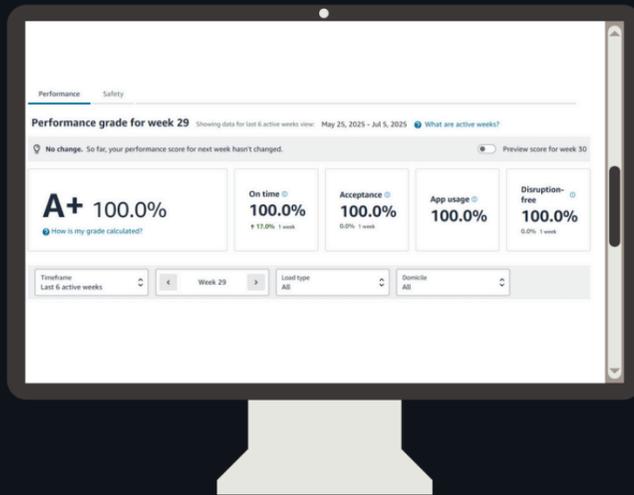amazon relay

Rejection Code Reference Guide 2025

What is a Rejection?

Simply put, a "rejection," is your way of telling Amazon that you will be unable to complete work as scheduled. Since that work will now need to be completed by another carrier, we need to understand what caused the rejection as soon as possible to prepare that work for them.
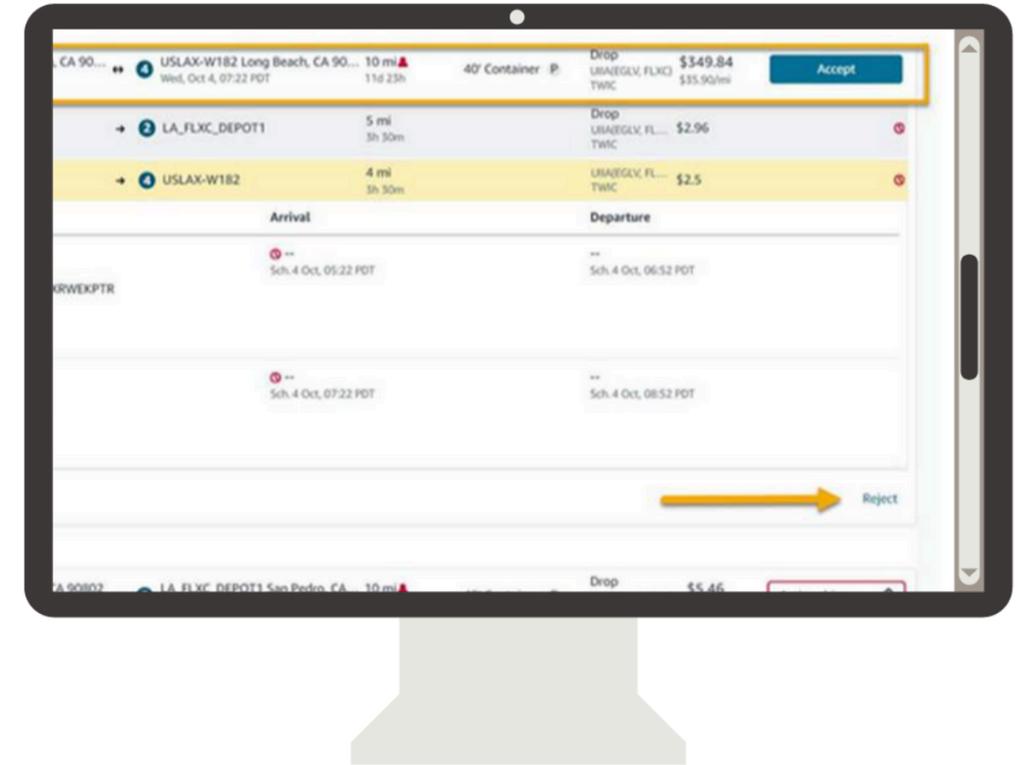
Why does it Matter?

