Amazon Bookings process using ASN and CARP

Contents

0. Amazon Booking Process 3
1. Advanced Shipment Notification (ASN) 3
What is an ASN? 3
What are the benefits of an ASN? 3
When to use an ASN? 3
How to create an ASN using Vendor Central? 4
How to create an ASN using EDI856? 4
How to edit an ASN? 4
2. Appointment requests (via CARP) 4
What is CARP? 4
What are the benefits of CARP? 4
When to use CARP? 5
What Amazon Fulfilment Centres use CARP? 5
How to set up a new CARP Account? 6
For Carriers 6
For Vendors 7
How to request an appointment via CARP? 9
What error messages could I receive and what actions should I take in every case? 14
Closed or cancelled POs 14
Wrong FC 14
Unconfirmed Purchase order 15
Shipment not found in Amazon Records 16
Missing pallet count or carton count 17
How to track a booking request? 18
How to request changes to an appointment? (Quantities, dates, inform delays) 20
I forgot my username or password what should I do? 21

I want to change the email account, what should I do? 23
I still have a problem, what should I do? 24
3. Amazon Delivery Requirements 25

0. Amazon Booking Process

This document details the Amazon booking process. It comprises two parts:

A) Advance Shipment Notification (ASN)
B) Appointment requests (via CARP)

Every delivery of a prepaid Purchase Order (PO) into an Amazon FC will require the submission of an ASN. This includes Truck Load (TL)/Less than Truck Load (LTL) and parcel deliveries. For TL/LTL deliveries, you will also need a booking, which you should request using our online booking portal CARP.

1. Advanced Shipment Notification (ASN)

What is an ASN?

Advanced Shipment Notification (ASN) is an electronic packing list that vendors send to Amazon in advance of any delivery, either via Electronic Data Interchange (EDI) or via creating it in the Vendor Central Portal.

An ASN consolidates detailed information about the products and quantities that you intend to deliver to one of our Fulfilment Centres (FCs) on one single occasion.

What are the benefits of an ASN?

The advantage of an ASN is that it can precisely allocate quantities of multiple products and multiple purchase orders as advised by you. The use of ASNs enables the FCs to receive complex combinations of POs and ASINs onto the right purchase order and the right quantities when the products physically arrive at the FC.

ASN improves traceability of vendor shipments within Amazon systems (end-to-end). This in turn ensures quicker resolution on issues and faster payment processing, reducing administrative burden for both Amazon and our vendors.

When to use an ASN?

An Advanced Shipment Notification (ASN) is required on every occasion you intend to ship products to one of our FCs. This notification of incoming freight is a necessary step in the booking process. For deliveries into XUKA (our DHL 3PL facility), please refer to XUKA requirements section in our Vendor Manual and the following documents inside Vendor Central Resource Centre: “DHL XUKA Booking Form” and ‘DHL XUKA site requirements”.

IMPORTANT

Once an ASN has been generated, you can edit it for 7 days after submission date or until the shipment arrives at our fulfilment centres (whichever is sooner).

You cannot delete or cancel ASNs but ASN edit feature gives one week in which to make changes to already submitted Advance Shipment Notifications.

Once quantities in a PO have been assigned to a specific ASN, they cannot be re-assigned on another ASN.

Please ensure that the paperwork accompanying the shipment matches exactly with what is on the physical consignment to avoid rejections/refusals at the FC.

How to create an ASN using Vendor Central?

- Please follow the guidelines available in Vendor Central > Orders > Shipments > Training link: https://s3.amazonaws.com/vendorcentral/UK/shipments/story.html
- More information can be found in Vendor Central > Help > ASN and CARP > Submitting an ASN

How to create an ASN using EDI856?

- Please follow the guidelines available in Vendor Central > Help > Electronic Data Interchange (EDI) > About EDI DESADV.

How to edit an ASN?

- **For Vendor Central ASNs:** Vendor Central > Help > ASN and CARP > Edit an ASN
- **For EDI856 ASNs:** Vendor Central > Help > Electronic Data Interchange (EDI) > About EDI DESADV > Edit an EDI ASN (EDI DESADV).

2. Appointment requests (via CARP)

What is CARP?

CARP is Amazon's on-line booking request portal. In December 2012, we launched the ability for vendors to edit their appointment requests via CARP. This means CARP is now more flexible. CARP Edit functionality allows vendors to request modifications such as:

- The appointment date and times
- The load type (palletised or non-palletised)
- The number of pallets, cartons and units
- Inform Amazon of any delays in the delivery due to transportation issues and request re-arrangement of the slot.

What are the benefits of CARP?

CARP provides an efficient, standardised system for requesting a booking as it prevents the booking of any POs that are not in the correct status.

Amazon monitors CARP response times to meet a Service Level Agreement (SLA) of less than 4 hours during office hours.

CARP delivers a tracking number for all appointment requests and serves as a web-based communication channel between vendors and FC's where no information is missed or confused due to multiple email exchanges.

When to use CARP?

You should always use CARP to request a delivery slot into our FCs regardless of whether your shipment is non-palletised or palletised. Only those non-palletised shipments coming via one of our authorised carriers are exempt from requesting an appointment through CARP. Please refer to **Appendix D: List of Carriers for Loose Carton Deliveries inside the Vendor Manual to view these carriers**.

What Amazon Fulfilment Centres use CARP?

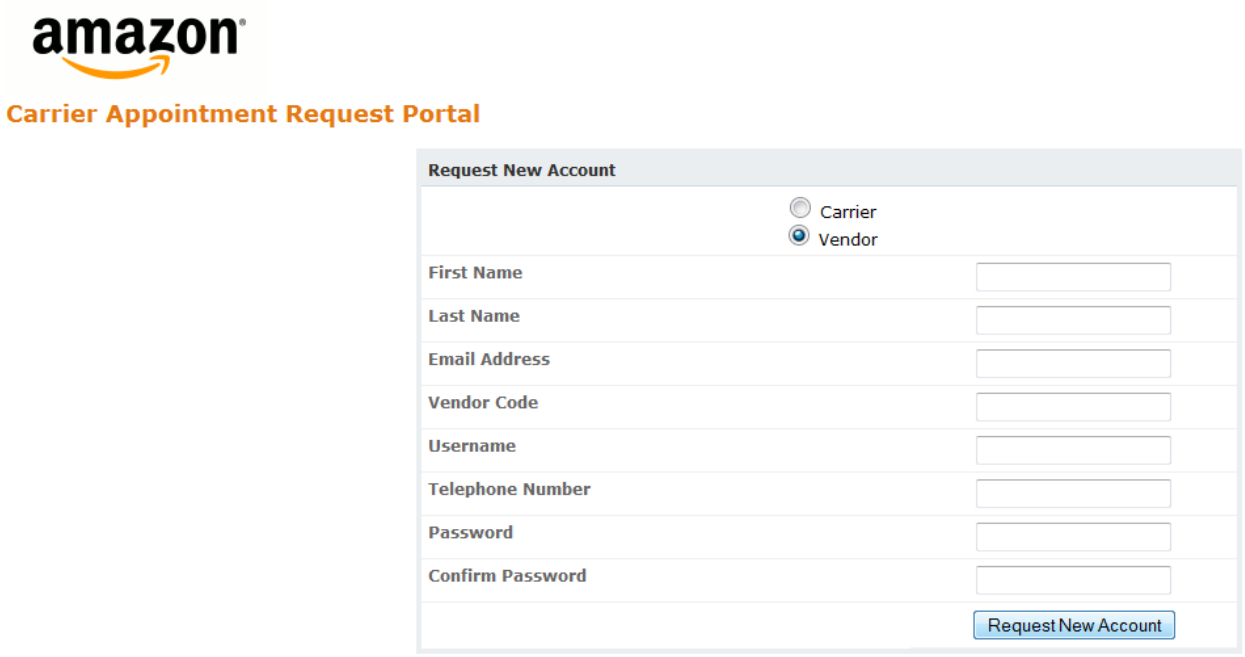
Below are all Amazon Fulfilment Centres (FCs) you should use CARP to request an appointment to. In case the destination for your ASN and purchase order is not within this list, the vendor has to download the booking form from Vendor Central Resource Centre that belongs to that facility.

BHX1 (Rugeley,WS15 1LX,Staffordshire,GB)
BER3 (Brieselang,14656,DE)
CGN1 (Kobern-Gondorf,56330,Rhineland - Palatinate,DE)
CWL1 (Crymlyn Burrows,SA18QX,Swansea,GB)
DUS2 (Rheinberg,47495,DE)
EDI2 (Glenrothes,KY7 6GH,Fife,GB)
EDI4 (Dunfermline,KY11 8EZ,FIFE,GB)
EDE4 (Werne,59368,DE)
EDE5 (Werne/Lippe Building,59368,DE)
EUK5 (Peterborough,PE2-9EN,GB)
FRA1 (Bad Hersfeld Schloss Eichhof,36251,DE)
FRA3 (Bad Hersfeld Obere Kuehnbach,36251,DE)
GLA1 (Gourock,PA19 1BQ,Inverclyde,GB)
LBA1 (Balby,DN4 5JS,Doncaster,GB)
LEJ1 (Leipzig,04347,DE)
LIL1 (Lauwin Planque,59553,FR)
LTN1 (Ridgmont,MK43 0ZA,Bedfordshire,GB)
LTN2 (Hemel Hempstead,HP2 7LF,GB)
LYS1 (SEVREY,71100,France,FR)
MAD4 (San Fernando de Henares (Madrid),28830,Madrid ,ES)
MRS1 (MONTELIMAR,26200,France,FR)
MUC3 (Graben,86836,DE)
MXP1 (Castel San Giovanni (PC),29015,IT)
MXP5 (Castel San Giovanni (PC),29015,IT)
ORY1 (SARAN,45770,France,FR)
POZ1 (Sady,62-080,DE)
STR1 (Pforzheim,75177,Baden-Wurttemberg,DE)
WRO1 (Bielany Wroclawskie,55040,DE)
WRO2 (Bielany Wroclawskie,55-040,DE)

How to set up a new CARP Account?

