrated steps and handles. There may be certain circumstances e.g. severe weather conditions, which may prevent these activities, but this will be determined based upon site risk assessment.
- d. It is forbidden to loan equipment to drivers (pole, steps etc.).
- e. Vans with curtain rear door are forbidden – only 7.5 tonne box vans with rear curtain doors are accepted but must be able to use the docks so the curtain doors are opened from the dock by Indoor Amazon Associate.
- f. Drivers must NOT climb on ladders or on the rear of trailers to close doors / curtains or inspect the load.
- g. It is the drivers' responsibility to ensure that the vehicle is clear of any obstruction that may cause a risk to health and safety or damage to Amazon unloading equipment (e.g. strapping of any kind). Failure to do so may deem the carrier liable for any repairs to Amazon equipment.
- h. Vehicles must have handbrake alarm systems fitted to remind drivers to apply handbrakes (unless an exception has been agreed with Amazon).
- i. Amazon requires all carriers to ensure their vehicles and drivers comply with all applicable laws, rules, regulations and directives.
- j. Vehicle Condition: The following standards of vehicle condition are required when operating at Amazon sites:
 - Trailers provided should have reinforced flat floor surfaces, which are capable of being un/loading using Powered Pallet Trucks (PPT) fully laden.
 - Floor surfaces should be capable of having a powered dock leveller attached, protruding at least 150mm onto trailer floor.
 - Floor surfaces must be well maintained, structurally safe, and free from any obstruction and damage, such as holes. The use of trailers with uneven, roller bed or corrugated floors, (such as in refrigerated trailers) is forbidden.
 - The vehicle door opening system must be in good operating order and enable the door to stay securely opened during un/loading.
 - The trailer must be water tight, clean and free of strong odors and any objects or personal belongings not related with the inventory to be processed. The driver is responsible for ensuring that the load bed is free of debris, to allow unhindered un/loading.
 - Trailers must have an automatic brake system fitted, which will apply trailer brakes when airlines are removed (unless an exception has been agreed with Amazon).
 - Vehicle door opening system must be in good operating condition.
- k. Load restraint systems: Suitable and sufficient means of securing a load must be provided with the trailer and be suitable for use with the trailer type provided e.g. sufficient number of straps or load bars. If means of securing the load are not provided, the trailer may be rejected. Drivers can request to inspect the load condition via Amazon personnel.
 - Securing straps MUST NOT be allowed to hang freely.
 - Load can be secured by any type of standard equipment such as load bar or straps as long as it is compatible with the transporting equipment type and legal requirements and any objects or personal belongings not related with the inventory to be processed.
 - Last pallets loaded must be secured regardless of how much of the transporting equipment is loaded.
 - The load is considered secured as long as there is a physical barrier preventing the load from tipping over / moving in-transit, (e.g. a load bar or a strap stretched across the width of the trailer sufficient to restrain the load effectively).
 - Curtain sided trailers must have side restraint system fitted sufficiently rated for the load. Trailer structure must offer proper stability and strength
 - All shipment in shipping containers should be properly secured to ensure that load arrives at the FC securely and to prevent items falling when the container doors are opened. It is the shipper's responsibility to ensure that shipments are loaded into a trailer in a manner that prevent the load from shifting during transit. To prevent product movement in transit for shipping containers, ensure there is a cargo net fitted at the rear to secure the load in place (sufficient strength to hold the product in place) and a load bar fitted at the base of the load to prevent product movement (to maintain the minimum 150mm gap). An example of cargo nets is shown below



