



Amazon Australia Inbound Carrier Manual

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Please share any open questions you may have after reviewing this document via Contact Information so that we can address your preparation needs: bit.ly/2w7kzmT



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1. Introduction

This document presents guidelines and procedures for vendors and carriers delivering freight/parcel shipments to Australian Amazon Fulfillment Centers (FCs). The purpose is to ensure a safe and efficient appointment-to-delivery process, reducing delays and improving the overall experience for all parties involved. Carriers and vendors are requested to carefully review and comply with this manual. This manual will be updated with current expectations and programs, but does not supersede or change any official documents or contractual terms between carriers and Amazon.

2. Safety at Amazon

Safety is the top priority at Amazon, not only for employees but also for contractors and visitors. The Culture of Safety at Amazon guides all decisions and processes. Process changes, especially those involving human and machinery interaction, are thoroughly reviewed with comprehensive risk assessments by the Workplace Health and Safety teams. While some processes may differ from other business practices, each procedure prioritizes safety and follows established worldwide Amazon standards.

For all inbound loads, each site assesses safety and suitability for secure unloading. Amazon FCs can **reject** a trailer if they determine it cannot be unloaded safely. Amazon logs all **rejection** reasons in an internal system for record-keeping purposes. The National Operations Center (NOC) team then notifies the carrier dispatch team of these reasons by sharing them with the email address of the carrier who requested the appointment.

3. Amazon's Australian Fulfillment Centre Network

Amazon has multiple FCs. Each building is named with a 4-character code. Below table shares the **inbound operating hours** which Amazon can accept booking request for. Please ensure your driver arrives at the correct site. Freight delivered to incorrect locations will be **rejected**.

FC	Address	Mon - Fri	Saturday	Sunday
AVV2	95 Whitfield Bvd, Cranbourne West, VIC 3977	07:45 - 16:00	07:45 - 16:00	N/A
BNE1	62 Export Street, Lytton, QLD 4178	07:00 - 16:00	07:00 - 16:00	N/A
BWU1	23 Centenary Avenue, Moorebank, NSW 2017	08:00 - 16:15	08:00 - 16:15	N/A
BWU2	13 Emporium Avenue, Kemps Creek, NSW 2178	07:30 - 16:30	08:00 - 16:30	07:30 - 16:30
BWU6	5 Johnston Crescent, Horsley Park, NSW 2175	07:30 - 16:30	N/A	N/A
MEL1	29 National Drive, Dandenong South, VIC 3175	07:15 - 16:00	07:15 - 15:30	N/A
MEL5	103 Palm Springs Rd, Ravenhall, VIC 3023	07:15 - 16:45	N/A	N/A
PER4	2 Centurion Place, Jandakot, WA 6164	08:00 -16:00*	N/A	N/A
VQQ1	27-30 Sharp Ct, Cavan, SA 5094	10:30 - 12:30	10:30 - 12:30	10:30 - 12:30
XAU1	5 Darrabarra Ave, Kemps Creek, NSW 2178 AU	07:30 - 16:30	N/A	N/A
XAU2	Unit 2 80-96 South Park Drive, Dandenong South, VIC 3175	07:30 - 16:30	N/A	N/A
XAU6	A 82 Noosa St, Heathwood 4110, QLD	06:00 - 16:30	N/A	N/A
XBW3	19 Giba Drive, Kemps Creek, NSW 2178	06:00 - 16:30	N/A	N/A

* Note that PER4 operates in AWST time zone

The following sites can also receive freight outside of normal business hours:

FC	Address	Monday - Thursday
BWU2	13 Emporium Avenue, Kemps Creek, NSW 2178	18:00 - 03:00



4. Requesting Delivery Appointments in Carrier Central

While both vendors and carriers can access Carrier Central, it is recommended that the individuals managing the trucks also manage the appointments. All truckload (TL) or Less than Truckload (LTL) deliveries to an Amazon FCs require a confirmed appointment, requested via the Carrier Central website. Amazon fulfillment centers will no longer accept self-delivered small parcel shipments (SPD). All deliveries must be scheduled with a confirmed appointment time and compliant with our receiving guidelines.

Carriers can create a Carrier Central account to book appointments using this link:

<https://carriercentral.amazon.com.au/>

⚠ Important information before booking appointments

1. **One appointment is required for each truck.** If you are delivering multiple shipments on one truck, you should only require one appointment request.
2. **If you happen to have multiple (two or more) appointments (ISAs) in one day,** please do not arrive at the FC with multiple ISAs in one truck, as this will be **rejected**. Instead, please consolidate all PO's in any one ISA which you prefer and contact the NOC by email (noc-au-ibsked@amazon.com.au) and explain the scenario and request them to allocate the same time slot and cancel/delete the remaining appointment/appointments from your end, so that you can deliver consolidated PO's/pallets/units all in one appointment or one shipment.
3. Amazon may cancel or reschedule appointments at its discretion and without liability to carriers, vendors/ sellers or any third parties.
4. Please ensure that you have the complete list of Bill of Lading (BOL) or Progressive (PRO) numbers for the freight shipment. **It is crucial that all BOL or PRO numbers entered in the Carrier Central at time of booking are correct and up to date prior to delivery.**
5. The person or entity that submits Advance Shipment Notifications (ASNs) to Amazon will have this unique identifier, as the BOL/PRO is the unique shipment reference for the shipment.

Below are the key steps on how to request a compliant single BOL/PRO or multiple BOL/PRO appointment.

Single BOL/PRO – Each unique shipment should have a unique Bill of Lading (BOL) / Progressive number (PRO) generated by the Amazon Vendor or Seller. This is what they submitted in the ASN under 'Your shipment Reference ID'. If BOL/PRO cannot be obtained from the Vendor, please enter all POs being sent on the shipment



Steps of booking an appointment with single BOL/PRO:

1. Input the **BOL/PRO** number
2. Select **Auto Populate**. The **Pallet Count, Carton Count, Unit Count,** and **PO Lists** should automatically pull from the ASN database, as shown in the images below. If required, this information can be overwritten. After selecting the "**Auto Populate**" function, the **correct Pallet Count, Carton Count, Unit Count,** and **POs** should now be visible. A message indicating "Appointment auto populated successfully" will display at the bottom. *If the pallet count shows 0, please update this with the correct number of pallets coming on the truck. This is critical to get correct as Amazon use the pallet number to accurately schedule appointments.*
3. Add the **Vendor Name** for each row and verify the options at the top of the page are correct (including the FC that this delivery is for. Then, click "**Request Appointment**". A message indicating "Appointment created successfully" will display at the bottom.
4. If delivering freight on a rear unload truck, mention "**Rear unload truck**" in the comments section so that the relevant dock door is allocated to the truck.
5. In the booking comment, mention **truck type (e.g. Semi Trailer) especially for MEL1 due to limited dock doors**, NOC will need to know the truck type in advance so they can allocate the right timeslots
6. If **no mention of delivering freight with side/rear unload**, then it will be assumed that the freight is to be delivered with a side unload truck.
7. **It is important to mention the correct type of side or rear unload truck in your booking and ensure the truck arrives at Amazon's FC with the right type of unload as booked. Failing to do so will lead to freight rejection.**
8. If delivering LCL (Less than Container Load) container, please select "Less Than Truck Load" in Freight Type (please refer to section 6. Floor and Fluid Loading for more details).

