

A blurred background image of a business meeting. A woman in a white blouse is pointing at a document held by a man in a blue shirt. Other people are visible in the background, looking at the document. The image is overlaid with a light blue circular glow and dark blue decorative swirls.

Reporting Delays for On Time Performance Guide 2025

amazon relay



01

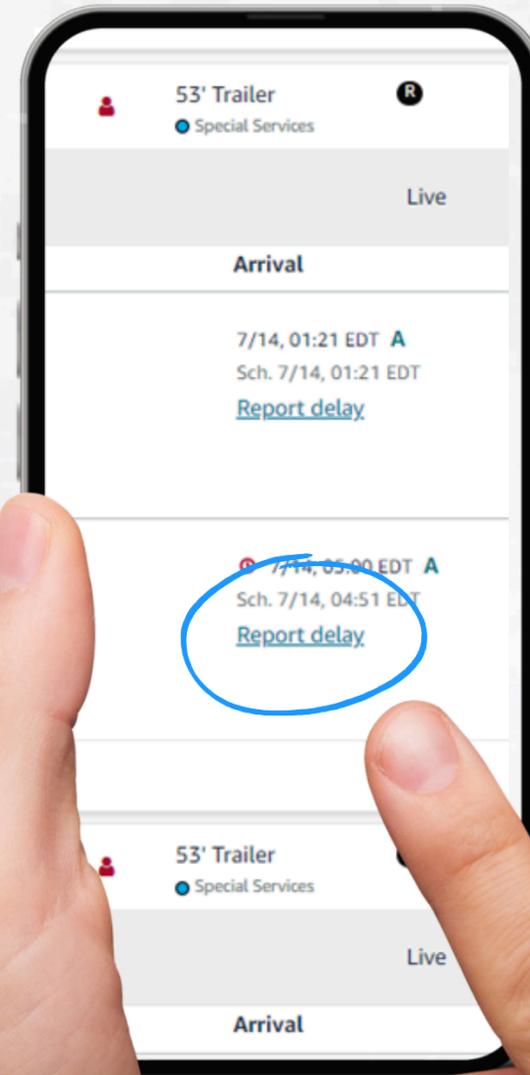
Reporting Delays

How to Report a Delay

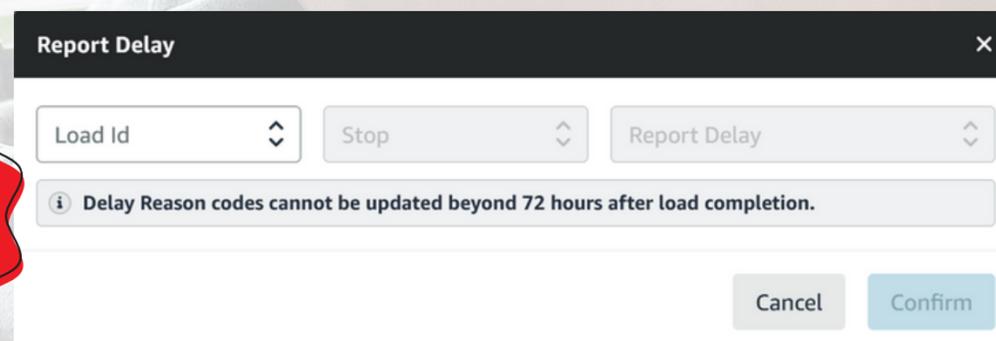
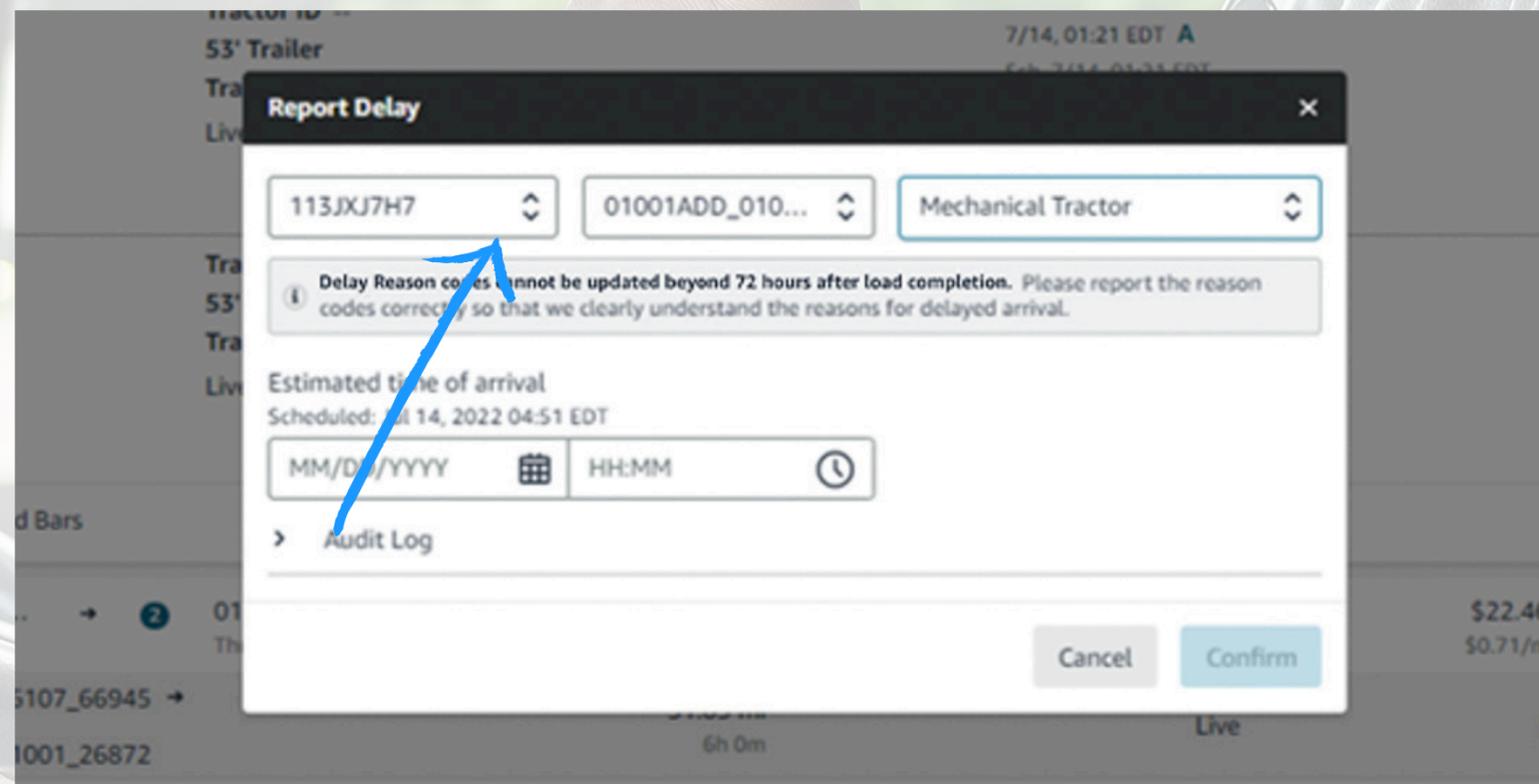


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STEP 1: Open the load by clicking on it. Then select the "Report delay" button within the load.