- l.** Double Decker trailer: Vehicle must be compatible with vehicle restraint systems in use at sites.
 - Interior lighting provided on each deck.
 - Any specific loading / securing instructions to be displayed inside the trailer.
 - Load restraint equipment provided suitable for the vehicle type.
- m.** Swap Body: Swap body needs to be in good condition, with special focus on:
 - Support beams must not show damages that might cause instability.
 - Crossbars to secure the support beams must always be easily attachable.
- Splints need to be in place.
- The cargo room shall be free from debris and any damages.
- If means for securing the load are not provided, the swap body may be rejected.
- n.** Draw bar trailers: main safety requirements comparable to trailer
 - Loading through from draw bar trailer on/from front vehicle is not allowed.
 - Draw bar trailers must be secured with two wheel chocks per wheel time if placed on Amazon premises.
- o.** Delivery vans:
 - Delivery vans provided to be loaded by Amazon personnel require a clearance of > 2.0m to allow use on loading bay doors.
 - If the van has a tail lift and the site is able to accept this type of vehicle, the operator must be trained in its correct operation and have a remote or external command of the tail lift to allow driver access.
 - If means for securing the load are not provided (for example netting), the van may be rejected.
 - Vans must be secured with two wheel chocks if placed on Amazon premises.
- p.** Driver Instructions: Health and Safety
 - All drivers must register their arrival at the gatehouse or pre-check area.
 - Drivers are to apply parking brake, switch off their vehicle engines during the check in and check out processes and at any time when personnel are working within 6m behind or near the vehicle e.g. seal checking. Vehicle keys should be given to the person carrying out the activity to ensure the vehicle cannot move.
 - Drivers must only use the appropriate marked entry and exit points on site.
 - Access is forbidden to children or young persons (under 18 years of age) and to any person who is not an employee of the carrier company or a nominated agency driver.
 - Access is forbidden to pets or any animal.
 - Drivers will be provided with the site safety rules and expected conduct whilst onsite. The driver must read and sign that they understand and agree to these rules. All procedures must be followed for both the drivers and others safety.
 - Smoking is not permitted whilst onsite unless in designated smoking areas. Eating/drinking must only occur in designated locations. Driver's personal cooking equipment must not be used on site. Alcohol/drug consumption on site is not permitted.
 - Drivers are responsible to provide their own PPE and must wear S1P safety footwear and high visibility clothing (class 2 or above) whilst onsite at all times.
 - Drivers must follow the site signage and not exceed the maximum speed limit of 15 km/h or 10 mph whilst onsite. If a site has a different speed limit indicated, the driver should respect it.
 - Drivers must give way to pedestrians when driving on site.
 - Drivers must never walk behind or beside a reversing vehicle avoiding blind spots. Drivers will always follow Amazon personnel indications and they will not remain in the yard without supervision.
 - The driver must obtain authorization before reversing into a bay (either gatehouse, marshal or shunter driver).
 - Whilst reversing, the driver must ensure their hazard warning lights and reverse alarm are engaged. Vehicles should have either tonal reverse alarms (white noise/directional) or the ability to switch off reverse alarms if the site has noise restrictions in place. Drivers must follow any additional site specific rules regarding reverse alarms (e.g. switch off times).
 - Drivers must not ask Amazon associates or any other person for assistance in reversing vehicles. Amazon does not provide banksmen. Drivers should have adequate skills to control the vehicle safely alone. Drivers are not allowed to assist other vehicles manoeuvres.
 - Once reversed, the driver must engage the parking brake and switch off the engine. Trailer parking brakes must be applied.
 - Chocks will be used on all vehicles prior to loading (either automated chocks or manual wheel chocks). Some Amazon sites use automatic wheel lock systems instead of manual chocks. These are designed to minimize health and safety risks to Amazon associates as a result of premature departures.
 - Drivers must not remove or attempt to remove any equipment applied for safety reasons during un/loading.
 - Drivers will be asked to hand in all vehicle keys and paperwork; this includes spare keys for the vehicle. Drivers should expect to surrender their vehicle keys to the Amazon Outdoor Yard Marshal / Security during the un/loading process and when vehicles are being sealed / checked in.