Single BOL Entry

	ARN	PRO	BOL List (use ',' as separator)	Vendor Name	Pallet Count	Carton Count	Unit Count	PO List (use ',' as separator) *	
1	<input type="text"/>	<input type="text"/>	<input type="text" value="750457"/>	<input type="text"/>	<input type="text"/>	<input type="text"/>	<input type="text"/>	<input type="text"/>	
+ <input type="button" value="Use this template for bulk upload in CSV"/> <input type="button" value="Upload"/>									

Single BOL Auto Populate

	ARN	PRO/Carrier Reference Number	BOL/Vendor or Seller Reference Number List (use , as separator)	Vendor Name	Pallet Count	Carton Count	Unit Count	PO List (use ',' as separator) *	
1	<input type="text"/>	<input type="text" value="44121"/>	<input type="text" value="44121"/>	<input type="text"/>	<input type="text" value="1"/>	<input type="text" value="31"/>	<input type="text" value="340"/>	<input type="text" value="2HTR2EEW"/>	
+ <input type="button" value="Use this template for bulk upload in Excel"/> <input type="button" value="Upload"/>									<p>Ensure you include any and all POs that you plan to deliver. <input type="button" value="v"/></p>

✔ Appointment auto populated successfully. ✕



Single BOL Entry with appointment created successfully

✓ Appointment created successfully. You can view and edit your appointment [here](#)

Clear Replace FBA IDs Auto Populate Request Appointment

Single PRO Entry

	ARN	PRO/Carrier Reference Number	BOL/Vendor or Seller Reference Number List (use , as separator)	Vendor Name	Pallet Count	Carton Count	Unit Count	PO List (use ',' as separator) *	
1	<input type="text"/>	BMOU50!	<input type="text"/>	<input type="text"/>	<input type="text"/>	<input type="text"/>	<input type="text"/>	<input type="text"/>	<input type="text"/>
+									Ensure you include any and all POs that you plan to deliver.

Use this [template](#) for bulk upload in Excel

Clear Replace FBA IDs Auto Populate Request Appointment

Single PRO Auto Populate

	ARN	PRO/Carrier Reference Number	BOL/Vendor or Seller Reference Number List (use , as separator)	Vendor Name	Pallet Count	Carton Count	Unit Count	PO List (use ',' as separator) *	
1	<input type="text"/>	.0269343	<input type="text"/>	<input type="text"/>	20	2786	3150	8MXCN56P	<input type="text"/>
+									Ensure you include any and all POs that you plan to deliver.

Use this [template](#) for bulk upload in Excel

✓ Appointment auto populated successfully.

Clear Replace FBA IDs Auto Populate Request Appointment

If "Auto Populate" shows 0 Pallet Count, please update the Pallet Count manually as there needs to be >0 pallets to request an appointment.

Single PRO Entry with appointment created successfully

✓ Appointment created successfully. You can view and edit your appointment [here](#)

Clear Replace FBA IDs Auto Populate Request Appointment

⚠ If the auto-populate function fails, please contact the customer (seller/vendor) to provide the correct details of the Bill of Lading (BOL) or Progressive (PRO) number. If it is urgent to request an appointment and the seller/vendor cannot be contacted, please input the PO number as the BOL, but this will be marked as a BOL mismatch, so please work with vendors to get the correct BOLs moving forward.



Multiple BOLs – If delivering multiple shipments on the same truck, the process below should be followed to add them to the appointment request. The only difference to the single BOL/PRO booking process is that each BOL/PRO must be separated by a comma (,) or a new row can be added for each different BOL using the + button on the left-hand side. Selecting "Auto Populate" should result in a success message. An example is provided in the image below.

Option 1 for Multiple BOL

	ARN	PRO	BOL List (use ',' as separator)	Vendor Name	Pallet Count	Carton Count	Unit Count	PO List (use ',' as separator) *	
1	<input type="text"/>	<input type="text"/>	I338793,750245	<input type="text"/>	2 <input type="text"/>	27 <input type="text"/>	199 <input type="text"/>	GLKTG8J,1G345-	<input type="button" value="🗑"/>



Use [this template](#) for bulk upload in CSV

✓ Appointment auto populated successfully.



Option 2 for Multiple BOL/PRO

A second option for multiple BOL appointment requests is to download a template containing a CSV file with the content below. The BOLs can be inserted into the "BOL List" column. Once the template is uploaded, it will add a new row based on the Excel file. This will not override the information on the current appointment page.

ARN	PRO	BOL List (use , as separator)	Vendor Name	Pallet Count	Carton Count	Unit Count	PO List (use , as separator) *
	E.g.: BMOU5051300			2	60	900	
		E.g.: XG123456		2	27	199	

After uploading, you should see a page similar to the one below. Click on **Auto Populate** to see Pallet Count, Carton Count, Unit Count, and POs filled in.

	ARN	PRO	BOL List (use , as separator)	Vendor Name	Pallet Count	Carton Count	Unit Count	PO List (use , as separator) *	
1	<input type="text"/>	<input type="text"/>	138793,7502457	<input type="text"/>	2	27	199	GLKTG8J,1G345	<input type="checkbox"/>
2	<input type="text"/>	<input type="text"/>	596711	<input type="text"/>	<input type="text"/>	<input type="text"/>	<input type="text"/>	<input type="text"/>	<input type="checkbox"/>
3	<input type="text"/>	<input type="text"/>	32853	<input type="text"/>	<input type="text"/>	<input type="text"/>	<input type="text"/>	<input type="text"/>	<input type="checkbox"/>
4	<input type="text"/>	<input type="text"/>	5XGZ00026659,	<input type="text"/>	<input type="text"/>	<input type="text"/>	<input type="text"/>	<input type="text"/>	<input type="checkbox"/>
+									

Use this template for bulk upload in CSV

✔ Appointment auto populated successfully. ✕

Delivery Window Visibility – Every PO is sent to Vendors with a specified delivery window. Stock should be requested to be delivered within this window. If an appointment is requested for outside of the delivery window, a pop-up will appear (as per the screenshot below). This pop-up displays the PO delivery window, and for the delivery request to be compliant, the user should press "Cancel" and request a date that is inside the window. If it is not possible to be compliant with the window, press "Continue" to submit the original requested date. Note that this will flag as an incompliant appointment request. If this request was incompliant because you received the shipment late, please discuss this issue with your Vendors.

Selected Carrier Requested Delivery Date is outside of PO's delivery window

i To be compliant with our delivery requirements (see Carrier Manual for more information), we kindly remind you to ensure that the Courier-Requested Delivery Date is within the Delivery Window of each PO that you deliver with this appointment. Please review the PO(s) below and update your CRDD in order to ensure delivery within the PO(s) Delivery Window. You can also continue without any change, but this might impact the dispatcher and courier performance in the Delivery Window compliance.

