

Amazon Inbound US Prepaid Carrier Manual

Effective Date:

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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:

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

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.

The expectation is 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 with your feedback.

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

May 2024

- Initial manual launch

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.
- **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
- **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.
- **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.

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
- **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.
- **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
- **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 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 should be secured with a seal once enroute to Amazon facility and all Seals shall be [ISO 17712](#) compliant (this applies to all assets entering Amazon yards), meeting the following conditions:

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

RFID seals are preferred for Amazon deliveries. Amazon cameras at the guard shack entrance can easily read these seals for Check in.



TL shipments traveling more than 250 miles from origin to destination must receive a high-security bolt seal, with seal number notated on BOL

LTL carriers are required to seal trailers following consolidation and notate seal numbers on the corresponding BOLs/DRM prior to delivery at Amazon facility. It will be the carriers responsibility to secure the loads between vendor/seller pickups prior to consolidation.

Drivers will not cut seals once enroute to the Amazon facility and must leave seals intact during transit to and upon arrival at Amazon facilities. Amazon's TOM teams are responsible for cutting/removing seals upon driver's arrival at an Amazon facility.

To dispute any Seal non compliance issues please email seal-carrier-disputes@amazon.com.



High Security Bolt Seal



Strip Seals



Cable Seals



Plastic Seals

General Information

Empty Trailer Tow Policy

A dwelling empty trailer is one not owned or rented by Amazon which has no clear mechanism for removal from the yard by the carrier.

Any dwelling trailer is liable to incur the following actions

- TOM team will notify driver when trailer is empty and ready for removal.
- If the empty trailer is not removed within **72 hours**, the TOM team will escalate by creating a case to the carrier to remove the trailer immediately.
- If the empty trailer is not removed with **48 hours** from the above escalation (**5-days total**), 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

Trailer Quality

The following standards of vehicle condition are required on all Amazon Loads:

- The vehicle floor must be able to withstand the weight and height of a 13-foot, 6-inch powered industrial truck (or forklift) to offload freight.
- The vehicle floor must be well maintained, safe, and free from any obstructions and damage, such as holes.
- The use of trailers with uneven or corrugated floors, (such is in refrigerated trailers) is highly discouraged. In the event that product must be shipped in a climate-controlled trailer, product must be palletized. Non-palletized (floor-loaded) product that arrives at an Amazon FC on a trailer with uneven or corrugated floors will be refused. The reefer unit must be turned off if delivering to a non Fresh/Grocery site
- The vehicle must be watertight, clean, and free of strong odors, especially when delivering food and healthcare products.
- Securing straps must not hang freely. Straps, unless actually securing a load, must be firmly fixed to the vehicle so that they present no danger to staff and ensure accessibility to the goods being unloaded.
- Load bars, tension straps, air pillows, and diamond corrugate shims must be used to secure any double-stacked pallets that may shift during transit or have a large void of space to pallet's front, rear, or sides.
- Load bars or tension straps must also be used to secure the final pallets placed on a trailer in order to prevent freight from falling when the doors are opened at the FC.

General Information

- **General information – Trailer types**
- Trailer types consist of non-skirted 53' trailer, skirted 53' trailer, 53' intermodal (rail) trailer, box truck, 26' Pup Trailer, and 26' Skirted Pup Trailer.

53' trailer (most common)



Intermodal Trailer



Box Truck



Pup Trailer/Intermodal (usually single axle, 32' and shorter, or 26' with double axles)



Pup Trailer Single Axle



Pup Intermodal Double Axle

General Information

Palletized Loads

Amazon carriers are either designated to transport Full Truckload (FTL) or Less-than-Truckload (LTL) shipments.

For FTL shipments the maximum weight is 40,000 lbs with maximum volume of 3,500 cubic feet. This volume allows for 30 single-stacked pallets or 60 double-stacked pallets per trailer.

Double-stacked pallets should be arranged so that both pallets are accessible by a forklift from the same side. Maintain at least 6" between freight and container ceiling as well as 6" at the back of the trailer to allow space for the dock plate to be safely engaged at the receiving dock.

Leave 6" between freight and either side of the trailer and between freight and the center line to allow a safe distance for clamp truck driver to maneuver between pallets. Corrugate shims must be used in the 6-inch gaps between the walls and center lines to prevent sideways movement of the load.

Less-than-Truckload (LTL) pallets must be loaded straight and arranged so that the pallet level labels are facing the trailers' rear doors.

Pallets should be marked with all Amazon load information so associates know which pallets to unload for Amazon.

Non-Amazon freight will not be moved to unload the Amazon freight. Please make sure Amazon freight is closest to rear trailer doors for unloading. Amazon and Non-Amazon freight should be clearly separated.

Use standard wooden pallets that meet the specifications of the International Organization for Standardization (ISO).