- Drivers must leave their cab and wait in the Drivers Waiting Room whilst the vehicle is (un)loaded. Drivers are not permitted to leave this waiting room or return to their vehicle without this being authorized by Amazon Personnel. Drivers will be collected / returned to their vehicles by an Outdoor Yard Marshal. They should not move on the Yard unless accompanied.
- Drivers needing to use any restroom facility away from the Drivers Waiting Room must be escorted by Amazon personnel (unless a dedicated walkway is provided not on a traffic route).
- After vehicle has been (un)loaded, driver will be notified and the paperwork and vehicle keys returned to enable departure.
- Drivers must only pull away from a bay when their bay traffic light is green, or in cases where a light is not displayed, under the explicit instruction of an Amazon Outdoor Yard Marshal/shunter.
- Drivers must not attempt to attach to a trailer with a 'Lock'n'Stop' stand in front of it and/or a jack stand in position (if they are in use by the site). This indicates that the trailer is being (un)loaded.
- Drivers must never use mobile phones or any other communication devices whilst driving the vehicle in the yard or standing or walking in the yard.
- Drivers must use designated walkways where provided and not take shortcuts when on Amazon premises.
- Driver are not permitted to take driving breaks on Amazon premises.
- Entry to the warehouse is not allowed for non-Amazon personnel unless permitted and escorted by Amazon personnel. Drivers can request to inspect the load condition via Amazon personnel.
- Amazon personnel are not permitted to operate supplier vehicles.
- Accidents (vehicle, building, property damage or environmental) must be reported to Amazon management immediately.
- In the case of an emergency evacuation, drivers must switch off engines immediately (not blocking any emergency routes), exit vehicles and go to the nearest assembly point marked on the rules for the site. Drivers must not move vehicles in, out or around the site at this time.
- Aggressive conduct by the driver on site and / or not obeying site safety rules will not be tolerated and will be immediately reported. Carriers / drivers who do not comply with Amazon regulations will be removed from site and be banned from making future deliveries.

NOTE:

For France only: According to Labor Code Article R4515-1 to 15, Amazon site and Carrier must have preliminary exchanged information and risk assessment about the loading/unloading operation, in a written Safety Protocol.

Arrival process recommendations

- n. Driver should arrive on time** with a grace period of 30 minutes
- o. The driver must register at the Gatehouse when arriving to the FC despite of the queue.** In case the driver does not communicate the arrival to our staff, the truck may be considered as a No-Show and generate a subsequent chargeback.
 - 1. In order to not be rejected upon arrival, **the driver must provide the ISA for all CARRIER CENTRAL bookings (INCLUDED for parcel deliveries for carriers onboarded in Space program as per point 1a)**
- p. Where a carrier recognizes that a delivery may be late or not met,** it is the responsibility of the requestor to contact ROC to reschedule the booking. The options are (1) via Case Management (or email if the before is not available) if can deliver the same day but on a later time or (2) via Carrier Central with new CRDD if it is for a future date. In both cases, ROC will make every effort to accommodate the new requested time as per FC availability.
- q. If the driver needs to leave due to FC unloading delays** (a site is classed as experiencing unloading delays if unloading has not started at +30min or more to the Scheduled Arrival time), it is expected by the requestor to immediately modify the existing appointment in CARRIER CENTRAL for both CARP and PARCEL deliveries (if carrier onboarded in SPACE project). Also, it is required that the driver presents himself/herself at the Gatehouse and informs them about the decision. After the information of pulling out is passed to the Amazon employee, the FC will delete the booking with the reason 'Driver pulled-out due to FC delays' and will provide an 'Amazon Delivery Record' form available in Appendix 2 of this Chapter and ticking the box 'Driver pulled out'. If this paper form is not collected by the driver, neither the carrier nor the vendor will be able to dispute potential future chargebacks caused by the unsuccessful delivery and the booking not being deleted with the correct reason.
- r.** In case your truck is rejected, it is required that the driver asks for the paper form available in point 6 with the reasons ticked. If you have any further questions regarding the refusal, ROC via Case Management will be the team to ask for any clarification.
- s. POD provides evidence that Amazon received a shipment** at a FC. However, it does not provide evidence of the quantity of goods contained in that shipment, the condition or other information about the shipment. The document must be unaltered, paper version of the originals or an electronic version provided by Amazon and needs to be provided in a non-editable format. Lastly, the POD must be stamped and signed by an Amazon member of staff at the Fulfillment Centre if it is a paper version. e-PODS must be provided by Amazon and contain Amazon logo. The previous information means that we can only return the document signed once the trailer has been unloaded. For swap bodies, it will need to be the driver from the same carrier that comes to the FC after the freight is unloaded who will collect the completed paperwork.

