



North American Vendor Transportation Manual

Last updated – May 2023

Missing, incomplete, inconsistent or confusing information in this document – [let us know!](#)

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Summary of latest changes

| Page | 2023 Update |
|-------|---|
| 5 | Added additional context and requirement for 98" tall clampable and non-stackable pallets |
| 5-7 | Added details and examples for pallet labeling requirements |
| 11-12 | Added clarifications on Clampable freight and product requirements |
| 13-15 | Added clarifications for BOL and Seal requirements |

Introduction

The North American Vendor Transportation Manual provides Amazon's vendors with information, best practice guidelines and requirements regarding the transportation of shipments to Amazon's fulfillment network.

The policies and procedures described in this manual are intended to maximize operational efficiencies and maintain the highest safety and quality standards for both Amazon and our vendors.

To ensure that these goals are met, follow the guidelines at all times. Note that failure to comply with the requirements in most cases will cause:

- A delay in receipt of your goods risking an out of stock situation
- A delay in payment due to overages or shortages
- A chargeback

The North American Vendor Transportation Manual contains four Addendums. The Addendums can be accessed below:

- 4 [Addendum 1: Shipping Guidelines \(WePay\)](#)
- 5 [Addendum 2: Amazon Contracted LTL Carrier PRO Distribution Guide](#)
- 6 [Addendum 3: Vendor Intermodal Loading Guide](#)
- 7 [Addendum 4: Special Handling Requirements](#)



Detailed Pallet Preparation and Transportation Instructions

1 Fulfillment of Purchase Orders

Ensure that all terms of the Purchase Order (PO) are met, including:

1.1. General PO requirements:

- 1.1.1. POs are required to be acknowledged, i.e., accept, reject, or backorder (if allowed) within **one day** of the order date. You can edit your PO confirmation information up to two days after your order date or 14 days before your ASN Ship Date, whichever is later.
- 1.1.2. Ship the same items (UPC, EAN, ASIN, ISBN, etc.) in the same quantities that were confirmed. Verify that the unit of measure (i.e. individual vs. case) being shipped is consistent with the PO.
- 1.1.3. Amazon does not accept substitutions or replacement products. Shipped products that were never ordered are subject to disposal and may result in liquidation from inventory. This includes products ordered on the PO but where we received a quantity in excess of expected quantity (overage). In case of disposal or liquidation, Amazon will not pay you.
- 1.1.4. You can view your 'Past Due' PO Items within Vendor Central by going to Orders > Purchase Orders > Update pastdue PO items. The expected ship or delivery dates of each past due item must be updated in order to avoid cancellation on the specified cancel date.

1.2. WePay/Collect PO requirements:

- 1.2.1. Accepted PO items are expected to ship to Amazon within the specified ship window that is defined in the PO header. The ship window is defined by Amazon and updating your Expected Ship Date (ESD) does not extend your ship/delivery window. Refer to [Addendum 1: Shipping Guidelines \(WePay\)](#) for more information.
- 1.2.2. An ESD must be provided every time a backordered PO acknowledgement is submitted. Backordered PO items are expected to ship to Amazon within the ESD provided by the vendor. When some or all of the backordered PO are fulfilled, do not change the original acknowledgement status.
- 1.2.3. If you are a collect vendor (Amazon arranges and pays for freight charges), freight **must** have a routing requested pickup date within the shipping window. Refer to [Section 4: Transporting your Shipments](#) for more information.

1.3. TheyPay/Prepaid PO requirements:

- 1.3.1. Accepted PO items are expected to arrive at Amazon within the specified delivery window that is defined in the PO header. The delivery window is defined by Amazon and updating your Expected Delivery Date (EDD) does not extend your delivery window.
- 1.3.2. An EDD must be provided every time a backordered PO acknowledgement is submitted. Backordered PO items are expected to arrive at Amazon within the EDD provided by the vendor. When some or all of the backordered PO are fulfilled, do not change the original acknowledgement status.
- 1.3.3. If you are a prepaid vendor (vendor arranges and pays for freight charges), your carrier must request an appointment date in Carrier Central that falls within the delivery window. Refer to [Section 4: Transporting your Shipments](#) for more information.

1.4. Small Parcel Requirements:

- 1.4.1. Packages can be up to 150 lb, 165 inches in length and girth combined, and up to 108 inches in length.
- 1.4.2. The standard box and inner packing used for less than truckload (LTL) and full truckload (FTL) pallet shipments may not be able to withstand the standard shipping process for small parcel shipping. Boxes should have a minimum edge crush test rating of 32 (ECT-32).
- 1.4.3. Boxes exceeding 70 lb. (31.5 kgs) require a heavy package sticker placed on the box.

Review chargebacks applicable to purchase orders by searching in Support for 'Chargebacks - Problems with Purchase Orders (POs)'

2 Pallet Building

2.1. Acceptable Pallet Types

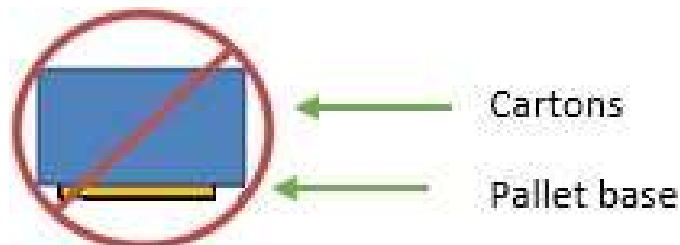
- 2.1.1. Use GMA grade B or higher, 40" x 48" / 1m x 1.25m 4-way access, wood pallets. GMA grade A pallets are required for grocery items.
- 2.1.2. CHEP or PECO pallets meeting GMA grade A and B industry standards are acceptable. However, CHEP or PECO pallet returns or exchanges are not supported by Amazon.
- 2.1.3. Pallet slats must be less than 5" apart to reduce opportunity for compression damage.
- 2.1.4. Do not use pallets that are broken or pallets with missing slats.
- 2.1.5. Do not ship items on pallets made of weak materials, such as cardboard or particle board.
- 2.1.6. Do not ship items in gaylords (pallet-sized boxes).
- 2.1.7. Pallets that break these compliance measures are subject to refusal at the dock due to safety concerns.

2.2. Pallet Building Guidelines

- 2.2.1. Amazon requires less-than truckload shipments be palletized and prefers that truckload shipments are palletized. Amazon prefers floor loaded loads for small parcel and intermodal (rail) shipments. ([Section 5: Loading Shipments](#) presents instructions for floor loaded shipments)
- 2.2.2. Regardless of pallet height, pallets must not exceed 1500.0 lb/680kg in gross weight.
- 2.2.3. Boxes must be properly secured to pallets.
- 2.2.4. Securely stretch-wrap boxes to pallets or secure larger items to pallets using non-metallic bands.
- 2.2.5. Ensure that stretch-wrap completely affixes product to the pallet, so as to prevent shifting during transit and creates stable platform for pallet stacking in transit.
- 2.2.6. The use of clear stretch-wrap (vs. black) is required.
- 2.2.7. Use corner boards to help protect and maintain the stability of boxes in transit. Inventory must be loaded on the pallet in a stable way so when the stretch wrap is removed inventory will not easily fall over but remain stable on the pallet.
- 2.2.8. Refer to [Addendum 1: Shipping Guidelines \(WePay\)](#) for pallet building best practices.
- 2.2.9. If you are shipping TVs, refer to [Addendum 4: Special Handling Requirements](#) for additional special handling requirements.
- 2.2.10. If a set (i.e. boxes intended to be sold together) weighs 100.0 lb/45.4 kg or greater, then the set must be placed on a single pallet (one complete sellable unit on each pallet) or be clampable. Additionally, all boxes that are part of a set must be shipped on the same pallet.
- 2.2.11. A single, non-clampable sellable box or unit (e.g. furniture) weighing 100.0 lb/45.4 kg or greater must always be individually palletized.