PO 5WV33SLX: FEBRUARY-12 – FEBRUARY-19



Confirmed Appointment – After requesting an appointment, an Inbound Shipment Appointment (ISA) number should be immediately created in the Carrier Central portal with the status "Pending Schedule." This ISA ID is what your drivers will need to provide to Amazon to enter the yard. Once Amazon confirms the appointment date and time, a confirmation email will be sent with the Actual Appointment Delivery Date, and the appointment status will change to "Arrival Scheduled." The Actual Appointment Delivery Date may differ from the carrier requested delivery date (CRDD). Appointments may need to be pushed out due to capacity constraints or other operational conditions, so the actual appointment date and time should be double-checked on the confirmation email or in the Carrier Central portal. Requesting an appointment as early as possible via Carrier Central is recommended to secure your preferred appointment date and time.

Appointment Information	
Appointment ID	44091890
Appointment Reference Code	MEL1-8F-XZZ1L
Destination FC	MEL1
Status	Not Yet Confirmed Pending Schedule
Freight Type	Truck Load <input type="button" value="v"/>

Appointment Edits and Cancellations – To change the requested delivery date, time, or shipment details (such as the BOL or PO list), please edit the existing appointment instead of cancelling the appointment and raising a new request. If an appointment is canceled, the record will be completely removed from the dock management tools, and the new appointment request will be given the next available slot, which may be later than the original booking.

If unable to make a scheduled appointment, the Amazon team should be contacted via phone or email. There is no excuse for "No Call No Shows" (when a truck does not show up to a confirmed appointment). If unable to arrive, Amazon should be contacted so they can reschedule the appointment.

Email: noc-au-ibsked@amazon.com.au

Phone: **1800 573 337** (8:30am to 8:30pm AEST)



Editing Appointment

Step 1: Go to the search tab

Step 2: Search by appointment IDs, Dates or by Shipment Information

Step 3: Select the appointment you would like to edit and click on "Edit"

Destination FC	Carrier Requested Delivery Date	Status	
MAD4	Jan 5, 2018 1:00:00 PM	Pending Schedule	Edit
BVA1	Jan 5, 2018 12:00:00 AM	Cancelled	Edit

Various Appointment Details That Can Be Edited

- Reschedule and Cancel
- Modify Load Type
- Modify Clamp Type
- Modify Trailer Number Type
- Modify Requestor Comments
- Modify PRO number
- Add additional shipments (BOLs)
- Remove shipments (BOLs)
- Increase / Decrease pallet and carton counts
- Modify BOL number
- Modify PO(s) numbers



Consolidating Multiple Appointments

Multiple appointments for same-week delivery should be consolidated into one appointment. This consolidation reduces truck traffic at fulfillment centers while maintaining the same pallet volume, resulting in cost savings for all parties.

For adding extra pallets to an existing appointment (when multiple appointment IDs have NOT been created), follow the "Edit Appointment" section of this document (refer to the above)

If system errors prevent adding extra pallets to an appointment, please refer to the consolidation guide.

Step 1: Review current appointments for the same week delivery

Step 2: Cancel the existing appointments

Step 3: Create one consolidated appointment combining all pallets

Step 4: Add in booking comment section "Consolidation of appointment 1, appointment 2"

Step 5: Email Noc-au-ibsked@amazon.com and explain what has happened and request the same timeslot

Step 6: Our scheduling team will prioritize approving your consolidated appointment for the same day and time

Before consolidation:

Inbound Shipping Appointment	Scheduled Arrival Date	Scheduled Arrival Time	Pallet Count
1234567890	1/2/2025	10:00am	3
1234567891	1/4/2025	09:00am	2

After consolidation:

Inbound Shipping Appointment	Scheduled Arrival Date	Scheduled Arrival Time	Pallet Count
1234567892	1/2/2025	10:00am	5

Rescheduling Appointment

Step 1: Select Edit Button

Step 2: Enter your updated "CRDD"

Step 3: Enter comments to further explain why you wish to reschedule

Step 4: Select "Submit" button


Appointment Information

Appointment ID	204920161
Destination FC	MAD4
Status	Pending Schedule
Freight Type	<input type="button" value="Truck Load"/>
Load Type	<input type="button" value="Palletised"/>
Is Freight Clampable	<input type="button" value="Yes"/>
Trailer Number	<input type="text"/>
Carrier Requested Delivery Date	<div style="border: 2px solid red; padding: 2px;"> <input type="text" value="01/08/2018"/> Hour <input type="text" value="13"/> Minute <input type="text" value="00"/> Europe/Berlin </div>
Requester Comments	<input style="width: 100%;" type="text"/>



Cancelling Appointment

Step 1: Select Edit Button

Step 2: Select  next to the shipment that you wish to remove the appointment

Step 3: Select “Submit”

Step 4: After you have submitted the request, you will receive an email confirmation to inform you that the request was received. You will then receive a follow-up email to inform them that the request has been approved / denied.

	ARN	PRO	BOL List (use ',' as separator) *	Vendor Name	Pallet Count	Carton Count	Unit Count	PO List (use ',' as separator) *	
1	<input type="text"/>	<input type="text"/>	2090495736	VendorA	1	5	206	28YG8XQV	
+									

5. Delivery Loading Standards

Entry and Document Requirements	<ul style="list-style-type: none"> To enter the yard, carriers must provide the guard shack with ISA IDs. All vehicles will be denied access at the FC security gate if they cannot provide an ISA. Self-Delivered Small Parcel (SPD) will be rejected. A copy of the BOL, Delivery Docket or POD must be shown to the FC (either hard copy or on an electronic device). For some exceptional cases, the BOL might not be provided, but the drivers can show the appointment confirmation instead. Without correct paperwork, the freight will be rejected.
Timeslot Adherence	<ul style="list-style-type: none"> The driver will be allowed into the FC yard if they are 15 mins early to their appointment. If the driver is >15 mins early, it is up to FC discretion and they may ask the driver to come back as per their scheduled time. If the driver is more than 1 hour late for their scheduled appointment, the appointment will be rejected (this will be treated as Freight Rejection defect) Amazon FCs have a truck queuing system that dynamically prioritizes inbound trucks based on their arrival status. Inbound trucks that arrive on time for their appointments (<i>actual arrival time within 60 minutes of the scheduled arrival time</i>) will be prioritized. For all inbound trucks that are late (<i>actual arrival time 60 minutes later than the scheduled arrival time</i>), Amazon reserves the right to reject them. However, if late trucks are permitted to unload, the following waiting times will apply if all dock doors are occupied: <ol style="list-style-type: none"> Trucks arriving 1-1.5 hours later than their scheduled arrival time will have 2 hours added to their unloading ETA. Trucks arriving more than 1.5 hours later than their scheduled arrival time will have 4 hours added to their unloading ETA. The additional waiting time will only be applied if all dock doors are assigned to on-time trucks.