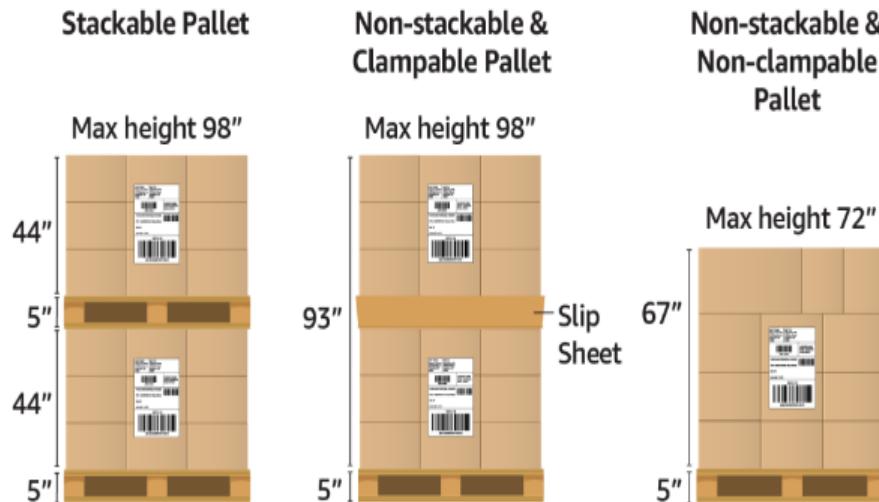
- Grocery Manufacturers Association (GMA) grade A or B
- Footprint of 40"x48"
- Slats less than 5" apart to reduce the risk of compression damage when loaded pallets are stacked

General Information

Palletized Loads (cont.)

For optimal use of trailer space, build pallets 49" tall (44" of inventory + 5" of pallet height) with unbroken flat tops so that pallets can be stacked.

Stackable pallets must be stable and straight and must not have a total weight of more than 1,500 lbs. The heaviest pallet should be placed at the bottom of the stack.



If inventory cannot be double-stacked ("Non-stackable"), build **Clampable pallets** up to 98" tall (93" of inventory + 5" of pallet height).

NOTE: Remember that certain items, including paper products and pressurized cans, are not clampable, because they may be damaged by the clamp truck.

Tall pallets require a separation into two parts at 49" of freight. Place a slip sheet between the two sections and wrap sections separately in stretch wrap.

The two sections loaded onto the pallet must be labeled separately so that the top portion can be received independently of the bottom portion of the pallet load.

For **Non-stackable & Non-clampable pallets**, build up to a max of 72" (67" of inventory + 5" of pallet height).

General Information

Floor Loads

Floor loaded freight is defined as unpalletized stacked cartons or packaged heavy or bulky items, that must be loaded and unloaded by hand.

- Floor load freight should only be loaded into containers that are at least 96" tall.
- Maintain stability between stacked cartons and container walls.
- Floor loaded shipments must be properly secured inside the trailer using load bars and tension straps.
- Floor loaded trailer must be clearly labeled, and delivery appointment created as clampable or non-clampable (must be hand unloaded).
- Stack boxes into columns in an alternating pattern to provide stability (T-stacked). Boxes must not be bundled together with any kind of straps, zip ties, tape, etc.



Example of floor loaded product correctly staged in a container

General Information

Floor Loads (cont.)

Clamp truck guidelines



- Products greater than 50 lbs must be clampable.
- Clampable freight must be less than 78" wide to allow the clamp to grip the freight
- Cartons in a clampable floor loaded shipment must be wrapped tightly in stacks no more than 40" wide, 48" long, and 96" tall.
- Orient clampable shipments to that the contents can be clamped without having to rearrange the load.
- Arrange each tier to be uniform and aligned relative to other tiers on the footprint so that all four sides of the freight can be safely squeezed by a clamp. Varying tier heights are accepted.
- Leave 6" between freight stacks and the center line of the trailer so that the clamp truck operator can maneuver between stacks

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.

Common reasons for freight refusals include, but are not limited to:

- Pallets shifting in transit
- Pallets/products stacked in a manner that prevents the FC from safely unloading the product.
- Over-sized floor loaded product that exceeds 100 lbs (mech lift) and cannot be unloaded by clamp

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, Low volume, 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.

Bill of Ladings

Requirements

The Federal Motor Carrier Safety Administration (“FMCSA”) requires ([eCFR § 375.505](#)) the following information on a BOL:

- Legal or trade name of the Shipper
- Legal or trade name of the Consignee
- Origin name and address
- Destination name and address
- Quantity of cargo
- Description of freight
- Weight, volume, or measurement of freight

In addition to FMCSA, Amazon Policy requires the include information:

- Bill of Lading Number
- Carrier Name
- Trailer number
- Seal Number
- SCAC
- PRO
- Freight Charge Terms (“Prepaid” for TheyPay freight)
- Customer order information (Amazon’s PO)

Sample Bill of Lading (BOL)

NOTE: Handwritten BOLs may lead to load refusal. Seal number being the exception.

