

A pickup accuracy chargeback is issued when a Collect shipment is rescheduled by the vendor after 5 p.m. PT the day before the scheduled pickup date, or when the carrier arrives and is unable to load due to a vendor-caused issue that results in a missed pickup.

OVERVIEW



WHAT TRIGGERS THIS CHARGEBACK

A **Collect** pickup accuracy defect is triggered when a collect truckload (TL) or less-than-truckload (LTL) shipment is rescheduled by the vendor after **5 p.m. PT the day before the scheduled pickup date**, or the carrier arrives at the vendor's location (backed by GPS arrival data) and is unable to load due to a **vendor-caused issue** that results in a missed pickup.

TL SHIPMENTS

\$500

per truckload missed

LTL SHIPMENTS

\$55

per LTL missed pickup

COMPLIANCE REQUIRED

100%

weekly (Mon–Sun)



EXCEPTIONS

- Collect shipments will **not incur chargebacks** when pickup delays or reschedules are caused by **Amazon**.
- Chargebacks incurred during a given week (defined as **Monday to Sunday**) require **100% compliance** to be automatically waived.



HOW TO AVOID THIS CHARGEBACK

- Confirm pickup time in advance**
 - Confirm the scheduled pickup time after routing.
 - If the time cannot be met, reschedule **before 5:00 PM PT** the day before the pickup date.
- Keep facility operating hours up to date**
 - Make sure your facility's receiving hours are accurate in the system.
- Be ready when the driver arrives**
 - TL:** Must be loaded within 90 minutes of arrival.
 - LTL:** Must be loaded within 30 minutes of arrival.
 - Have freight prepped and staged in advance.

REQUIRED DOCUMENTS FOR DISPUTE



REQUIRED DOCUMENTATION

Include all of the following when disputing a pickup accuracy chargeback:

1

Carrier Communication Records

Correspondence with the carrier confirming pickup scheduling, reschedule requests, or arrival details.

2

Facility Hours Documentation

Evidence of your facility's operating hours at the time of the missed pickup.

3

Routing Request Confirmation

Screenshot or copy of the routing request submitted in Vendor Central prior to the pickup date.

4

Pickup Confirmation or Proof of Readiness

ASN screenshot or photos taken at the warehouse with visible timestamps confirming freight was staged and ready.

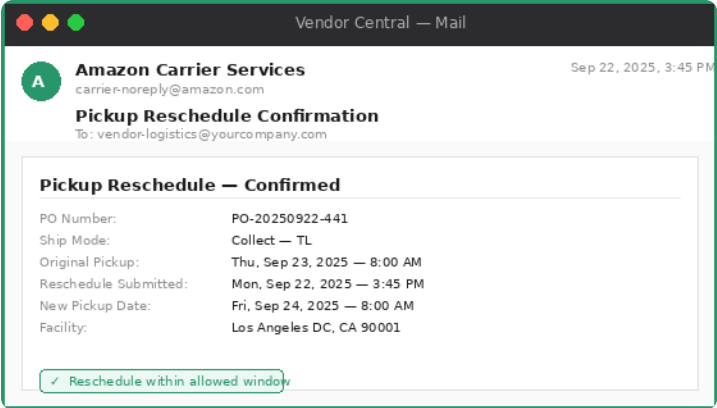
RATE CARD

CHARGEBACK TYPE	SHIPMENT MODE	RATE	QUANTITY BASIS	COMPLIANCE REQUIRED
Pickup Accuracy	Collect — TL	\$500 / shipment	Missed pickup events	100% (weekly)
Pickup Accuracy	Collect — LTL	\$55 / shipment	Missed pickup events	100% (weekly)

DISPUTE EVIDENCE EXAMPLES

Approved submission

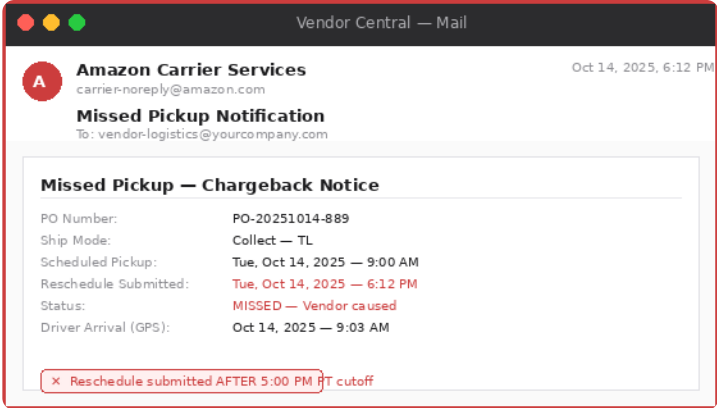
APPROVED



- Carrier communication confirms reschedule was submitted **before 5:00 PM PT** the day prior — within the allowed window.
- Warehouse photos with timestamps show freight was staged and ready upon driver arrival.

Denied submission

DENIED



- Reschedule request was submitted **after 5:00 PM PT** — outside the allowable window, chargeback applies.
- No timestamp photos or proof of readiness provided — carrier GPS data confirms arrival but no load was possible.