

# Amazon Inbound US Prepaid Carrier Manual

Effective: April 5, 2026



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# Overview

Carrier partners play a critical role in helping Amazon succeed in our goal to be the most Customer-centric company on Earth. We aim to work together to create a highly efficient experience that satisfies Amazon's and our partners' business needs. We place a high value on both service performance and responsiveness, and reward carriers that consistently deliver superior results.

Some of the metrics that we use to evaluate our carrier partners include:

- Scheduling First Pass Yield (FPY)
  - Appointment Reschedules
  - Appointment Cancellations/Deletions
- No Call/No Show (NCNS)
- Trailer Seal Compliance
- On Time Arrival (OTA)

In this manual are the requirements, policies, and expectations for Inbound Prepaid carrier to succeed as a partner with Amazon.com Services LLC and **Amazon Canada Fulfillment Services, ULC**. The intention of this manual is to enhance the operations between Amazon and our carrier partners to improve performance, consistency, and the carrier experience.

**It is expected that ALL carriers read and adhere to this manual in its entirety.**

This manual will be kept up to date with current expectations and programs but does not supersede or change any official documents or contractual terms between carriers and Amazon.

# Summary of Change

## New Programs & Recent Additions

This manual will be updated regularly and be made available to all carriers onboarded with Amazon. This section will be utilized to inform carriers of changes to this manual each update that occurs.

Amazon encourages feedback from all carriers. Our goal is to make processes as efficient as possible, and we ask for assistance from carriers in doing so

Please email [theypaycarriermanual@amazon.com](mailto:theypaycarriermanual@amazon.com) with your feedback.

Major additions/changes since last update are highlighted throughout manual.

## April 2026

- WASP 3.0 Performance
- Equipment Requirement Updates
- Pallet and Floor Loading Updates
- Capacity Adherence Rate (CAR) Updates
- Onboarding Thresholds updated for WASP 3.0

# Key Definitions

- **Bill of Lading (“BOL” or “BL”)** – Legal document that is issued by a carrier to the shipper. It contains details about which goods are being shipped, where the shipment is coming from and going to, as well as details of the shipper, carrier, and consignee. Serves three (3) functions:
  1. Evidence of a contract of carriage.
  2. Receipt of goods i.e. an acknowledgement that the carrier has received the freight.
  3. Document of legal title to goods.
- **Carrier** – The party that moves the cargo
- **Carrier Management Specialist (“CMS”)** – Onboarding program Carrier contact
- **Carrier Requested Delivery Date (“CRDD” or “RDD”)** – This is the first date and time the Carrier can make physical delivery at an Amazon facility.
- **Consignee (“Amazon”)** – The party designated to receive the shipment.
- **Delivery Receipt Manifest (“DRM”)** – is used to document the details of the delivery such as shipper, receiver, number and/or weight of cargo items, origin, and destination
- **Electronic POD (“ePOD”)** – This document serves only as confirmation that the appointment described on BOL from the carrier has been delivered to Amazon. The content has not yet been inspected and therefore Amazon makes no representation at this time about the quality, quantity, or condition of the units contained in the shipment.
- **Fulfillment Center (“FC”)** – Amazon facility designed as destination for inbound shipments to hold goods for periods of time before transitioning inventory into customer shipments.
- **First Pass Yield (“FPY”)** – the number of appointments which were successfully delivered as originally scheduled, without any reschedules / cancellations / or deletions. FPYcc is Carrier Controllable FPY
- **Holidays** – Recognized US holidays are: New Year’s Day, MLK Jr. Day, Memorial Day, Independence Day, Labor Day, Thanksgiving and Christmas. For holidays outside of the US, contact [ait-ib-scheduling@amazon.com](mailto:ait-ib-scheduling@amazon.com)
- **Inbound Shipment Appointment (“ISA”)** – Confirmation number accompanying an inbound delivery appointment. Driver will provide ISA to gate agent upon arrival at Amazon facility
- **Inbound Shipment Delivery (“ISD”)** – represent a shipment from one vendor to one DC. This roughly translates to one ISD equaling one bol or pro delivered on a trailer. There can be one or more POs associated with the ISD. Also the quantities can be as small as a single carton up to several pallets.
- **Inbound Crossdock (“IXD”)** – Facility where inbound shipments are received to be strategically consolidated and shipped to final destination at an FC.
- **Less-Than-Truckload (“LTL”)** – Shipments that do not require an entire trailer, typically <50% of 53 ft trailer and must be palletized. Freight originates from several destinations and organized by carrier, often through use of an IXD before being sent to destination
- **No Call No Show (“NCNS”)** – An appointment that is scheduled but not used by the carrier for delivery. ISA’s can be deleted when carrier has not arrived within 60 minutes of the Scheduled Arrival Time.

# Key Definitions

- **Progressive Number (“PRO”)** – The PRO number is used by a carrier to identify and then track a specific order turned over by a vendor by for shipment. Carriers assign a PRO number or tracking number to each order
- **Purchase Order (“PO”)** – Used by customers, e.g. Amazon, to procure/track materials from suppliers. Amazon uses an alphanumeric format that begins with a number, followed by 6 letters/numbers and ends with a letter.
- **Prepaid (“TheyPay”)** – The consignor (Shipper) pays the freight charges.
- **Refusals** – A trailer, shipment, or portion of a shipment is subject to refusal at the FC if associates are unable to safely unload the trailer or verify the contents of the shipment.
- **Scheduled Arrival Time (“SAT”)** – This refers to the date and time (hour) the carrier is expected to check-in with the site gate for delivery.
- **Shipper (“Vendor” or “Seller”)** - The party supplying the inventory (units, cartons) being transported.
- **Standard Carrier Alpha Code (“SCAC”)** –a unique two-to-four-letter code used to identify transportation companies. SCAC codes are obtained from NMFTA (National Motor Freight Traffic Association Inc)
- **Seal** – Mechanical device marked with a unique identifier and usually designed for a single use, which is externally affixed to the container/trailer doors and designed to evidence tampering or intrusion through the doors of a container/trailer and to secure closed doors of a container/trailer
- **Secured Yard** – Must be fully fenced on all sides with monitored entrance/exit points and 24/7 remote monitoring with regularly scheduled live sweeps.
- **SSID (Single Shipment Identifier)-ARN, FBA Shipment ID, PRO or BOL.** Must be unique to each appointment created
- **Transportation Operations Management (“TOM” or “TOM team”)** – Central management team supporting FC operations, yard management and acting to resolve issues on site level.
- **On-Time Arrival (“OTA”)** – Metric measured against Carrier Performance. To maintain OTA, carriers should not arrive earlier than 30 minutes before SAT and no later than 30 minutes after SAT
- **Warning and Suspension Program (“WASP”)** – Team that monitors Carrier Performance thru Warnings and Suspension. Questions on Warnings or Suspension can be emailed to [ait-wasp@amazon.com](mailto:ait-wasp@amazon.com)
- **Proof of Delivery (“POD”)** – A document that confirms an order has arrived at its destination and was successfully delivered to the intended recipient.
- **Truckload (“TL”)** – Loads are picked up at one origin site as a full trailer and transported via linehaul to an Amazon facility. Max weight is 40,000 lbs, max volume is 3,500 cu ft and max number of pallets is 60 stackable/30 unstackable. TL shipments can be floor loaded

# General Information

## Driver Safety

Carriers are expected to ensure the safety of their drivers at all times. This includes ensuring safe conditions and driver welfare, e.g., if driver reports inability to drive due to lack of sleep or other reason, then they are taken off the road even if they are within their regulatory drive hours.

Amazon loads are expected to be monitored entering and exiting the yard and checked to make sure the proper agents are pulling the loads from the secure yard.

## High Value Loads

In addition to any mutually agreed upon standards, carrier must also comply with these requirements for all services involving specifically identified as High/Highest value:

Team drivers are required and at least one driver must remain with the load at all times

Tractor must be equipped with GPS tracking and must provide electronic updates.

No stops allowed within 200 miles of pick-up and 200 miles of delivery.

