



Carrier Best Practices

Dos and Don'ts

The following Dos and Don'ts should provide a high-level summary of the best practices when booking and delivering freight to Amazon, please read on to the following pages for further detail.

Booking Best Practices

- ✓ Ensure the vendor shares with you (1) the PO Delivery Window and (2) BOL they used in the ASN
- ✓ Always request your first appointment (1st CRDD) as early as possible within the PO Delivery Window
- ✓ BOL included in the appointment should match the one provided by the vendor and which vendor uses for the ASN
- ✓ Use Auto-populate feature to automatically add details when scheduling appointments
- ✓ To change an appointment, edit the existing booking instead of cancelling and re-booking
- ✓ Any cancellations / rescheduling should be done a minimum of 24hours ahead of the appointment

- ✗ **Do not** book appointments outside of the PO delivery window (too early or too late)
- ✗ **Do not** book appointments without a known BOL
- ✗ **Do not** add POs to existing appointment lines that are NOT linked to the BOL
- ✗ **Do not** book duplicate appointments for the same shipment
- ✗ **Do not** create placeholder appointments to protect the slot

FC Delivery Best Practices

- ✓ Deliver only to the FC stated on the PO
- ✓ Arrive at the Amazon FC 30 mins prior to the scheduled arrival time
- ✓ Inform ROC team (via Carrier Central or Relay, 24/7 available) if the driver is not able to meet the scheduled timeline
- ✓ Make sure any redirections are confirmed by ROC via Case, and the driver is informed of any changes
- ✓ Driver must register at the FC gatehouse when arriving and provide the ISA for the booking(s)
- ✓ POD must be signed and stamped by an Amazon employee when the trailer is unloaded
- ✓ In case of delays, if the driver cannot wait, they must notify the gatehouse on their way out who can provide an Amazon Delivery Note confirming a justified pull-out

- ✗ **Do not** attempt to deliver closed or cancelled POs, the vendor should update you if POs become closed or cancelled
- ✗ **Do not** attempt to deliver a load which is not compliant with Amazon standards (outlined in Carrier Manual)

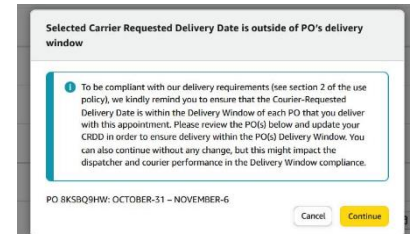
Booking Appointments

PO Delivery Windows

Every Purchase Order (PO) has a delivery window start and end date. These delivery windows are not visible to carriers, and must be shared by the vendor.

Carriers' first requested delivery date (CRDD) in Carrier Central should be within the delivery window of the PO (shared by the vendor). When CRDD is outside of the delivery window, vendors will incur a chargeback (excl. weekend deliveries with a PO ship window ending on Fridays) and units will be marked defective in the Amazon Inbound Supply Chain process.

When attempting to place a CRDD outside of the delivery window you will see a warning in Carrier Central (right). This is not a blocker to proceed with the appointment request. Carriers can choose the option to go back and change the appointment details or proceed without further notice. The purpose of this feature is to provide more guidance to carriers and make them aware of the delivery expectations, when they are booking a delivery appointment into an Amazon FC.



Vendors should only accept POs that can be delivered within the PO delivery window. If it's not possible for a carrier to request a date within the delivery window e.g. in the case that goods cannot be picked up in time, carriers should discuss next steps with the vendor directly.

What if Amazon cannot confirm a delivery slot within the PO ship window?

As long as the CRDD is within the delivery window, the delivery is compliant, even if the slot offered by Amazon falls outside the window.

BOL (Bill of Lading)

The carrier has to provide a BOL when booking an appointment. The wrong/missing BOL defect occurs when the carrier provided BOL number does not match the BOL submitted by the vendor in the ASN. BOL information must be added to the appointment at least 4 hours prior to the scheduled appointment.

When products arrive at FCs with missing/incorrect BOL it is difficult for Amazon to trace the delivery to the order, impacting inventory health. Therefore, this defect incurs chargebacks for the Vendor.

Carriers should ensure that they get the correct BOL reference from the vendor and enter it correctly in Carrier Central when booking. Best practice is to use the auto-population functionality (shown below) where the carrier can enter the Vendor Name + BOL (no need to fill ARN or PRO) and then pallet, carton, unit, PO fields will auto-populate, ensuring ASN match.

It is possible to list multiple BOLs on a single line (comma separated e.g. BOL1, BOL2, BOL3) but please ensure a new line for each different vendor. Other common errors are leading zeros which cannot be consumed, local codes added in front of the BOL (e.g. DE123456789 instead of 123456789) and entering the BOL in the PRO field. Please do not add further POs to existing BOLs (as this will cause a mismatch) and do not mix vendors on the same line.

Late Cancellation/Rescheduling

When Carriers cancel/reschedule appointments with less than 24hr notice these units are accounted as defects because they create stock and labour mismanagement at FCs. At the moment these defects do not imply chargeback for vendors.

Please request a delivery date that is realistically feasible and that you are able to adhere to. If you do need to cancel/reschedule, please do so with more than 24hrs to the scheduled arrival time, and be sure to use the comment feature in carrier central to provide root cause for rescheduling. This allows Amazon to cluster root causes and identify action plans in case Amazon issues are driving the need to reschedule

Some common reasons for cancellation rescheduling are below, and should be avoided.