<p>Driver</p>	<ul style="list-style-type: none"> • Good driver behavior is paramount. Anyone who is disrespectful or abusive will be escorted off site. • Ensure that drivers back into the dock door specified by the guard shack. Drivers must follow all instructions from Guard Shack and FC Staff including waiting in specified areas and not wandering around the yard. • Drivers must wear a fluorescent garment with high visibility colors and reflective tape (class D/N: compliant vest, shirt or jumper is suitable) and enclosed safety shoes. • Drivers are not allowed to move pallets on their trucks. • The carrier/driver must request the completed ePOD (proof of delivery) form from the Amazon FC and also Carrier’s POD (also known as Bill of Lading) must be signed by Amazon’s FC and then submit these documents to the sellers/vendors as acknowledgement of the delivery, though it does not constitute acknowledgement of the contents, which are verified during the receiving or stowing process after packaging is removed. • Drivers MUST follow Amazon Yard Safety Rules, refer to Appendix 5.
<p>Load and truck requirements</p>	<ul style="list-style-type: none"> • All appointments must be delivered on pallets. EXCEPTION: Some containers may be delivered as Floor Load subject to approval and prior arrangement with site Operations Leadership at BNE1, BWU2 and BWU6 (see below). • While preparing freight for palletized loads, ensure there is at least 15 cm of clearance at the top of the truck for safe unloading, otherwise the appointment may be rejected. For floor or fluid loading, the clearance at the top of the container is minimum 8 cm (refer to section 6. Floor or Fluid Loading for more details). • If the carrier is delivering freight on a rear unload truck, please ensure "Rear unload truck" is mentioned in the appointment comments so that the relevant dock door can be allocated to the truck. • Pallets must be ready to be unloaded on arrival. • For more truck requirements refer to “10. Truck Types”
<p>Unload requirements</p>	<ul style="list-style-type: none"> • The driver should open the trailer door for rear unload trucks or open side curtains for side unload trucks. • For side unload deliveries: when the truck docks at the allocated dock door, the driver must secure the curtains and straps before unloading begins. This is to ensure the safety of associates during unloading process.
<p>Expiration dates</p>	<ul style="list-style-type: none"> • Products with expiry dates must be delivered to an Amazon FC with at least 180 days of shelf life between the point of receive and the expiration date. • If products arrive with less than 180 days before expiry without prior arrangement, the entire PO/full load may be returned through PO cancellation, appointment cancellation and/or appointment rejection on site. • It is the Vendor’s responsibility to ensure that pallets are audited for expiration date compliance prior to being delivered to Amazon.
<p>Shipment discrepancy</p>	<ul style="list-style-type: none"> • If the number of pallets in the shipment is different to the appointment, the shipment will be rejected (this will be treated as Freight Rejection defect).



6. Floor or Fluid Loading

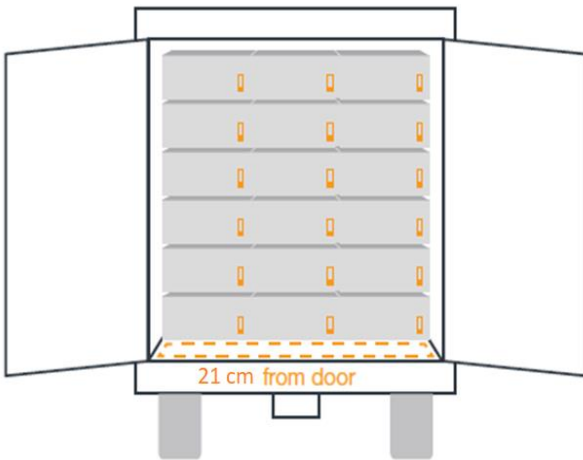
<p>FCs Locations for Floor or Fluid Loading</p>	<ul style="list-style-type: none"> • XAU2 & XBW3 can accept floor fluid loaded (non-palletized) containers. BWU2, BWU6, BNE1, AVV2, XAU1 can accept floor fluid loaded on trailers only. (BWU2, BWU6, BNE1, AVV2, XAU1 cannot accept container drop load in yard)
<p>Container Handling</p>	<ul style="list-style-type: none"> • The container is required to be left for a maximum of 5 hours to allow for unload.
<p>Maximum Package Dimensions for Floor Loading</p>	<ul style="list-style-type: none"> • Length: 91.4cm, Width: 73.6cm, Height: 55.8cm • Weight: 22.68 Kg • Shipments containing products with discrepancies between registered and actual dimensions will be rejected at Amazon Fulfillment Centers to maintain operational efficiency and workplace safety.
<p>Requirements of fluid-load inbound</p>	<ul style="list-style-type: none"> • 8 cm gap/clearance at the top of the container (refer to Picture 6.4) • Allow for at least 21 cm of clearance from the last row of cartons to container doors to engage a dock leveler (refer to Picture 6.3). • All containers must be secured with at least one seal. A seal is a numbered tag that is secured around the lock of a shipping container. A seal on a container cannot be opened without cutting it. Refer to Picture 6.1 for container seal. • For international containers, the seal will be broken at the FCs by Amazon Inbound Associates, and any containers that have gone through inspection will have their seal broken, at which point a senior Global Mile team will advise the "FC stockholders". • Internal condition of containers must not be corrosive. • For LCL containers, please ensure to indicate in the "Freight Type" as "Less Than Truck Load" when making a delivery appointment in the carrier central system. • Large boxes on the bottom. • No overlapping of boxes between layers. each box should be placed directly on top of the box below it, without any overhang or encroachment into the space of the adjacent boxes. This is important for stability and safety during transportation. Overlapping boxes could make the load unstable and prone to shifting or toppling. • The Supplier must implement additional measures to secure loads where movement is likely, such as strategically placing cargo nets within the container to inhibit the movement of the cargo during transit, with adequate netting required to ensure boxes do not fall off when containers are opened. Refer to Picture 6.2 for cargo net picture and refer to picture 16.8 in Appendix 2 for unacceptable result due to the absence of cargo nets. • All freight that fails to meet this Floor or Fluid Loading's requirements will be rejected.