If a trailer must be left unattended, it must be parked in a secure yard as described – “A secure yard must be fully fenced on all sides with monitored entrance/exit points and 24/7 remote monitoring with regularly scheduled live sweeps”

# General Information

## FC Check-In Security/Safety

Check-ins will only be conducted at the guard shack while the driver is in their truck. At no point should a driver leave their truck unattended or approach a guard shack on foot, this is considered a safety violation

Amazon will never approach a driver outside of an Amazon facility or request they leave their truck unattended to check-in

If anyone, especially someone identifying as an Amazon employee, approaches the driver outside of an Amazon site, driver will remain in their truck until inside the Amazon yard and continue to follow all safety protocols

Carrier must follow Amazon yard rules when picking up and delivering at all Amazon facilities

Drivers are to maintain a professional and courteous attitude toward Amazon FC employees, customers and other service providers at all times.

Any damage to driver, property, or Amazon property must be reported immediately to ship clerk for documentation and resolution.

## Delivery

Standard unloading free time allowance for LIVE loads is 2 hours per appointment.

Amazon Policy is one (1) ISA per trailer. **DO NOT** combine multiple ISA's for same site on one trailer as this will result in one ISA being checked in and all others being deleted for NCNS. If you add freight to a trailer, please add that freight to the original ISA. **DO NOT** create a new ISA.

Amazon freight must be clearly marked for Amazon. Amazon will not remove another companies freight to access the Amazon freight. If NON Amazon freight is loaded on trailer carrier must make sure this freight is clearly separated from the Amazon freight.

If trailer contains freight for multiple Amazon FC's please make sure freight is clearly separated and marked for each site to avoid site unloading all freight on trailer.

All TheyPay loads are LIVE unloads. Drivers must remain until trailer is unloaded and released by the site. TheyPay freight is not allowed to drop at any Amazon FC

# General Information

## Yard Safety

Failure to follow Amazon Yard Rules will result in driver escalation to Carrier Safety which may result in driver being banned from all Amazon yards

1. Only connect to a trailer with a **GREEN** exterior dock light.
2. **DO NOT** hook to any trailer with a **RED** dock light.
3. Drivers must wear a safety vest and closed-toe shoes whenever in the yard and outside their vehicles.
4. Drivers are responsible for opening and closing side-hinged style trailer doors upon arrive/departure from dock. During the check in process, drivers should be informed to **NOT** cut their seal regardless if they are going to a dock door or parking slip. If the loads are sealed with a lock, the drivers are responsible for removing the lock.
5. Drivers will surrender their keys for all box trucks (trucks that cannot detach from the trailer) that are to be unloaded by Amazon personnel.
6. Drivers will not hook up to their trailer until directed by Amazon personnel. Tractor must be completely unhooked and at least 6 ft away from trailer after docking.
7. Drivers must wait in the driver area in the building or in their cab >6 ft away from the trailers. Drivers may wait in their cab or in designated tractor parking.
8. No idling or smoking in the trailer yard unless in a designated area.
9. Trailers 28 ft or less require 2 jack stands. Amazon personnel are responsible for placing and removing jack stands.
10. Trailers that **DO NOT** engage to the dock lock will have a glad lock or king pin applied. Amazon personnel are responsible for applying and removing these devices.
11. Drivers are responsible for placing wheel chock(s) upon arrival and removing wheel chock(s) from the trailer prior to departure.
12. Drivers are expected to follow any site-specific safety rules posted upon arrive at the site.
13. In the event of an emergency or severe weather, please follow the guidance of Amazon Personnel.

# General Information

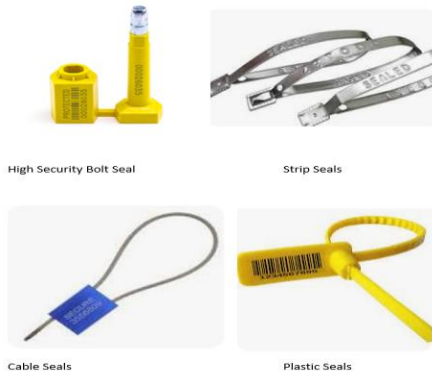
## Seal Compliance

All loads must be secured with a seal once enroute to an Amazon facility. All seals shall be [ISO 17712](#) compliant for all assets entering Amazon yards, meeting the following conditions:

- Strong and durable against weather, chemical action and undetectable tampering
- Easy to apply and sealed
- Permanently and uniquely marked/numbered with an easily identifiable manufacturer's logo

Carriers must maintain the following seal compliance rates:

- **Live Loads:** Minimum 90% seal compliance rate required
- **Drop Loads:** Minimum 95% seal compliance rate required



**RFID Seals (Preferred):** RFID seals are the preferred seal type for Amazon deliveries. Amazon cameras at guard shack entrances can automatically read these seals during check-in, streamlining the arrival process

**TL:** shipments traveling more than 250 miles from origin to destination must use a high-security bolt seal with seal number notated on the Bill of Lading (BOL)

**LTL:** LTL carriers must seal trailers following consolidation at their terminal. Seal numbers must be notated on the corresponding BOLs/DRM prior to delivery at Amazon facility. Carriers are responsible for securing loads between vendor/seller pickups prior to consolidation

**Seal Integrity During Transit:** Drivers must not cut seals once they enroute to the Amazon facility. Seals must remain intact during transit and upon arrival at Amazon facilities. Amazon's TOM teams are responsible for cutting/removing seals upon driver's arrival. Any seal tampering or removal during transit will be documented and may result in compliance violations

**Verification and Documentation:** Amazon utilizes ALPR (Automatic License Plate Reader) camera systems at facility entrances to capture seal verification images. Carriers should ensure:

- Seals are positioned on the rear of trailers for optimal camera visibility
- Seal numbers are clearly visible and legible
- Trailers arrive with seals intact and properly secured

**Dispute Process:** To dispute any seal non-compliance issues, please email: [seal-carrier-disputes@amazon.com](mailto:seal-carrier-disputes@amazon.com)

## Unauthorized Dwelling Trailers

Only carriers that have signed Trailer Interchange Agreements may drop trailers and have authorized dwells.

Any trailer that belongs to a carrier that does **NOT** have a signed Trailer Interchange Agreement with Amazon and is empty and dwelling in the yard is unauthorized and will be towed.

Carriers will have **48 hours** from receiving a notice that they have a dwelling trailer to retrieve their empty trailer before the process to have the trailer towed is initiated

If the empty trailer is not removed with **48 hours** from the above escalation, Amazon will give TOM team permission to tow the empty trailer from the yard. This action will be communicated to the carrier and will include the company used for towing and the estimated date for removal.

# General Information

## Equipment Requirements for Inbound Delivery

The following trailer configurations are approved for inbound deliveries:

- **Standard 53' trailer** (skirted or non-skirted)
- **Standard 53' Intermodal (Rail) trailer**
- **Box truck**
- **Pup trailer / Intermodal** (usually single axle, 32' and shorter, or 26' with double axles)

### Technical Requirements

All trailers must meet the following specifications:

#### Dock Height

- Trailer floor must be at standard dock height: **48" ± 6"**

#### Dock Lock Compatibility

- Trailer must be compatible with and engage properly to standard dock lock systems

#### Container Type

- Container must be **fully enclosed**
- **Not permitted:** flatbed, soft-side, or any other open container types

## Vehicle Condition Requirements

Vehicles arriving at Amazon facilities must meet these requirements:

- Vehicle floor must withstand the weight and height of a 13-foot, 6-inch powered industrial truck (forklift) for offloading
- Floor must be well maintained, safe, and free from obstructions and damage (no holes)
- Trailers with uneven or corrugated floors (such as in refrigerated trailers) are highly discouraged. Climate-controlled trailers require palletized product only; floor-loaded product on uneven floors will be refused
- Vehicle must be watertight, clean, and free of strong odors
- Securing straps must be firmly fixed when not in use and not hanging freely
- Use load bars, tension straps, air pillows, or diamond corrugate shims to secure double-stacked pallets
- Secure final pallets with load bars or tension straps to prevent freight from falling when doors open

# General Information

## Loading Pallets into Trailers

### Shipment Weight and Volume Limits

#### Less-than-Truckload (LTL) Shipments:

- Maximum: 14 single-stacked or 28 double-stacked standard pallets
- Maximum weight: 20,000 lb
- Maximum volume: 1,600 cubic feet (cu ft)