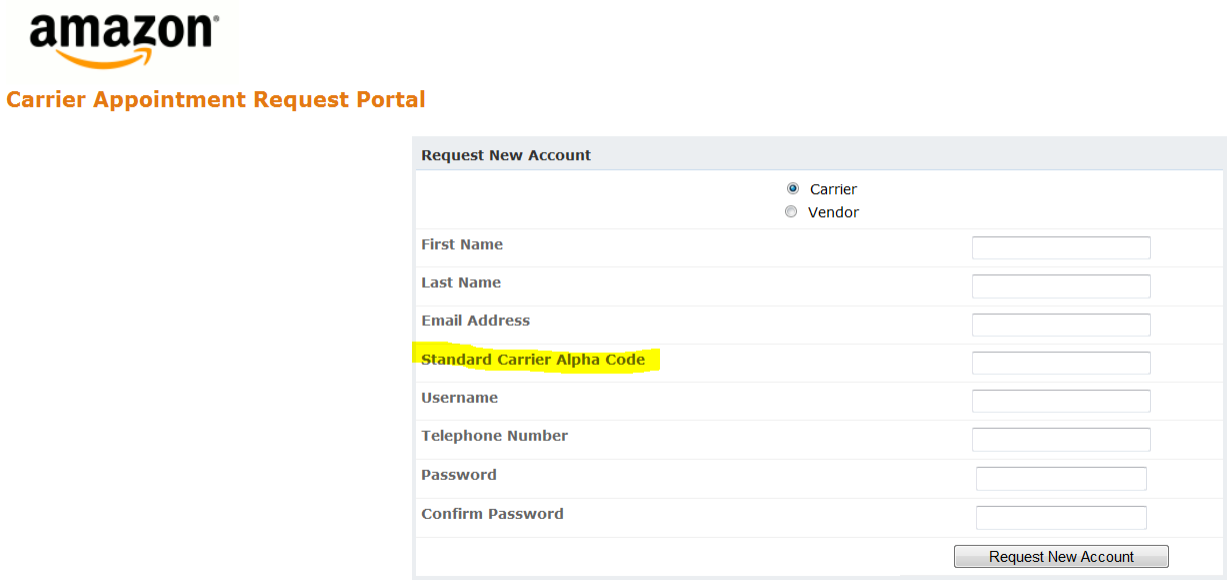
For Carriers

Step 1: Go to http://transportation.amazon.co.uk and click on '**Request New Account'** option**.** The below screen will be displayed



Step 2: Ensure you select the user as Carrier

Step 3: Complete the details and click 'Request New Account'



IMPORTANT

The email Address nominated by you will be the address where you will receive all CARP related communication as well as announcements. Hence, it is advisable to use an email address to which multiple users have access to (i.e. a shared mailbox)

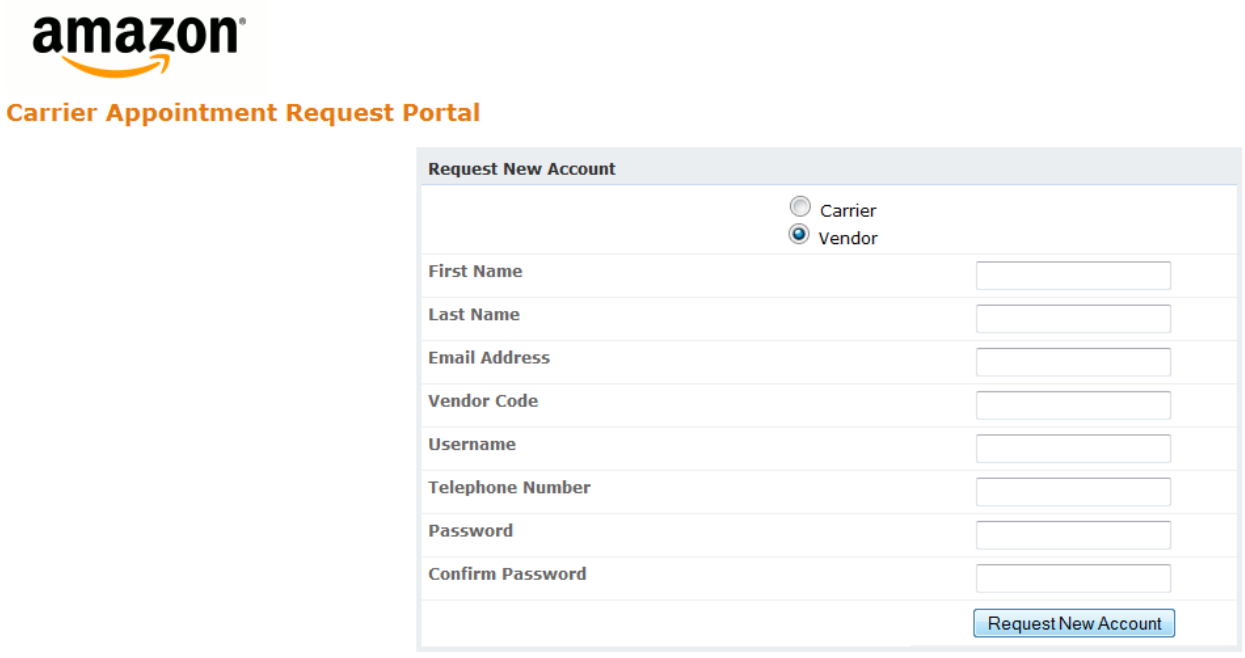
Username and Password MUST are a minimum of eight letters and Username SHOULD is the company name. For example, for Amazon UK it could be amazonuk

Telephone number should be an operational one where we can reach out to you in case of delivery related issues/emergencies. Please make sure you only include numbers. No other letters or characters are needed.

If your carrier does not have a Standard Carrier Alpha Code (SCAC) please go to Vendor Central Contact us-> Support topic: Shipments-> Specific issue: Delivery Issues to Amazon. Please send us the company name, telephone number, and address and we will respond you with the respective SCAC code.

For Vendors

Step 1: Go to **http://transportation.amazon.co.uk** and click on '**Request New Account'** option**.** The below screen will be displayed



Step 2: Ensure you select the user as Vendor or Carrier (whichever is applicable)
Step 3: Complete the details and click 'Request New Account'

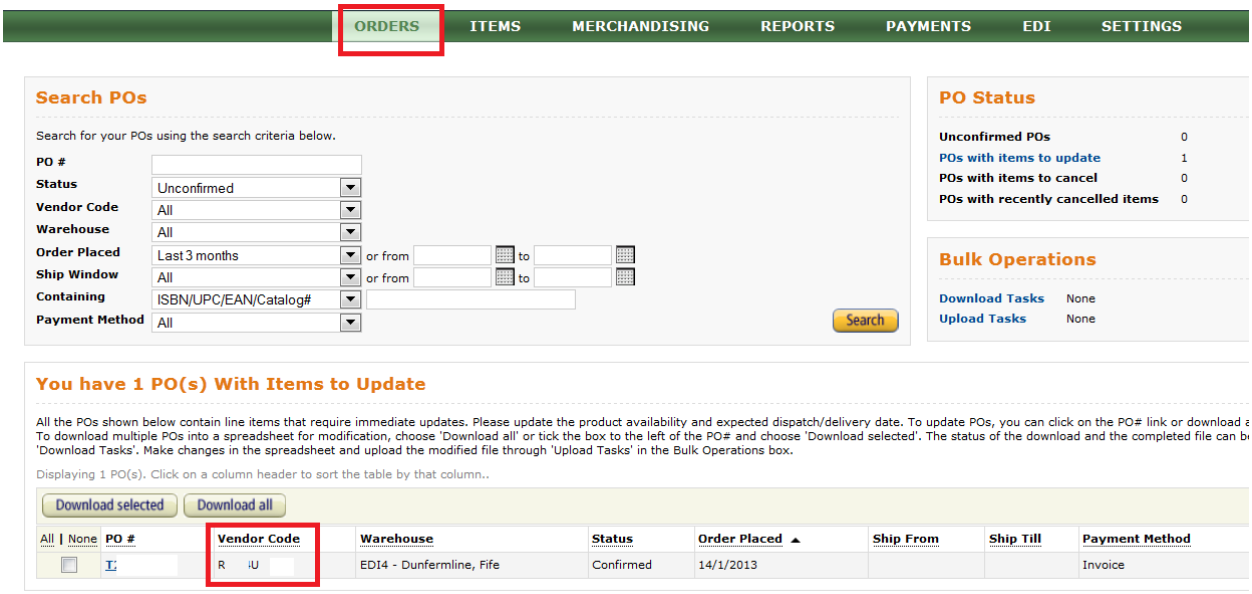
IMPORTANT

The email Address nominated by you will be the address where you will receive all CARP related communication as well as announcements. Hence, it is advisable to use an email address to which multiple users have access to (i.e. a shared mailbox)

Username and Password MUST have a minimum of eight letters and Username SHOULD is the company name. For example, for Amazon UK it could be amazonuk

Telephone number should be an operational one where we can reach out to you in case of delivery related issues/emergencies. Please make sure you only include numbers. No other letters or characters.

If you are unsure of your Vendor Code, this is available on any of your POs in Vendor Central (see image below)



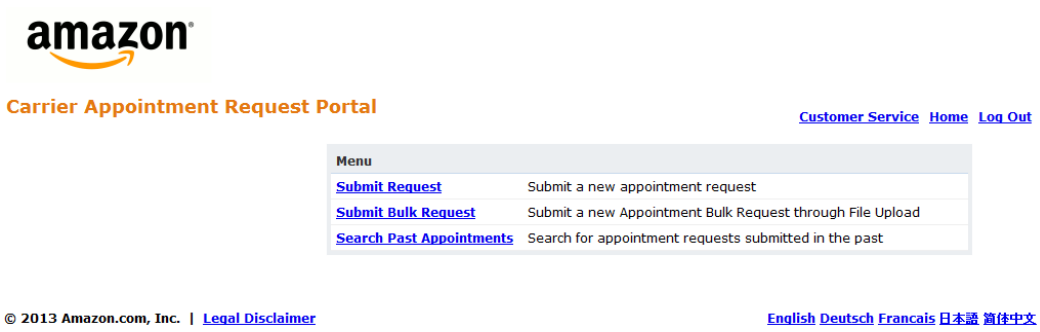
Step 4: Once we process your request, you will receive a confirmation email from CARP with your login details. You should receive your CARP login details within 4 to 5 business/working days of your request submission.