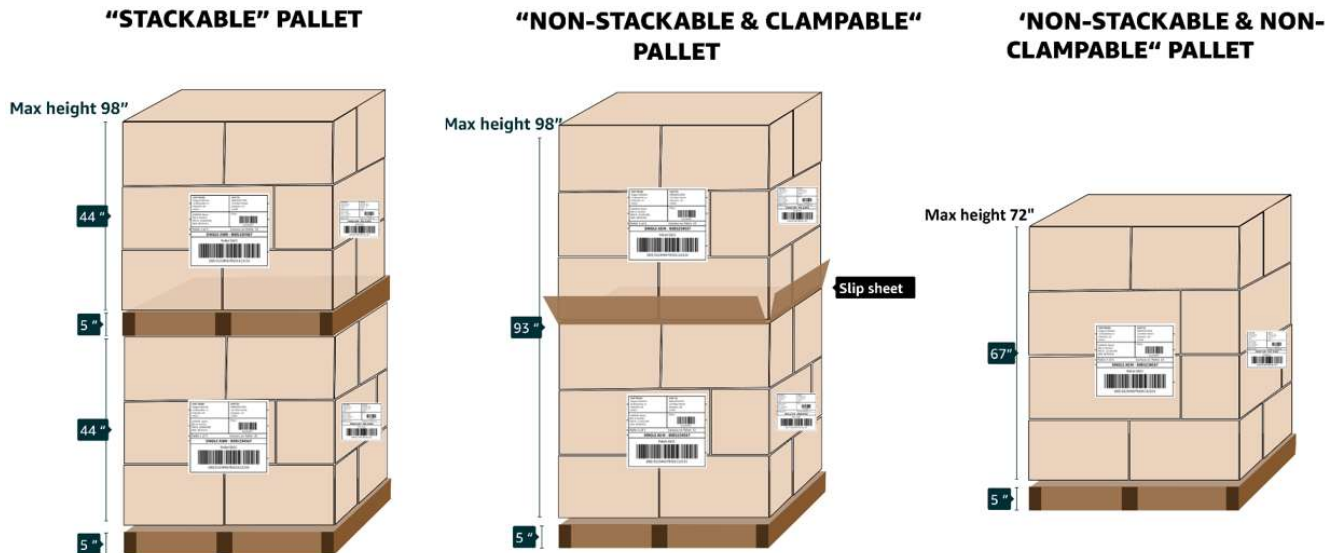
2.3. Stacking

- 2.3.1. When shipping multiple ASINs on a pallet, physically separate the ASINs so that they are easy to differentiate upon receipt.
- 2.3.2. Any guidelines shown on the box packaging must be followed, such as stack height maximums, box orientation requirements, and handling restrictions.
- 2.3.3. Build pallets with the box labels facing outwards to allow each barcode on the box to be scanned without breaking down the pallet.
- 2.3.4. Stack boxes on pallets so that they are stable and flush on all sides. Brick stacking, with heaviest items on the bottom, is recommended.
- 2.3.5. For single ASIN pallets, all boxes must be stacked the same way (i.e. horizontal or vertical). Boxes can still be turned in different directions, but they all must be stacked in the same way.
- 2.3.6. Do not let boxes overhang the edges of pallets. If a single, large item has any overhang on a standard 40" x 48" / 1m x 1.25m pallet, use a pallet size and type that is suitable for the item with no overhang and 5" maximum under hang on



any one side.

2.4. Pallet Height



- 2.4.1. Our maximum weight and height for all freight on a 53' trailer is 1500 lb total and 98" tall, including the height of the pallet(s). For freight that is 98" tall it must be stackable (Stackable Image) or clampable (Non-stackable & clampable image).
- 2.4.2. For **stackable 98"** freight, it is the Supplier's responsibility to ensure that pallets are stable. A single stackable pallet should not exceed 49" height, including the pallet or 750 lb. Freight should have flat tops and not lean to prevent damage during transit. Two 49" stackable pallets are Amazon's preferred method to optimize trailer utilization and receive processes.
- 2.4.3. For **non-stackable & clampable 98"** freight: the boxes must support being handled with a clamp truck as outlined in **section 5.3**. Similarly to stackable freight, if freight exceeds 49" and is clampable to 98", we require a designation between 49" of freight with 2 unique pallet LP labels (SSCC or AMZNCC) treating it as two separate pallets. Each stack is required to be stretch wrapped individually, as outlined in **section 2.2.4**. If a slip sheet is not used to separate, it is at risk of not being pallet LP received, as the freight will get down stacked for safety reasons and then received using carton labels. See **section 3.1** for label guidelines.
- 2.4.4. All **Non-Stackable & Non-Clampable** pallets must not exceed 72" tall.

Review chargebacks applicable to packaging, cartons, and pallets orders by searching in Support for 'Chargebacks - Problems with the Receive Process'

3 Labeling Pallets

3.1 Pallet Labeling

It is **required** to label **every pallet** the applicable pallet labels per the requirements outlined in section 3.1.1.

Depending on whether you are shipping a mixed SKU pallet or a single SKU pallet, the pallet labeling requirements will differ (see sections 3.1.2 and 3.1.3). It is **required** to provide a Box Content label for each box unless you are in the Pallet Ordering Program (see section 3.1.4 below). For full requirements on labeling please reference the Prep & Receive manual.

3.1.1 General Pallet Labeling Requirements

3.1.1.1 Every pallet must have a pallet label with the following information:

- Pallet # (Pallet # ____ of ____)
- Bill of Lading (BOL) number
- SKU # (for single SKU) or "Mixed SKU" on label
- "Single SKU" label for single SKU pallets
- PRO (carrier tracking number)
- PO number(s) contained within pallet. PO number(s) must be barcoded.

- 3.1.1.2** Pallet labels must be placed outside of the stretch wrap and squarely (not on an angle) on at least two adjacent sides of the pallet and is recommended to be placed on all sides of the pallet.
- 3.1.1.3** Pallet labels must be printed in black ink on a white background and barcodes must be 20 mils and support high-speed scanning.