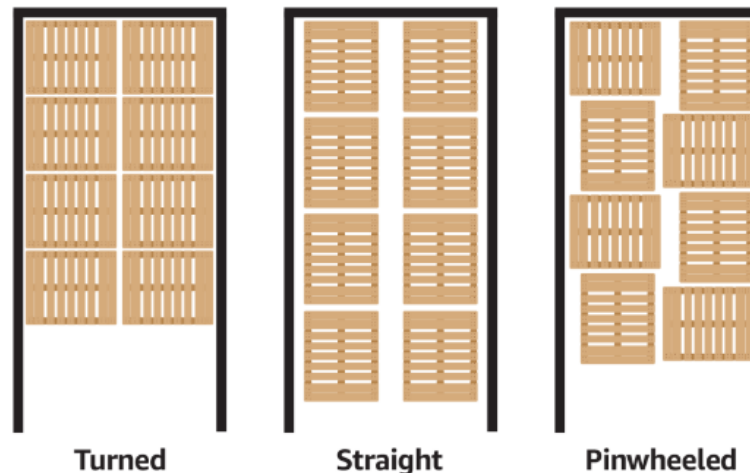
#### Full Truckload (FTL) Shipments:

- Maximum weight: 44,000 lb
- Maximum volume: 3,900 cubic feet (cu ft)
- Allows up to 30 single-stacked or 60 double-stacked standard pallets in pinwheeled configuration

### Pallet Arrangement and Clearance

- Arrange double-stacked pallets so both pallets are accessible by forklift from the same side
- Maintain at least 6" between freight and container ceiling
- Leave 6" at the back of the trailer for dock plate engagement at the receiving dock

### Pallet Configurations



# General Information

## Trailer Loading and Spacing Requirements

### Spacing Between Freight:

- Leave 6" between freight and either side of the trailer
- Leave 6" between freight and the center line to allow safe maneuvering for clamp truck drivers
- Use corrugate shims in the 6-inch gaps between walls and center lines to prevent sideways movement

### Securing Double-Stacked Pallets:

- Use load bars, tension straps, air pillows, and/or diamond corrugate shims to secure any double-stacked pallet that may shift in transit
- Secure pallets with spaces of up to 5" between the stack and the pallet's front, rear, or sides
- Fill spaces with appropriate dunnage when pallet loads do not reach the edges of the pallet

### Trailer Door Security:

- Use load bars or tension straps to secure the final pallets placed on a trailer to prevent freight from falling when doors are opened
- Tension straps must not be hanging free and must be secured if not used.

### LTL Shipment Loading:

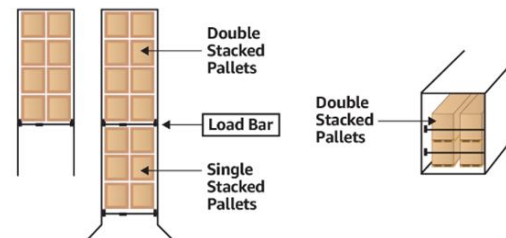
- Load pallets straight
- Arrange pallets so pallet-level labels face the trailer's rear doors for easy shipment identification
- Each trailer should only contain palletized freight and cannot be mixed with floor loaded freight

### Rear Clearance and Protection:

- Leave 6" at the back of the trailer to allow the dock plate to be engaged at the Amazon Facility
- Place adequate-strength cardboard against the cargo nearest the trailer's rear doors
- Secure cardboard in place using load bars or tension straps to prevent cartons from coming into direct contact with the doors

### Load Balancing:

Ensure shipments are loaded into the trailer in a balanced manner that prevents the load from shifting during transit or unloading. Products must be stretch-wrapped together to prevent insecure loading.



# General Information

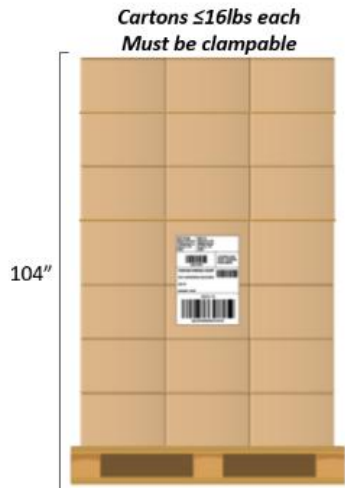
## Palletized Single Stacked Loads

Palletized freight is assembled on a standard 40" x 48" pallet and shrink wrapped from the pallet to the top of the freight to keep the shipment stable during transportation and unloading. Pallets can be mixed or single ASIN.

### Single Stacking Requirements:

- Cartons  $\leq 16$  lbs (clampable): Can be single stacked up to 104" without a slip sheet or separator
- Cartons  $> 16$  lbs: Can be stacked up to 72" including the pallet

### Palletized Single Stack



## Palletized Double Stacked Loads

### Double Stacked Pallet Requirements:

Same assembly and wrapping requirements as single stacked pallets.

- Maximum height: 104" to allow sufficient clearance for offloading
- Each stack segment requires a unique pallet label specific to its contents
- Place labels in the center of each segment; do not place pallet labels side by side
- If using a slip sheet to separate segments, freight must be clampable

### Palletized Double Stack



# General Information

## AMXL and Heavy Bulky Shipment Palletization Requirements

### Height Restrictions

- Palletized freight should not exceed 6 feet (72 inches) in height
- For **Non-stackable & Non-clampable pallets**, build up to a max of 72" (67" of inventory + 5" of pallet height).
- When double stacking pallets in a trailer, total height should not exceed 8 feet (96 inches)

### Pallet Building Specifications

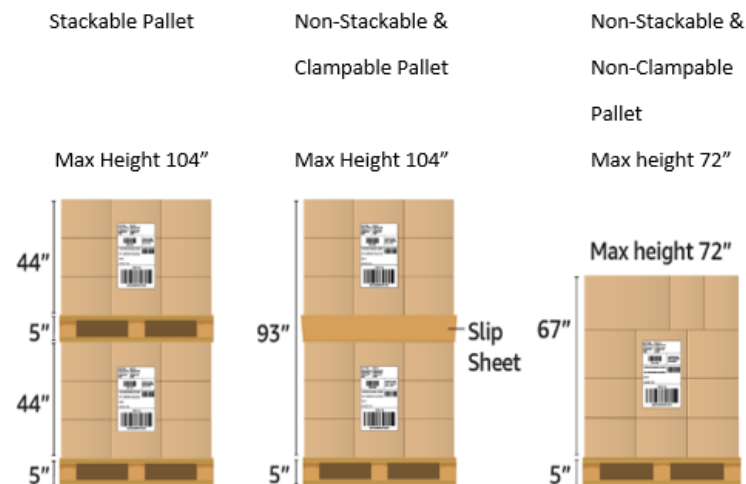
- **For Double-Stackable Pallets:**
  - Build pallets 49" tall (44" of inventory + 5" of pallet height)
  - Create unbroken flat tops to allow stacking
  - Stacked pallets must be stable and straight
  - Total weight of stacked pallets must not exceed 1,500 lb
  - Place the heaviest pallet at the bottom of the stack
- **For Non-Stackable Inventory:**
  - Build clampable pallets up to 98" tall (93" of inventory + 5" of pallet height)
  - **Note:** Paper products and pressurized cans are not clampable and may be damaged by clamp trucks

### Tall Pallet Requirements

Tall pallets require separation into two parts at 49" of freight:

- Place a slip sheet between the two sections
- Wrap the sections separately in stretch wrap
- Label the two sections separately so the top portion can be received independently of the bottom portion

If inventory cannot be double-stacked ("**Non-stackable**"), build **Clampable pallets** up to 104" tall (99" of inventory + 5" of pallet height).



# General Information

## Floor Loads

Floor-loaded freight consists of unpalletized stacked cartons or packaged heavy/bulky items that must be loaded and unloaded by hand. Only use containers that are at least 104" tall for floor-loaded freight.