IMPORTANT

- ***If you are unable to access your account, PLEASE remember: Username and Password are case sensitive. Please retry accessing your account and ensure that the correct details are entered***
- ***Username cannot be changed once set up however you can change the Password and Email address at any time using options from the CARP login screen***
- ***If you are still unable to access your CARP account, then please go to Vendor Central Contact us-> Support topic: Bookings Query-> Specific issue: Other bookings questions***

How to request an appointment via CARP?

When you log in, you will see the following screen with several options.

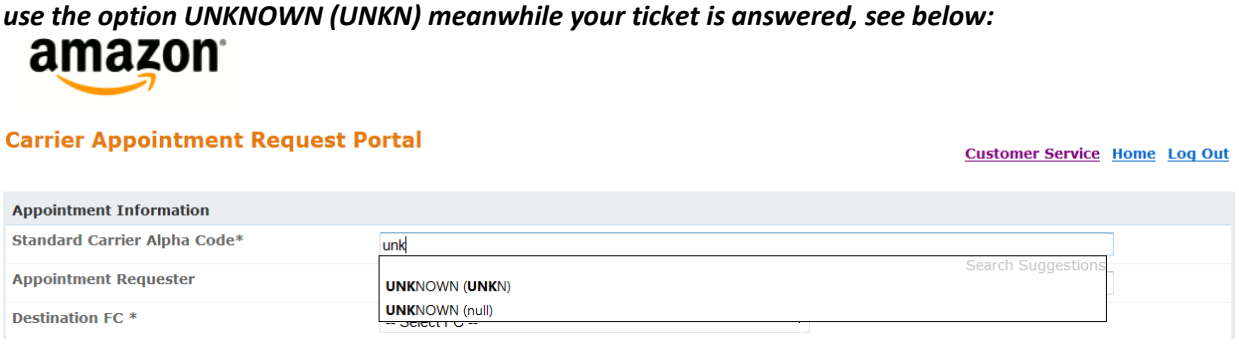


Option 1: Submit a request for less than five ASNs

Step 1: Select one Standard Carrier Alpha Code. Please start to type your carrier's name **(not the SCAC code)** in this field; your carrier name should appear in the list. If your carrier does not have a Standard Carrier Alpha Code (SCAC) please go to Vendor Central Contact us-> Support topic: Shipments-> Specific issue: Delivery Issues to Amazon. Please send us the company name, telephone number, and address and we will respond you with the respective SCAC code.

IMPORTANT

Please do not stop your booking request if you do not find your carrier's Standard Carrier Alpha Code, use the option UNKNOWN (UNKN) meanwhile your ticket is answered, see below:



Step 2: Select a destination FC from the dropdown list

Step 3: Select load type as 'Palletised' if delivering more than half a pallet worth of stock or 'Non-Palletised' otherwise (please refer to Section 4 in the Vendor Manual for more details).

Step 4: Complete Carrier Requested Delivery Date. This is the earliest date and time slot you are able to deliver this shipment to the selected FC.

Step 5: Please add details for your shipment in the Shipment Information Section. You can add more ASN lines to your request, please click on '**Add more shipments'** and new lines will appear.

The mandatory fields are marked with (*), these are:

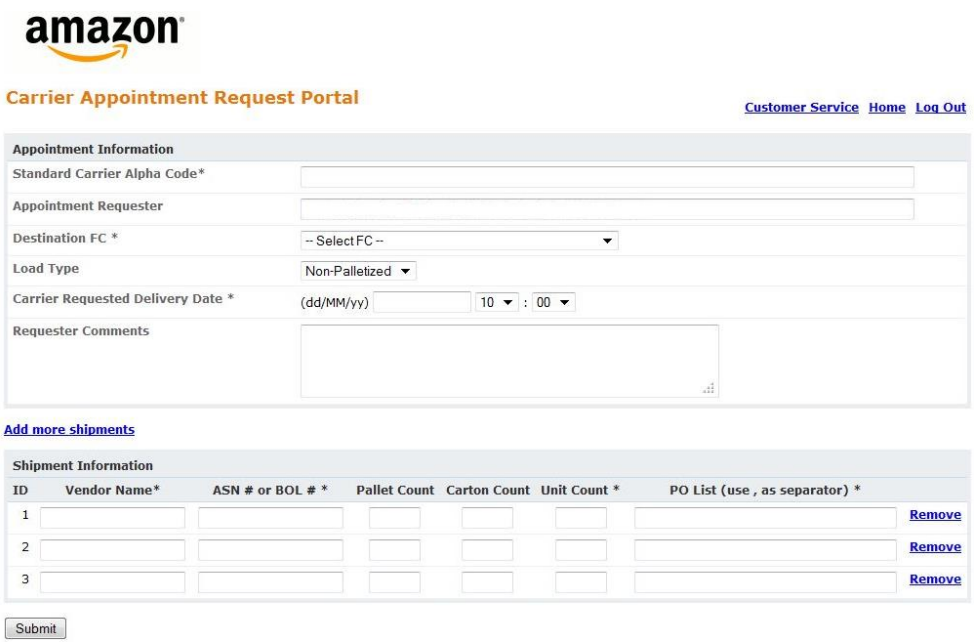
*Vendor name

*ASN number or BOL number previously created via EDI or Vendor Central

* Carton count

*Unit count

If a valid ASN is given, you do not need a PO list. This is not a mandatory field.



IMPORTANT

If your carrier does not have a Standard Carrier Alpha Code (SCAC) please go to Vendor Central Contact us-> Support topic: Shipments-> Specific issue: Delivery Issues to Amazon. Please send us the company name, telephone number, and address and we will respond you with the respective SCAC code.

Use load-type as Non-Palletised when delivering parcels, all parcel shipments should have an appointment except if delivered through one of our listed carriers (Refer to Appendix D: List of Carriers for Loose Carton Deliveries inside the Vendor Manual)

Requester comments field can be used for additional comments. For example: mention 'Container delivery' and the size of the container (40 ft. or 20 ft.) when delivering containers.

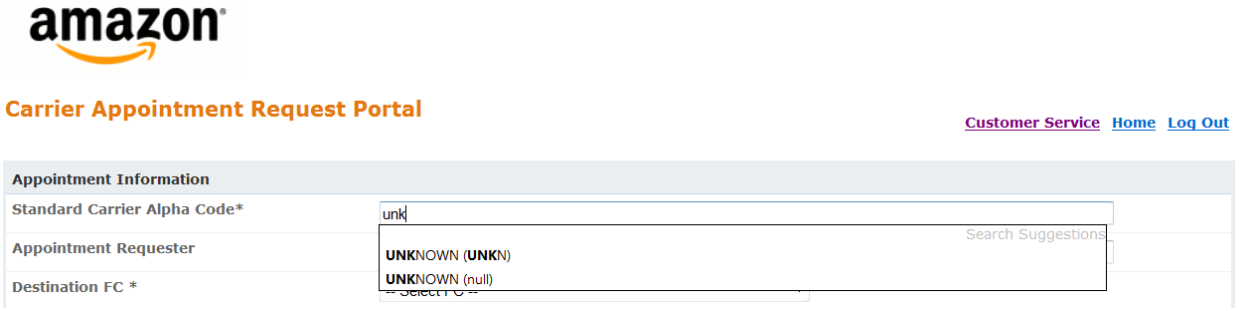
To add more lines to your request, click on 'Add more shipments' tab and new lines will be added

Option 2: Submit a bulk request for multiple ASNs (more than 5)

Step 1: Select one Standard Carrier Alpha Code. Please start to type your carrier's name **(not the SCAC code)** in this field; your carrier name should appear in the list. If your carrier does not have a Standard Carrier Alpha Code (SCAC) please go to Vendor Central Contact us-> Support topic: Shipments-> Specific issue: Delivery Issues to Amazon. Please send us the company name, telephone number, and address and we will respond you with the respective SCAC code.