Label Placement Example:



3.1.2 Multi ASIN Pallet Labeling Requirements:

- 3.1.2.1** When shipping multiple SKUs on a pallet, affix a “Mixed SKU” warning label to the pallet.
- 3.1.2.2** Vendors are required to attach carton labels to every carton on a multi-SKU pallet in addition to the pallet labels.
- 3.1.2.3** Mixed SKU pallets with a single pallet label (without individual carton labeling) are not accepted
- 3.1.2.4** Refer to the example below of a correct mixed SKU pallet label.

| | |
|--|--|
| SHIP FROM: Happy Publisher 12 Bestseller Ln Pubsville, US 54321 | SHIP TO: AMAZON.COM 123 Main Street Anytown, US 12345 |
| CARRIER: Name BOL #: 654321 PRO #: 123456789 ARN: 98765431 | PO(s):  A1234567  A9876543 |
| Pallet 1 of 5 Cartons on pallet: 15 | Mixed SKU |

Mixed SKU Pallet Label

3.1.3 Single SKU pallet Labeling Requirements:

- 3.1.3.1** Vendors must attach a single SKU pallet label to the outside of their single SKU pallets, in addition to attaching carton labels to every carton on the single SKU pallets
- 3.1.3.2** Refer to the examples below of a correct single SKU pallet label.



| | |
|--|--|
| SHIP FROM: Happy Publisher 12 Bestseller Ln Pubsville, US 54321 | SHIP TO: AMAZON.COM 123 Main Street Anytown, US 12345 |
| CARRIER: Name BOL #: 654321 PRO #: 123456789 ARN: 98765431 | PO(s):  A1234567 |
| Pallet 1 of 5 Cartons on pallet: 15 | SINGLE SKU SKU: B001234567 |

Single-SKU Pallet Label (Non-SSCC/Non-AMZNCC)

3.1.4 Pallet Ordering Program Requirements: If you have a separate vendor code for pallet ordering and adhering to pallet labeling requirements, then you will receive waivers for Box Content Label chargebacks. It is highly recommended to place box level labels, even if you are part of the Pallet Ordering program, to minimize the Shortages & Purchase Quantity Variances (PQV). For more information to enroll on the pallet ordering program, contact your Retail support team. Below are examples of correct Single SKU Pallet SSCC and AMZNCC labels.

| | |
|---|--|
| SHIP FROM: Happy Publisher 12 Bestseller Ln Pubsville, US 54321 | SHIP TO: AMAZON.COM 123 Main Street Anytown, US 12345 |
| CARRIER: Name BOL #: 654321 PRO #: 123456789 ARN: 98765431 | PO(s):  A1234567 |
| Pallet 1 of 5 Cartons on Pallet: 15 | |
| SINGLE ASIN - B001234567 | |
| Pallet SSCC  (00) 012345678101112131 | |

Most Preferred: Single-SKU Pallet SSCC Label

| | |
|--|---|
| SHIP FROM: Happy Publisher 12 Bestseller Ln Pubsville, CA United States, 54321 | SHIP TO: AMAZON.COM 123 Main Street Anytown, OH United States, 12345 |
| UPC: 123456789123 Qty: 28 Pallet #: 1 of 10 Cartons on Pallet: 15 | PO#: Code39 A1234567  |
| Amazon Container Code (Code128): AMZNCC01234567890123  | |

Single-SKU Pallet AMZNCC Label

Review chargebacks applicable to labels by searching in Support for 'Chargebacks - Problems with the Receive Process'

4 Transporting your shipments

4.1 Amazon Paid Freight [Collect / WePay] Requirements



| Ship Method | Routing Request Required | Routing Cutoff | Earliest Tender Received (Requested Pickup Date) | BOL Required | ASN Required |
|---------------------------|--------------------------|--|---|--------------|--------------|
| Small Parcel (SP) | Yes | 23:59 PST/PDT - 2 business days prior to Requested Pickup Date | 4am PST/PDT business day prior to Requested Pickup Date | No | Yes |
| Less-Than-Truckload (LTL) | Yes | 23:59 PST/PDT - 2 business days prior to Requested Pickup Date | 4am PST/PDT business day prior to Requested Pickup Date | Yes | Yes |
| Full Truckload (TL) | Yes | 23:59 PST/PDT - 2 business days prior to Requested Pickup Date | 4am PST/PDT business day prior to Requested Pickup Date | Yes | Yes |

Further details about collect shipping options can be found in [Addendum 1: Shipping Guidelines \(WePay\)](#).

- 4.1.1** Routing requests are REQUIRED for all collect/WePay shipments. Submit your routing request via either Vendor Central or EDI 753 shortly after confirming your purchase order and after you have an accurate estimate of your shipping details. You must ship with the assigned carrier and follow the carrier's and Amazon's loading requirements.
- 4.1.2** You will also be shown potential consolidation opportunities. It is recommended to consolidate POs as much as possible. Additionally, multiple ARNs may be consolidated into a single shipment (VRID). We strongly recommend that you route an entire PO into one ARN. An ARN cannot be split into multiple shipments. If an ARN in its entirety is not shipped together, the remaining must get rerouted (a new ARN must be created).
- 4.1.3** The shipment details page also includes SKU images to further help you identify what items are included on each shipment.
- 4.1.4** Amazon will automatically populate pick up details such as the warehouse location, pick up date, and packing details like weight and volume. Once completed, confirm the information is accurate before submitting the request for transportation (ensure the requested pick up date must fall within the ship window on the PO to avoid PO on-time accuracy chargebacks).
- 4.1.5** All POs shipping into the same destination must be consolidated into a single routing request. For additional information on routing request consolidation, shipping best practices, drop trailer shipments, and shipping escalations, refer to [Addendum 1: Shipping Guidelines](#).
- 4.1.6 While routing:**
 - 4.1.6.1** For Truck Load: Maximum weight allowed to route is 40,000 lb, max volume is 3,500 Cu. Ft. and 6 inches at the back of the truck to allow for the drop trailer to be placed securely. This allows for 30 (single stacked) or 60 (double stacked) standard pallets. We recommend using straps or load bars to secure 30 pallet loads.
 - 4.1.6.2** Non-palletized shipments must be clearly stated with pallet count as '0' while routing.
- 4.1.7** After the routing request is submitted, Amazon will process and assign a carrier. Carrier scheduled pick up date and time will be shared accordingly on Shipment details page and through email notification. You need to make sure that you are sending the shipment with assigned carrier and preparing shipments for pick up on the scheduled pick up date provided by Amazon.
- 4.1.8 Pick Up Expectations:**
 - 4.1.8.1** Truck Load Carriers: Truckload carriers are expected to pick the shipment as per the scheduled pick up date and time shared on the Shipment details page in Vendor Central.
 - 4.1.8.2** LTL Carriers: LTL Carriers are expected to pick the shipment between as per the scheduled pick up date shared on the Shipment details page in Vendor Central. LTL shipments need to be ready for pickup at 8am on the scheduled pickup date.
 - 4.1.8.3** For Small Parcel, Amazon only uses UPS Standard Ground and OnTrac. Do not choose air freight. (If you have questions regarding this, use Contact Us in Vendor Central or Advantage). Carrier specific smallparcel account numbers can be found by searching for the Inbound Small Parcel shipment guide under Support). When using Amazon's small parcel account numbers, ensure you are only using them to inbound your Amazon shipments.
 - 4.1.8.4** You must be ready to load and ship the freight on scheduled pick up date available on the shipment details page. You are expected to load carrier's trailers. Freight that is not ready to be picked up when the carrier arrives on the scheduled pick up date is subject to freight not ready chargebacks.
 - 4.1.8.5** You must present the carrier a printed BOL at the time of pick up. Refer to *section 8: Documents Required for Shipments – Bill of Lading (BOL)* for more information on BOL requirements.
- 4.1.9** ASNs must be submitted via either Vendor Central or EDI 856 transmission. Additional information related to ASNs, Routing Requests can be found in section 8 of this manual.
- 4.1.10** For shipments coming into North America, refer to [Direct Imports help](#) in Vendor Central. There you will links to tools and



documents to help you manage import shipments.

4.1.11 Expedited Shipping:

4.1.11.1 Shipments are to be expedited at the discretion of your Retail Representative. Reach out to them for eligibility checks and possible next steps.

4.1.11.2 If you have not been instructed to expedite a shipment and you believe your shipment should be expedited, submit a Routing Request with the earliest possible Freight Ready Date.

