

A pickup accuracy defect is triggered when a collect TL or LTL shipment is rescheduled after 5 PM PT the day prior to the scheduled pickup date, or when the carrier arrives and is unable to be loaded due to a vendor-caused issue — resulting in a missed pickup confirmed by GPS arrival data.

OVERVIEW



WHAT TRIGGERS THIS CHARGEBACK

A **pickup accuracy defect** is triggered in two scenarios:

1. Late reschedule: A collect TL or LTL shipment is rescheduled by the vendor **after 5:00 PM PT the day before** the scheduled pickup date. Any rescheduling after this cutoff is considered a defect regardless of reason.

2. Carrier arrives but cannot load: The carrier arrives at the vendor's facility (verified by **GPS arrival data**) and is unable to be loaded due to a **vendor-caused issue** — such as freight not staged, facility closed, dock unavailable, or staff not available to load within the required time window.

PENALTY — PER DEFECT

TRUCKLOAD (TL)

\$500

per pickup accuracy defect

LESS-THAN-TRUCKLOAD (LTL)

\$200

per pickup accuracy defect

LOADING TIME REQUIREMENTS — VENDOR MUST BE READY WITHIN:

TRUCKLOAD (TL)

90

minutes from carrier arrival

LESS-THAN-TRUCKLOAD (LTL)

30

minutes from carrier arrival

RESCHEDULE DEADLINE

5:00 PM

PT the day BEFORE pickup

GPS TRACKING

Required

Carrier arrival confirmed by GPS data

⚠ Critical deadline:

Any reschedule after **5:00 PM PT the day before pickup** is automatically flagged as a defect — even if the reschedule is due to weather, staffing, or other vendor issues. Plan and confirm pickup times in advance.



EXCEPTIONS



No chargeback if the missed pickup or reschedule was **caused by Amazon** — e.g. carrier no-show not caused by vendor, routing error, or Amazon-initiated change.

⚠ Operational Impact of Missed Pickups

Amazon uses your routing request to **select optimal carriers, allocate transportation capacity, and reserve fulfillment center labor and dock**. Any missed pickup makes vendor lead time (VLT) volatile, disrupts carrier planning, elevates transportation costs, and jeopardizes optimal inventory levels.

If a PRO is cancelled due to a vendor-caused defect, **the PRO cannot be picked up again until a new routing request is submitted**.



HOW TO AVOID THIS CHARGEBACK



Confirm pickup time immediately after routing — if the scheduled time cannot be met, reschedule **before 5:00 PM PT** the day before.



Keep facility operating hours accurate in Vendor Central — ensure receiving hours match actual dock availability.



Stage freight in advance — have all pallets and freight prepped, labeled, and positioned at the dock before the carrier arrives.



Have staff available to **load within 90 min (TL) or 30 min (LTL)** of carrier arrival — unloaded carriers trigger the defect.



DETAILED REQUIREMENTS

● **Reschedule cutoff:** Any rescheduling must occur before 5:00 PM PT the day prior to scheduled pickup — no exceptions after this window.

● **Facility hours accuracy:** Keep your facility's receiving and dock hours current in Vendor Central — outdated hours lead to carrier conflicts.

● **Freight preparation:** All freight must be prepped, palletized, labeled, and staged at the dock before the driver arrives.

● **GPS verification:** Amazon uses GPS arrival data to confirm when the carrier arrived — vendor-caused delays are identified even without carrier reports.

● **ASN accuracy:** Submit accurate ASN before the carrier arrives — discrepancies between ASN and actual freight can delay loading past the time limit.

● **Routing confirmation:** Keep routing request confirmation records and carrier communication — required for dispute evidence if a defect is applied incorrectly.

RATE CARD

Chargeback type	Shipment mode	Rate	Quantity basis	Compliance required
Pickup Accuracy — Truckload (TL)	Collect TL	\$500 per defect	Freight ready within 90 min of arrival; reschedule before 5 PM PT day prior	Minimize — no fixed threshold
Pickup Accuracy — Less-Than-Truckload (LTL)	Collect LTL	\$200 per defect	Freight ready within 30 min of arrival; reschedule before 5 PM PT day prior	Minimize — no fixed threshold

DISPUTING THIS CHARGEBACK



REQUIRED DOCUMENTATION

Include **all applicable** documentation when disputing:



Carrier communication: **Carrier communication records** showing any coordination, rescheduling requests, or issues — including timestamps confirming actions taken before the 5 PM PT cutoff.



Facility hours documentation: **Facility operating hours documentation** confirming dock availability and hours at the time of the scheduled pickup.



Routing confirmation: **Routing request confirmation** showing the original scheduled pickup date and time, and any approved rescheduling communications.

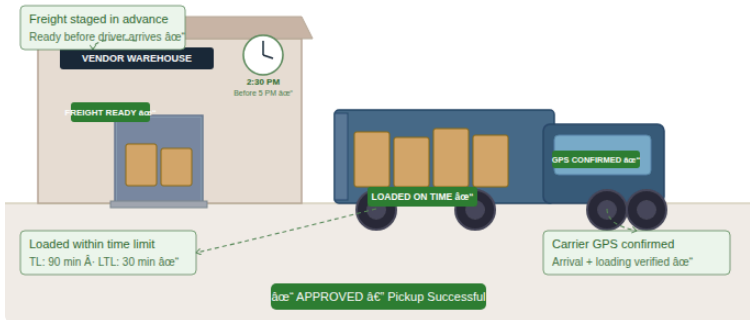


Proof of readiness: **Pickup confirmation or proof of readiness** — ASN screenshot or photos taken at the warehouse with **visible timestamps** showing freight staged and ready before carrier arrival.

DISPUTE EVIDENCE EXAMPLES

✓ Approved submission

APPROVED



✓ Freight staged before 2:30 PM — well ahead of carrier arrival.

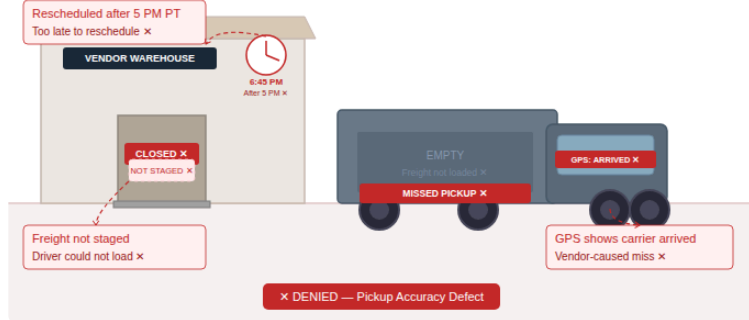
✓ Loaded within required time (TL: 90 min, LTL: 30 min).

✓ GPS confirmed carrier arrival and successful loading.

✓ Evidence shows **freight ready in advance, loaded on time, and GPS-confirmed pickup** — no defect.

✗ Denied submission

DENIED



✗ Rescheduled at 6:45 PM PT — after 5 PM cutoff.

✗ Carrier GPS shows arrival but freight was not staged.

✗ Facility door closed — driver could not load.

✗ GPS data confirms **carrier arrived but vendor was not ready** — pickup accuracy defect applied.

For more information, visit the **Operational Performance Dashboard** training course in Vendor Central.

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