For more information about possible rejection reasons, see the **Rejection Reason Checklist** below, or for overall detailed guide see the **Vendor Manual**, which can be provided by your vendor.

4. Carrier Central regional websites

Region	Website
United Kingdom	https://carriercentral.amazon.co.uk/
Germany, Poland, Czech Republic	https://carriercentral.amazon.de/
France	https://carriercentral.amazon.fr/
Italy	https://carriercentral.amazon.it/
Spain	https://carriercentral.amazon.es/

5. Load securing requirements

Cargo ratchet bars that do not lock into side rails / vertical rails / coaster panels or floor hooks are not allowed . This is applicable for both freight and parcel delivery suppliers. Load should not be secured using non-active fit constraints such as cargo ratchet bars (Image 1). Do not send smooth wall trailers to Amazon which do not have a secure locking mechanism for cargo bars (Image 5) but rather use trailers with locking mechanisms for cargo bars (Image 4) . If no other option exists, carriers may explore using Straps (Image 2) or Allsafe Clamping Bar (Image 6) to secure their load. Non-active fit restraints such as cargo ratchet bars (Image 1) have a strong opening / closing mechanism. Following recent serious injuries suffered by Amazon warehouse associates ,while opening these bars, Amazon safety team has revised safety guideline for Inbound trucks to deprecate these bars and eliminate risk for Amazon associates. Non compliant trailers will be rejected at sites.

- ✓ Beams — Acceptable for trailers with rail/hook locking points (Image 3)
- ✓ Trailers with secure locking mechanisms for cargo bars (Image 4)
- ✗ Cargo ratchet bars (non-active fit) — BANNED. Immediate rejection (Image 1)
- ✗ Smooth wall trailers without Allsafe SAM55 — BANNED. Immediate rejection (Image 5)
- ✗ Any clamping/ratchet bar other than the Allsafe SAM55 — NOT PERMITTED

Image 1: Non-active fit constraints



Image 2: Straps to secure load

Image 3: Beams to secure load

Image 4: Trailers with side-boards to lock cargo bars



Image 5: Trailers without side-board and no mechanism to lock cargo bars



Image 6: Amazon Approved - Allsafe SAM55 Clamping Bar 



 MANDATORY REQUIREMENT - SMOOTH WALLED TRAILERS:

For smooth walled trailers, the ONLY Amazon-approved clamping bar solution is the Amazon customised Allsafe SAM55 Clamping Bar (Part Number: 512074-23). No other ratchet bar, cargo bar, or clamping bar is permitted on smooth walled trailers delivered to any Amazon site. This is a mandatory requirement with immediate effect. Trailers arriving with any non-approved clamping bar or ratchet bar will be rejected without exception.

 AMAZON APPROVED SOLUTION - Allsafe SAM55 Clamping Bar (Image 6):

Part Number: 512074-23

Purchase URL: <https://allsafe.li/amazon-vendor> - This link leads directly to the product in the Allsafe webshop. Vendors and carriers can purchase the required quantity directly.

Dedicated Amazon Support Email: amazon@allsafe-group.com - This is an Amazon-dedicated email that will be forwarded to the Allsafe sales associate responsible for the country the sender is located in.

Amazon Delivery Record

Date	
FC	
Vendor Code	
Vendor Name	

Arrival Time	
Booking Reference	
Carrier	
Comment (optional)	

Please see below the reason that your delivery has been rejected. To prevent rejections, please follow the below guidance for delivery compliance

- ➔ **FBA sellers:** refer to the “shipping and routing requirements” section of FBA manual in seller central.
- ➔ **Amazon Vendors:** Please refer to Amazon vendor manual located within the resource center in vendor central