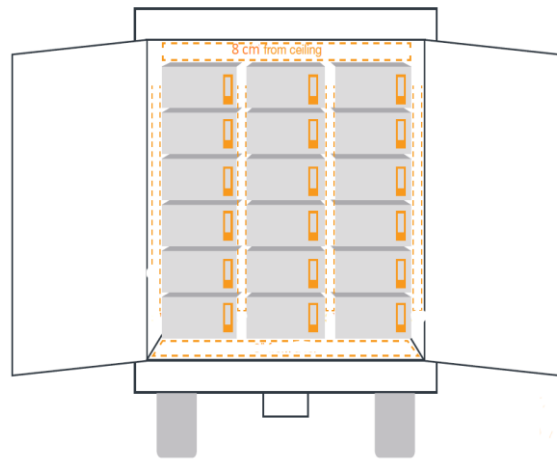
Picture 6.1. Container seal



Picture 6.2. Cargo nets



Picture 6.3. Clearance from last row of cartons to container door



Picture 6.4. Clearance from top of the box to the container ceiling

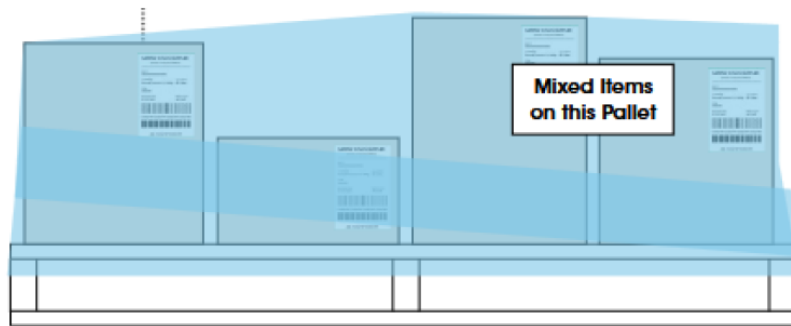


7. Pallet Loading

Pallet Requirements	<ul style="list-style-type: none"> Amazon FCs accept wooden pallets of standard sizes. Please refer to the table below for acceptable ISO pallet sizes used internationally. Australian standard pallets (1165mm x 1165mm) are preferred, see below for definitions/examples. Cardboard and particle board, 'skid' pallets, and plastic pallets will be rejected. Damaged pallets are not accepted. Pallets must have clear and unobstructed fork entry. Refer to Appendix 1 for Pallet Standards for acceptable and not acceptable pallet conditions and the difference between a pallet and a skid.
Pallet Wrapping and Securing	<ul style="list-style-type: none"> Ensure that products are shrink-wrapped to the pallet to ensure that the load is stable and secure, and to prevent items from falling off. It is acceptable for large items to be strapped to pallets. Please refer to "9. Pallet Wrapping Standards". Clear plastic wrapped pallets are recommended to be used where possible.
Pallet Weight and Height	<ul style="list-style-type: none"> The recommended maximum pallet weight is 1000kg. Any pallet heavier than 1000kg will be assessed by the FC to see whether it can be safely unloaded or not depending on their equipment capability. The maximum pallet load height is 1.8m including the pallet base (EXCEPTION: 1.6m at MEL5 due to physical limitations). Shipments will be rejected if they are above the maximum height. Pallet base: recommended minimum 9 cm between top and bottom board clearance to allow pallet jack access into pallet.
Other Requirements	<ul style="list-style-type: none"> Do not ship products in Shuttle Containers (pallet-sized cartons). Cartons may not overhang the pallet on any side (there are exceptions for TVs) If freight is loaded on pallets with two bottom deck boards, ensure that the side with the bottom board is facing the forklift tines for safe unloading. Ensure 15 cm clearance at the top of the truck for safe unloading of palletized loads at the FCs, else the appointment may be rejected. For XAU1 and XAU2 sites: When creating mixed pallets, products from the same PO should be grouped together whenever possible, with a maximum of 4 different products per pallet. Products must be clearly separated and easily identifiable. For clear identification, each pallet must be labeled "MIXED ITEMS ON THIS PALLET (refer to Picture 7.1)" Shipments containing products with discrepancies between registered and actual dimensions will be rejected at Amazon Fulfillment Centers to maintain operational efficiency and workplace safety. For reference the maximum dimensions for packaged products classified as sortable products are: Length: 45cm, Width: 34cm, Height: 20cm, Maximum weight: 9kg. If non-sortable items (larger items that exceed our sortable size limits) are delivered to a sortable Fulfillment Centre, these shipments will be rejected as they require handling at facilities specifically designed for larger items.



Dimensions, mm (W × L)	Dimensions, inches (W × L)	Region most used in
1016 × 1219	40.00 × 48.00	North America
1000 × 1200	39.37 × 47.24	Europe, Asia; similar to 40" × 48"
1165 × 1165	45.9 × 45.9	Australia
1067 × 1067	42.00 × 42.00	North America, Europe, Asia
1100 × 1100	43.30 × 43.30	Asia
800 × 1200	31.50 × 47.24	Europe; fits many doorways



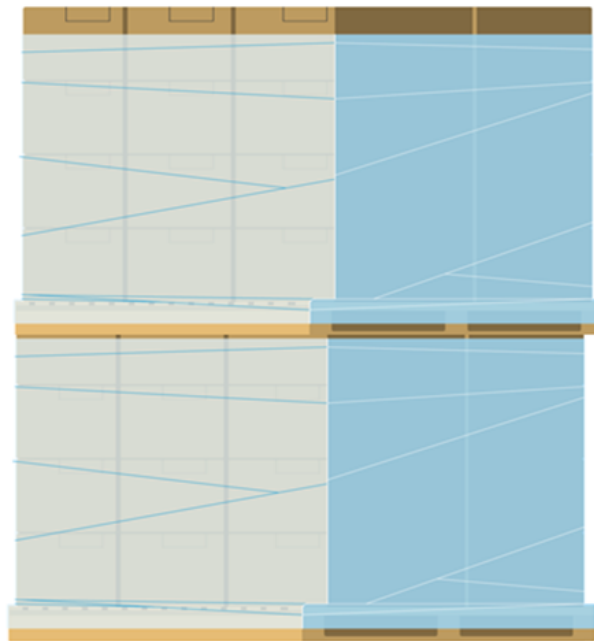
Picture 7.1. Multi-SKU pallet must have “Mixed Items” sticker



8. Double Stacked Pallets

Whilst double stacked pallets can increase trailer utilization, it can also create additional safety issues. Examples of poor double stacking include:

- Pallets of different heights next to each other which lead to pallets hitting each other and being dislodged
- Loose parcels on top of the second layer, not visible to the forklift operator and falling to the ground
- Pallets being too close to each other / too tightly packed causing pallets to be dislodged
- Products not being shrink wrapped to the pallet itself, causing them to fall when pallets are moved
- Some basic guidelines on how to load double stacked pallets include:
 1. Ensuring **double stacked pallets are not shrink wrapped together (refer to Picture 8.1 below)**
 2. Keeping pallets on the base level at an even height for stability
 3. Loading pallets so that the risk of dislodging another pallet is minimized e.g., spacing
 4. Ensuring that there is forklift access to each pallet
 5. Making sure that products are wrapped to the pallet for security whilst being moved
- Amazon does not accept anything more than double stacked (e.g. triple stacked). Any trucks containing pallets more than double stacked will be **rejected**.