### Loading and Stacking Requirements

- Stack boxes in rows using an alternating pattern (T-Stack) for stability—do not column or tower stack
- Place heavier boxes on bottom with lighter boxes on top to prevent crushing and toppling
- Stretch-wrap stacks of the same ASIN together
- Do not bundle cartons or items with straps, zip ties, tape, or string

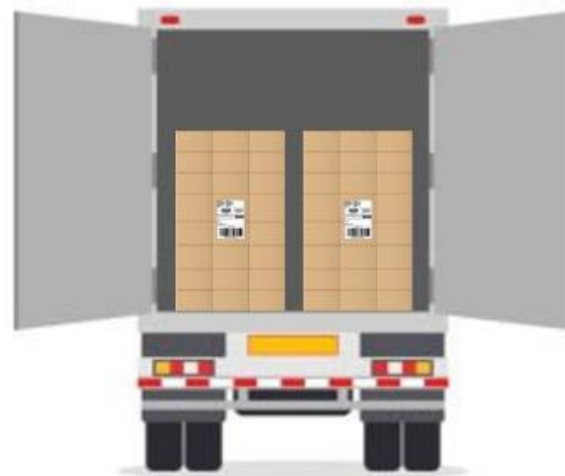
### Trailer Loading Best Practices

- Maintain stability between stacked cartons and container walls
- Never force cartons into tight spaces as this creates unloading difficulties
- Use appropriate dunnage material to fill spaces between stacks and prevent shifting during transit
- Secure floor-loaded shipments inside the trailer using tension straps

### Important Restrictions

- Each trailer must contain only floor-loaded freight and cannot be mixed with palletized freight
- Floor-loaded shipments requiring extensive handling may be refused at the receiving dock for safety reasons

### Floor-Loaded Example Shipment with Clampable Carton Stacks



# General Information

## Clampable Floor-Loaded Stacks

Clampable, floor-loaded stacks are similar to pallets but are loaded on the floor of the trailer instead of on a wooden pallet. When this freight arrives, Amazon will clamp it to place it on a pallet, meaning freight in this format must be clampable. To be clampable, stacks must have at least 6" between stacks to allow space for the clamp truck.

### Wrapping and Stacking Requirements

Clampable floor-loaded stacks must be assembled and shrink-wrapped so they are safe for transportation and unloading. Similar to pallets, shrink wrap must go from the bottom to the top of the stack and go around at least 5 times.

- If cartons are <16 lbs each and are clampable, freight can be single stacked, without a slip sheet or separator, up to 104"
- If cartons are >16 lbs each, they can only be stacked up to 72".



# General Information

## Refusals

A trailer, shipment, or portion of a shipment is subject to refusal at the FC if associates are unable to safely unload the trailer or verify the contents of the shipment.

Site should provide the driver with the refusal case number. Carrier will need to address all questions, concerns and issue with the load quality on the refusal case. Amazon internal teams will work through the case by adding the carrier into the case for all correspondence and visibility into refusal reason and next steps for carrier.

**NOTE:** *Only the Amazon Refusals team can advise on any refusal case. The Scheduling team, WASP, Onboarding, Compliance team and Appointment Support will not be able to assist.*

Site should return the BOL to the driver with the refusal case and refusal reason clearly defined on the BOL.

Driver will need to remove the trailer from the yard upon direction of Amazon personnel once trailer has been refused.

Due to safety concerns, the use of trailers with uneven or corrugated floors such as those in refrigerated trailers are *discouraged* but are acceptable for use.

In the event that product must be shipped in a climate-controlled trailer, product is preferred to be palletized.

Non-palletized (floor loaded) product that arrives to Amazon FCs on a trailer with uneven or corrugated floors will be refused.

Under all circumstances, shipments must be loaded in a manner that is balanced and that prevents the load from shifting.

# General Information

## Valid Refusals Reasons

- **Documentation & Administrative Issues**
  - Non-Amazon Product in front of Amazon Product
  - Carrier arrives without an ISA or VRID
  - TheyPay driver arrives with no BOL
  - Load Type Mismatch – if load configuration does not match the appointment (ie/ pallet/clamp) AND the BOL information does not match the PO information
- **Pallet Build Non-Compliance**
- *Pallet Build not in alignment with Vendor Manual:*
  - Single stack – if single stack pallet is > 72" AND cannot clamp
  - More than 2 pallets stacked on top of each other
  - Double stacked pallets > 104"
  - Clampable Stack > 104"
- **Load Safety & Stability Issues**
  - Pallet not properly wrapped
  - Pallets fallen over during transit
  - Pallets leaning on one another
  - Clampable Stack has less than 6" clearance from either side
- **Trailer Safety Issues**
  - Trailer damage – unsafe to TDR or unsafe to enter
- **Damaged Freight**
  - Only TheyPay: Leave all damaged cartons on trailer
- **Misship/ Missort**
  - Sites can refuse freight shipped that does not match their sort site because they cannot process it.
  - Sites can also refuse freight addressed to another FC.



# Bill of Ladings

## BOL Process

Prior to departing the yard:

1. Driver will need to enter driver cage inside of FC (sign posted alerting where the entrance is).
2. Driver will provide BOL copies to cage attendant.
3. Attendant will verify PO's on the BOL against the ISA data.
4. Attendant will provide signed/stamped BOL to Driver showing trailer was arrived onsite.

Driver should make every effort to retrieve the signed/stamped BOL at the time of delivery.

**NOTE:** *Driver will need a physical copy of BOL when attempting delivery.*



The image shows a sample of an Amazon Proof of Delivery (POD) form. At the top, it features the Amazon logo and the title "Proof of Delivery". Below this, there is a table with two columns. The left column lists various appointment and location details, while the right column provides the corresponding values. The Carrier field is redacted with a black box. At the bottom of the form, there is a disclaimer in small text stating that the document is only a confirmation of possession and does not represent an inspection of the shipment's contents.

<b>amazon</b>	
<b>Proof of Delivery</b>	
Appointment ID	[REDACTED]
Carrier	[REDACTED]
Amazon Warehouse	CMH2
Appointment Type	LIVE
Current Location	DD223
Expected Arrival Date	2024/04/12 20:00 EDT
Actual Arrival date	2024/04/12 20:03 EDT

This document serves only as a confirmation that the shipment described above from the carrier is now in the possession of Amazon. Amazon has not yet inspected the contents of the shipment and therefore makes no representations at this time about the quality, quantity, or condition of the units contained in the shipment. Drivers must provide BOL to the Amazon Inbound Dock Clerk for both the drop and the live loads to get Proof of Delivery (POD).

## ePOD

The carrier may verify the delivery through Carrier Central and view the ePOD provided once the ISA has been marked "Arrived".

**NOTE:** *BOL and PRO numbers must be correct when submitting appointment request through Carrier Central. These are used to provide Shippers appointment visibility.*

The ePOD obtained through Carrier Central serves only as confirmation that the BOL appointment described on from the carrier has been delivered to Amazon. The content has not yet been inspected and therefore Amazon makes no representation at this time about the quality, quantity, or condition of the units contained in the shipment

TheyPay/nPCP carriers can request a copy of the POD by emailing [theypay-gl-pod-requests@amazon.com](mailto:theypay-gl-pod-requests@amazon.com)

**NOTE:** *If ISA is deleted, carrier will not be able to use ePOD for proof of delivery*

## Account Creation

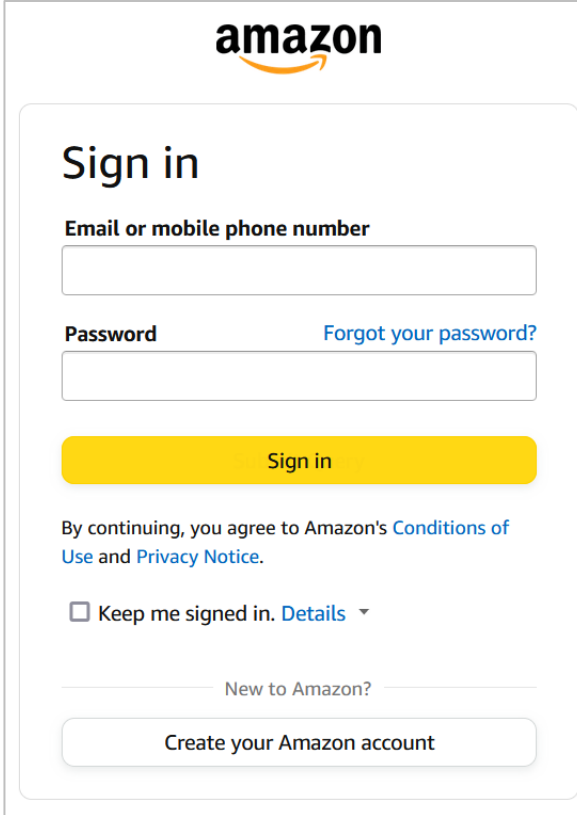
All inbound freight deliveries to the FC, excluding Small Parcel, require an appointment. All inbound appointments must be made online via Amazon's Carrier Central site, as outlined in the Carrier Central User Manual, with the exception of Onboarding and Low Volume Carriers.

Prepaid carriers must register via the Amazon web-based portal at [carriercentral.amazon.com](https://carriercentral.amazon.com) and request an account. Please type this website address directly into your browser. Clicking on a link from another website is a security risk and will result in a no access error message.