IMPORTANT

Please do not stop your booking request if you do not find your carrier's Standard Carrier Alpha Code, use the option UNKNOWN (UNKN) meanwhile your ticket is answered, see below:

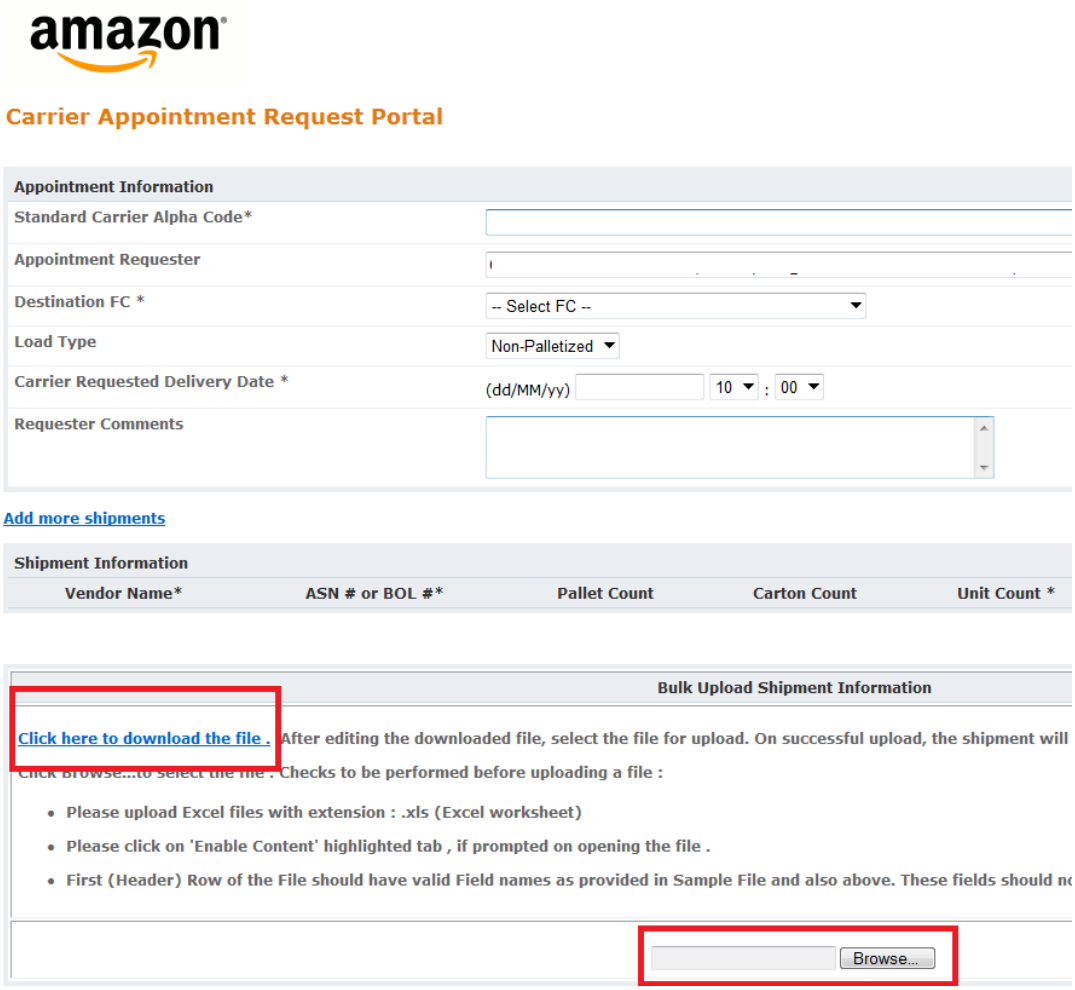


Step 2: Select a destination FC from the dropdown list

Step 3: Select load type as 'Palletised' if delivering more than half a pallet worth of stock or 'Non-Palletised' otherwise (please refer to Section 4 in the Vendor Manual for more details).

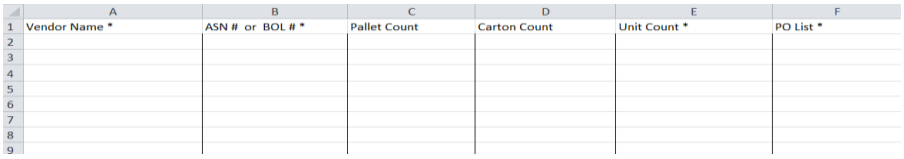
Step 4: Complete Carrier Requested Delivery Date. This is the earliest date and time slot you are able to deliver this shipment to the selected FC.

Step 5: Download the excel file for the bulk upload, see image. Then follow the instructions to complete the upload process successfully and then press 'Submit'.



The mandatory fields in the file are marked with (*), these are:
- Vendor name
- ASN number or BOL number previously created via EDI or Vendor Central
- Carton Count
- Unit count

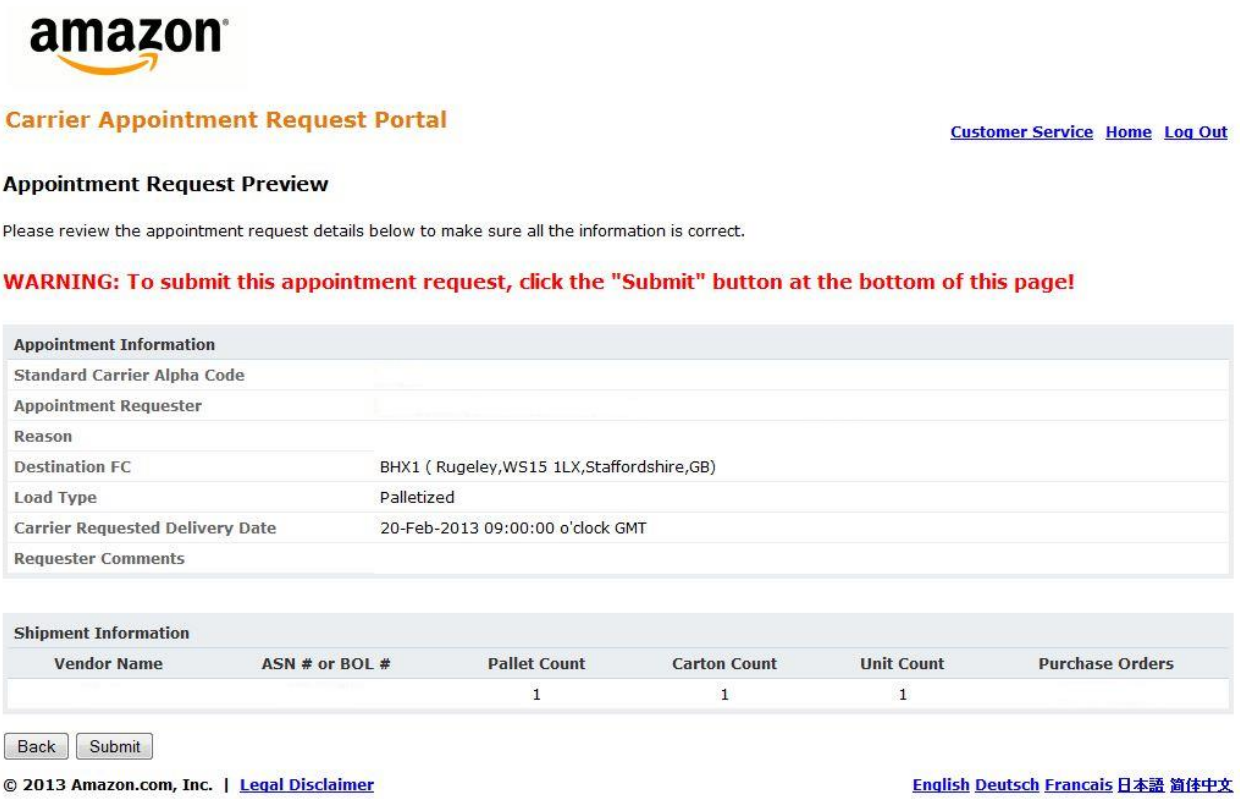
If a valid ASN is given, you do not need a PO list. This is not a mandatory field. Below is an image of how the Excel file looks like. Please do not change the format or the type of file to ensure it can be loaded.



	A	B	C	D	E	F
1	Vendor Name *	ASN # or BOL # *	Pallet Count	Carton Count	Unit Count *	PO List *
2						
3						
4						
5						
6						
7						
8						
9						

Appointment request preview

For both above Options 1 and 2, after you click “submit” a warning message will request you to review all the information, please do so then click “submit” again.



amazon

Carrier Appointment Request Portal

Customer Service Home Log Out

Appointment Request Preview

Please review the appointment request details below to make sure all the information is correct.

WARNING: To submit this appointment request, click the "Submit" button at the bottom of this page!

Appointment Information	
Standard Carrier Alpha Code	
Appointment Requester	
Reason	
Destination FC	BHX1 (Rugeley,WS15 1LX,Staffordshire,GB)
Load Type	Palletized
Carrier Requested Delivery Date	20-Feb-2013 09:00:00 o'clock GMT
Requester Comments	

Shipment Information

Vendor Name	ASN # or BOL #	Pallet Count	Carton Count	Unit Count	Purchase Orders
		1	1	1	

Back Submit

© 2013 Amazon.com, Inc. | Legal Disclaimer

English Deutsch Francais 日本語 简体中文

Although your request will have now been sent, the slot is not confirmed. The FC will now review your request. Once approved, you will receive a CARP confirmation email with the booking slot details (date and time) and an Appointment Reference Number. This number should be produced upon arrival to the FC.

IMPORTANT

Your preferred delivery date and time (CRDD) may or may not be available to the FC (at the time of your request) Please allow some flexibility.

If you do not agree with the slot given, editing the CARP appointment is the way to communicate with the FC.

If for some reason, you have submitted your CARP request but have not received a booking confirmation email (FC response service level agreement is 4 hours during office hours), please do the following:

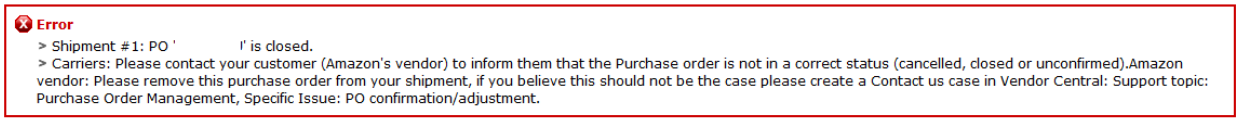
- ***Ensure you are referring to the account associated with registered email ID listed on CARP and then check your junk folder***
- ***Go to "Search Past Appointments" and select the relevant details: FC, date, request state. Check for any update against your booking request (under Status and Comments section)***

- ***If you see your booking request ID on this screen and they show in 'Request State' as pending for over 4 hours then please go to Vendor Central Contact us-> Support topic: Bookings Query-> Specific issue: Other bookings questions (Please include a screenshot of CARP portal as you face the error)***

What error messages could I receive and what actions should I take in every case?

Closed or cancelled POs

Carrier Appointment Request Portal



Please beware you should not ship any goods upon cancelled or closed purchase Orders.

Actions:

- Please follow the instructions on the screen
- Carriers: Please contact your customer (Amazon's vendor) to inform them that the Purchase order is not in a correct status (cancelled, closed or unconfirmed).
- Amazon vendor: Please remove this purchase order from your shipment
- If you believe this should not be the case please create a Contact us case in Vendor Central: Support topic: Purchase Order Management, Specific Issue: PO confirmation/adjustment.

