



Amazon Contracted LTL Carrier PRO Distribution Guide

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Overview:

This document explains the process Shippers should follow to request a block of Progressive Rotating Order (PRO) numbers from each of Amazon's Contracted LTL Carriers. If you are currently shipping or plan to ship with one or more of Amazon's Contracted LTL Carriers, please follow the guidelines below to request and use PRO numbers from each of these Carriers. It is not required to get a block of PROs but it is strongly encouraged since a carrier PRO is required on ALL Advance Shipment Notifications (ASNs) and compliance is enforced with chargebacks.

Amazon Contracted LTL Carriers Include: ABF Freight, Averitt Express, Central Freight Lines, Con-way Freight, Dayton Freight, Estes Express, New England Motor Freight, UPS Freight

It is important to know...

- **BOTH Prepaid and Collect** Shippers can request a block of PROs from these Carriers. By requesting and using a block of PROs from these Carriers, Shippers **must** ship with the carrier whose PRO you are using.
- **Prepaid Shippers (Shipper pays transportation cost) are not limited to shipping with one of these contracted Carriers;** it is strongly advised that Shippers request a block of PROs from the Carrier of their choosing.
- These **PRO numbers can be used for Amazon and Non-Amazon shipments;** use is not limited to Amazon shipments and can be used at any time while shipping with these Carriers.
- **Collect Shippers** (Amazon paid transportation shipments), it is **required that you submit a Routing Request prior to shipping and ship with the assigned Carrier.**
- **Failure to submit a Routing Request and comply with the Carrier assignment will result in chargebacks.**

Please be advised that PRO numbers from Amazon's Full Truckload Contracted Carriers are distributed at the time freight pick-up is accepted and arranged by the assigned Carrier. Distribution of Tracking IDs from small package Carriers may vary depending on your warehouse system; Tracking IDs are unique and affixed to the shipping label of each package shipped. For inquiries on the distribution of the PRO numbers from Carriers not mentioned in this document, please contact the Carrier directly.

The PRO number or Tracking IDs are required on ALL Advance Shipment Notifications (ASNs) sent to Amazon. **Failure to comply will result in chargebacks.**

Amazon Advance Shipment Notification (ASN) Requirements:

An ASN must be sent for every shipment and received prior to shipment arrival at an Amazon Fulfillment Center. Amazon expects each ASN to accurately reflect the contents of the corresponding shipment. All ASNs sent to Amazon **must** contain a valid Carrier PRO number. Amazon uses the Carrier PRO number to match the Shipment Delivery Notification (SDN) received from all Carriers prior to delivery. This "ASN Match" process ensures that Amazon is fully equipped to receive freight timely and accurately. Shipment deliveries that do not have a matching ASN will experience delays at receipt, higher defects and delayed payment downstream. Failure to correctly include the PRO number may result in an "Invalid or Missing Information in ASN" or "No – ASN" chargeback to the Shipper.

For specific details on Amazon's ASN Requirements and Carrier PRO numbers, please **go to:**

Non-EDI: Vendor Central > 'Help' > 'Shipment Management' > 'Submitting an Advance Shipment Notification'

EDI: Vendor Central > 'Resource Center' > 'Technical' > Download 'EDI Specification for 856 Advanced Shipment Notification'

Requesting PRO Numbers from Amazon Contracted LTL Carriers:

Required Information to include in the request for PROs:

When requesting a block of PROs from one or more of these carriers, Shippers MUST include this information:

✓ Specify the Type of PROs being requested – Electronic PROs or Book of PRO Stickers

The Carrier may choose to provide one type over the other depending on the Shipper's historical volume with the Carrier. Remember, these PRO numbers can be applied to Amazon and Non-Amazon shipments; overall volume shipped with each Carrier should be considered when selecting the Type of PROs.

✓ Specify if the PROs will be used by one or multiple locations

Some Carriers may provide a unique PRO sequence of numbers by geographic shipping location. It is important for the Shipper to notify the Carrier if they intend to use the PRO blocks for one or multiple shipping locations.

✓ Include the Shipper's Company Name and/or existing Carrier Account Number (if known)

To ensure that your request is fulfilled successfully, please include the Shipper's Company Name and existing Carrier Account Number (if known). If the Shipper does not have an Account Number with the Carrier, you may request one or continue making your request for PROs without one.