How to Report a Delay



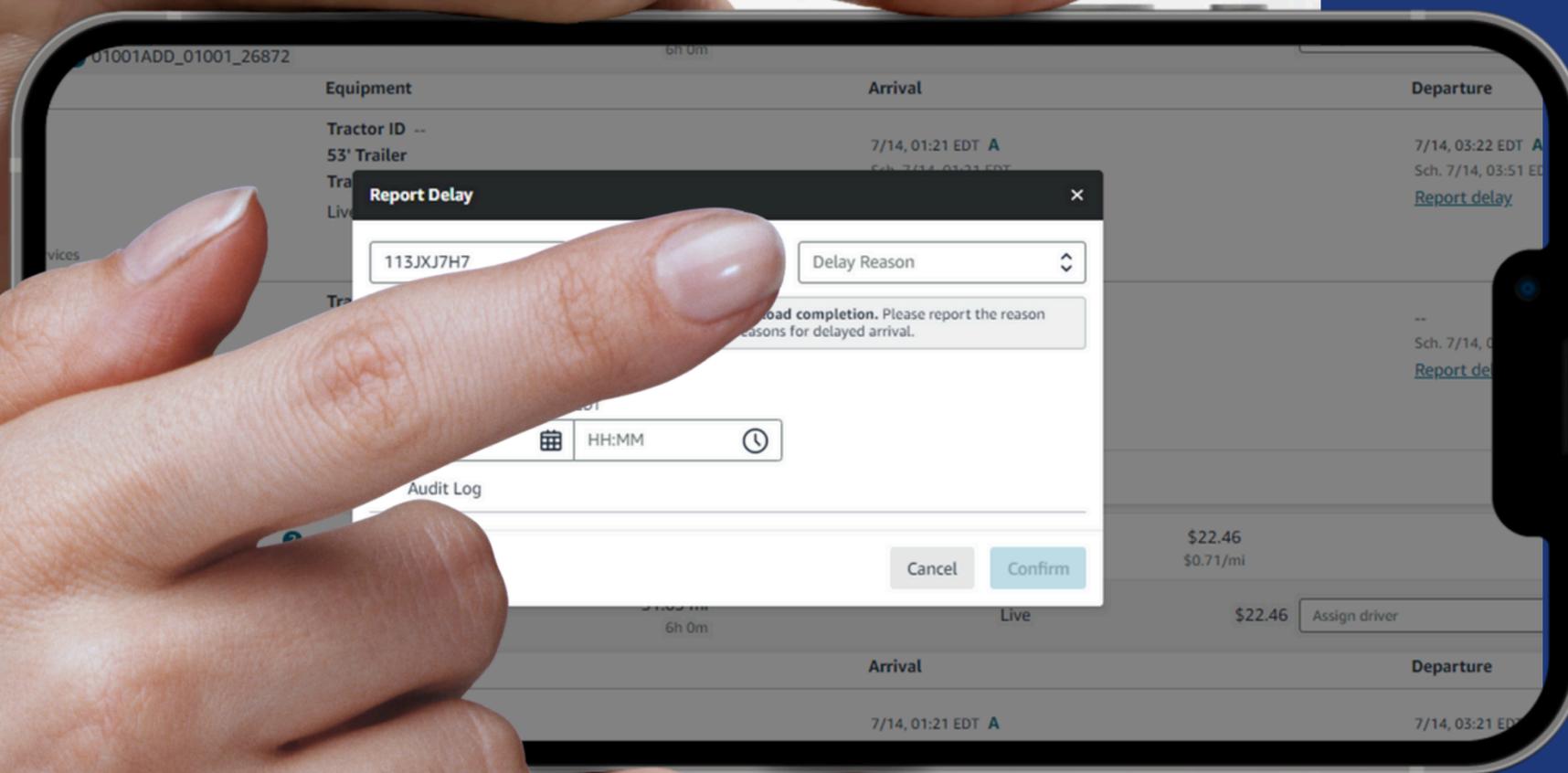
STEP 2: Use the drop-down options to complete the delay report.

NOTE: Edits are not allowed 72 hours post trip completion and require a performance dispute for adjustment.



How to Report a Delay

STEP 3: Use the drop-down options to complete the delay report.





Late Truck Reason Coding



Late Truck Reason Coding

There are a variety of delay reasons to choose from. Your company is responsible for selecting the correct Late Truck Reason (LTR) code.

When unsure what LTR code to select, please reach out to the Relay Operations Center (ROC) support for clarification.



Continued failure to select the correct reason code, or falsifying reporting may result in disciplinary action up to removal from Amazon, per Amazon Relay Terms of Service and Program Policies.



Late Truck Reason Coding

Cont

When reporting delays, please report the root cause of the first or primary failure point for all corresponding late trips. For example, if driver was 45 minutes late due to a DOT Inspection you would select “DOT Inspection” for all late trips.