- (i) Carrier trying to capture earliest CRDD to ensure PO delivery window compliance, and then immediately rescheduling.
- (ii) Carrier requesting multiple slots for the same freight to give themselves options.
- (iii) Carrier consolidating ad-hoc volumes into fixed slots in order to keep them, in this case you should reduce the number of fixed slots.

Delivering to Amazon FCs

No Call No Show (NCNS)

No Call No Show defects occur when carriers do not arrive for scheduled delivery slots. On-time bookings into FCs are critical for the smooth running of the entire Amazon operation.

Carriers should follow scheduled appointments and make sure their driver arrives in time (30min buffer). Carriers must provide Amazon with at least 24hr notice if they need to cancel/reschedule an appointment. If there are any unforeseen delays, Carriers should inform ROC team (via Carrier Central or Relay) or re-schedule the existing appointment

If Amazon FC is experiencing unloading delays and the driver is unable to wait, they must notify the gatehouse who will provide an 'Amazon Delivery Record' in which the 'Driver pulled out' box is ticked. This will allow the carrier to reschedule the appointment and prevent a NCNS defect.

Other common causes for NCNS are below:

- (i) Carrier requested and confirmed a redirection with ROC via Case, but the driver was not informed by the carrier/refused to follow Amazon request to redirect.
- (ii) Amazon rescheduled the appointment. If the time provided by Amazon is not feasible, change the appointment time in Carrier Central to one suitable.
- (iii) Carrier informed Amazon via Case about future NCNS (e.g. due to weather/traffic conditions) but did not cancel/reschedule in Carrier Central.

Redirection

Ensure the redirection is confirmed or rejected to ROC via Case. In a situation the redirection was not confirmed but FC is requesting to go to another site, immediately raise a Case to ROC/call the hotline.

If the redirection is confirmed, ensure the driver is informed and follows the guidance in order to prevent NCNS.

Rejected Deliveries

Health & Safety is first and foremost at Amazon FCs so anything deemed unsafe in regards to Amazon's delivery guidelines will be rejected. This causes delays and inefficiencies in our supply chain, so please ensure your load is compliant before attempting delivery.

Rejected Deliveries occur when non compliances are identified in the truck or the driver at their arrival at the Amazon FC. For the full list check the [Carrier Manual](#), but the most common reasons are:

- Health & Safety: unstable pallets, load exceeding max height limit
- Inaccessible stock: unacceptable vehicle, pallets not directly accessible / loaded on the wrong side
- Uncompliant load: non epal pallets, damaged cartons, non active fit constraints
- Operational issues: invalid / no booking, driver arrived 30 mins later than scheduled arrival (no capacity at FC)

If a Carrier arrives at an Amazon FC and the inbound team find the load is not adhering to Amazon delivery guidelines, Carrier must return the items to their depot and sort the load so that it is compliant. Then the Carrier must request a new appointment as usual on Carrier Central.



Carrier Best Practices

ROC Contacts

EU Relay Operations Center is a 24x7 operations centre based in UK, Czech Republic, Spain and India. It is mainly responsible for resolving all transportation related issues, collaborating with Warehouses and Carriers to resolve the issues and ensure correct planning. Contact ROC for reporting delays, missing proof of delivery, loading / unloading processes and any operational issue connected with Amazon load by using the use cases below.

Use Case	Email Address	Subject Line (mandatory)
Request a new Fixed Slot	eu-roc-ib-fixedslot@amazon.com	[REGION][COUNTRY][FC][SCAC] New FS request
Cancel a Fixed Slot (one off or permanent)	eu-roc-ib-fixedslot@amazon.com	[REGION][COUNTRY][FC][SCAC] FS cancelation request
Request a different fixed slot	eu-roc-ib-fixedslot@amazon.com	[REGION][COUNTRY][FC][SCAC] Fixed Slot Wrong time
Report your backlog status	eu-roc-ib-carrier-backlog@amazon.com	[REGION][COUNTRY][FC][SCAC] BL Reporting
Delivering to an alternative FC	eu-roc-ib-redirections@amazon.com	[REGION][COUNTRY][FC][SCAC] Redirection Request
You're experiencing issues at the Inbound Consolidation Center	eu-roc-ib-redirections@amazon.com	[REGION][COUNTRY][FC][SCAC] ICC Request
You're experiencing Unloading Delays at an FC	eu-roc-ib-sche@amazon.com	[REGION][COUNTRY][FC][SCAC] Unloading Delays
You're running late for your appointment and later slot is not available for today in Carrier Central	eu-roc-ib-ops@amazon.com	[REGION][COUNTRY][FC][SCAC] Late Truck
You're experiencing issues booking an appointment in Carrier Central	eu-roc-ib-ops@amazon.com	[REGION][COUNTRY][FC][SCAC] PO Issue
You have a question regarding the Carrier Manual	eu-roc-ib-ops@amazon.com	[REGION][COUNTRY][FC][SCAC] Carrier Manual question
Other issues related to Carrier Central or documentation	eu-roc-ib-ops@amazon.com	[REGION][COUNTRY][FC][SCAC] Carrier Central issue
Your truck has been incorrectly rejected by the FC	eu-roc-ib-ops@amazon.com	[REGION][COUNTRY][FC][SCAC] Rejection at FC
Request scheduling modifications	eu-roc-ib-ops@amazon.com	[REGION][COUNTRY][FC][SCAC] Scheduling Change request
Your Request is not listed above	eu-roc-ib-ops@amazon.com	[REGION][COUNTRY][FC][SCAC] Other