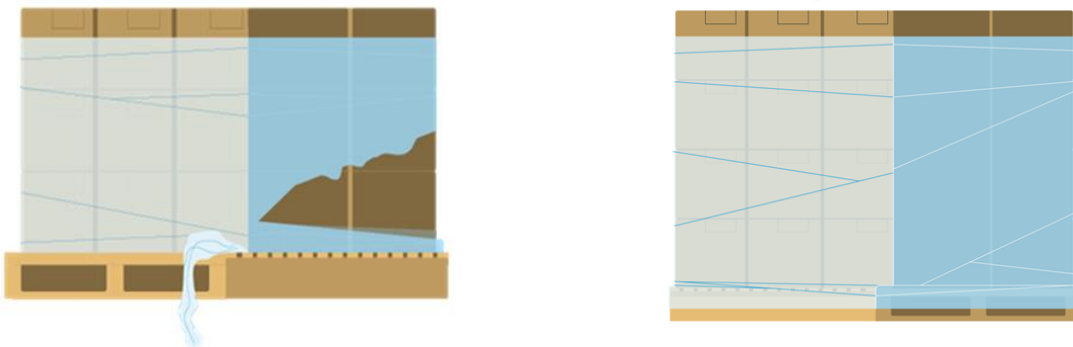


Picture 8.1. Double Stacked Pallets are not to be shrink wrapped together



9. Pallet Wrapping Standards

<p>General Requirements</p>	<ul style="list-style-type: none"> Amazon prioritizes the wellbeing of warehouse personnel and drivers by requiring inbound freight to be wrapped in a compliant and consistent manner to maintain stability and secure transport. Pallet wrapping must securely bind the trade units to the wooden pallet to ensure stability through the supply chain. For more information on pallet wrapping guidelines, please refer to the National Transport Commission Restraint Guidelines. All freight that fails to meet this pallet wrapping standard will be rejected.
<p>Wrapping Application</p>	<ul style="list-style-type: none"> Wrap must be firmly secured without any loose or trailing ends. (Refer to picture 9.1 below) Notes for Vendors and Carriers: Palletized goods must be secured effectively to prevent movement during transit, with a minimum of 3 passes or layers of wrap to hold trade units in place and prevent lateral movement, load shifts, or collapse. This is a guided recommendation, and the onus is on the vendors and carriers to ensure they have a process to secure products to pallets. It is recommended that the wrap be applied with at least a 50% overlap between each wrap. To increase the strength of the wrap, it can be twisted every other rotation. Wrap tension must maintain stability without damaging product. DO NOT WRAP double stacked pallets together SSCC labels need to be applied before wrapping the pallets. Please ensure that the pallets have SSCC labels clearly visible. For part/sandwich pallets, each pallet should be wrapped individually
<p>Wrapping Technical Requirements</p>	<ul style="list-style-type: none"> Stretch-wrap must be applied with adequate tension and number of passes to securely hold product and minimize lateral movement. Wrap tension must not be so tight that it deforms the product. Wrap should be secured to the top 30-50% of the wooden pallet to anchor product without obstructing fork entry points. Loose or trailing wrap ends are not permitted as they pose safety risks.



Picture 9.1. The left illustration shows a pallet load with unsecured stretch-wrapping, which is not permitted. The right illustration shows a pallet load that is securely wrapped with 30-50% of the wrap bedding to the pallet. **Refer to Appendix 3 for more Acceptable and Not Acceptable pallet wrapping pictures.**



10. Truck Types

Truck Height Requirements	<ul style="list-style-type: none"> Rear unload truck height must be at minimum 1100mm and at maximum 1550mm (from ground to bottom of truck bed). Pallets on rear unloads that are too high/low for the rear docks must be accessible via forklift.
Permitted Truck Types	<ul style="list-style-type: none"> Hydraulic tailgate trucks are allowed only in MEL5 and PER4 B-Doubles are NOT ALLOWED AT ANY AMAZON FCs.

11. Delivery Types by FC

FC	Side Unload		Rear Unload		Fluid Load – dropped container
	Single stacked pallets	Double stacked pallets*	Single stacked pallets	Double stacked pallets*	
AVV2	✓	✓*	✓	✗	✓***
BNE1	✓	✓*	✓	✗	✓***
BWU1	✓	✓*	✓	✗	✗
BWU2	✓	✓*	✓	✗	✓***
BWU6	✓	✓*	✓	✗	✓***
MEL1	✓	✓*	✓	✗	✗
MEL5	✓	✓*	✓	✗	✗
PER4	✓	✓*	✗	✗	✗
VQQ1	✗	✗	✓	✗	✗
XAU1	✓	✓*	✓	✓	✓***
XAU2	✓	✓*	✓	✓	✓**
XAU6	✓	✓*	✓	✓	✓
XBW3	✓	✓*	✓	✓	✓**

* Must not be shrink wrapped together

** Fluid containers inbound to XAU2, XBW3 will be dropped on the floor.

*** BWU2, BWU6, BNE1, AVV2, XAU1 have recessed docks - can only accept floor fluid loaded on trailers only (no side loader)



VEHICLE TYPE	AVV2	BNE1	BWU1	BWU6	MEL1	MEL5	PER4	XAU1	XAU2	XBW3	XAU6
Moped or Motorbike	No	No	No	No	No	No	No	No	No	No	No
Sedan	No	No	No	No	No	No	No	No	No	No	No
Wagon	No	No	No	No	No	No	No	No	No	No	No
SUV	No	No	No	No	No	No	No	No	No	No	No
People Mover	No	No	No	No	No	No	No	No	No	No	No
Van	Yes	Yes	Yes	Yes	Yes	Yes	Yes	Yes	Yes	Yes	No
Utility – Tub or tray	Yes	Yes	Yes	Yes	Yes	Yes	Yes	No	No	Yes	No
Truck – Open tray	Yes	Yes	Yes	Yes	Yes	Yes	Yes	Yes	Yes	Yes	No
Truck – Enclosed or Tray	Yes	Yes	Yes	Yes	Yes	Yes	Yes	Yes	Yes	Yes	Yes



Recessed Dock Door



Non Recessed Dock Door



12. Pallet Pooling

Amazon does not guarantee pallet returns or perform pallet exchanges. We accept AU standard wooden pallets for domestic shipments and ISO standard wooden pallets for import shipments. We have CHEP and LOSCAM accounts that you can transfer pallets to per your agreement with those companies (effective date for transfers is 60 days from the delivery date) but the entire process is hands-off for Amazon. We do not confirm any pallet transfers via email/phone/etc. or exchange pallets onsite. If you send us non-pooled wooden pallets, we will accept the freight, but will not return the pallets.

FC	CHEP	LOSCAM	Contact (disputes only)
AVV2	1000344905	343995	avv2-ib-dockets@amazon.com
BNE1	4000515589	402321	bne1-dockets@amazon.com
BWU1	4000367411	211170	bwu1-dockets@amazon.com
BWU2	4000581583	216789	bwu2-dockets@amazon.com
BWU6	1000284274	220351	bwu6-dockets@amazon.com
MEL1	4000345145	323303	mel1-dockets@amazon.com
MEL5	4000567736	321414	mel5-dockets@amazon.com
PER4	1000122019	601185	per4-dockets@amazon.com
XAU1	1000178866	211170	bwu1-dockets@amazon.com
XAU2	1000344903	379152	au-xau2-dockets@amazon.com
XAU6	1000362967	410734	heath.palletinquiries@tollgroup.com
XBW3	1000354145	N/A	xbw3-amazon-operations@nipponexpress.com

If using a pooled pallet supplier, all suppliers must adhere to the equipment management best practices below:

- Raise all transfers electronically in myCHEP or Loscam Online.
- **A transfer docket must be provided to Amazon's FC per shipment, and the transfer docket must clearly state that the transfer is addressed to Amazon's FC.** If a docket is not provided upon arrival, the load will be **rejected**. A POD with a pallet count on it is insufficient for this purpose.
- The movement date and effective date should be the day it arrives at the Amazon FC (global rules will apply the transfer rule).
- Please ensure that the Amazon Purchase Order Number is quoted as the primary reference.
- Any discrepancies must be raised with the pooled supplier within 3 months of delivery. This is based on timeframes given by CHEP and Loscam. Amazon can only assist with disputes or corrections regarding pooled pallet transactions if they are noticed and raised within 3 months. Ensure your internal processes allow for timely identification and reporting of any issues to enable Amazon's support.