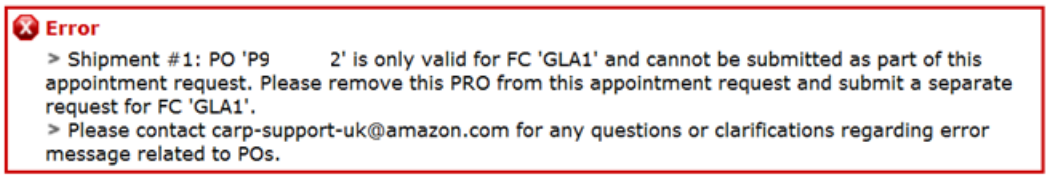
IMPORTANT

Please note you may receive chargebacks for sending cancelled units if you do not physically remove those goods not considered in the appointment request.
After you try this, if you are not able to book an appointment please raise a case in Vendor Central:
Contact Us -> Support topic: Bookings query -> Specific issue: Other bookings Questions

Wrong FC

Carrier Appointment Request Portal

Customer Service



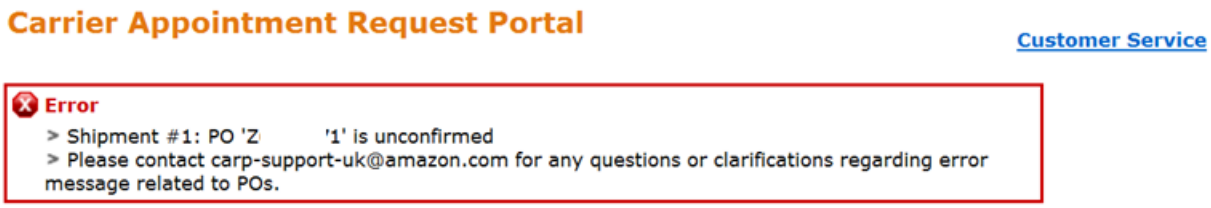
Actions:

- Please verify that the BOL or the PO that you have input is directed to the right Fulfilment Centre (FC)
- Please change the FC if that is the case or
- Please remove the PO number from the appointment request and resubmit, CARP will let you though.

IMPORTANT

Please note you may receive chargebacks for any units received upon wrong FC if you do not physically remove those goods not considered in the appointment request.
After you try this, if you are not able to book an appointment please raise a case in Vendor Central:
Contact Us -> Support topic: Bookings query -> Specific issue: Other bookings Questions

Unconfirmed Purchase order



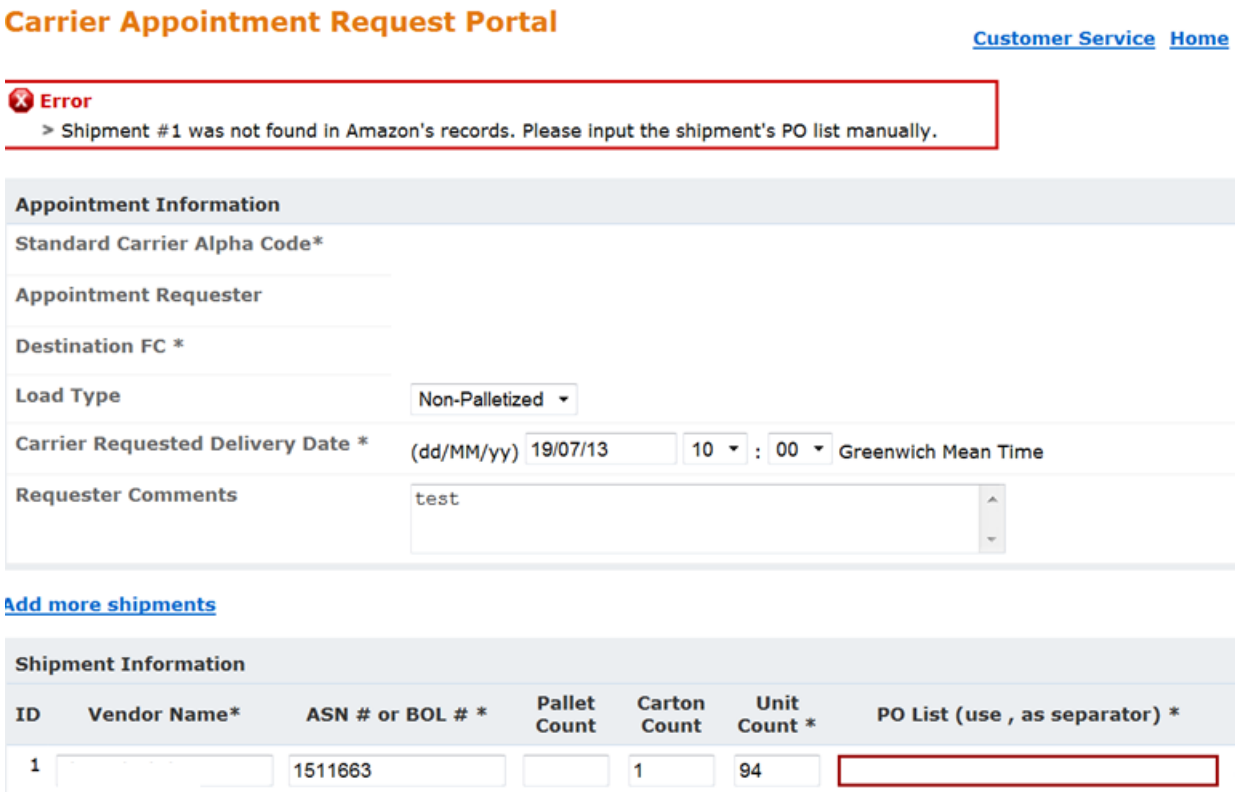
Actions:

- Please make go back to Vendor Central and confirm the Purchase Order (PO)
- Please make resubmit, CARP will let you though.

IMPORTANT

Please note you may receive chargebacks for any units received upon unconfirmed POs and you do not physically remove those goods not considered in the appointment request.
After you try this, if you are not able to book an appointment please raise a case in Vendor Central:
Contact Us -> Support topic: Bookings query -> Specific issue: Other bookings Questions

Shipment not found in Amazon Records



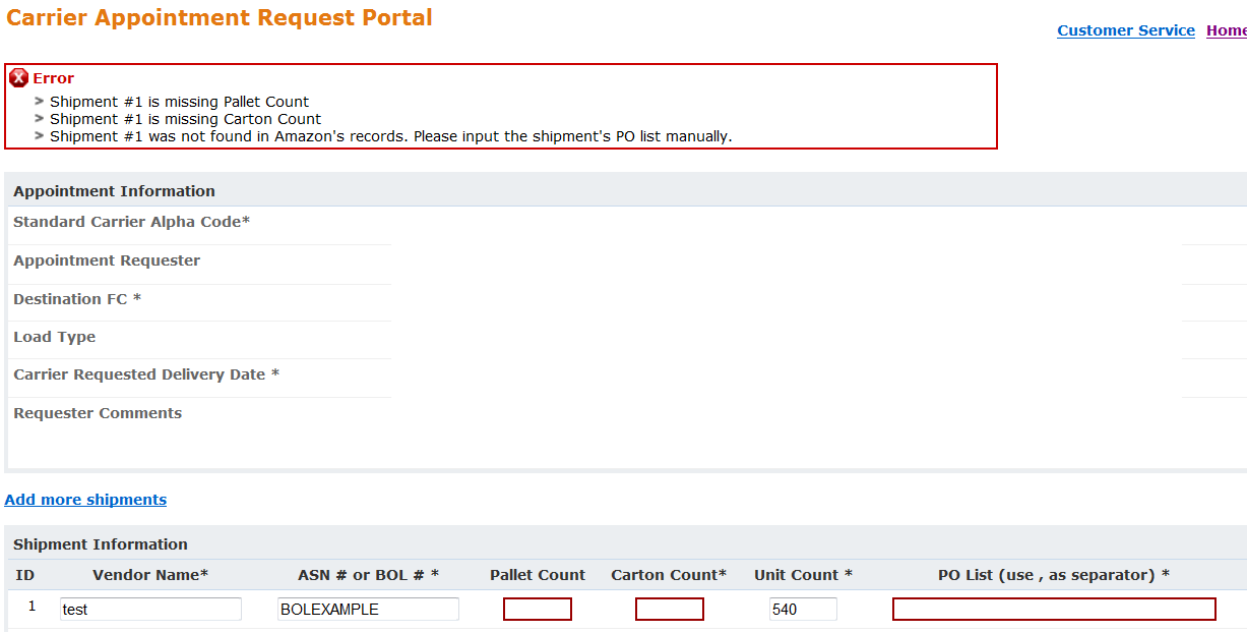
Actions:

- Please verify you have input an ASN (BOL) that has already been transmitted to Amazon either via Vendor Central or via EDI (please allow 15 minutes for the EDI transmission to reach Amazon)
- Please input the valid BOL again and resubmit, CARP will let you though
- If this fails, please input the entire PO list for this particular BOL. You can always use the Bulk upload option for a faster upload.
- Once you have input the BOL and the PO List please resubmit, CARP will let you though
- It is important that you input the BOL again to avoid this error message:

IMPORTANT

Please note you may receive chargebacks for any units received upon unconfirmed POs and you do not physically remove those goods not considered in the appointment request.
After you try this, if you are not able to book an appointment please raise a case in Vendor Central:
Contact Us -> Support topic: Bookings query -> Specific issue: Other bookings Questions

Missing pallet count or carton count



Actions:

- Please make sure when you select load type “palletised” that you input the exact number of pallets, cartons, and units that the shipment will contain.
- Please note carton count and unit count are mandatory fields as Amazon standard-offloading processes requires a carton count audit before the POD is granted and the truck is quickly tipped.