Rejection Reason (only fill if applicable)		Tick
More pallets delivered than stated in the booking form	More pallets delivered than stated in the booking form	
Invalid or no booking	Invalid (no valid ISA number) or no booking (freight that arrives without a previously scheduled appointment)	
Driver pulled out	Driver refused to wait to be unloaded due to FC unloading delays and decided to pulled out	
Arrived Late	Arrived Late (after scheduled appointment time)	
Wrong FC	POs which are not for the FC they have delivered (Amazon retains the right to accept stock if freight has been redirected by Amazon)	
Missing or incomplete delivery paperwork	No delivery valid paperwork is available to identify the freight being delivered	
Unsafe vehicle	Usage of cargo ratchet bars / not meeting the load securing requirements detailed in section 10 of this chapter	
	Roller bed trailers/Unsafe flooring	
	Infestation	
	Doesn't fit to dock	
	Electrical hazards	
Incorrect vehicle	Incorrect vehicle that does not comply with specific FC requirements	
Pallets exceeding height limit	Pallets stacked more than height requirements. Stacked pallets that may cause a risk to health and safety or damage to Amazon unloading equipment will be rejected.	
Non-compliant pallet	Not accepted: Pallet-sized box, One-way pallet, single stacked non secured pallets, unsecured double stacked pallets from non certified products Accepted pallets: - UK: 1000x1200mm or 800x1200mm 4-way access wood pallets with quality EPAL, CHEP, UIC 435-2 or EN 13698-1 norm. - MEU/SEU: 800x1200mm 4-way access wood pallets with quality EPAL, CHEP, UIC 435-2 or EN 13698-1 norm.	vendors/
Damaged Pallet	Damaged Pallet (please refer to EPAL requirements). e.g.: - A single upper or lower edge board is damaged so that more than one nail or screw shank is revealed - A board is missing - A block is missing or split to the point where more than one nail shank is visible. - Skewed blocks may not protrude more than 10 mm - A board is broken transversely or diagonally - More than two lower or upper edge boards are damaged and reveal one nail or screw shank for each board	
Incorrectly Bound Pallets	Two pallets are bounded on the 1200 mm side (should be on the 800 mm or 1000 mm side)	
Overhanging pallets	Large item being shipped cannot fit on a pallet without overhanging the edges (should be put on bounded pallets) . Please refer 1.3.5 for exceptions	
Pallet exceeding weight limit	Pallets weigh more than 1,350 kg/ more than 1,000kg for drop and swap UK deliveries	
Damaged / tampered freight	Damaged / tampered freight at the point of receipt. Carrier Proof of Delivery (POD) needs to be signed and the number of cartons rejected to be indicated on the document. It is vital that the carrier paperwork is annotated to state the number of cartons received / not received.	
Open Load	Open cartons at the point of receipt - suspicion of theft	
Heavy pallets missing labels	Pallet weigh more than 500 kg and miss the heavy pallet label. Please refer to appendix at the end for sample of heavy pallets	
Food / pet food quality impaired	Food / pet food quality impaired e.g. temperature of Grocery and Pet food goods should not exceed 40°C. The temperature of Chocolate and Medicine should not exceed 25°C.	
Hazmat	Hazardous goods are delivered to inappropriate FC (see Vendor Manual Chapter 7)	
Disregarding safety and security guidelines on site	Driver disregarded safety and security guidelines (e.g. DE-yard checklist, use of handbrake, reject to give the keys etc.) and instructions of Amazon staff	
Banned/ abusive driver / inappropriate behaviour	Uncooperative behaviour or sufficient reason to believe driver is under the influence of drink or drugs	
	The driver was previously banned	
	Failure to read and sign acceptance of site rules	
Dock leveller cannot be engaged	Unable to unload as dock leveller cannot be engaged (less than 15cm between the stock and the rear lip of the vehicle) or securing straps are preventing engagement of dock leveller	
Unable to offload from rear of vehicle	Unloading possible only from a side	