13. Amazon Recommended Carrier Program (RCP)

The Recommended Carriers Program is a strategic initiative to enhance inbound transportation performance (**Program**). Through the Program, Amazon will recommend high performing carriers who meet specified carrier metrics to partners who inbound goods into Amazon's operational facilities.

Please note that Fulfillment by Amazon (FBA) sellers and Parcel Carrier Program/SEND participants are not included within the scope of this Program. This Program also does not impact volumes given to carriers directly by Amazon.

Key Points:

- 1. Program Goal:** To optimize Amazon's logistics network by partnering with reliable, high-performing carriers and empowering vendors/ shippers to make informed decisions about their transportation providers.
- 2. Eligibility:** The Program is strictly limited to carriers **inbounding** goods into Amazon Australia that can handle mixed types of shipments, except those **ONLY** handling Preferred Carrier Program (PCP)/SEND shipments.
- 3. Performance Criteria:** Any carriers wishing to participate in the Program must meet the following Performance Criteria:
 - Combination of No Call No Show (NCNS) Rate and Freight Rejection Rate: Less than 4% of units scheduled in the previous quarter.
 - BOL Match (ASN Match Rate): recommended carriers will be required to actively work with Amazon team to increase the ASN Match% up to 100%.
 - Ability to handle weekend and evening deliveries during peak periods.
 - Dedicated point of contact for Amazon escalations.
 - Capacity to take on additional volumes.
- 4. Evaluation:** All carriers will be measured against the Performance Criteria on a quarterly basis. An updated list of Recommended Carriers will be published to Vendor Central each quarter in a transparent manner to ensure accountability and to drive continuous improvement across Amazon's logistics network. Carriers selected as Recommended Carriers must maintain 'Recommended Carrier' status by ensuring that the combined rate of No-Call-No-Shows (NCNS) and Freight Rejections remains below 4% each calendar month, otherwise they will be removed from the Recommended Carrier list.

Please note that:

- *Amazon reserves the right to make any necessary amendments to the list of Recommended Carriers at its absolute discretion at any time; and*
 - *Amazon is only recommending certain carriers to vendors and that vendors will continue to be free to choose whichever transportation provider they desire. Amazon makes no representation or promise as to the amount of business Recommended Carriers can expect at any time.*
- 5. For more information** about joining the Program please contact: carriereducationau@amazon.com.au



14. Frequently Asked Questions (FAQs)

1. How should I communicate delivery window on time compliance with the shipper?

Please communicate to your shipper (the Amazon vendor) when/if you are unable to deliver the shipment within the delivery windows of their PO's. Amazon gives vendors ample time to prepare and deliver their products and does not intervene in vendor/carrier negotiations.

2. My company can only deliver packages to the FC at certain times. Can you please schedule my freight at certain times?

We receive freight from a diverse network of carriers and vendors and cannot honor requests for deliveries at specific times. We may schedule an appointment at any time during our receiving hours mentioned in section 3. However please make appointment requests for your preferred time within Carrier Central.

3. Can I book several POs on the same shipment?

Yes, you can book several POs on the same appointment, even if they are from different vendors. All freight on a given truck should be listed in the BOL/PRO and PO list, otherwise it may cause receiving issues and PQV (Purchase Quantity Variance) risk.

4. Can I deliver freight from several appointments at the same time?

If you have several appointments scheduled at different times throughout the day, you may not deliver them all at the same time. If you would like to deliver multiple shipments consolidated into a single truck at the same time, you must have all PROs/POs for the shipments on a single confirmed appointment.

5. What if I cannot make an appointment because I do not have a valid PO for a single shipper's delivery?

Attempt to auto populate the PO by only entering the delivery's BOL or PRO only and clicking 'Auto Populate'. If a carrier is unable to auto populate then they can manually enter the POs according to the paperwork provided by the shipper or from carton/pallet label. Please contact your shipper for correct information if the above does not resolve the issue.

15. Contact Information



If you are unable to keep a scheduled appointment you MUST either:

Call 1800 573 337 (8:30am to 8:30pm AEST) or Email noc-au-ibsked@amazon.com.au






16. Appendix 1 – Pallet Standards

Shipments must be delivered on acceptable Pallets in good condition with no visible damage.

 <p>Picture 15.1</p>	 <p>Picture 15.2</p>	 <p>Picture 15.3</p>
<p>ACCEPTABLE</p>	<p>ACCEPTABLE</p>	<p>ACCEPTABLE</p>
 <p>Picture 15.4</p>	 <p>Picture 15.5</p>	 <p>Picture 15.6</p>
<p>NOT ACCEPTABLE</p>	<p>NOT ACCEPTABLE</p>	<p>NOT ACCEPTABLE</p>
<p>⚠ Pallets must be safe, free from significant defects (no missing boards, no loose, dislodged boards, boards intact and in good condition) refer to picture 15.1, 15.2, 15.3. Shipments on broken/ damaged pallets will be rejected – refer to picture 15.4 and 15.5. Placing a broken pallet on top of an undamaged pallet (shown in the picture 15.6) does not resolve the issue, the shipment will be rejected. The proper procedure is to repalletize and wrap the products onto a new, undamaged pallet.</p>		



Shipments on plastic pallets will be **rejected**

 <p>Picture 15.7</p>	 <p>Picture 15.8</p>	 <p>Picture 15.9</p>
<p>NOT ACCEPTABLE</p>	<p>NOT ACCEPTABLE</p>	<p>NOT ACCEPTABLE</p>
<p>⚠ Plastic pallets are not acceptable for shipments due to the risk of them slipping on the forks of forklifts, pallet flow racks, or mobile racking units, which can lead to the associated risks of falling or sliding.</p>		

Shipments on skids (with no bottom deck boards) will be **rejected**

 <p>SKID</p> <p>Picture 15.10</p>	 <p>Picture 15.11</p>
<p>NOT ACCEPTABLE</p>	<p>NOT ACCEPTABLE</p>

**What is the difference between a pallet and a skid?**

- The main distinguishing features are the deck boards. A pallet will have both top and bottom deck boards, attached to either a stringer (a board running the length of the pallet) or feet. There can be as few as 3 bottom deck boards.
- A skid does not have any bottom deck boards.
- Bottom deck boards add strength and stability to pallets, making it easier and safer to move with fork lifts.

Pallet**Skid**



17. Appendix 2 – Possible Rejection Reasons due to Load Standards

Shipments must be delivered on acceptable pallets in good condition with no visible damage.



Picture 16.1: double stacked pallets or single stacked pallets without the required 15cm clearance at the top of the truck, with products not wrapped to the bottom pallet or with fallen products next to pallets (which risk being damaged when pallets are removed) will be **rejected**.

NOT ACCEPTABLE



Picture 16.2: Double stacked pallets which are shrink wrapped together will be **rejected**.