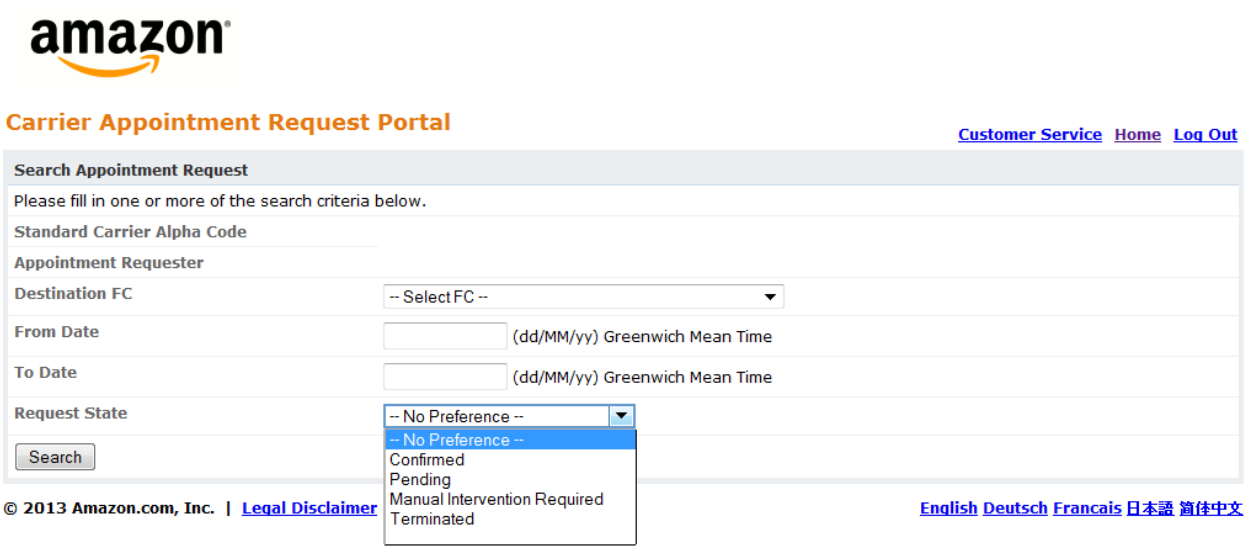
IMPORTANT

- Please note the inbound clerks may reject partially or all your shipment if the carton count in the appointment number is significantly different from the physical carton count.
- The reason for rejection considered in the Vendor manual is the following: “No booking for some or all of the stock that is being delivered”.
- Please note you may also receive chargebacks for any overages received if you do not physically remove those goods not considered in the appointment request.

After you try this, if you are not able to book an appointment please raise a case in Vendor Central:
Contact Us -> Support topic: Bookings query -> Specific issue: Other bookings Questions

How to track a booking request?

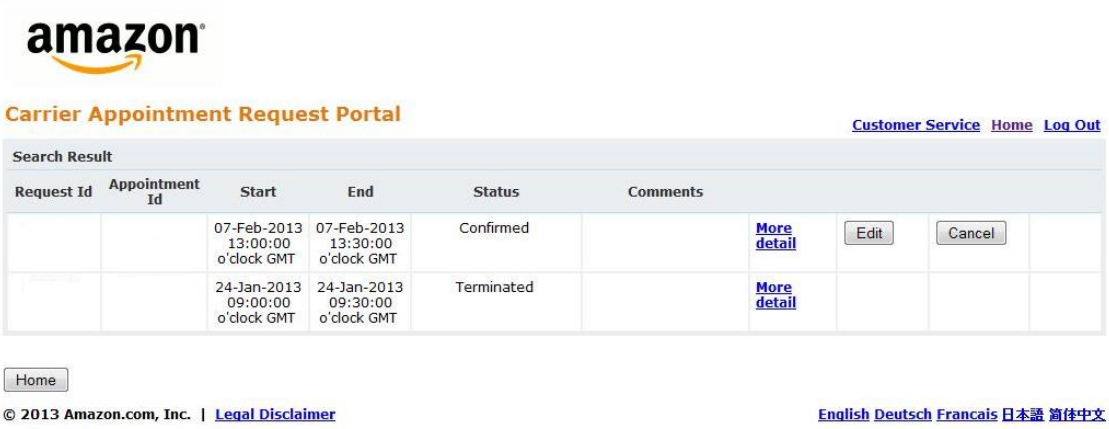
When you click on 'Search Past Appointments' tab, it will take you to the below screen:



Step 1: Select the Destination FC to which you submitted this booking request to

Step 2: Select the 'From' and 'to' dates

Step 3: If you wish to see only the requests in a specific state, select from the dropdown and click "search". A list with appointments and their status will appear, see image below.

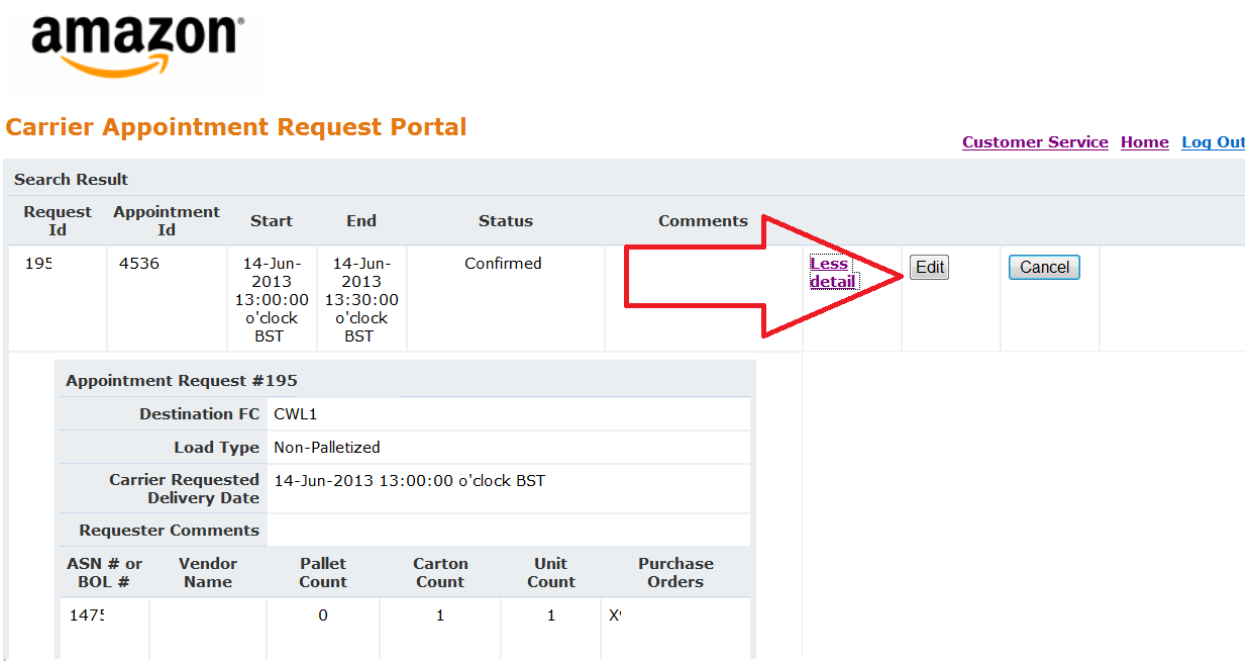


The table below covers all the status and gives details about the actions the user should take:

Request State	Details/Actions Requested
Pending	Appointment Booking request submitted correctly and pending FC approval/action **Action NEEDED**: Continue to monitor. After 4 hours, if the request is still in 'Pending' status, contact us on Vendor Central using Topic: Bookings Query and Issue: Other Bookings Questions
Manual Intervention Required	There is an issue with the ASN (s) or PO(s) you submitted on this request **Action NEEDED**: Contact us on Vendor Central using Topic: Bookings Query and Issue: Other Bookings questions
Confirmed	Request has been reviewed and appointment slot confirmed. You should ALSO receive a booking confirmation email from CARP shortly **Action NEEDED**: Deliver the physical shipment in the confirmed slot (DATE/TIME) (quote the Appointment Reference number at FC gatehouse)
Terminated	Request has been cancelled **Action NEEDED**: Contact the FC Bookings team immediately for assistance (Refer to 'Amazon FC Addresses' document on Vendor Central Resource centre)

How to request changes to an appointment? (Quantities, dates, inform delays)