Appendix 2. Heavy Pallet labels

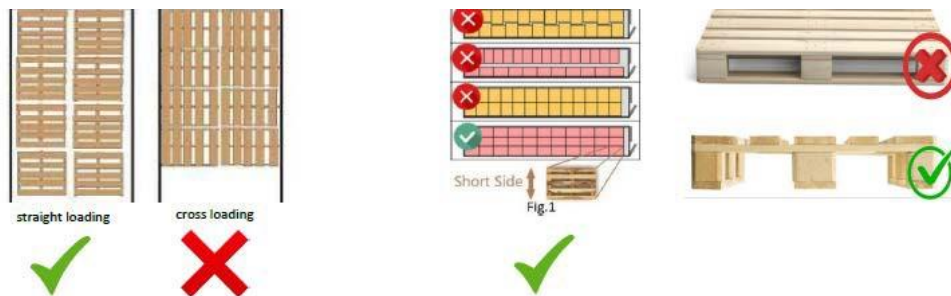


Appendix 3. Euro pallet requirements

On the left corner leg the EPAL logo is shown. On the central leg, the code of the producer company is shown along with the signature of the verifier and the name of the railway company that installed the verifier. If the EUR-pallet has been repaired already, then a round verification nail is put in the central chunk. The last numbers designate the production year and possibly the type of wood. On the right corner leg the EUR logo is shown. The EPAL and EUR logos are encircled in an oval that resembles the nationality sticker for cars.



Appendix 4. Pallet loading



Appendix 5. Palletization requirements

Stacked on their short dimensions /stacked with longer side vertically- items will fall when shrink is cut



Items stacked horizontally, creating a stable base, even when shrink is cut/*longest side horizontally.



Items unstable – unsafe



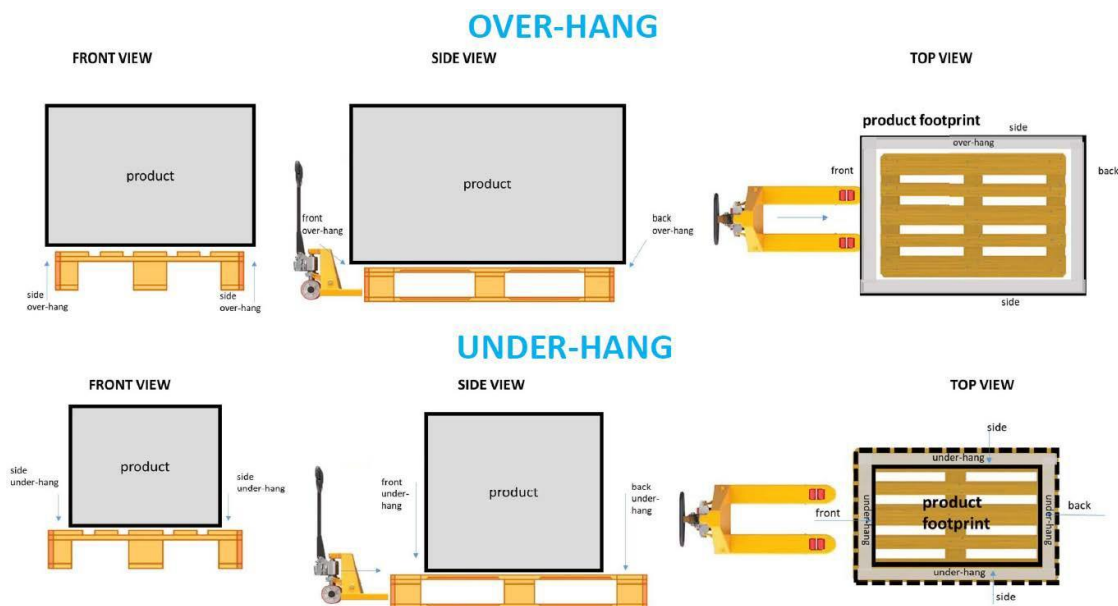
Units stacked vertically on edge should be built into a horizontal stack on a fresh pallet