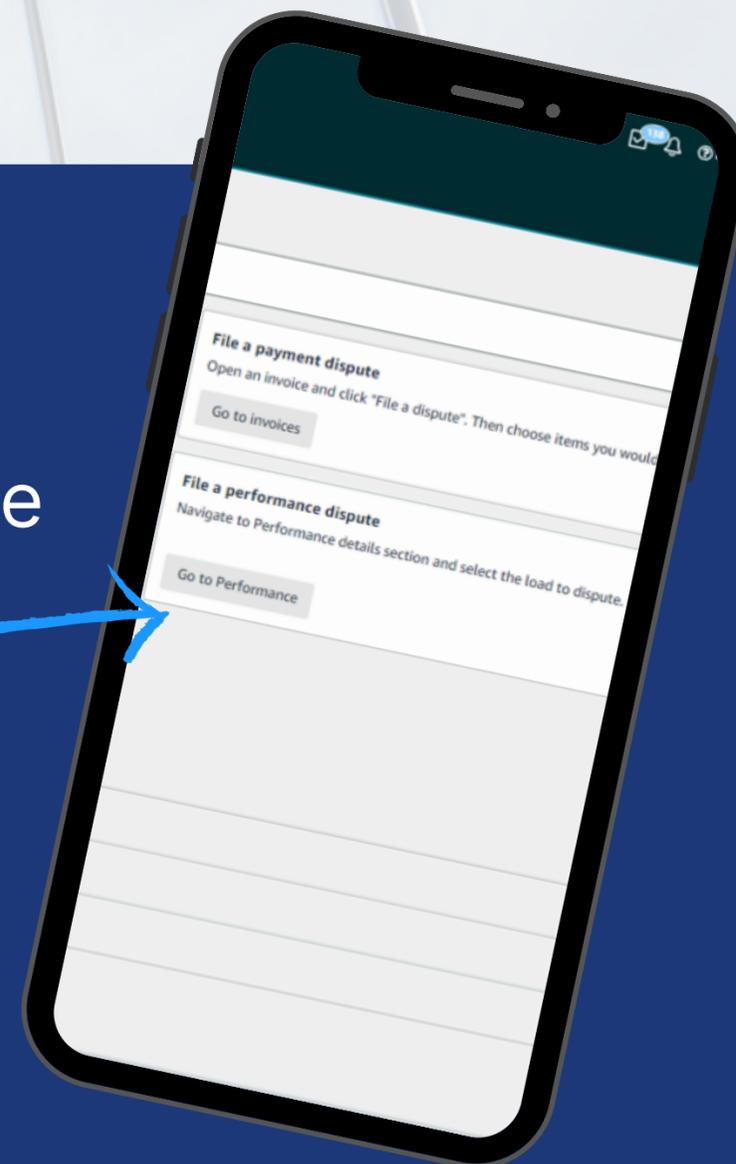
If driver was 5 minutes late due to Traffic, but was able to still deliver on time on a later trip *and then* experienced a new issue causing a delay to on time delivery, you would only report “Traffic” for the initial delay and utilize the relevant LTR code for the new delay that occurred, such as “DOT Inspection”.



Late Truck Reason Coding

If there is not an LTR code that supports the circumstances surrounding the disruption, or there are additional factors to consider, please submit a Performance Dispute via Relay.

Continue to the next page for a brief description of each LTR currently in the Relay app.



Late Truck Reason Coding



R4C Name	Use Case
Amazon Site Closure	Facility is not open at Scheduled Arrival Time. Delay should also be reported via Support case and load notes. Please note this requires a performance dispute for Amazon validation.
Badging Issue	Live load shipments only - Driver was unable to access facility on time causing a trip delay. Access issues should be escalated via a Support case in Relay for assistance.
Border Delay	Delay after picking up when crossing the border into USA, Canada, or Mexico. Border delays to origin will be considered a carrier controllable event. Please note this requires a performance dispute for Amazon validation.
Carrier Accident	Truck or trailer involved in physical accident. If a driver is delayed due to traffic from an accident they were not involved in, please see "Traffic" description. All accidents involving the carrier need to be reported to ARC as soon as it is safe to do so. Please note this requires a performance dispute for Amazon validation. Please include your ARC report # for any performance impact appeal.

Late Truck Reason Coding



R4C Name	Use Case
Cell Service Issue	Driver was unable to use Relay App to complete trip as planned - please report specific issue(s) in a timely manner for help troubleshooting. Please note this requires a performance dispute for Amazon validation.
Delayed Loading	Driver is delayed at facility past Scheduled Departure Time. This only applies if driver arrived on time to Pickup.
Dispatch Error	Carrier made a planning error that caused service expectations to be missed.
DOT Inspection	If equipment and paperwork are in good condition, your company's driver should not experience extreme delays that lead to late arrivals. However, we understand that a variety of circumstances may influence a DOT inspection delay. If circumstances beyond your control arise, a performance dispute is required for Amazon validation.