It is recommended that carrier has a representative on each shift with access to Carrier Central and is familiar with its features. This is so appointment changes can be performed as soon as required.

Carriers are expected to create appointments in confidence that they are able to deliver on the requested date and time, arrive as expected per the granted appointment, or manage in advance and not create defects.

Established carriers with active Carrier Central accounts can add new users. New users need to apply and provide all valid Carrier information which will be verified before approval.



The screenshot shows the Amazon sign-in interface. At the top is the Amazon logo. Below it is the heading "Sign in". There are two input fields: "Email or mobile phone number" and "Password". To the right of the password field is a link "Forgot your password?". Below the input fields is a yellow "Sign in" button. Underneath the button is the text "By continuing, you agree to Amazon's [Conditions of Use](#) and [Privacy Notice](#)." Below that is a checkbox labeled "Keep me signed in." with a "Details" link. At the bottom, there is a link "New to Amazon?" and a button "Create your Amazon account".

# Carrier Central

## New Account Requests

All Prepaid carriers requesting new accounts for Carrier Central are expected to meet these verifiable requirements prior to moving into the Onboarding program, no exceptions.

**NOTE:** *Account type must be “Carrier”; Vendor accounts are no longer authorized for external use.*

Account requests will result in being **denied** for the following:

- Providing any false, inaccurate, or misleading information.
- Failing to respond to email verifications within 24-hours or returned as undeliverable.
- USDOT is currently suspended from Amazon Relay (Outbound).
- Company DBA (Primary) or Legal Name (Secondary) registered with USDOT does not match account Company Name on request.

**NOTE:** *Email on request must be linked to or include company name. Personal emails are not allowed.*

## USDOT Requirements

USDOT Status must be “Active” or “Authorized”.

Minimum of 180 days tenure.

Operating Authority Status must be “Authorized”.

Cargo Carried must include “General Freight”.

## SCAC Requirements

SCAC assigned by National Motor Freight Transportation Association (“NMFTA”) must be owned by carrier and “Active” with USDOT number associated.

# New Carrier Onboarding

All new carriers (no established account) will be required to attend the Onboarding Program workshop.

Once email verification has been received from the account requestor, a Carrier Management Specialist (CMS) will be assigned. The CMS will schedule a mandatory Zoom call to discuss the Onboarding Program. If the carrier misses this call, their account request will be denied. Missing three onboarding calls will result in a 90-day waiting period before the carrier can reapply.

The onboarding program lasts 4 weeks. To successfully complete the onboarding period, carriers must achieve a First Pass Yield (FPY) of 85% or higher and maintain a No Call, No Show (NCNS) rate of 4% or lower. Following their initial meeting with the CMS, carriers will receive Carrier Central access through the email address provided in their application. Carriers will then be able to create their own appointments and update them as needed. Carriers will be responsible for monitoring their performance via the performance tab in Carrier Central.

If at any point during the onboarding process, FPY is below 85% and/ or NCNS is above 4%, the CMS will schedule a coaching call. If at the end of the 4-week onboarding period, FPY is below 85% or your NCNS rate is above 4%, the account will be denied. After the first and second attempt to Onboarding, Carrier must wait 60 days before reapplying. A third attempt requires a 90-day waiting period.

If carriers do not create any appointment within 4 weeks from the initial onboarding call, the account will be denied and carriers will need to reapply to begin the process again. Carriers without any Amazon deliveries do not need accounts or assistance with appointment creation. They should reapply once they have freight to deliver to Amazon.

When carriers pass the Onboarding program, their account will remain active as long as the performance thresholds specified in this Manual are maintained. The performance during the 4-week onboarding period will be included in the full 8-week performance review. If Carrier fails to meet performance thresholds, they may face suspension 4 weeks after the initial approval.

The onboarding team has coverage Monday thru Friday from 0600-1630 (AZ time), Saturday from 0600-1430 (AZ time) and Sundays from 0830-1700 (AZ time). Any requests received after these times will NOT be actioned until the next day as we do not have afterhours coverage at this time

Please note that Suspended Carriers eligible to apply for reinstatement will go thru this Onboarding Program

Rescheduling Appointments Video - [Appointment Rescheduling](#)

# Performance

## There are three (3) primary metrics used to measure Carrier Delivery Performance.

- **First Pass Yield (“FPY”)** measures the number of appointments which were successfully delivered as originally scheduled, without any reschedules, cancellations, or deletions. Amazon measures and attributes defects using the responsible parties identifier for the first change to an ISA, over any time horizon. The 72-hr rule for reschedules and cancellations will no longer apply.
  - **Example 1:** An ISA is created on 4/20/2024, for an appointment on 4/28/2024. On 4/22/2024, the Carrier reschedules the appointment to a later time. This would be considered a carrier defect as the carrier was the first party to adjust the appointment.
  - **Example 2:** An ISA is created on 4/20/2024, for an appointment on 4/28/2024. On 4/22/2024, Amazon reschedules the appointment to an earlier time, and then the carrier reschedules the appointment to a later time. This would be considered an Amazon defect as Amazon was the first party to adjust the appointment.
- **SSID (Single Shipment Identifier) Manifest Accuracy.**
  - Measures whether loads details (i.e., the PRO and BOL information) provided at the time of scheduling carrier appointments match what is actually received at Amazon Facilities
  - For TheyPay/nPCP shipments, carriers will provide a full and accurate list of identifiers (PRO or BOL) that their shippers aligned on.
  - [SSID One Pager for Carriers](#)
- **No-Call/No-Show (“NCNS”)** calculates the number of No Call No Shows divided by the total ISA’s; or the percent of ISA’s that end up as No Call No Show.
- Carrier Central accounts which are not showing any ISAs created over past 90 days are subject to deactivation for Inactivity. Carriers not creating appointments to deliver to Amazon do not need Carrier Central accounts

# Performance

## Performance Thresholds

Thresholds are based on weighted trend performance over a trailing 8-week evaluation period; “Within Standards” is considered best-in-class for Amazon’s Shippers. Carriers can face suspension for not meeting one or all thresholds.

1. Carrier Controllable First Pass Yield (“**FPY<sub>CC</sub>**”) – FPY is segmented into Shipper v. Carrier v. Amazon accountability. **FPY<sub>CC</sub>** measures the number of appointments delivered without change to 1<sup>st</sup> SAT against the total appointment base (minus Amazon Controllable failures) in the evaluated time frame; meaning no reschedules, cancellations, or carrier caused deletions (including NCNS) agnostic of how far in advance the appointment was created.
2. No-Call/No-Show (“**NCNS**”) – refers to a scheduled delivery that does not occur, or occurs after its SAT (SAT+60 min), regardless of reason or previous FPY failures by Amazon, Carrier, or Shipper. Carriers are fully responsible for appointment management.
3. Single Shipment Identifier (“**SSID**”) Compliance measure whether load details in ISA match what is actually received at Amazon Facilities

Status	FPY <sub>CC</sub>	NCNS	SSID	Volume
Within Standards	>= 90%	<=5%	>=90%	>=100
Warning	>=85%	<=6%	>=85%	>=50
Final Warning	>=80%	<=7%	>=80%	<50
Pending Suspension	<80%	>7%	<80%	0

# Performance

## Carrier Compliance

Carriers SCAC code must remain active to avoid deactivation of Carrier Central account(s). If SCAC has expired, carriers will receive email notification to renew SCAC code with NMFTA or account will be deactivated until SCAC code has been renewed

Carrier USDOT Status must remain active, classified as Auth for Hire, and General Freight marked for Cargo to avoid deactivation of Carrier Central account(s). If USDOT status becomes OUT OF SERVICE, Inactive, or Not Authorized, the Carrier Central account will be deactivated immediately and all ISA's deleted. Carrier may reapply when USDOT issues have been corrected. Carriers with Intrastate only Carrier Operation can only create ISAs for Amazon sites within their legal domain state. If carrier creates ISAs for sites outside their legal domain state, the ISAs will be deleted and the Carrier Central account may be deactivated.

At times, Amazon may contact carriers to discuss performance via email requesting a scheduled call with the carrier. No response to this request or failure to attend three (3) scheduled calls can result in a 30-day deactivation of the Carrier Central account(s)

## Delivery Performance

Carriers delivering to Amazon's Fulfillment Centers must maintain an average 8-week FPYcc rate above 80.0% **and** a NCNS rate below 7%. Carriers consistently not meeting these thresholds may have their access to request appointments through Carrier Central suspended. Carriers with FPYcc rates under 50% and/or a NCNS rate above 7% will be suspended.