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.*



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

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

Account Creation

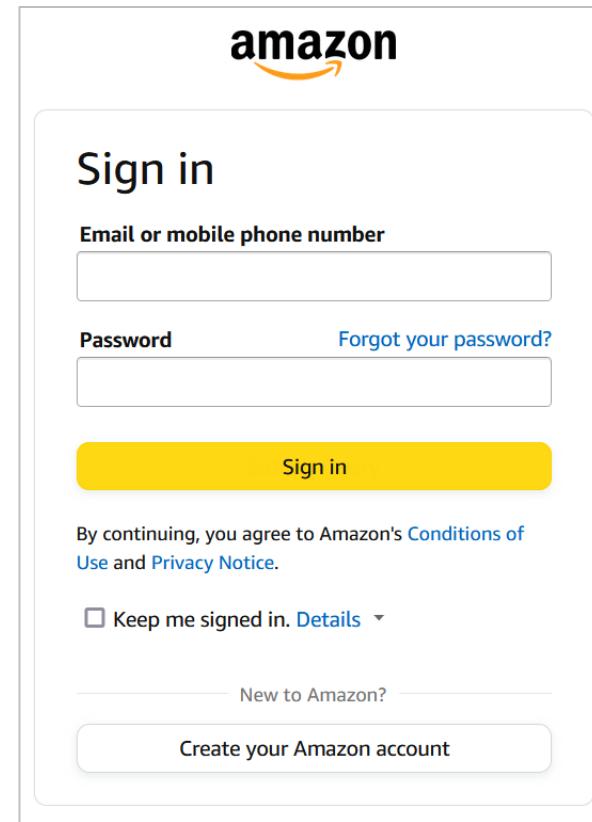
All inbound freight deliveries to the FC, excluding Small Parcel, require an appointment. All inbound appointments must be made online via Amazon's Carrier Central site, as outlined in the Carrier Central User Manual, with the exception of Onboarding and Low Volume Carriers.

Prepaid carriers must register via the Amazon web-based portal at carriercentral.amazon.com 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 image shows the 'Sign in' page of the Amazon website. At the top is the Amazon logo. Below it is a large 'Sign in' button. To the left of the button is a text input field labeled 'Email or mobile phone number'. To the right of the input field is a 'Forgot your password?' link. Below the input field is a password input field labeled 'Password'. To the right of the password field is another 'Forgot your password?' link. Below the password field is a 'Sign in' button. Below the 'Sign in' button is a link that says 'By continuing, you agree to Amazon's [Conditions of Use](#) and [Privacy Notice](#)'. Below that is a checkbox labeled 'Keep me signed in. [Details](#) ▾'. At the bottom of the page are two links: 'New to Amazon?' and 'Create your Amazon account'.

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 send out a Chime call invite to the carrier to discuss the Onboarding Program. Attending this call is mandatory. If carrier does not attend the call, their account request will be denied. After 3 missed onboarding calls, the carrier will need to wait 90 days before reapplying.

The onboarding program is for 3 weeks and carriers must submit 10 appointments per week (50 max in 3 weeks) and have a defect rate of 15% or less to pass the program and gain access to Carrier Central. Carriers will not gain access to Carrier Central until this program is passed.

During the Onboarding program, carriers submit appointment requests via email to the onboarding alias that is provided in the Onboarding call. The CSM will create the appointments for the carriers and provide the ISA and scheduled delivery date and time back to the carrier via email. Any reschedules done by Amazon will be provided to Carrier via email upon occurrence.

Onboarding carriers will receive a weekly update with their current ISA's and defect rate. If during the onboarding program, the carrier is over 15% the CSM will schedule a call to discuss defects and barriers.

During week one of the onboarding program, carriers who submit at least one appointment request but less than 10 will be moved to the Low Volume program for appointment assistance. Carriers that DO NOT submit any requests during week one will be denied and will need to reapply when they have freight to deliver to Amazon.

If carrier fails the initial onboarding program they will be eligible to reapply in 30 days. If the carrier fails the second onboarding they will need to again wait 30 days. If the 3rd program is also failed, carriers will need to wait 90 days to reapply.

Once the carriers passes the onboarding program they are granted access to Carrier Central and are expected to maintain their performance in line with Amazon standards.

The onboarding team has coverage Monday thru Saturday from 0600-1630 (AZ time) and Sundays from 0800-1700 (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 for reinstatement will go thru this Onboarding Program.

Low Volume Program

Carriers who DO NOT submit 10 appointments in week one of onboarding are moved to the Low Volume Program. Also note that Carriers with established accounts that are not submitting 10 appointments per week may also be moved to the Low Volume program. When carrier is moved to low volume, the appointment template and all program details are provided via email to the carrier.