✓ Include the Physical Delivery Address or Email Address the Carrier should deliver or send the block of PROs to

Each Carrier will arrange delivery of the block of PROs based on the delivery address that is specified. It is important to include ALL delivery addresses if you are requesting PROs for multiple locations. Failure to include accurate delivery address information will result in fulfillment delays.

✓ Specify the Quantity of PROs being requested

It is important that the Shipper specifies the number of PROs that is being requested to ensure that enough PROs are distributed to cover the shipment volume. The Shipper should consider their overall 12 month historical shipping volume (for Amazon and Non-Amazon shipments) with each Carrier to determine the appropriate quantity. The Carrier will also make this consideration while fulfilling the request.

✓ Updating an existing block of PROs (if applicable)

If the Shipper has an existing block of PROs and needs more, the same process can be followed to request for more. The Shipper should make the request with the information listed above. It is important that the Shipper request for a new block of PROs **before** the old block is used up.

Using the PRO numbers:

PRO numbers are Unique for each Carrier

When shipping with one or more of these Carriers, it is important to use the PRO number designated for the Carrier. Do not use a UPS Freight PRO number on a shipment that is picked up by Estes. These numbers are used for internal processing by each carrier and it is extremely important to keep the Carrier and PRO aligned while shipping.

Freight Identification Expectations

When using these PRO numbers, the Shipper **MUST CLEARLY** print the PRO number and/or sticker on the paper Bill of Lading (BOL) and shipment identifiers (i.e. Pallet placards). Compliance will allow Amazon and the Carrier to process the freight with speed and accuracy. If this information is NOT clearly displayed on the BOL or shipment identifiers OR if the wrong Carrier PRO is used (i.e. Shipper used a PRO belonging to another Carrier), the Carrier will “Re-PRO” the shipment and the Shipper will be liable for this defect.

Specific Usage Requirements of Electronic PRO numbers

Use of Electronic PROs may require the Shipper to implement a carrier check digit which will vary by Carrier. It is important that you contact your IT or System Tech Department to determine what (if any) required changes are needed for your system if you are requesting Electronic PRO numbers. Each Carrier will provide their Check Digit computation and requirements after Electronic PROs have been requested. Carriers will provide necessary guidance and answer any questions regarding the consumption and use of Electronics PRO numbers.

For **new users** of Electronic PROs or PRO Stickers, please **notify** the Carrier’s Driver who is picking up the shipment of the change in process. Failure to properly inform the Driver may result in shipments getting “Re-PROed” resulting in an ASN mismatch. It is encouraged that Shippers over communicate their change in process to each Carrier.

Contact Information by Carrier:

To request a block of PRO numbers, please contact the carrier directly using the following contact methods:

Amazon Contracted Carrier	SCAC Code	Contact Information
ABF Freight	ABFS	Contact your ABF Local Terminal. Phone Numbers and Email addresses can be found at: https://www.abfs.com/tools/rsearch/default.asp?NCHK=ATP
Averitt Express	AVRT	Call Averitt at Phone: 1-800-283-7488
Central Freight Lines	CENF	Email: cflprorequests@centralfreight.com
Con-way Freight	CNWY	Email: Amazon.CNWYProOrder@con-way.com
Dayton Freight	DAFG	Email: amazoncs@daytonfreight.com
Estes Express	EXLA	Contact your Estes Local Terminal. Phone numbers and Email addresses can be found at: http://www.estes-express.com/WebApp/PointsInquiry/ <i>Note:</i> Shippers can find their origin terminal’s contact information by using the above link, entering their Zip, choosing the city and then hit submit.
New England Motor Freight (NEMF)	NEMF	Email: amazonprono@nemf.com
UPS Freight	UPGF	Contact your UPS Freight Local Terminal (Block of PRO Stickers <u>only</u>): http://ltl.upsfreight.com/ProductsandServices/ServiceCenterDir/default.aspx <i>Note:</i> Shippers can find their origin terminal’s contact information by using the above link and entering their Zip Code. For Electronic PROs <u>only</u> , Email: probatch@ups.com