4.2 Vendor Paid Freight [Prepaid / TheyPay] Requirements

4.2.1 Though we acknowledge the discretion of our vendors to ship prepaid shipments via their own carrier, Amazon strongly recommends that you utilize our contracted carriers. Amazon's contracted carriers are better prepared to handle shipments into our locations, as they are fully aware of the particular freight management requirements that are necessary to best serve our account and accomplish deliveries in the most expeditious and economical manner possible.

4.2.2 All shipments, including Small Parcel shipments, require an ASN (Advanced Shipment Notification). ASNs can be submitted via Vendor Central or Advantage website (in the Shipments tool under Vendor Central > Orders > Shipments) or EDI 856 (search for this under Support).

4.2.3 Carrier Expectations

Carriers should follow the policies and requirements when delivering shipments to Amazon, as provided in the [Carrier Central Manual](#). Ensure you provide your carrier the link to the manual when planning transportation of your shipments.

4.2.3.1 Carriers that are selected by the vendor to deliver "Vendor Paid" shipments to Amazon FCs must comply with Amazon requirements outlined in this and the [Carrier Central Manual](#). It is your responsibility to ensure that the requirements outlined are followed by the carrier. You should note that the failure of a carrier to comply with these requirements may cause the delivery to be refused.

4.2.3.2 Vehicle Condition: The following standards of vehicle condition are required when delivering goods to Amazon FCs:

4.2.3.2.1 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.

4.2.3.2.2 The vehicle floor must be well maintained, safe, and free from any obstructions and damage, such as holes.

4.2.3.2.3 The use of trailers with uneven or corrugated floors, (such as in refrigerated trailers) is highly discouraged. In the event that product must be shipped in a climate-controlled trailer, product must be palletized.

4.2.3.2.4 The vehicle must be water tight, clean, and free of strong odors, especially when delivering food and healthcare products.

4.2.3.2.5 Securing straps must not be allowed to hang freely. Straps, unless actually securing a load(s), 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/or diamond corrugate shims, must be used to secure any double stacked pallet that may shift in transit or has a large void of space to the 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 doors are opened.

4.2.4 Timeliness of Deliveries

4.2.4.1 Amazon schedules appointments and labor resources to ensure a vehicle's waiting time is kept to a minimum. In order to achieve this, suppliers must ensure that the agreed appointment time is met. Suppliers are also reminded to carefully check the warehouse address before the delivery is made.

4.2.4.2 If a carrier/supplier recognizes that a delivery may be late, they must reschedule their appointment via Carrier Central more than 24 hours in advance. If the delivery is expected to be late with less than 24 hours until expected delivery time, carriers can contact the respective FC Transportation Scheduler by preferably cutting a case in Carrier Central via Case Management or via the ROC hotline (866-203-8372). Amazon will make every effort to accommodate late arrivals provided this does not adversely affect other suppliers' delivery times.

4.2.4.3 An appointment will be given a 30-minute grace period past the scheduled delivery time before it is considered late and a No Call No Show (NCNS). Late deliveries are subject to cancellation of the appointment. If an appointment is cancelled, the carrier must request a new appointment.

4.2.5 Carrier is required to provide the following information upon delivery. Failure to provide this information will lead to freight refusal or delay in receiving:

4.2.5.1 Amazon Delivery Appointment Number (ISA #)

4.2.5.2 Bill of Lading documentation (see Section 8: Documents for Required for Shipments - Bill of Lading (BOL) and [Appendix 1: Sample Bill of Lading \(BOL\)](#) for more information)

4.2.5.3 Carriers that sub contract to another carrier must also provide that sub contracted carrier with the above 2 along with PRO # or carrier tracking number given to you.

4.2.6 Amazon reserves the right to suspend or deny scheduling of delivery appointments to any carrier or driver, with sufficient



notice, on grounds of repeated or excessive late delivery, repeated NCNS events, or disruptive behavior or violation of any yard policy (including, but not limited to speeding and / or littering). Further details and examples can be found in Appendix 1: Dos and Don'ts of the [Carrier Central Manual](#).

4.3 Carrier Central

- 4.3.1 All carriers are required to utilize Carrier Central (<https://carriercentral.amazon.com/>) to request a delivery appointment at Amazon's FCs, adhering to the policies outlined in the [Carrier Central Manual](#). Note that this requirement applies to less-than-truckload (LTL) and truckload (TL) shipments and does not apply to small parcel shipments. For more information on small parcel small, search for the Inbound Small Parcel shipment guide under Support.
- 4.3.2 **What should You do?**
 - 4.3.2.1 You must inform your carriers of this portal and send your carrier a link to the [Carrier Central Manual](#). Carriers need to visit the Carrier Central Portal at <https://carriercentral.amazon.com/> and request an account. You must provide complete order information to the carrier to ensure accurate and complete information upload into Carrier Central.
 - 4.3.2.2 You must ensure carriers have a valid SCAC before the carrier submits a Carrier Central account request.
 - 4.3.2.3 You must not request a Carrier Central account on behalf of your carrier as that request will be denied.
 - 4.3.2.4 You must ensure carriers provide accurate pallet count, box count, and unit count information in Carrier Central.
- 4.3.3 Carriers must utilize the 'Help' and 'Support' link located on the login page of Carrier Central for assistance.
- 4.3.4 Additional appointment information for Vendor Paid Freight:
 - 4.3.4.1 All carriers delivering vendor paid freight are required to schedule delivery appointment 24 hours or more in advance of the desired appointment date. The carrier must specify a desired appointment date and time on the request form.
 - 4.3.4.2 Prepaid Vendors are responsible for ensuring their carriers request an appointment within the delivery window.
 - 4.3.4.3 You must provide the carrier with a complete list of Purchase Order #s, PRO # and BOL information, and instruct the carrier that Amazon will require this information when scheduling a dock appointment.
 - 4.3.4.4 Upon arriving at the FC, the carrier must provide a physical BOL document that meets Amazon's requirements. See Section 8: Documents for Required for Shipments - Bill of Lading (BOL) and [Appendix 1: Sample Bill of Lading \(BOL\)](#) for more information.
- 4.3.5 If your carrier is having appointment related issues, ask your carrier to contact the respective FC Scheduler and/or submit a case through Amazon ROC Case Management. For respective FC Scheduler details or any technical assistance, carrier can refer to the help section in Carrier Central. If your carrier doesn't find a solution to their issue, create a 'Contact Us' case via Vendor Central.