NOT ACCEPTABLE



Picture 16.3: Pallets which are too close together, which risk one pallet being damaged whilst unloading, where products may become dislodged or which are no longer wrapped to the pallet will be **rejected**.

NOT ACCEPTABLE



Picture 16.4: Pallets which contain cartons not wrapped to pallets or with loose packages on top of the pallet will be **rejected**.

NOT ACCEPTABLE



Picture 16.5: Poorly stacked pallets or products not safely wrapped to the pallets will be **rejected**.

NOT ACCEPTABLE



Picture 16.6: Freight packaged this way would be **rejected** as we need to use tools to force open the package and may damage the inventory

NOT ACCEPTABLE



Picture 16.7: Products stacked too high without 8 cm of clearance at the top of the container – this will be **rejected**.

NOT ACCEPTABLE



Picture 16.8: Products falling out due to the absence of cargo nets poses a risk of head injuries, and this will be **rejected**.

NOT ACCEPTABLE









Picture 16.9: Cargo net is used to securely hold the load.

ACCEPTABLE



18. Appendix 3 – Acceptable and Not Acceptable Pallet Wrapping

 <p>Picture 17.1: Loose wrap and unsecured tails will be rejected.</p>	 <p>Picture 17.2: Pallet wrap should be applied firmly and with a sufficient number of passes to securely contain the products and prevent or mitigate load shifting or lateral movement. Any wrap tails must be secured to avoid safety hazards.</p>	 <p>Picture 17.3: wrap is anchored to the top 30-50% of wooden pallet</p>
<p>NOT ACCEPTABLE</p>	<p>ACCEPTABLE</p>	<p>ACCEPTABLE</p>
 <p>Picture 17.4</p>	 <p>Picture 17.5</p>	 <p>Picture 17.6</p>
<p>ACCEPTABLE</p>	<p>ACCEPTABLE</p>	<p>ACCEPTABLE</p>



Picture 17.7

ACCEPTABLE



Picture 17.8

ACCEPTABLE



Picture 17.9

ACCEPTABLE



Picture 17.10: The tails are unsecured, and the pallet load is not anchored securely on the pallet bed. This load will be **rejected**.

NOT ACCEPTABLE



Picture 17.11: The wrapping is not anchored to the top 30-50% of the pallet, and the top load is overhanging. This will create unstable pallet movement. This pallet will be **rejected**.

NOT ACCEPTABLE



Picture 17.12: The wrapping overlaps with the other pallet. This will be **rejected**.

NOT ACCEPTABLE



Picture 17.13: Pallets loads not wrapped with enough tension or the loads are not stacked correctly – this pallet load becomes unsafe to be unloaded. This will be **rejected**.

NOT ACCEPTABLE



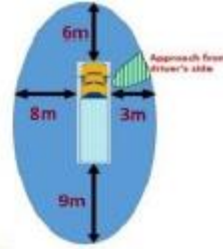
19. Appendix 4 – Recommended Checklist (Guideline only)

No	Check list	Reference	Check (yes/no)
1	Pallet's check: ensure all pallets are aligned with standard sizes and in acceptable conditions. Damaged pallets are not acceptable. Skid pallets not acceptable, plastic pallets not acceptable	Section 7 & Appendix 1	
2	Make sure all the pallet loads (weight, height, position) are aligned with related Amazon FCs' requirements	Section 7 & Appendix 2	
3	All pallets are wrapped securely with minimum of 3 passes.	Section 9 & Appendix 3	
4	At least 15cm of gap clearance at the top of truck for palletized loads (for pallet racking)	Section 5	
5	At least 8cm of gap clearance at the top of container for Floor and Fluid Loading	Section 6	
6	At least 21cm of clearance from last row of cartons to container doors (for Floor and Fluid Loading)	Section 6	
7	Use cargo nets	Section 6	
8	Use container seal	Section 6	
9	Copy of BOL, Delivery Docket or POD (for some exceptional cases: BOL might not be provided, appointment confirmation can be used)	Section 5	
10	Chep/Loscam Pallet transfer docket (if applicable) provided per shipment, clearly stating transfer is addressed to Amazon's FC.	Section 12	
11	Ensure vehicle types are aligned with Amazon FCs' requirements	Section 10 (Truck Types), Section 11 (Delivery Types by FC)	
12	Adherence to booking timeslot – please check the booking schedule	Section 5	
13	Ensure the driver follow FCs regulation including Amazon Yard Safety Rule	Section 5 & Appendix 5	



20. Appendix 5 – Amazon Yard Safety Rules

1. **Personal Safety Gear:**
 - Drivers must wear a fluorescent garment with high visibility colors and reflective tape (compliant vest, shirt or jumper is suitable)
 - Always wear safety shoes.
2. **Speed and Movement:**
 - Adhere to a 10 km/h speed limit.
 - Maintain a safe distance from other vehicles and forklifts.
 - Always give way to pedestrians on crosswalks.
3. **Vehicle and Equipment Safety:**
 - Apply parking brake and switch off engine when stopping.
 - Never idle in driveway or dock areas.
 - Report to the Driver's Lounge and follow Amazon instructions.
 - Drivers must inspect load security before departure.
 - Place and remove wheel chocks when clear.
4. **Prohibited Actions:**
 - No mobile phones or smoking in the yard.
 - No extended breaks permitted.
 - Children under 18 and pets are not allowed into the trailer yard or Driver's lounge under any circumstances.
 - Authorized co-drivers allowed; other passengers are not permitted in trailer yard areas.
 - Drivers are subject to strict access entry into the main building except for accessing designated areas like the Driver's Lounge, Smoking Areas, and Evacuation Areas. It is strictly forbidden to enter the building via Dock doors.
5. **Procedures for Loading/Unloading:**
 - Open doors and side curtains before docking.
 - Driver to replace straps, curtains, gates, close doors, and remove wheel chocks.
 - Driver meets TDR team (Amazon representative) in Driver Safety Lounge to provide keys/paperwork to TDR team and MUST STAY in the Driver's Lounge during loading/unloading.
6. **General Conduct:**
 - If help is needed, cease all activity, switch off engine, and proceed to a safe location. Reach out to Amazon associates in the near vicinity (gatehouse) for support.
 - Place rubbish in bins and follow signs in Yard.



Always wear a fluorescent garment with high visibility colors and reflective tape	10km/h Speed Limit	Must Wear Safety Shoes	Always give way to reversing vehicles	Maintain a Safe Distance
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Do Not Use Mobile Phones	No Smoking in the Yard	No extended breaks permitted	No children or animals permitted on site	In case of fire, switch off the engine and report to assembly points
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Give Way to Pedestrians on crosswalks	Place Rubbish in Bins	No Idling in Dock Areas	ALWAYS apply parking brake & SWITCH OFF the engine	Be aware of forklift operating
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All Drivers Report to Drivers Lounge Area	Driver to Place and Remove Wheel Chocks when Clear	Amazon only to remove Suzie Locks, Trailer Stands and Traffic Cones
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Prior to docking, Driver to Open Doors and Side Curtains	ALL key sets MUST be given to Amazon team	Drivers must inspect the load security	Drivers to Hook Up on GREEN
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