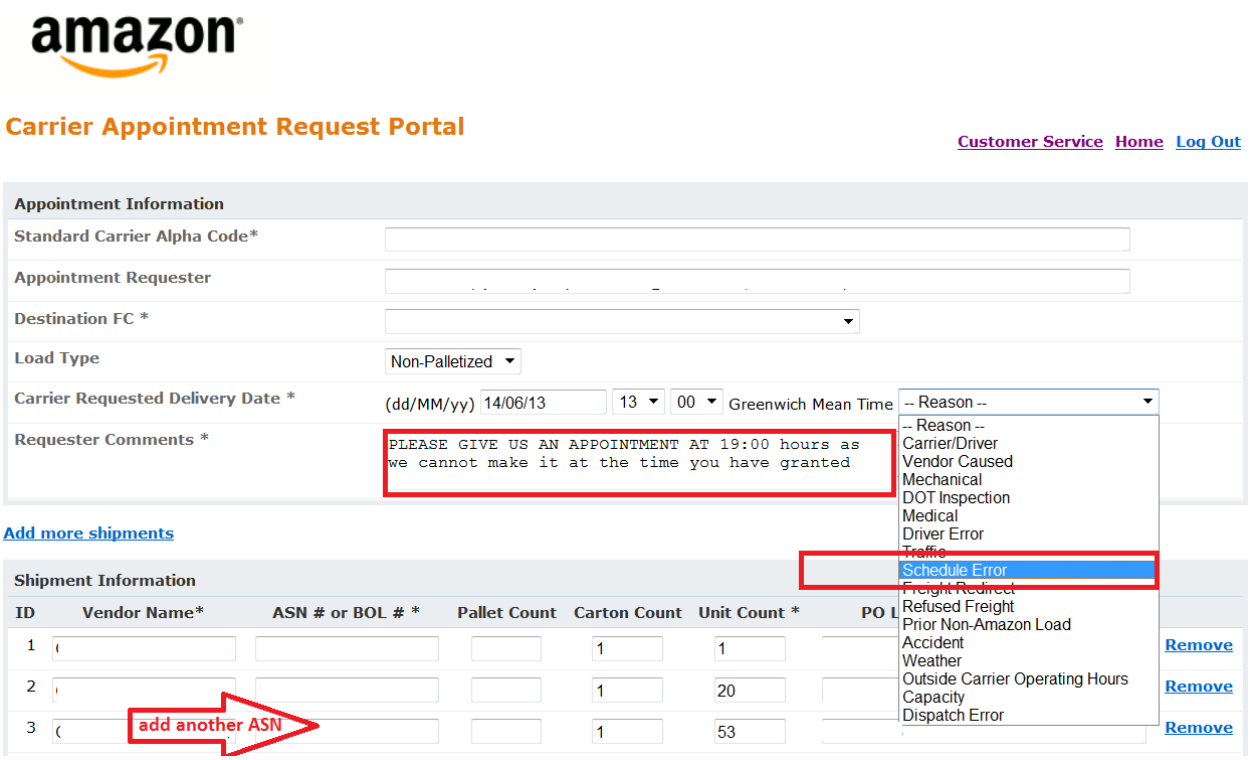
Step 1: From CARP, home page go to "Search Past Appointments". Once in the search results, please observe those appointments that have an "Edit" option. You can amend the details from these appointments. (Please see the image below)



Step 2: Click on the 'Edit' option. Fill in all the fields requested including a reason and then click submit.

a) If you wish to **request another date** or time for your appointment: type your request in the Requester comments area and put the reason: Schedule error
b) If you wish to **add another ASN** to your shipment: type the details in a new line below the ones already in the appointment and choose the reason: Capacity
c) If you wish to **inform you are running late**: overwrite the Carrier Requested delivery date and time, give more information in the Requester comments area and put the reason: Weather, accident or whatever reason from the dropdown list best suits your needs.

(Please see the image below)



You will receive an acknowledgement email from CARP stating you have requested to edit your current request. Once the FC reviews your request, you will receive a confirmation email with the details of the appointment The FC can either approve or not approve your request.

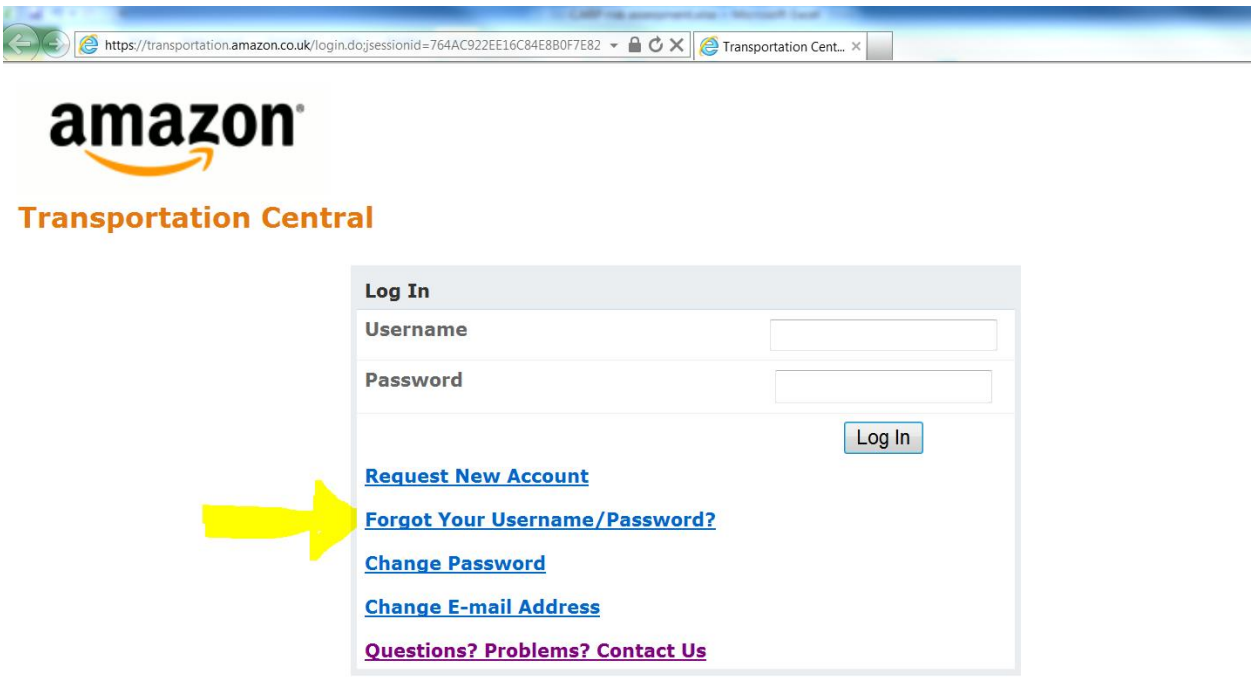
IMPORTANT

- ***Please wait for a response from the Fulfilment Centre before you make any changes.***
- ***You can request to edit all fields (FC, add ASNs, Pallet, carton and units count etcetera) until 24 hours before the current appointment time.***
- ***You should always select a reason for editing the previous booking request***

Your appointment number completes the process. Please ensure you read Section 7 in the Vendor manual and comply with the vehicle guidelines and the health and safety rules to avoid your rejections at the Fulfilment Centre.

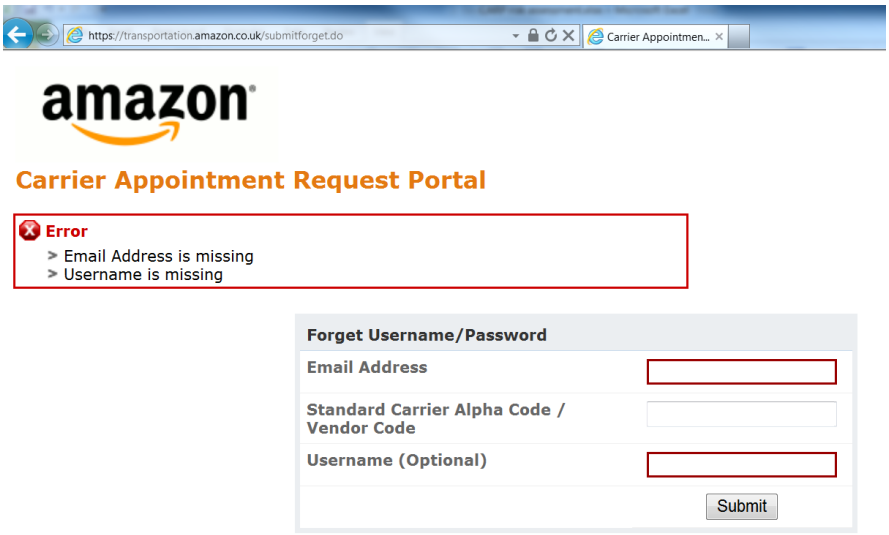
I forgot my username or password what should I do?

1. Please go to https://transportation.amazon.co.uk and select the option “forgot your username/password?” (See image below)

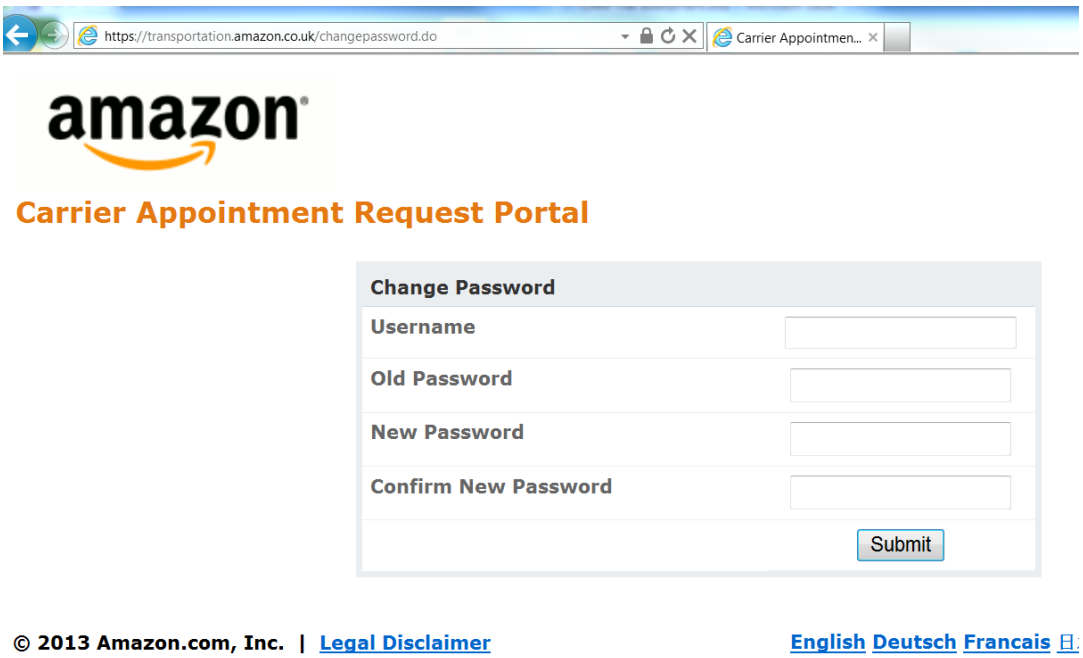


2. Please provide two out of three details requested and submit.

- Email address
- Standard Carrier Alpha code (for carriers) or Vendor Code (for vendors this is a 5 digit vendor code you used to request the account)
- Username

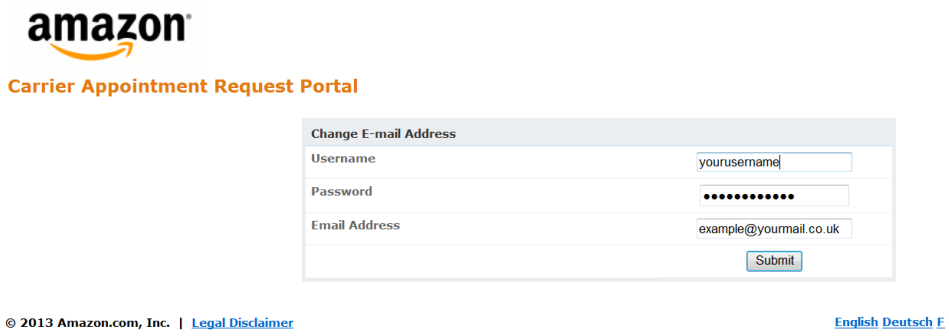


3. After you receive the email with the password please go back to https://transportation.amazon.co.uk and go to “Change password” and fill in the details.