Rejecting work close to the scheduled arrive time (SAT) will impact the Acceptance metric under your Relay Performance Score negatively.
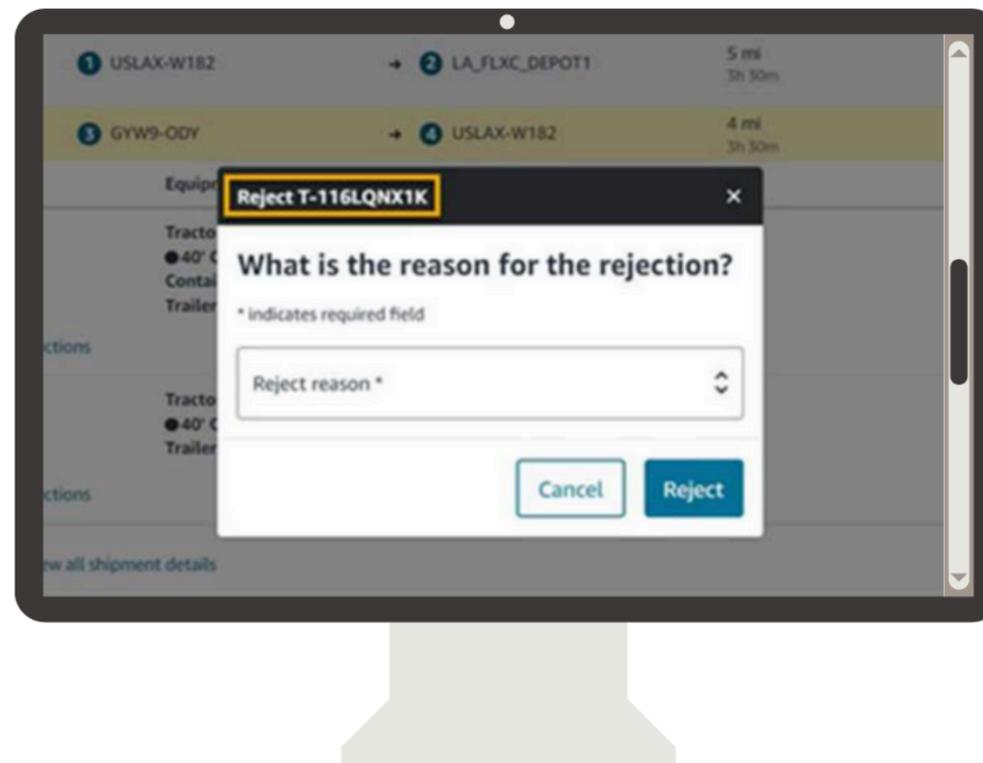
Step 1

1. To reject a load, find the **impacted trip**.
2. Then click the **Reject** button in the bottom right of the page.

ⓘ **What about individual legs of the tour?**
Contact the ROC via Click-to-Call.

Step 2

1. Click **Reject.**
2. A drop-down window will appear with various reason codes.
3. **Select the code** (next page) that fits your situation the best.

Rejection Codes

Refer to these codes when **you** are rejecting loads.

HOURS_OF_SERVICE_CARRIER

A driver has run out of **Hours Of Service** and requires a DOT-mandated rest break due to improper planning by carrier.

Overbooking

A carrier has booked **too much work** for their fleet capacity to complete.

DOT_INSPECTION

The vehicle was marked as **out of service** during a Department of Transportation (DOT) inspection.

INCORRECT_EQUIPMENT_TYPE

A carrier does not have the **correct equipment** to complete scheduled work.

Rates

A carrier is not satisfied with the **pay rate.**

DRIVER_ATTRITION

A carrier no longer has **enough** drivers to complete the work.

MECHANICAL_BREAKDOWN_TRACTOR

A **tractor** is having mechanical issues and is unable to fulfill future work.

Weather

The driving conditions are unsafe due to **severe** weather (snowstorm, tornado, etc.).

NOTE: Amazon validates severe weather. The code may be overridden if the weather was not severe at the time.

DRIVER_PERSONAL_CONFLICT

An **unexpected** personal situation that prevents a driver from completing their scheduled shift, such as a family emergency or sick child. **Does not include driver illness or pre-arranged time off.**

MECHCANICAL_TRAILER

The **trailer** is experiencing mechanical issues (flat fire, electrical, etc.)

WRONG_DOMICILE

A carrier has booked work **outside** of their domicile.

EXPIRED - Automatic reason

A carrier did not **Accept** or **Reject** the load within the allotted timeframe.

MEDICAL

A driver is unable to work due to their own **medical issues.**

WRONG_DRIVER_TYPE_S1_S2_TEAM

A carrier booked work using the **incorrect driver type** (solo/team).

Amazon-Issued Rejection Codes

Amazon may reject loads that risk missing the customer delivery promises like:

- **No driver/fleet assigned** (linehaul work - 3 hours before scheduled arrive time (SAT); Delivery destination unit (DDU) work - 1 hour before).

- Driver not checked in **30 min.** after **SAT.**

- Same driver assigned to **multiple** loads at once.

- Missing pallet jack (DDU only).

- Driver not using personal protective equipment (PPE), such as ANSI Class II vest or closed-toe shoes.

- Hostile or abusive behavior.

Amazon and carrier rejections both impact your performance score equally.
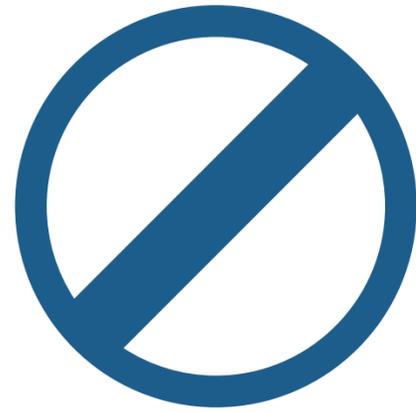
Carrier Suspended

1) The driver was **banned.**

2) The carrier is out of compliance with **BASIC scoring** or **insurance.**

DRIVER_ATTRITION

The carrier is unable to fulfill contracted work for situations like:

- No driver assigned.
- Inadequate equipment/PPE.
- DOT Driver Qualification Audit failure.
- Badging issues.

No Call No Show

The carrier does not arrive and does NOT provide an update in the load notes.

Amazon issued rejection codes are automatically applied to your account.