The carrier will then submit appointments requests to the Low volume team for appointment creation. The Low volume team will create the appointment and provide the ISA and scheduled arrival date and time to the carrier via email.

Any changes made to the appointment by Amazon will be provided to the carrier via email.

Low volume carriers are expected to deliver as scheduled with limited reschedules, cancellations and NCNS. Appointment defects above 50% will result in the carrier being removed from the Low Volume program. Carrier will then need to wait 30 days to reapply and will go thru the onboarding program at that time.

Carriers will need to establish 10+ appointments per week for 4 consecutive weeks and show a defect rate less than 30% to be reconsidered for Onboarding into Carrier Central.

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.
 - **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.
- On Time Arrival (“OTA”) calculates the percentage of appointments which arrive “on time”.
 - **LIVEs:** If an appointment arrives within ± 30 minutes of SAT, then the appointment is “On Time”. If earlier than 30 minutes, then the appointment is “Early”. If later than 30 minutes, then the appointment is “Late”.
 - **Drops:** If appointment arrives within drop window value through SAT+30 minutes, then “On-Time”. If appointment arrives prior to start of drop window, then “Early”. If appointment arrives after Scheduled Arrival Time + 30 minutes, then “Late”.
- 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.

Defect 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
 - Subject line should contain ISA, site code, and defect description
 - For NCNS, please provide the signed/stamped POD your driver received from the site
 - If no stamped/signed POD was provided, please include the trailer number and license plate (if available) so that we may search our Yard tools for entry
 - For defects caused by Shipper delays, please submit all Seller/Vendor information (code, city and state) and why the defect was caused by the shipper. Although we cannot dispute these defects at this time, we are gathering data to support future changes.
- Dispute cases must be raised no later than Friday of following week of the defective appointment's delivery date. Disputes that are dispositioned as "NON DEFECTIVE" will be refreshed on the Carriers performance dashboard by the following Tuesday
- This email is for disputes only. The team cannot address any scheduling, account, suspension or Low Volume issues
- 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.
- 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.
- Disputes team hours are Sunday thru Friday 0600-1630. Cases received outside these hours will be addressed the next day.

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.
- Carrier should send an email ipex-ib-po-issues@amazon.com Subject line must be PO Used too many times (Site code)
 - *Fill in the site code you are requesting the appointment for*
- The carrier must include a screen shot of the shipment information and error message from Carrier Central as shown below
- The Carrier will be sent a template to complete and email back for appointment creation

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) *
1	30956851		FrontRun	14			1HMD01E
<p>+ Ensure you include any and all POs that you plan to deliver. ▾</p>							

Use this template for bulk upload in Excel

! Failed to create appointment:
Error on shipment 1: PO 1HMD01E 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.

Frequently Asked Questions

- Where can I get the POD
 - Please email toc-ib-na-pod-drm@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. 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. If your account was suspended please refer to the suspension email for the date you are eligible for reinstatement. If your account was deactivated due to inactivity and high defects, please refer to the Low Volume Program email you received for appointment creations.
- 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.
- What if I am in Low Volume and want my own account
 - You will need to establish 10+ appointments per week for 4 consecutive weeks to be reconsidered for Onboarding into Carrier Central. If you have further questions or concerns please email ait-wasp@amazon.com.
- 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. Duplicate deletions are also identified on ISAs that our system has determined will not arrive as scheduled due to historical carrier behavior. 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.
- Why am I in Low Volume when I had my own account?
 - Due to high defects and inactivity accounts were deactivated and moved to low volume. Carrier was emailed the Low Volume Program information for requesting appointments
- Who can I notify if my truck will be late to their scheduled arrival time?
 - To notify the proper team about late arrivals please email noc-na-ib-late-trucks@amazon.com. Carriers can reschedule up to a max of 6 hours thru their Carrier Central account. If no open slots are available you will need to schedule to the next available time slot. The scheduling team has the same view of the sites schedule and will not be able to assist with rescheduling if no slots are available.
- Can I add someone else to my carrier central account?
 - For established carriers, new users will need to apply at 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 not 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-na-scheduling@amazon.com with this information. This will auto create a case for the scheduling team to address. You can also email them directly at ait-ib-scheduling@amazon.com.
- Where can I send disputes?
 - Please send all appointment defect disputes with ALL details to 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.
- When can I get my account back after suspension?
 - Suspensions are for 30 days. At that time please send your detailed company plan to improve performance and reduce defects to ait-wasp@amazon.com for review.

Frequently Asked Questions

- 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 and it is within 72 of the schedule arrival time then carrier will get a reschedule defect. Accurate shipment information should be added to ISA at time of creation to avoid defects later.