Late Truck Reason Coding



R4C Name	Use Case
Driver Error	Driver assigned to the load made an action that caused service expectations to be missed.
Driver Legal Break	Driver required to take break for state or national compliance requirements causing schedule time(s) to be missed. Please note this requires a performance dispute for Amazon validation. Amazon planning should account for DOT compliance regulations.
Driver Turned Away	Driver turned away from facility by site management for on time arrival. Please note this requires a performance dispute for Amazon validation.
Guard Shack Delay	Driver arrived to origin and/or destination on-time, but was delayed accessing the facility yard. Arrival is measured by Mobile Geofence and guard shack (YMS) check-ins.

Late Truck Reason Coding



R4C Name	Use Case
Hours of Service	Driver required to take break for Hours of Service compliance causing scheduled times to be missed. Please contact ROC for real time support for in-transit trips. Please note this requires a performance dispute for Amazon validation delay was not due to Carrier Controllable factors.
Live Lift Ramp	Carrier arrived to the rail and has to go to Driver's Assist Booth (DAB) for a container to be mounted into a chassis.
Loaded Overweight	Trailer loaded in excess of weight restriction by either Amazon facility or vendor, thus causing load to be reworked. Please note this requires a performance dispute for Amazon validation. Please include scale tickets for timely review of any performance impact appeal.
Mechanical Tractor	Mechanical issue with tractor. Relay load notes must specify what the specific mechanical problem is at the time of issue. Carrier-owned tractor/trailer issues that cause delays or rejections are considered Carrier Controllable.

Late Truck Reason Coding



R4C Name	Use Case
Mechanical Trailer	Mechanical issue with trailer. Relay load notes must specify what the specific mechanical problem is at the time of issue. If you have mechanical issues with Amazon-branded trailers, that is an Amazon Controllable issue but may require a performance dispute for Amazon validation. If you are experiencing issues, update reason codes and load notes and contact ROC for support in real time. Drivers are not allowed to do maintenance on Amazon owned assets without express approval from Amazon. This code will automatically be applied to eligible work where we detect a valid Amazon-controllable disruption.
Medical Driver	Driver assigned to the load had a medical issue or emergency that caused delay.
Pallet Quality Issue	Live unload shipments only - Driver was delayed past Scheduled Departure Time(s) due to a pallet quality issue. Pallet quality issues must be documented via photo and submitted via a Support case in Relay for site coaching and correction.
Rail Delay	Delay preventing the driver from proceeding on time. Relay load notes must specify what the specific delay is at the time of issue. Please note this requires a performance dispute for Amazon validation.

Late Truck Reason Coding



R4C Name	Use Case
Refueling	Driver(s) had to stop to refuel causing a delay. Please note drivers are responsible for fueling prior to scheduled start time to prevent delays. Additionally, route planning should account for required fueling breaks to deliver on time. All fueling delays must be validated via a performance dispute.
Relay App Malfunction	Relay App did not work as intended, causing planned service to be impacted on route. Carriers must provide details and timeline on specific issues and should create a Relay Support case for any cited app issue. Please note this requires a performance dispute for Amazon validation.
Relay Nav Unsafe Route	Relay routed driver to low clearance bridge or restricted route causing a disruption. Amazon validation will require confirmation driver was using Relay Navigation and not 3P navigation tools. Routing issues need to be escalated via a Support case in Relay for Amazon validation and correction. A score adjustment will only be issued if it's confirmed driver was using Relay Navigation and not a 3P navigation tool.