Appendix 6. Unsecured double stacked pallets



Appendix 7. Secured stacked pallets - underhang/overhang

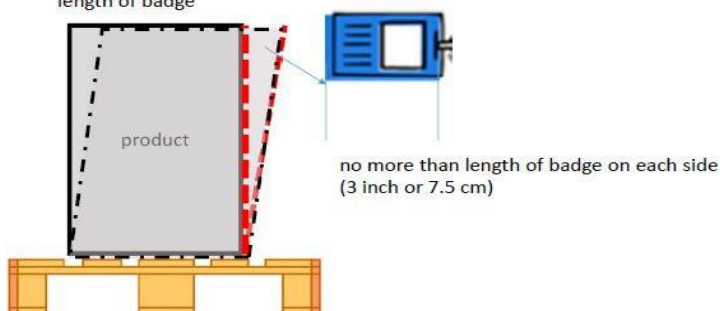


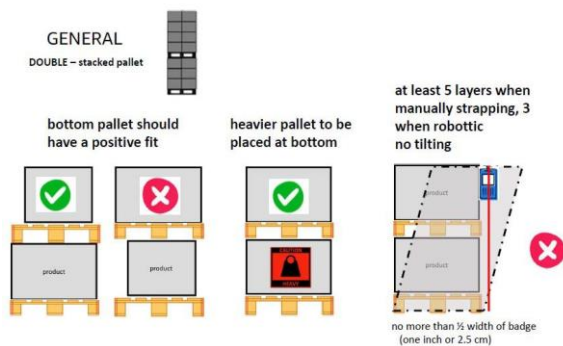
OVER-HANG

Over-hang of goods beyond the footprint of pallets is not accepted (apart of heavy-bulky)

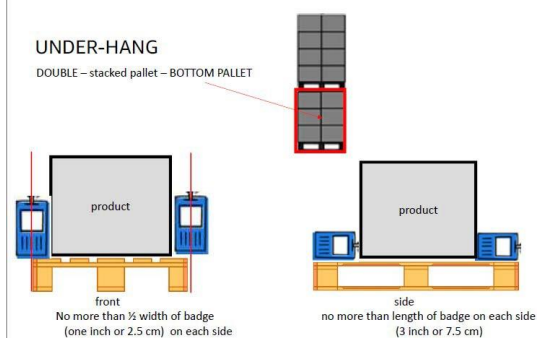
UNDER-HANG

SINGLE – stacked pallet – under-hang is acceptable on all sides of pallet as long as the goods are stretched or strapped and secured with the pallet and pallet is vertically stable – does not tilt from vertical axis more than length of badge

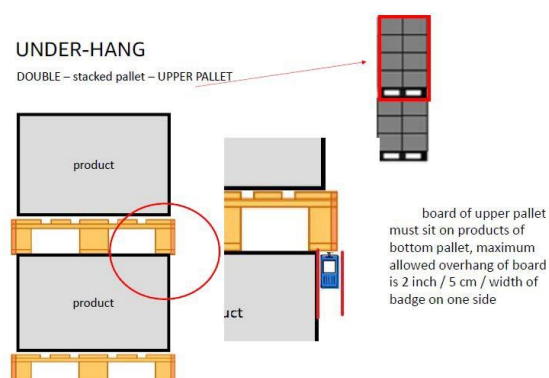


**UNDER-HANG**

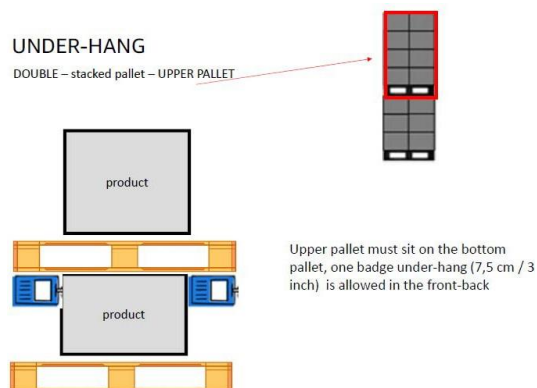
DOUBLE – stacked pallet – BOTTOM PALLET

**UNDER-HANG**

DOUBLE – stacked pallet – UPPER PALLET

**UNDER-HANG**

DOUBLE – stacked pallet – UPPER PALLET

**Appendix 8. Glossary**

FC – Fulfillment Center

ROC – Relay Operations Center (Inbound Scheduling Team)

SCAC - Standard Carrier Alpha Code

ASN - Advance Shipment Notification

PO - Purchase Order

FBA - Fulfillment By Amazon

POD – Proof Of Delivery