## Suspensions

The following Suspension periods will apply under WASP v3.0

Occurrence	Suspension
1 <sup>st</sup> Offense	60 days
2 <sup>nd</sup> Offense	180 days
3 <sup>rd</sup> Offense	1 year

All suspended carriers will be required to complete an Onboarding Reinstatement Program at the end of the suspension period

# Prepaid Carrier List

## About

The Prepaid Carrier List is a new initiative by Amazon to provide selling partners (“Shippers”) with greater visibility into some of the Carrier options available for delivering to Amazon’s fulfillment network. This list aims to increase transparency that will lead to improved delivery successes and shipper experiences.

**Table 1.** Objective Criteria Groupings

Arrived Shipments (P50)	Late-Arrival Rate (OTA <sub>Late</sub> )	Scheduling Accuracy (First Pass Yield [FPY])	No-Call/No-Show (NCNS)
≥100	≤10.0%	≥85%	≤5.0%
≥50	≤15.0%	≥75%	≤6.0%
<50	>20.0%	<70%	>7.5%

## Key Points

1. The list will surface objective (Carrier controllable) performance data on Carriers that have recently delivered to Amazon, empowering Shippers to make informed decisions about their transportation providers.
2. The list will focus on US-based Carriers with over 10 deliveries (arrived) per week to Amazon facilities in the trailing 8-weeks, sorted by shipment volume and performance metrics.
3. Carriers can use this list to understand how they are performing compared to others, and work to improve their scheduling accuracy or first pass yield (FPY), no-call/no-show rates (NCNS), and overall delivery reliability through on-time arrivals (OTA<sub>Late</sub>).
4. The Prepaid Carrier List is not an all-inclusive list of the available Prepaid Carrier options. Shippers may select Carriers that are not included on the Prepaid Carrier List to fulfill their Amazon Inbound transportation needs.
5. This is an iterative process, and Amazon will continue collecting feedback from Shippers and Carriers to enhance the list and overall carrier management experience over time.

**Table 2.** Prepaid Carrier List Example

Carrier	SCAC	US DOT#	Arrived Shipments (P50)	Late-Arrival Rate (OTA <sub>Late</sub> )	Scheduling Accuracy (First Pass Yield [FPY])	No-Call/No-Show (NCNS)
Carrier 1	ABCD	000011	≥100	≤10.0%	≥85%	≤6.0%
Carrier 2	BCDE	000202	≥50	>20.0%	≥85%	>7.5%
Carrier 3	CDEF	000016	<50	≤10.0%	≥75%	≤5.0%

# Defect Disputes

## Performance Disputes

Carriers can dispute any defect received on their account. Please **DO NOT** submit dispute cases until the defect is visible on your account.

- Email: [ibdp-defect-disputes@amazon.com](mailto:ibdp-defect-disputes@amazon.com)
  - Subject line should contain SCAC code, ISA, site code, and defect description
  - This email is for disputes only. The team cannot address any scheduling, account, suspension or Low Volume issues
- Defect Dispute cases are to be submitted for only one ISA per case. Cases received with multiple ISA's will be resolved without action and carrier notified to resubmit.
- Carriers should only submit disputes cases when the defect is visible on their account. If defect is not shown on the Carrier Central account then the defect is not visible in the dispute tools.
- For NCNS, you must provide the signed/stamped POD your driver received from the site.
  - If no stamped/signed POD was provided to your driver, please include the trailer number and license plate (if available) so that we may search our Yard tools for entry
- For Shipper Caused reschedule or cancellation, please submit all Seller/Vendor information (code, city and state) and documentation from the Seller/Vendor confirming that the reschedule or cancellation was caused by the shipper to [prepaid-sc-disputes@amazon.com](mailto:prepaid-sc-disputes@amazon.com)
- Dispute cases must be raised no later than 7 days after the Carrier Central Performance Dashboard updates. The Performance Dashboard updates on Monday nights for the previous week. Carriers then have 7 business days to submit disputes.
- Disputes team hours are Sunday thru Friday 0600-1630. Cases received outside these hours will be addressed the next day.

# Submitting Defect Disputes

- Make sure to submit dispute to the correct email alias to avoid delays
  - [ibdp-defect-disputes@amazon.com](mailto:ibdp-defect-disputes@amazon.com) for all disputes for Carrier Caused Reschedules, Cancellations and NCNS
  - [prepaid-sc-disputes@amazon.com](mailto:prepaid-sc-disputes@amazon.com) for any shipper caused Reschedules or Cancellations

Carrier SCAC code, ISA number, and defect should be the subject line.

Body of email should provide all details needed for disputes team to research your issue. Attach all PODs for NCNS and documentation from your shipper for Shipper caused disputes

The email should be specific to the defect the Carrier is disputing

Only the Carrier who created the ISA can submit the defect dispute. Cases submitted by any other party than the Carrier whose performance is affected will be resolved without any action.

- The Performance Dashboard updates every Tuesday am and Performance emails are sent out after that update is complete. The update will be for the previous weeks data. Carriers then have 7 business days from the Tuesday update to dispute any defects they find to be inaccurate. Disputes submitted after the 7 business days will be resolved without action. Carriers should download the 8 wk Excel every Tuesday after the update
- Carriers should only be disputing defects that are noted on the 8 wk Excel that is downloaded from the Performance Dashboard. If the carrier caused defect is not on the Excel and showing as Carrier Caused it cannot be disputed. Cases submitted for defects that are not visible as Carrier Caused will be resolved without action
- Do not submit disputes based on the automated emails from Carrier Central for Reschedules, Cancellations or NCNS. These emails are sent immediately when a change is made by Carrier or Amazon but will not reflect on the Performance Dashboard until after the next Tuesday update.

# Submitting Defect Disputes

- If submitting a Case to [ibdp-defect-disputes@amazon.com](mailto:ibdp-defect-disputes@amazon.com), please make sure you are following the below cadence so team has all information as needed to research your dispute
- Email Subject Line must include your SCAC code, the ISA number and the site code
- The body of the email must include the specific defect you are disputing (reschedule, cancellation, deletion, NCNS)
- For NCNS disputes the email must include the POD for the delivery, the trailer number, and the tractor license plate number.
- If submitting a case to [prepaid-sc-disputes@amazon.com](mailto:prepaid-sc-disputes@amazon.com), please make sure all information as listed below is included for the team to be able to research your request –
- Email subject line must include your SCAC code, the ISA number and the site code
- The body of the email must include specific defect you are disputing (reschedule or cancellation)
- Email must include the Shipper name and pickup address including the city and state
- The body of the email must include a brief description of the situation that caused the defect
- Documentation from the shipper advising to reschedule or cancel must be attached to the email
- Helpful video on Submitting Defect Disputes can be found here - [Defect Dispute Video](#)

# 1DC Network

- Amazon 1DC (One Distribution Center) are new high-velocity facilities requiring strict +/- 30 min delivery window, faster unloads times (2hrs palletized/4 hrs floor-loaded) and precise appointment scheduling. Carriers must maintain stricter compliance vs standard sites.
- Maintaining precise arrival times is critical to the efficiency and reliability of our operations across all Amazon networks, including 1DCs, IXD, and non-sortable facilities.
- While Amazon will continue to enforce our strict delivery policy and performance thresholds holistically through our Warning and Suspension Program, we will also be working closely with shippers to identify carriers that consistently miss the +/- 30 minute arrival window.
- By partnering with shipper to manage carrier performance, we can fulfill our customer promises and keep goods moving seamlessly across our networks.

- IDC Site list and locations

Site code	Physical Address	City	State	Zip Code
QYY4	7 E. Franklin Road	Tremont	PA	17981
QZZ1	2501 N Normandy Blvd	Deltona	FL	32725
QZZ7	8560 E. Elliot Road	Mesa	AZ	85212
GSP3	402 John Dodd Rd	Spartanbu	SC	29303
RIC7	5000 Commerce Way	Petersburg	VA	23803
JOT3	2865 Duke Parkway	Aurora	IL	60502
EIK2	22205 East 19th Ave	Aurora	CO	80019
JWY3	15201 Heritage Pkwy	Fort Worth	TX	76177
APC2	920 Eubanks Dr	Vacaville	CA	95688
MQJ4	715 Airtech Pkwy	Plainfield	IN	46168
QYY6	3138 200th St E	Spanaway	WA	98387
PNE4	675 Allen Road	Carlisle	PA	17015

# PO Issues

## PO Used Too Many Times

Carriers may receive an error message in Carrier Central stating the “PO has been used too many times”. Carrier may also receive this message when adding freight to an existing appointment. If this error is received, the carrier must reach out to the scheduling team for assistance with creating this appointment. Requests will be answered within 24 hours during normal business hours.