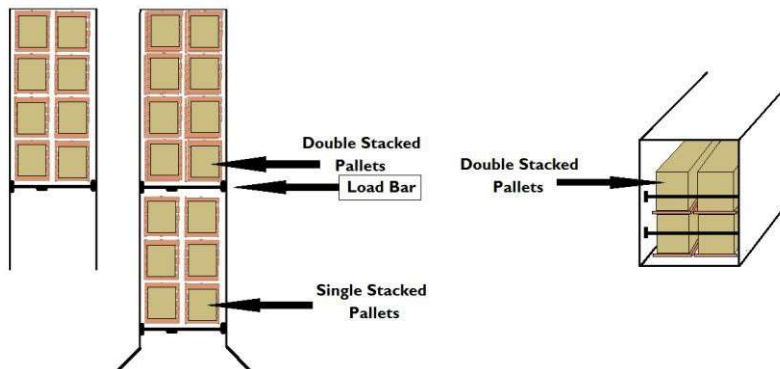
Review chargebacks applicable to transportation by searching in Support for 'Chargebacks - Problems with the Transportation Process'

5 Loading Shipments

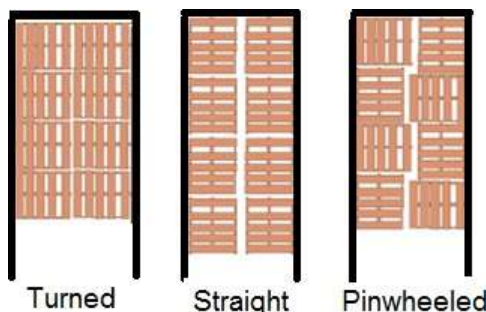
Amazon is providing the following loading shipment guidelines as a summary description of general best practices for ensuring that shipments are loaded in a manner that will prevent shifting and also improve loading, transportation and unloading. The requirements of an exceptional situation may require alternative measures. Under all circumstances, loading must be completed in consultation with the carrier, and any conflicting carrier instruction will supersede these guidelines. Note additional guidelines for loading of intermodal containers in [Addendum 3: Vendor Intermodal Loading Guide](#).

5.1 Pallet Loading

- 5.1.1 Arrange double stacked pallets so that both pallets are accessible by a forklift from the same side. Load bars, tension straps, air pillows, and/or diamond corrugate shims must be used to secure any double stacked pallet that may shift in transit or has a large void of space to the 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 doors are opened. Tension straps must not be hanging free and must be secured if not used.



- 5.1.2** Pallet loading for truckload (TL) shipments should use a “Turned” configuration. This is 2 rows of pallets with the 48” dimension running on the width of the trailer and the 40” dimension running along the length dimension (see example below). This provides the best overall mix of utilization and load stability and provides space for 30 (single stacked) or 60 (double stacked) pallets. Straight or pinwheeled pallet arrangements, while allowed, may not allow you to fit all your freight on the trailer. When loading 30 pallets we recommend standard load then “turned” should allow 6” at the back of the trailers for the dock plate to be engaged. Pallet loading for less than truckload (LTL) shipments should load pallets with pallet level labels facing the trailers’ doors.
- 5.1.3** All trailers must have adequate strength cardboard placed against the cargo and secured in place using load bars/straps to prevent box contact with the rear doors. 6” at the back of the trailer must be maintained to allow space for the dock plate to be engaged. It is the shipper and the carrier’s responsibility to ensure that shipments are loaded into a trailer in a balanced manner that prevents the load from shifting during transit or unloading. Products must be shrink wrapped together to prevent insecure loading. For intermodal loads, see the [Addendum 3: Vendor Intermodal Loading Guide](#).



5.2 Floor-Loading

- 5.2.1** Palletize all shipments as much as possible to ensure earlier delivery appointments. Trailers loaded without the use of pallets are referred to as being ‘floor loaded’. Floor loaded shipments are required by Small Parcel carriers (SP), and allowed for truckload (TL) and is preferred for intermodal/rail shipments (IM). Floor loaded shipments are not allowed for Less-than-Truckload carriers (LTL).
- 5.2.2** Floor loaded shipments requiring extensive handling may be refused for safety reasons (i.e. boxes greater than 50.0 pounds). By definition, Amazon considers floor loading to be loose, stacked boxes, which are under 50.0 pounds in weight that will be unloaded by hand. Any additional charges assessed would vary based on the extra labor required which can vary significantly from shipment to shipment. Parcel shipments are allowed to be greater than 50 lb if there is one unit per box. Apply a load strap or a load bar at the end of the trailer to provide an additional layer of load security.
- 5.2.3** 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.
- 5.2.4** Only floor-load freight into containers that are at least 96”/ 2.5m tall.
- 5.2.5** When loading the trailer, maintain stability between boxes stacks and container walls. Boxes must never be forced into a trailer spaces that are smaller than the box size to prevent difficulty during the unload process.
- 5.2.6** All shipments must be properly secured using load bars/straps. It is the shipper’s and the carrier’s responsibility to

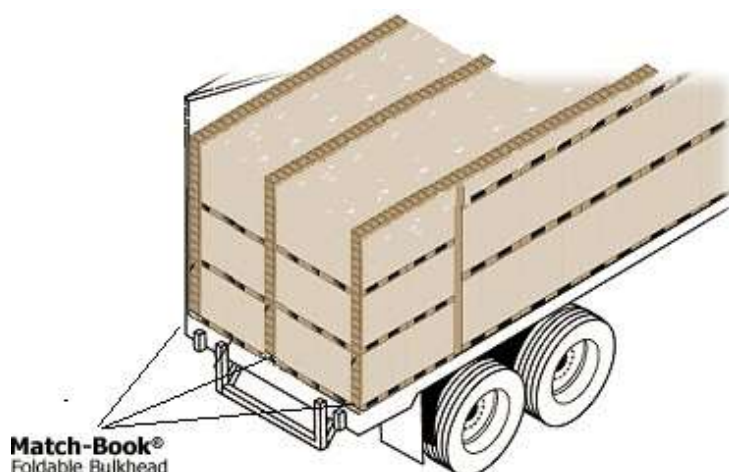


Example of floor loaded product correctly staged in a container

ensure that shipments are loaded into a trailer in a manner that prevents the load from shifting during transit.

5.3 Clamp Truck Guidelines

- 5.3.1** Any Floor Loaded trailer must be clearly labeled as being 'clampable' or 'non-clampable'. If freight or pallets are described as clampable, it must be able to be safely and completely unloaded from a trailer using a Clamp attachment to a powered industrial equipment for lift. If freight is described as non-clampable, it can only be unloaded from a trailer by hand. Products that are greater than 50 lb per unit must be clampable. Clampable freight must be less than 78" to allow the clamp to grip the freight.
- Boxes of pressurized products such as cans of paint or carbonated liquids or soft products such as toilet paper, paper towel, or bags containing air cushioned goods are not clampable.
 - In cases of palletized units, these products must comply to stackable or non-stackable and non-clampable pallet build requirements per section 2.4.
- 5.3.2** When loading the trailer, maintain at least 6" / 16 cm between freight and container ceiling, as well as 6" at the back of the trailer to allow space for the dock plate to be engaged. In addition, trailers must maintain 6" between freight and either side of the trailer AND THE CENTER LINE to allow a safe distance for the 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.



- 5.3.3** Boxes/cases must be wrapped tight in stacks that are no more than 40" wide, 48" long, and 98" tall to be able to accommodate min and max clamp truck restrictions. Stacks will be down stacked, using a clamp truck, to a maximum height of 72" for storage and handling purposes. Clampable boxes must not be forced into a trailer during the load process. If the individual unit is one unit per box and is greater than 50 lb, the stack can be 40" wide, 72" long and 72" tall. If the individual unit is one unit per box and is too large to fit on the 40" by 48" or the 40" by 72" pallet, please see [Addendum 4: Special Handling Requirements](#) on Custom Pallets.

- 5.3.4** The product must also be oriented in such a manner that it can be clamped without having to rearrange the load. For example, if mattresses are oriented in such a fashion that the larger flat surface is facing the rear end of the truck, a clamp truck can't move them without rearranging such that the larger flat surface faces the side walls of the trailer.
- 5.3.5** Arrange each tier to be uniform and aligned relative to the other tiers on the footprint so that all four sides of the freight stack can be safely 'squeezed' by a clamp. Tier heights may vary.