Late Truck Reason Coding

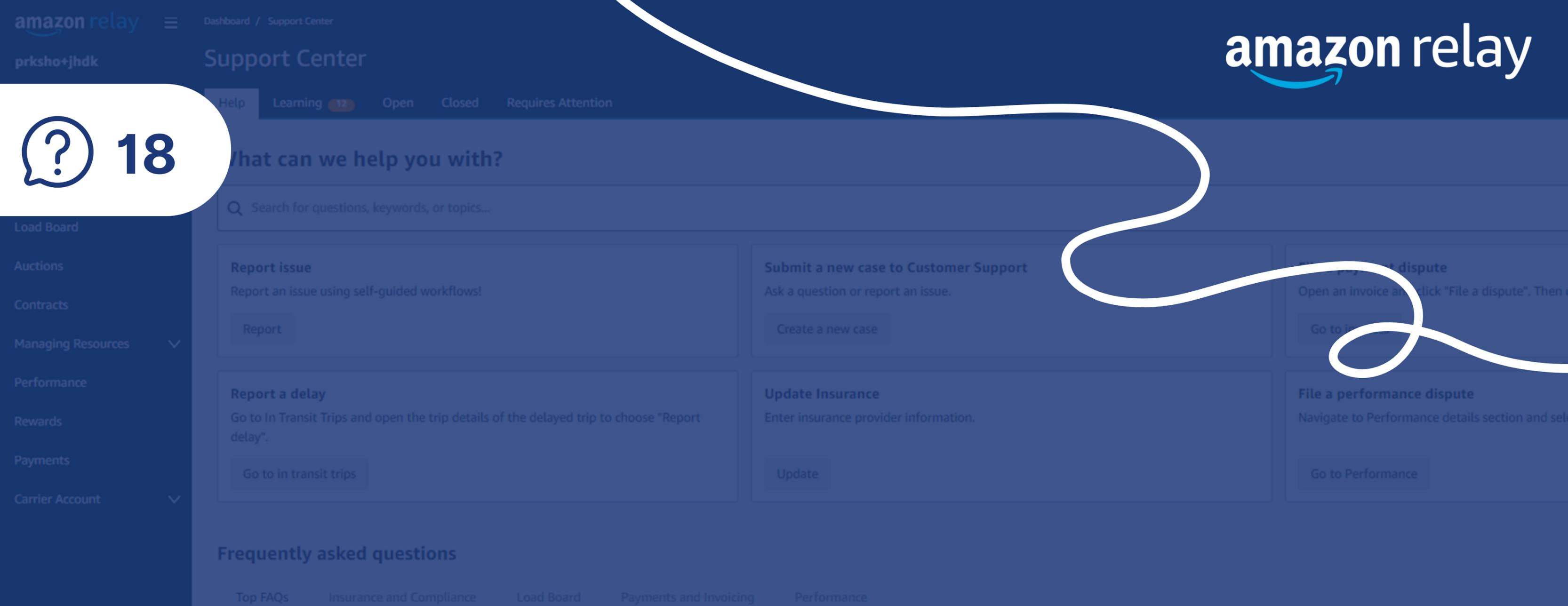


R4C Name	Use Case
Scheduling Error	<ol style="list-style-type: none">1. Load is tendered to carrier after scheduled pick up time2. Inadequate loading or unloading windows3. Redirects4. Recovery5. Appointment unavailability6. Insufficient planned transit <p>Please note this requires a performance dispute for Amazon validation.</p>
Traffic	<p>Traffic should be used if there is a delay on the route due to construction zone delays, accident backups, traffic jams, etc. If a load is coded for traffic, carrier must provide timeline and details of traffic stoppages. Carriers are responsible for arriving on time to First Leg Pickup, regardless of traffic. This code will automatically be applied to eligible work where we detect a valid Uncontrollable disruption.</p>
USPS Delay	<p>Driver arrived on time (or early) to USPS and was delayed past Scheduled Departure Time. Offices not open at Scheduled Arrival Time must be reported to Amazon support at time of issue.</p>

Late Truck Reason Coding



R4C Name	Use Case
Vendor Delay Pickup Scheduling	Driver delayed due to pickup/scheduling error from the vendor. Please note this requires a performance dispute for Amazon validation.
Weather	Weather should be used when there is a weather related disruption, such as significant rain, wind, snow, causing a safety concern, a state of emergency declared, etc. If a driver powers down due to potentially dangerous road conditions, carrier must provide updates and recovery plan to Amazon as soon as it is safe to do so. Extreme delays will be audited for dispatch or driver errors. This code will automatically be applied to eligible work where we detect a valid Uncontrollable disruption.
Yard Congestion	Driver arrived on time, but was delayed from planned trip schedule due to Amazon yard congestion. Please note this requires a performance dispute for Amazon validation.
Incorrect Reason Code	Automated reason code. This appears when Amazon's system detects a mismatch in reported issue vs. observed issue. Please note this requires a performance dispute for Amazon validation.



For additional support, refer to the Support Center in Relay

Thank you!

amazon

relay