Email: [jpex-ib-po-issues@amazon.com](mailto:jpex-ib-po-issues@amazon.com)

- Subject line must be “PO used too many times [Insert Site Code]”

The carrier must include a screen shot of the shipment information and error message from Carrier Central as shown (right). This request MUST only come from the Carrier that created the appointment. Requests from Sellers or Vendors will not be actioned. This is a Carrier request only. Please make sure ALL fields on the appointment request screen are completely filled in.

The Carrier will be sent a template to complete and reply back for appointment creation.

The screenshot shows the 'Appointment Information' form in Carrier Central. The form includes fields for Destination FC, Freight Type, Load Type, Is Freight Clampable, Trailer Number, and Carrier Requested Delivery Date. Below these fields is a table with columns: ARN, PRO/Carrier Reference Number, BOL/Vendor or Seller Reference Number List (use , as separator), Vendor Name, Pallet Count, Carton Count, Unit Count, and PO List (use , as separator). The table contains one row with the following values: ARN: 37271122841, PRO/Carrier Reference Number: 20C2341997, Vendor Name: RJW, Pallet Count: 17, Unit Count: 49K3NK0E. At the bottom of the form, there is a red error message: 'Failed to create appointment: Error on shipment 1: PO 49K3NK0E has been used too many times. If you believe the issue needs further investigation, please contact Amazon with above information through the support link below.'

ARN	PRO/Carrier Reference Number *	BOL/Vendor or Seller Reference Number List (use , as separator)	Vendor Name	Pallet Count	Carton Count	Unit Count	PO List (use , as separator) *
37271122841	20C2341997		RJW	17		49K3NK0E	

# Capacity Adherence Rate (CAR)

- The Capacity Adherence Rate (CAR) is a performance metric ensuring carriers book appointments aligned with their actual operating capacity. All carriers operating under Amazon's TheyPay program must maintain a CAR below 100% of their calculated capacity, which is determined using driver counts sourced from the FMCSA SAFER database. Operating entities registered as "BROKER" with the FMCSA are exempt from CAR requirements, as brokers do not operate their own equipment or drivers and instead arrange transportation through third-party carriers. Carriers must ensure that the operating entity creating the appointment is the same entity arriving to fulfill that appointment, reinforcing accountability and system integrity.
- For safety, fraud prevention and network integrity, carriers must ensure that their FMCSA MCS-150 information, including the number of drivers (e.g., company-paid, owner-operator, contracted and leased drivers) is accurate and current with USDOT records.
- When a carrier lists only one driver while utilizing multiple owner-operators, it can indicate a potential mismatch between reported capacity and actual operations. In such cases, we may request clarification or updated FMCSA filings to ensure the carrier's operational model aligns with its registration as a motor carrier. Carriers operating with leased owner-operator models must ensure their total number of drivers is accurately reflected on the MCS-150. If a carrier determines that it provides brokerage services rather than motor carrier services, it is responsible for updating its FMCSA registration to reflect that status. Owner-operators contracting independently may also be onboarded with Amazon as their own carrier entity and the Risk and Compliance or WASP team can assist with this process.
- Note: Amazon reserves the right to accelerate enforcement where high CAR levels cause operational disruption or capacity imbalance. Such actions are taken to preserve fairness, scheduling stability and service reliability across the Amazon carrier network.

# CAR Enforcement Procedure

- Amazon conducts daily CAR monitoring across all 3P TheyPay and TCMT carriers. When a carrier's CAR exceeds 1.0, the following two-week enforcement process is initiated:
  - Week 1: The carrier receives a notification to reduce booked appointments and align with their driver's capacity.
  - Week 2: Thereafter, if non-compliance persists for one week, the carrier's ISAs will be removed based on the Last-In-First-Out (LIFO) method, where the most recently booked appointments are deleted first. We then notify the carrier via email, indicating the reason for removal along with the removed ISA numbers. These removals are classified as carrier-caused and will negatively impact the carrier's performance metrics.
- Carriers who fail to respond to the enforcement procedure during Week 1 (i.e., no response after 3 attempts at reaching out to the carrier) will face temporary account deactivation for 30 days. This structured process allows carriers to have adequate opportunities to resolve issues while maintaining operational integrity.
- Monitoring
  - CAR values are currently reviewed daily using manual or semi-automated tracking. Continuous overbooking or inaccurate driver reporting will trigger a formal compliance email before enforcement action. Future automation within Carrier Central will allow real-time CAR visibility and proactive compliance management for all carriers.

# Delivery Window Scheduling

- Beginning September 2025, Amazon implemented a new 7-day Delivery Window (Sun-Sat) requirement for all shipments, both domestic and international. This change means that shippers will designate a specific 7-day window based on the freight availability and estimated transit times, during which carriers must deliver their freight. This new requirement will enable Amazon to better plan facility capacity and process inbound shipments in a more timely manner.
- With this new requirement, carriers will need to schedule appointments within the designated Delivery Windows. To reduce receive times and ensure smooth deliveries, we strongly encourage utilizing off-peak hours and weekend delivery options. It is generally easier to secure appointments at night, which is when our facilities are not as congested. In order to optimize the delivery timing, Carriers should actively monitor and utilize the Arrival Windows information on Carrier Central (presented as "Earliest Arrival Time") during the booking process. If earliest arrival time is not shown, carriers are expected to arrive +/-30 minutes to Scheduled arrival time (SAT)

# Delivery Window Scheduling

- Benefits for Carriers
  - Designated delivery windows for scheduling
  - Clear Timing expectations
  - Receive availability for in-window deliveries

## Facility Experience

- Structured delivery schedules
- Reduced wait time potential
- Off peak delivery options

## Process Simplification

- Standardized documentation requirements
- Streamlined identifier system
- Clear Performance metrics

## Technology Improvements

- Direct Delivery Window communication from shippers
- SSID (Manifest Accuracy) requirement for automated PO inclusion during scheduling

## 2026 (Q1) Enhancements

- Revamped Carrier Central with improved UI
- Integrated Delivery Window Visibility
- PO Search functionality for window verification

# Single Shipment Identifier (SSID)

We are introducing a new performance metric focused on Single Shipment Identifier (SSID) compliance. This metric became visible in Q4 2025 in Carrier Central and enforcement is planned starting Q1 2026. SSID compliance measures whether load details (i.e., the PRO and BOL information) provided at the time of scheduling carrier appointments match what is actually received at Amazon Facilities.

While we're introducing this new requirement, our core performance metrics will remain unchanged. First Pass Yield (FPY) and No Call No Show (NCNS) metrics will continue to be essential components of carrier performance evaluation.

- To remain SSID compliant
  - Use a unique PRO and BOL for each shipment and/or ISA created
  - ISAs with multiple shipment lines entered must have a unique PRO and BOL for each line of information. Consolidate shipments into one line with a unique PRO and BOL whenever possible
  - Do not use Amazon site codes or Carrier SCAC codes as the PRO or BOL
  - Verify accuracy of shipment list on ISA with actual freight on trailer to make sure shipment information matches virtually and physically
  - Do not add freight to a trailer without adding the same freight to the ISA
  - Remember that large FBA and PO numbers may be split over several carriers and should not be used as a PRO or BOL to avoid duplicate entries which will flag SSID as non-compliant
  - [SSID One Pager for Carriers](#)

## **Where can I get a POD?**

Please email [TheyPay-gl-pod-requests@amazon.com](mailto:TheyPay-gl-pod-requests@amazon.com) for this request. DO NOT include any other email alias in this request as this is the only team that can assist with providing your POD

## **Can you create this appointment for me?**

All appointments are created by the carriers at [carriercentral.amazon.com](http://carriercentral.amazon.com). You will need to submit an account request and provide all required information that will be verified prior to onboarding and/or approval. If you DO NOT have an account please apply for one at [carriercentral.amazon.com](http://carriercentral.amazon.com). If your account is under suspension, please refer to the suspension email for the date you are eligible for reinstatement.