6 Safety and Quality Requirements

6.1 Trailer/Shipment/Dock Safety and Loading Requirements

Amazon values the safety of our carriers and drivers, reserving the right to reject pickup requests in unsafe locations. This can include pickups along main roads, congested pickup locations, and areas where our drivers may not be able to dock or park without impacting local traffic or pedestrian safety.

- 6.1.1** For truckload shipments, your pickup location's dock must be able to support drivers and trailers shown in the requirement diagrams below.

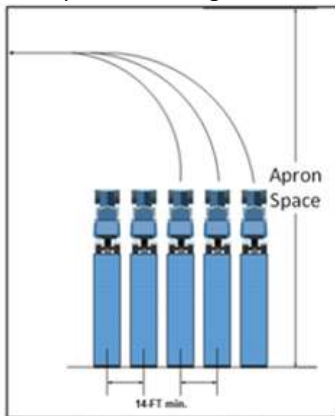


Figure 26: Apron Space - Turning

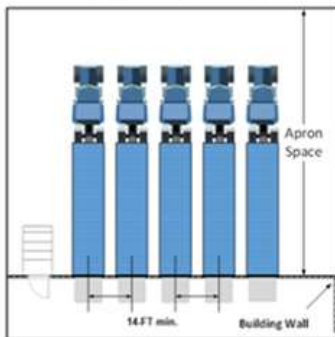
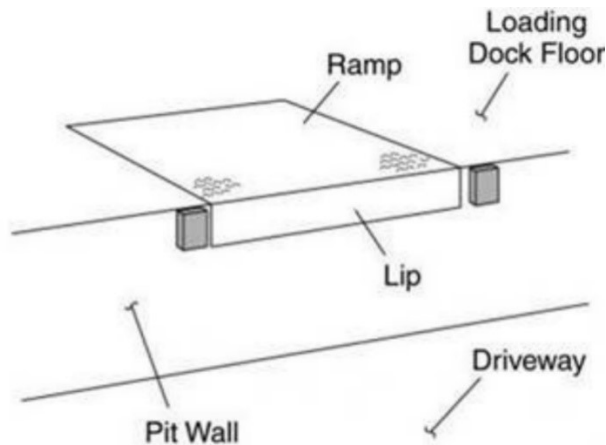


Figure 27: Apron Space - Straight

The minimum apron space required depends on the:

- Center line distances between the dock door/parking slip
- Length of the trucks
- Steering geometry of the trucks



- 6.1.2** 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.
- 6.1.3** A trailer, shipment or portion of a shipment is subject to refusal at the FC if FC associates are unable to safely unload product from the trailer or to verify the contents of a shipment. Common reasons for freight refusals include, but are not limited to:
- 6.1.3.1** Pallets shifting in transit.
 - 6.1.3.2** Pallets/product stacked in a manner that prevents the FC from safely unloading the product.
 - 6.1.3.3** Over-sized floor loaded product that exceeds 100 lb (mech lift) and cannot be unloaded by a clamp.
- 6.1.4** If there are multiple pallets for the same PO, all pallets of the same PO must be loaded together throughout the trailer, provided all overweight axle guidelines are met.
- 6.1.5** Under all circumstances, shipments must be loaded in a manner that is balanced and that prevents the load from shifting.



6.2 Seal Compliance

- 6.2.1 To ensure shipment integrity and chain of custody, all truckload, Inter-modal, and transshipments must be sealed with ISO 17712 compliant metal, plastic, or wire seals before the truck leaves the dock. Seals must be applied by the vendor and not by the driver.
Note: From October 2023, Amazon will require use of RFID seals.
- 6.2.2 Seals must be strong and durable against weather, chemical action, and undetectable tampering. Must be easy to apply and seal.
- 6.2.3 Seals must have permanently and uniquely marked / numbered, and marked with an easily identifiable manufacturer's logo.
- 6.2.4 You must record the seal number on the Bill of Lading (BOL) and make a copy for your records before handing the BOL to the driver. Drivers will refuse to pick up shipment if the BOL does not include the seal number. See BOL section 8 for more information
- 6.2.5 You must send the seal number with the Advanced Shipment Notification (ASN). See ASN section 9 for more information
- 6.2.6 Low seal compliance rates may result in chargeback in the future

6.3 Quality Assurance

In an effort to help our vendors meet operational expectations, Amazon collects and reviews vendor operational performance data on a continual basis. We use this data to identify and address noncompliance in vendor operations. Depending on the severity of noncompliance, Amazon may initiate communication with you in a number of ways to help bring awareness and a resolution to the situation. You may receive a one-time contact regarding an isolated incident or may have ongoing communication with an Amazon representative in order to rectify consistent problems. Amazon will often share data in order to educate you on operational issues. Whenever necessary, Amazon may return merchandise at your expense and/or assess charges to you to offset expenses incurred as a result of vendor non-compliance with operational standards. To help ensure continuous levels of quality, it is necessary to communicate to your Retail Representative well in advance of any circumstances that may compromise or interrupt service, such as system changes or facility closures.

7 Collect ARN Destination Change

In certain circumstances when Amazon Fulfillment Centers are experiencing larger backlogs than normal, Amazon could initiate a destination change request of a WePay ARN ([Addendum 1: Shipping Guidelines \(WePay\)](#)). This will only occur after the routing request creation and after prior to the ARN being assigned a carrier. Additionally, to receive your freight sooner, we may redirect freight while either in transit or once arrived at the original destination. You will not receive a notification when freight is redirected in transit or after arriving at the original destination.

7.1 ARN Destination Change Communication and Requirements:

- 7.1.1 When an ARN destination change is requested by Amazon, the email below will be sent as an initial confirmation. The BOL must be updated to reflect the new destination as well as the ASN. Please note that pallet and carton labels **do not** need to be updated to the new destination fulfillment center.
- 7.1.2 Email: upstream-arn-redirects@amazon.com
Subject: ARN Destination Change
Hello,
We have changed the destination on the following shipment to reduce pickup delay and receive the units sooner.
The following ARN(s) and PO(s) were changed:
 - ARN(s):
 - PO(s):
 - New Destination FC:
- 7.1.3 Please update destination on the BOL and ASN. You do NOT need to update your pallet or carton labels. Thank you for your cooperation and flexibility.

8 Documents Required for Shipments – Bill of Lading (BOL)

- 8.1 BOLs are required for all TL/LTL shipments. You are responsible for BOL accuracy, including handling unit quantity information.
Information must be printed, NOT handwritten. BOLs missing the required information will need to be corrected and reprinted at time of pickup. A sample Bill of Lading is listed in [Appendix 1: Sample Bill of Lading \(BOL\)](#). The following information is required on all BOLs:



