

1. Use Policy (User Agreement)

- 1.1. Carrier Central is a web application designed for authorized motor carriers (Carriers) to schedule appointments for physical deliveries on behalf of suppliers (Suppliers) to Amazon facilities. This policy outlines the mandatory guidelines and performance expectations to maintain access to requested delivery appointments.
- 1.2. Amazon reserves the right to suspend Carrier and Supplier accounts, in its sole discretion, for failure to comply with the policy.

2. General Information

- 2.1. Users must be authorized by the US Department of Transportation (USDOT) and possess a registered Standard Carrier Alpha Code (SCAC) with the National Motor Freight Transportation Association (NFMFTA).
- 2.2. Amazon may cancel or reschedule appointments, in its sole discretion, without liability at any time and without affecting a Carrier's Performance Rate.
- 2.3. Carriers are expected to request an appointment when contracted by a Supplier to deliver freight to an Amazon facility.

3. Inbound Delivery Performance

- 3.1. Carriers delivering to Amazon's facilities must consistently maintain certain account thresholds to avoid suspension of their Carrier Central account
- 3.2. Suspensions will be executed based on Carrier performance without exception for 3PL, Freight Forwarder, or Brokerage.
- 3.3. Performance based disruptions which may lead to suspension include reschedules, cancellations, and NCNS (No Call No Show).
- 3.4. Amazon communicates with shippers, vendors and sellers in furtherance of maintaining and supporting efficient operations, and may provide to such parties' reports, data and information relating to Carrier's performance, which may include, but is not limited to, Carrier's warning status, active, pending or imminent suspension status, on-time percentages, late cancellations, late reschedules, refusals, no-call-no-shows, duplicate and any relevant performance defects and metrics.

4. Carrier Duties.

- 4.1. The User's USDOT Operating Authority Status is listed as "AUTHORIZED." This status confirms that the User has the necessary permissions to operate as a carrier. The User's registered SCAC (Standard Carrier Alpha Code) must be "ACTIVE" and correctly aligned with both their USDOT

number and company name. This alignment can be with either their legal entity name or their "Doing Business As" (DBA) name. Note: If a User's USDOT is classified as "Intrastate," there are some limitations. In this case, they'll only be permitted to schedule appointments within their domain state. Should they attempt to create appointments for Amazon facilities located in other states, the system will automatically remove these appointments. By ensuring these elements are in order, Users will maintain their ability to operate efficiently within the network and avoid any potential disruptions to their appointment scheduling process.

- 4.2. Users must maintain account performance above the 'Warning' threshold for the prior rolling 8week period.
- 4.3. Users must uphold a Service Level Agreement to current thresholds as noted in the appropriate Carrier Manual. Carrier Manuals can be accessed by clicking on "HELP" within Carrier Central.
- 4.4. When requesting an appointment, Users must only use PO numbers for unfilled POs, avoid re-using PO numbers, and not deliver any PO not included in the appointment to avoid duplicate appointment defects. Users must ensure delivery at the scheduled arrival time associated with an appointment or actively reschedule or cancel any unnecessary appointments.
- 4.5. Users must not request a secondary, parallel, placeholder or duplicate delivery Appointment for freight that has a scheduled arrival time.
- 4.6. It is strictly prohibited for a User to sell, share, or trade appointments or User accounts/log-ins.
- 4.7. Access to a Carrier Central account (self-service) is determined by a Carrier's consistent appointment volume in addition to meeting delivery performance expectations as outlined in the [US Prepaid Carrier Manual](#)

5. Changes to Carrier Central

- 5.1. Amazon reserves the right to modify, suspend, or discontinue Carrier Central or this policy without notice. Users are responsible for keeping track of such changes.
- 5.2. Carrier's continued use of Carrier Central after Amazon's posting of changes to this policy, constitutes Carrier's agreement and acceptance of such changes or modifications.

6. Carrier Central Account Deletion

- 6.1. Carriers may delete all accounts associated with their SCAC by contacting appointment-support@amazon.com. Carriers remain responsible for completing any scheduled deliveries outstanding at the time of removal. Amazon may also delete Carrier Central accounts associated with a User at any time.

7. Gaming Overview

7.1. Carriers can be suspended for suspicious activity including but not limited to

7.1.1. The use of automated tools to continuously check Carrier Central for earlier dates

7.1.2. Creating false or placeholder appointments.

8. Capacity Adherence Rate

8.1 Amazon requires all carriers to maintain a Capacity Adherence Rate (CAR) of 1.0 or below which measures the ratio of booked appointment to active USDOT driver count. For safety, fraud prevention and network integrity, Carriers must ensure that their FMCSA Form MCS-150 information, including all the number of drivers (company-paid drivers, owner-operators, contracted operators and leased operators), remains accurate and current. Carriers are required to operate within their authorized capacity, as specifically defined in the Carrier Manual.

8.2 Amazon reserves the right to remove appointments that exceed a carrier's federally reported capacity. The specific processes for appointment removal, notification timelines and performance impact are detailed in the US Prepaid Carrier Manual.