## **Why do I need to reschedule when I edit the PO's?**

Any changes made thru Carrier Central to CRDD, load type, clampable field change or a significant change in number of cartons/pallets/units (pallets +/-7, cartons or units changing by 100%) will result in the ISA going back into pending status to be rescheduled.

## **Can I make changes to my account?**

Carrier Central accounts cannot be edited. You will need to submit a new request with the proper information.

## **Why was my ISA deleted for duplication?**

Duplicate deletions are due to issues with your PO's which may be cancelled, received in full, or past the last vendor ship date. Please verify your shipment information with your customer. You can submit new requests for any deliveries you are confident have accurate shipment information and that will be delivered as scheduled.

## **If I pull my appointment in to an earlier date, will my performance be affected?**

No. Pulling an appointment to an earlier date will not affect Carrier Performance. Pushing a scheduled ISA out to a later date will affect your performance.

## **Who can I notify if my truck will be late to their scheduled arrival time?**

Carriers can reschedule up to a max of 6 hours thru their Carrier Central account. If no open slots are available within the same shift, you will need to schedule to the next available time slot. Internal Amazon teams will not be able to reschedule any appointment by request from the Carrier.

## **Can I add someone else to my carrier central account?**

For established carriers, new users will need to apply at [carriercentral.amazon.com](https://carriercentral.amazon.com) with all accurate company information. For new carriers, only one account per onboarding program. Additional users will need to reapply after the onboarding program has been successfully completed

## **Can you reschedule this appointment?**

Carriers can reschedule thru their Carrier Central account and will be offered a Crystal view of the available time slots. This view is the same for the scheduling team. If no earlier slots are available, you will need to reschedule to the first date and time you can delivery. For scheduling escalations, please send an email to [toc-ib-na-scheduling@amazon.com](mailto:toc-ib-na-scheduling@amazon.com) with this information. This will auto create a case for the scheduling team to address.

## **Where can I send disputes?**

Please send Carrier Caused defect disputes with ALL details to [ibdp-defect-disputes@amazon.com](mailto:ibdp-defect-disputes@amazon.com). Please include any PODS or documentation as needed. The site code and ISA should be in the subject line. Each case should be for only one ISA and dispute. This will auto create a case for the team to research and provide feedback. DO NOT include any other email alias in this request as this is the only team that can assist with your dispute. For any defects caused by the shipper, please email [prepaid-sc-disputes@amazon.com](mailto:prepaid-sc-disputes@amazon.com)

## **When can I get my account back after suspension?**

Suspensions vary based on occurrence. After suspension period, please send your detailed company plan to improve performance and reduce defects to [ait-wasp@amazon.com](mailto:ait-wasp@amazon.com) for review.

## **Can I load multiple ISA's on one trailer?**

No. Amazon standard is one ISA per trailer. If you add freight to a preloaded trailer you must add that freight to the ISA or it is subject to refusal. Also, these ISA's can be deleted for NCNS

## **If I have a RELAY account, can I edit those appointments thru Carrier Central?**

No. RELAY and Carrier Central are 2 separate programs. RELAY loads are not visible in Carrier Central and Carrier Central loads are not on RELAY. Any RELAY carrier caught creating Carrier Central appointments for RELAY loads will be removed from Carrier Central.

## **My RELAY account has been suspended. Can I get a Carrier Central account?**

No. Carriers who are currently suspended from RELAY are not eligible for Carrier Central accounts. The suspension must be addressed directly with the RELAY team as they are the only team that can clear the suspension or deactivate the RELAY account.

## **Can I change the shipment information once the appointment is created?**

Freight can be added after appointment creation. However, if this additional freight triggers a reschedule this may affect FPYcc. Accurate shipment information should be added to the ISA at time of creation to avoid defects later.

# Seals FAQ

## Why is the drop load seal threshold higher at 95%?

Drop loads require higher seal compliance because trailers are left unattended in yards, creating increased security risk compared to live loads where drivers remain with the trailer.

## What if Amazon's verification system incorrectly reports my seal missing?

Submit a dispute to [seal-carrier-disputes@amazon.com](mailto:seal-carrier-disputes@amazon.com) with your ISA number, seal number and supporting documentation (BOL showing seal number, photos if available). Amazon is actively improving verification system accuracy to 98% to reduce false negative reports.

## Can I use different seal types for different shipment types?

Yes, but all seals must be ISO 17712 compliant. TL shipments over 250 miles require high-security bolt seals. RFID seals are preferred for all Amazon deliveries for faster processing.

## How does Amazon track my seal compliance rate?

Amazon tracks seal compliance through ISA records with seal check and seal present flags, captured via ALPR camera systems at facility entrances and validated through YMS portal.

## What documentation should I maintain for seal compliance?

Maintain records of seal numbers on all BOLs/DRMs, photos of seal placement at origin (recommended), seal inventory logs and any correspondence regarding seal compliance issues.

## How many days will it take to review the seal dispute?

Seal compliance disputes are typically reviewed within 5-7 business days of submission.

## What all should I include in my seal dispute?

Include the following information in your dispute:

- ISA number
- Seal number used
- Photos of seal placement at origin (if available)
- BOL/DRM documentation showing seal number
- Detailed explanation of the dispute

## What if weather conditions damage my seal during transit?

Document the incident immediately with photos, notify using the dispute mail provided and apply a new compliant seal. Include all documentation in dispute submission.

# CAR FAQs

- What is a CAR?
  - CAR (Capacity Adherence Rate) is a compliance metric that measures if a carrier's appointment bookings are aligned with its declared driver capacity.
  - It's calculated as: Total number of ISAs booked by a carrier / (total number of drivers operating under its authority × 2 shipments per day)
- Who are included in the number of total drivers when calculating CAR?
  - All drivers operating under a carrier's USDOT number, including company drivers, owner-operators, contracted drivers and leased operators.
- What happens if a carrier's CAR exceeds 1.0?
  - The process is:
  - Week 1: Compliance review and a warning that their ISA may be removed
  - Week 2: ISA removal followed by an e-mail indicating the reason for removal and removed ISA numbers
- How is CAR monitored?
  - Currently monitored manually/semi-automated for all 3p TheyPay and TCMT carriers. We are planning to automate this process on carrier central.
- How is Amazon currently implementing this program?
  - During the first two months, we focus on providing guidance and correction rather than imposing strict penalties. Amazon provides regular updates to carriers through WBRs Feedback. Amazon's Risk and Compliance and WASP teams also provide support with Compliance

# CAR FAQs Cont

- What triggers the enforcement process?
  - CAR values exceeding 1.0 trigger a two-week progressive enforcement process, starting with warnings.
- What are the suspension periods?
  - There won't be any suspension related to CAR. However, ISAs may be removed and marked as carrier-caused, which would affect the carrier's performance grading.
- What happens if I miss compliance calls?
  - Once the CAR enforcement procedure begins, we will attempt to get in touch with you (carrier) at least 3 times during the first week. If you fail to respond during this period, your account will be deactivated immediately for 30 days.
- How often is CAR monitoring conducted?
  - CAR values are monitored daily for all TheyPay and TCMT carriers.
- Can Amazon expedite enforcement actions?
  - Yes, Amazon reserves the right to expedite enforcement based on operational impact.

# CAR FAQs Cont

- Who monitors CAR compliance?
  - Amazon's risk and compliance team and WASP team collaboratively monitor and address discrepancies in the carrier's CAR compliance.
- Where do I update my driver count?
  - Update on FMCSA's MCS-150 form whenever there are changes to your driver count.
- Are temporary or seasonal drivers included in CAR calculations?
  - Yes, all drivers operating under your authority including company-paid drivers, owner-operators, contracted drivers and leased operators must be included, regardless of employment duration.
- What does this process look like for the carrier?
  - A carrier with a CAR above 1.0 must complete two weeks of monitored coaching and show improvement, or they'll face escalating penalties like ISA removal.

# CAR FAQs Cont

- Are there resources that help carriers maintain compliance?
  - Amazon provides compliance guidance through its risk and compliance and WASP teams, audit calls and access to the carrier support team.
- What should a subcontracted driver do to deliver freight to amazon?
  - To deliver freight to amazon, the subcontractor driver needs to complete onboarding with amazon as an independent carrier. The WASP team can provide guidance on the carrier onboarding process.
- Why does CAR seem to target carriers who are expanding their business with additional contractors?
  - The CAR policy is not intended to target carriers that rely on subcontractors. Our goal is to ensure appointment reliability, prevent unauthorized appointment trading and maintain service quality standards.