I want to change the email account, what should I do?

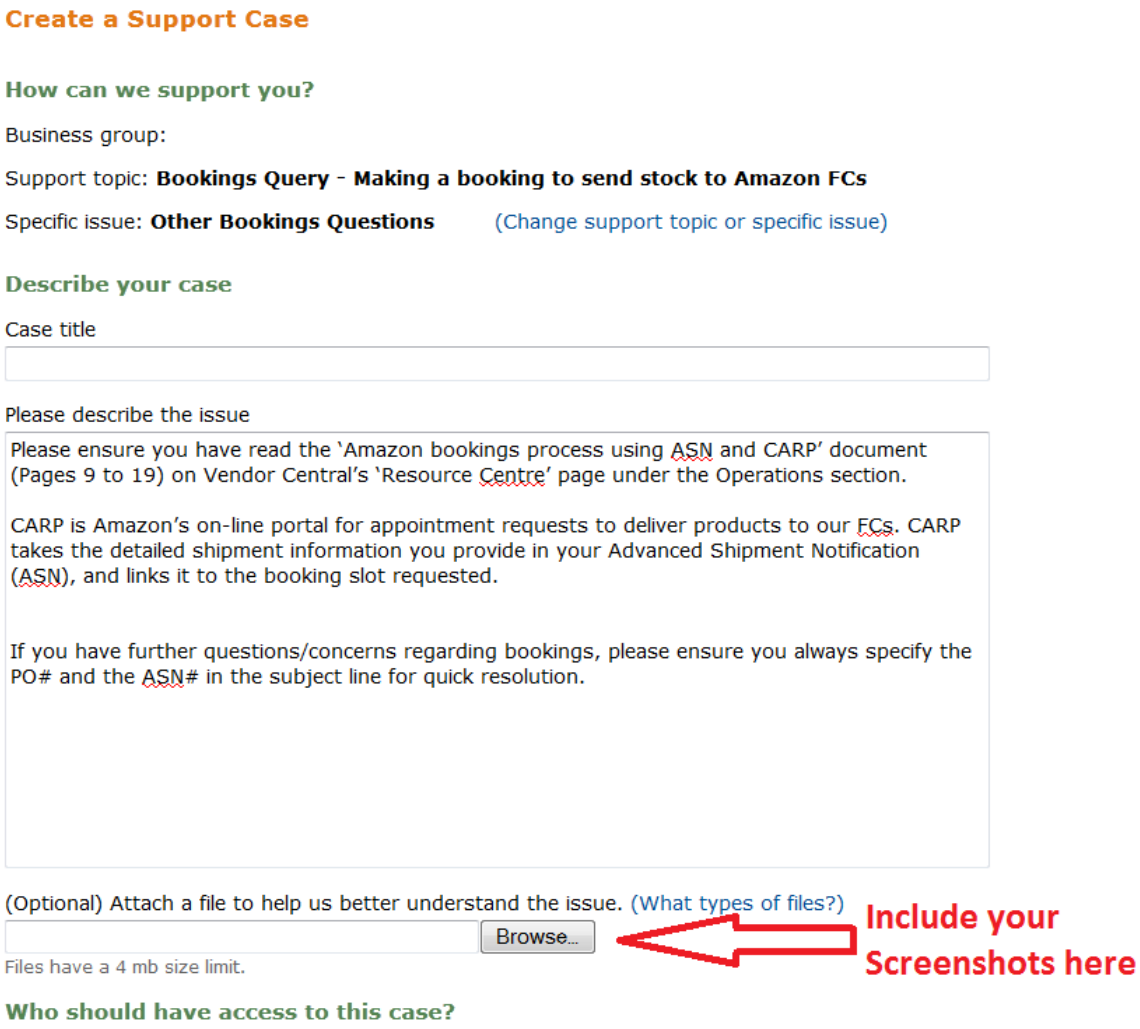
1. Go to home in CARP portal (you don't need to be logged in) and click in "Change email address"
2. Introduce the requested fields based on your current details: username, password and the new email account you want to receive the mails to.



3. The following screen will appear, you now will receive mails to that email account.

I still have a problem, what should I do?

Please go to Vendor Central Contact us (see below). Please ensure you always specify the PO and the ASN in the subject line for quick resolution. Please include a screenshot of the error message you see to give us an accurate idea of the problem and help you faster.



3. Amazon Delivery Requirements

Amazon Delivery Record

Date	
FC	
Vendor Code	
Vendor Name	

Arrival Time	
Booking Reference	
Carrier	
Comment (optional)	

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

- ➔ **FBA sellers:** refer to the "Shipping and Routing Requirements" section of the FBA Manual in Seller Central.
- ➔ **Amazon Vendors**: Please refer to Amazon Vendor Manual located within the Resource Center in Vendor Central.

Rejection Reason (only fill if applicable)		**Tick**
More pallets delivered than stated in the booking form	More pallets delivered than stated in the booking form if more than 4 pallets per ISA	
Invalid or no booking	Invalid (no valid ISA number) or no booking (freight that arrives without a previously scheduled appointment)	
Arrived Early_Driver pulled out	Arrived Early (before scheduled appointment time): Driver refused to wait and pulled out	
Arrived Late	Arrived Late (after scheduled appointment time)	
Wrong FC	POs which are not for the FC they have delivered (Amazon retains the right to accept stock if freight has been redirected by Amazon)	
Missing or incomplete delivery paperwork	No delivery valid paperwork is available to identify the freight being delivered	
Unsafe vehicle	Unsafe flooring	
	Roller bed trailers	
	Infestation	
	Doesn't fit to dock	
	Electrical hazards	
Incorrect vehicle	Incorrect vehicle that does not comply with specific FC requirements	
Pallets exceeding height limit	Pallets stacked more than height requirements. Stacked pallets that may cause a risk to health and safety or damage to Amazon unloading equipment will be rejected.	
Non-compliant pallet	Not accepted: Pallet-sized box, One-way pallet	
	Accepted pallets: - UK: GMA grade B or higher, 1000x1200 mm 4-way access wood pallets (GMA 1A grade pallets are preferred for grocery items). - MEU/SEU : Euro/CHEP pallets (800x1200 mm)	
Damaged Pallet	Damaged Pallet (please refer to EPAL requirements). e.g.: - A single upper or lower edge board is damaged so that more than one nail or screw shank is revealed - A board is missing - A block is missing or split to the point where more than one nail shank is visible. - Skewed blocks may not protrude more than 10 mm - A board is broken transversely or diagonally - More than two lower or upper edge boards are damaged and reveal one nail or screw shank for each board	

Incorrectly Bound Pallets	Two pallets are bounded on the 1200 mm side (should be on the 800 mm or 1000 mm side	
Overhanging pallets	Large item being shipped cannot fit on a pallet without overhanging the edges more than 5cm on the one side (should be put on bounded pallets)	
Pallet exceeding weight limit	Pallet weights more than 500 kg	
Damaged / tampered freight	Damaged / tampered freight at the point of receipt. Carrier Proof of Delivery (POD) needs to be signed and the number of cartons rejected to be indicated on the document. It is vital that the carrier paperwork is annotated to state the number of cartons received / not received.	
Carton exceeds weight limit	No Carton containing more than 1 ASIN should weight more than 15Kg. Any item above 15kg should be properly labelled. Any item weighting above 30 kg should be palletized	
Open Load	Open cartons at the point of receipt - suspicion of theft	
Food / pet food quality impaired	Food / pet food quality impaired e.g temperature of Grocery and Pet food goods should not exceed 40°C. The temperature of Chocolate and Medicine should not exceed 25°C.	
Hazmat	Hazardous goods are delivered to inappropriate FC (see Vendor Manual Chapter 7)	
Disregarding safety and security guidelines on site	Driver disregarded safety and security guidelines (e.g. DE-yard checklist, use of handbrake, reject to give the keys etc.) and instructions of Amazon staff	
Banned/ abusive driver / inappropriate behavior	Uncooperative behavior or sufficient reason to believe driver is under the influence of drink or drugs	
	The driver was previously banned	
	Failure to read and sign acceptance of site rules	
Dock leveler cannot be engaged	Unable to unload as dock leveler cannot be engaged (less than 5cm between the stock and the rear lip of the vehicle) or securing straps are preventing engagement of dock leveler	
Unable to offload from rear of vehicle	Unloading possible only from a side	
Chemical risk	Spilt chemicals with risk of absorption or inhalation.	
Loose cartons added to a palletized delivery	Non-palletized loose cartons that place the associate at risk of injury	
Inaccessible stock	No access to Amazon goods: access blocked by rejected goods or access blocked by goods of a third party	
Health and Safety Risk	Damaged freight resulting in handballing of load (manual handling) - applies to cartons over 15kg only	
	Unauthorized removal of Susie lock, jack stand or chocks once the vehicle is on a bay.	
	Entrapment risk/fall from height risk	
	Dangerous fumigation/gas concentration in container	
	Livestock – family, pets or loaded livestock	