General Requirements:

| Parameter | Requirements | Descriptions & Comments |
|--|--|--|
| BOL Number | Mandatory for all shipments | A unique number assigned by the shipper when creating the Bill of Lading. |
| Ship from Information | Mandatory for all shipments | You must include the following information: <ul style="list-style-type: none"> • Vendor Name • Street Address • City, State and Zip Code • DC Contact Name and Phone |
| Ship to Information | Mandatory for all shipments | You must include the following information: <ul style="list-style-type: none"> • Amazon FC Name • Street Address, • City, State and Zip Code |
| Routed Carrier Name and SCAC | Mandatory for all shipments | Carrier name and SCAC (Standard Carrier Alpha Code) are required as provided in the tender notification. |
| Carrier's reference number (PRO #) | Mandatory for all shipments | The PRO number is a unique identifier issued by a Carrier to track a shipment from pickup to delivery. This PRO number must be used by the Carrier delivering the shipment to Amazon (This number CANNOT be changed in-transit). |
| Freight Charge Terms | Mandatory for all shipments | Check the appropriate freight terms box on your BOL: COLLECT, PREPAID, 3rd PARTY (check box on BOL form) |
| Amazon Reference Numbers (ARN) | Mandatory for all Collect/ WePay shipments | If your shipment has multiple ARNs, you must list all of them. |
| Customer Order Number (Purchase Order) | Mandatory for all shipments | List all Amazon Purchase Orders and invoice numbers (if you have invoice number at the time of shipment). |
| Handling unit quantity information | Mandatory for all shipments | You must list pallet, carton, and each information. For ARN/PO, all 3 units of measure are required. |
| Trailer and Seal | Mandatory for all shipments | All truckloads, IM, and transship shipments must have metal, plastic, or wire seals and meet the following criteria: <ul style="list-style-type: none"> • Must be ISO 17712 compliant • 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. You must include the trailer and seal number on the BOL. Drivers will refuse if the BOL is missing the seal number Trailer and seal number can be handwritten Seal number on BOL is required to match the seal on the trailer or container |
| Shipper Load and Count (SLC) | Mandatory for all shipments | "Shipper Load and Count" or "SLC" must be printed on BOL when trailer is loaded and sealed without driver being given the opportunity to count or inspect freight. |

- 8.2** Consolidate ARNs with the same origin and destination on a single BOL per the tender notification. Refer to [Addendum 1: Shipping Guidelines \(WePay\)](#) for consolidated routing guidelines.
- 8.3** All ARNs contained in the same shipment must be listed on the BOL and confirmed with the carrier at pickup. If shipping orders for a party that fulfills through Amazon FCs, create a separate BOL. Do not combine Amazon shipments with shipments for other sellers that fulfill through Amazon FCs.
- 8.4** Original BOL information must be made available to the carrier in order for carrier to arrange a delivery appointment at the FC.
- 8.5** BOLs can also be printed within Vendor Central > Orders > Shipments > Click on shipment ID > Print BOL for shipments which were submitted via Vendor Central only.



9 Information Required for Shipment - Advanced Shipment Notification (ASN)

- 9.1 ASN is a virtual notification message to communicate information about a shipment prior to delivery. Amazon matches ASNs from Vendors to Shipment Delivery Notifications (SDNs) from Carriers based on ARN / PRO / BOL to support the shipment during the receiving process. (i.e. ASN Match). You are required to submit ASNs for all shipments, regardless of size or freight payment terms. Note: Shipment details page now shows an alert if an ASN has not been submitted for a shipment that is past the scheduled pick up date.
- 9.2 Amazon must receive your ASN 24 hours after the departure of the trailer and prior to your product being received on Amazon's dock. If the Amazon destination FC is in close proximity to your shipping location, we recommend sending ASNs before the departure of the trailer from the shipping location. For collect vendors, we recommend submitting the ASN prior to the carrier picking up the shipment from your warehouse. You can request a block of PRO from the carrier and if the PRO changes in the future, you should not have any ASN mismatch since Amazon uses ARN to match your shipment.
- 9.3 You can request a block (set) of PRO numbers from each of Amazon's Contracted LTL Carriers. Refer to [Addendum 2: Amazon Contracted LTL Carrier PRO Distribution Guide](#) for more information.
- 9.4 You must include the seal number when you send your ASN to Amazon.

Review chargebacks applicable to ASNs by searching in Support for 'Chargebacks - Problems with the Advanced Shipment Notification (ASN)'

10 Routing Requests

- 10.1 A routing request only applies to collect (WePay) vendors ([Addendum 1: Shipping Guidelines \(WePay\)](#)). You will also be shown potential consolidation opportunities. It is recommended to consolidate shipments as much as possible. Additionally, multiple ARNs may be consolidated into a single shipment (VRID). An ARN cannot be split into multiple shipments. If an ARN in its entirety is not shipped together, the remaining must get rerouted (a new ARN must be created).
- 10.2 The shipment details page also includes SKU images to further help you identify what items are included on each shipment.
- 10.3 Amazon will automatically populate pick up details such as the warehouse location, pick-up date, and packing details (weight and volume). Confirm the information is accurate before submitting the request for transportation (ensure the requested pick-up date falls within the ship window on the PO to avoid a PO on-time accuracy chargeback). Please follow carrier and Amazon loading requirements and ship with the assigned carrier.
- 10.4 Routing requests can be submitted via Vendor Central or EDI 753. For all collect (WePay) POs this is the process we use to tender shipments to carriers. Once your request has been submitted, Amazon then sends out this data in an automated format to the designated carrier, as well as the assigned Amazon FC.
- 10.5 Once you have been given a sign-on into your company's Vendor Central account, you can begin sending routing requests for Collect (WePay) POs under Vendor Central > Orders > Shipments. You can access routing instructions and additional routing information in Vendor Central under the Support > Shipping.
- 10.6 Please see [Section 4 Transporting Your Shipments](#) for routing cutoff times depending on your ship method. You can select a Freight Ready Date (FRD) up to 30 days in the future keeping in mind that the FRD must not exceed the latest ship date of the PO ship window. Consolidate and add as many POs that are going to the same location as possible to one Routing Request. Once the routing request is submitted carrier and pick up details will be shared via email and on the shipments page.
- 10.7 If you are unable to provide the BOL # at the time of routing, you can use an alternate reference number such as an internal order or invoice number (if you have invoice number at the time of shipping). The reference number must be a unique number that your firm must use to reference this shipment. You must later enter the actual BOL # in your ASN and *provide the same to the carrier*.
- 10.8 Submit this information to us via Vendor Central > Support > Contact Us > Shipments > Issue with Creating a Routing Request. If you are not receiving email confirmations for submitted Routing Requests, it is likely that email confirmations are being sent to an outdated contact in your company/your email address is incorrect in Vendor Central. You can update the contacts and email addresses for your company in Vendor Central > Settings > Warehouse Settings or Advantage website. If after updating your contact information you are still not receiving email confirmations, submit this information to us via "Support."
- 10.9 Unless instructed otherwise by Amazon Transportation, you must be ready to load and ship the freight on scheduled pickup date available on Shipment details page.
- 10.10 For delivery or pickups issues see Vendor Central > Support > Contact Us > Shipments > Carrier Missed Pick Up (Collect).
- 10.11 Routing Requests cannot be edited except for the "requested pick up date". You can submit a new requested pick up date any time up to 5:00 PM (local time zone) the day before the scheduled pick up date. For example, if your pick-up appointment is scheduled for 10:00 AM on June 2, you can make edits until 5:00 PM on June 1. You cannot add new POs to an already



submitted/processed Routing Request. If you have additional POs to ship, submit a separate Routing Request. If you have any questions regarding editing your routing request, submit a “Support” case via Vendor Central > Support > Contact Us > Shipments > Issue with Creating a Routing Request.

11 International Shipments

- 11.1.** For direct imports via small parcel and LTL/TL between US, CA and MX, commercial invoices must be provided for all shipments. Commercial invoices can be generated via Vendor Central during both the ASN and Routing Request submission process. If you are unable to create a commercial invoice in Vendor Central, ensure that a commercial invoice is completed according to the requirements found in the Global Compliance handbook: Vendor Central > Support > Resource Center > Operations > Global Amazon Product Compliance handbook

12 FAQ's

12.1 Amazon Freight LTL (AMZX)

12.1.1 What is Amazon Freight LTL (SCAC = AMZX)?

Amazon Freight LTL is Amazon's Less-than-truckload (LTL) transportation provider for Amazon Collect Shipments.

12.1.2 How do I Schedule a pick up for Amazon Freight LTL?

Carrier will show up on the scheduled pick up date available on Shipment details page. We expect your shipment to be ready on the scheduled pick up date and load the shipment accordingly.

12.1.3 How do I procure a PRO label?

Instead of needing to procure PRO labels in advance, with Amazon Freight you print your own PRO labels.

12.1.4 How do I print my own PRO labels?

Click the Amazon Freight PRO Label link (<https://freight.amazon.com/labels>) in the Routing Request Response email.

Log in using any Amazon.com login. Your personal Amazon.com account will work. If you don't have a login then you can create a new one on Amazon.com.

Enter the ARN and Purchase Order provided in the Routing Request Response email and click “Find Shipment” to **generate and print the Amazon Freight PRO label.**

amazon

Print pallet labels

Print pallet labels for your Less-Than-Truckload (LTL) shipments to Amazon where Amazon Shipping is the carrier.

Amazon Reference Number (ARN) Purchase Order Number (PO #)

Find shipment



The website will bring up your shipment. Click “Print PRO Labels”

Print Amazon Freight PRO labels

Shipment Details

| | |
|---------------------------|-------------------------------|
| PRO | Amazon Reference Number (ARN) |
| ATSLTL9876543210 | 9876543210 |
| Planned Pickup Date | Purchase Orders (PO) |
| 07/09/2020 | TESTPOID |
| Show more | |

Cancel

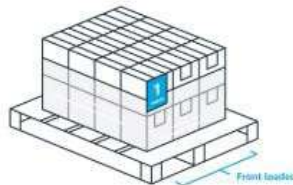
Print PRO labels

12.1.5 Where in the pallet do I apply the PRO labels for my Amazon Freight LTL shipment?

Apply the label on the upper left corner of the front-loaded side of the pallet. If unable to place on the front-loaded side, make sure that the label is on a clearly visible flat surface near the top of the pallet. The label insures that your goods can be quickly sent to their final destination.

How to apply PRO labels

① On clicking the PRO label button, one label will be printed for each pallet. Suggested label size is 4"x6". Apply the label on the upper left corner of the front loaded side of the pallet. If unable to place on the front loaded side, make sure that the label is on a clearly visible flat surface near the top of the pallet. See below on how to apply a label on your pallet.



12.1.6 When do I submit the ASN for my Amazon Freight LTL shipment?

Submit your ASN right away – send your ASN within 30 minutes of your goods leaving the facility prior to your Carrier Central appointment.

12.1.7 What additional information do I need to know about Amazon Freight LTL?

12.1.7.1 Have your shipment ready on the scheduled pick up date/time available on shipment details page or in the Amazon carrier assignment email notification.

12.1.7.2 Be sure to only load the pallets, boxes and POs that were routed as part of this shipment. Your shipment is part of a consolidated truckload that will also contain shipments from other shippers

12.1.7.3 To cancel or reschedule, request a lift gate or a vehicle smaller than a 53-foot truck, or if the 8-5 pickup window does not work for you, or if you have any other problems, call Amazon Transportation's Relay Operations Center at 866-203-8372 at least 24 hours before the start of your pickup window.



13 Glossary of Terms

ARN (Amazon Reference Number): The ARN is a reference number that Amazon generates when a shipment has been routed and a Carrier has been assigned to make a pick-up. This number is ONLY generated for Collect (WePay) shipments.

ASN (Advanced Shipment Notification): An electronic notification of pending deliveries; a virtual packing list that needs to be sent before the arrival of physical shipment at fulfillment centers for proper labor resource planning.

BOL (Bill of Lading): A document issued by an entity providing transportation services that serves three purposes: 1) serves as receipt for the goods delivered to the carrier for shipment, 2) defines the contract of carriage of the goods from the point of origin to the point of destination according to the responsibilities of the service provider listed on the bill of lading, 3) under certain conditions, provides evidence of title for the goods.

BOL (Bill of Lading) Number: A unique number assigned by the shipper when creating the Bill of Lading.

Carrier Central: Web based portal that carriers utilize to request a delivery appointment at Amazon's FCs.

CHEP Pallet: Commonwealth Handling Equipment Pool Pallet provided by CHEP Pallet Pooling service.

Collect: The consignee (Amazon) pays the freight charges.

Consolidation: Occurs when multiple shipments are combined into one truck.

Cube: The amount of space / volume a shipment occupies on a trailer.

EDI (Electronic Data Interchange): A method of transmitting data in formatted messages electronically between Amazon, vendors, carriers, and drop shippers using the EDI standards X12 (for US and JP) or EDIFACT (for EU).

FBA (Fulfilled by Amazon): A service purchased by third party sellers worldwide to have Amazon store and then pack, ship, and provide customer service for their products.

FC (fulfillment center): Amazon facilities, designed to hold goods for extended periods of time and ship product directly to our customers.

IXD (Inbound Cross Dock): Amazon facility designed to receive and transfer inventory to multiple FCs.

GMA Pallet: Pallet specifications provided by Grocery Manufacturers Association (GMA) Pallet Recycling Corporation.

Hazmat (Hazardous Materials): Products which are classified as dangerous goods under the European Agreement concerning the International Carriage of Dangerous Goods by Road (ADR) because they contain flammable, pressurized, corrosive, environmentally hazardous or otherwise harmful substances.

ISTA (International Safe Transit Association): Leading industry developer of testing protocols and design standards that define how packages should perform in the global distribution environment. LINK: <https://www.ista.org/>

IXD (Inbound Crossdock): An Amazon warehouse that accepts freight from vendors/sellers and ships product to various fulfillment centers. IXDs do not ship customer orders.

LTL (Less than Truckload): Typically, a shipment that fills <50% of a 53 foot trailer. Freight is consolidated by the carrier before moving to its destination.

ORM-D: Marking for consumer commodities in the United States that identifies other regulated materials for domestic transport only. Packages bearing this mark contain hazardous material in a limited quantity that presents a limited hazard during transportation, due to its form, quantity, and packaging.



Packing List: A vendor prepared document that lists all items and quantities of those items in a particular shipment.

Pallet: Movable platform used to stack cases or boxes to facilitate handling.

PECO Pallet: Pallet from the PECO pallet rental service.

Prepaid: The consignor (Vendor) pays the freight charges.

PRO number: A unique number assigned by a motor freight carrier to identify a specific shipment.

PO (purchase order): The actual contract that Amazon has with the vendors representing our product orders from those vendors.

Retail Representative: Person from Amazon side who purchases goods/manages inventory and/or manages the Amazon/Vendor relationship.

Routing Request: A vendor-facing, web-based application (routing can be done in Vendor Central and EDI 753 / 754 for EDI live) that facilitates the movement of inventory from a vendor's distribution center to an Amazon FC. Required for all collect shipments regardless of weight.

SCAC (Standard Carrier Alpha Code): A unique, four-letter alpha code used to identify a carrier.

SSCC (Serial Shipping Container Code): An 18-digit number with 2 zero prefix used to identify logistics units; used in LP Receive.

UPC (Universal Product Code): A standard type of barcode widely used in North America for tracking trade items.

Vendor: The company from who Amazon purchases goods.

