Amazon Relay App Training for Drivers Invited by their Carrier

- See your assigned work – your schedule
- See where you need to go, when you need to be there, and what you’re dropping off or picking up
- Get faster gate check in
- See important details about your loads; if you’re picking up pups or hauling an empty

**NEW:** Updated experience when entering tractor and trailer information for yard pass

**New:** Now when you attach a trailer just enter the trailer number instead of scanning the sticker

- We’re adding new features every month!
Step 1
Open email on your mobile phone & click Get started

Step 2
Follow the instructions
Totally new to Amazon? Click Create an account
Have an Amazon account already? You can simply sign in

All set – Time to haul loads!
No work assigned


Pre-register and scan in at the gate for fast entry.

No Trips Assigned

Contact your dispatcher for work.

Work assigned
Pre-register your tractor and trailer for faster gate entry. It’s important to enter this accurately or the guard will have to re-enter it at the yard, slowing you down.

Begin entering either the license plate or the trailer number. Pick from trailers that have already been to an Amazon yard or select Trailer Not Listed.

Hauling a non-Amazon load, see Pre Trip Instructions
Drive to and Check in

Where you need to go and by when

*Copy and paste for ELD*

2700 Center Drive
Dupont, WA 98327

**Arrive by:**
10:30 EDT  Tuesday 24

**Drop off**
53' Trailer - Location Unassigned

**Pick Up**
53' Trailer - Parking slip 162

---

**Amazon Yard**

Show this to the guard at the gate. They’ll scan it, make sure everything looks good, and wave you in!

**Non-Amazon Yard**

Tap here

*Swipe when you get to the yard, don’t swipe too early or you’ll get this message.*
Pick up trailer

Back to QR code for quick entry at gate. If you have to wait for your pick up outside of the yard or at an offsite.

Empty trailer move, trailer isn’t assigned

Incorrect trailer in the app? First talk to the ship clerk so they can fix it in their system. If they can’t, select Manual override.

Yard is out of empty trailers for you to take? Select Trailer Unavailable > No trailer.

Remember: If a trailer is still at a dock door, ONLY hook up on a GREEN light!

Loaded trailer move, trailer is assigned

If a trailer isn’t assigned to a loaded move, you should talk to the ship clerk or a guard associate.
Drive to destination

Amazon Yard

2700 Center Drive
Dupont, WA 98327

BF13

Arrive by: 10:30 EDT  
Tuesday  
OCT 24

Drop off
53' Trailer - Location Unassigned

Pick Up
53' Trailer - Parking slip 162

<<< Swipe on arrival >>>

Non-Amazon Yard

Gate pass  
ID 2987Z9GF

Appointment  
Load ID 2987Z9GF

Pick up number  
15291034

Date  
Monday, APR 23

Arrive by: 04:45 ET  
Tuesday  
JUN 06

Drop off
1 - 53' Trailer - Parking Slip 162

<<< Swipe after check in >>>
Follow the instructions

Dropping off a non-Amazon load will prompt for imaging the proof of delivery

Tap when done
Check out

Have the guard scan this on your way out

Swipe to see your next location

Bobtailing out
Drivers hauling non-Amazon trailers must tell us which trailer(s) they are bringing into the yard, to make check in faster. Previously, they had to enter the company name of who owned the trailer, trailer type, trailer number, license plate and state. This is a time consuming task and likely to have mistakes. Now, drivers can enter either the license plate or the trailer number and the app will search for all trailers that have entered an Amazon yard, displaying options for the driver to pick from. This eliminates the need to enter 4 additional fields.

**Trailer Not Listed?** Trailers which have never entered an Amazon yard will need a few more fields to be entered. This only needs to be done once.

**Why do I have to enter this information?** Amazon needs to keep track of what’s coming into and leaving it’s yards. This helps operations in the yard, knowing which trailers to load and when they are available. Entering the information before arriving will speed up check in at the gate.
July Release! Now when you attach a trailer just enter the trailer number instead of scanning the sticker

Previously, drivers were prompted to scan an asset tag which was attached to trailers when they entered Amazon yards. These tags or stickers were prone to fall off, get damaged or be hard to find. Now, you simply need to enter the last four digits of the trailer ID for the app to verify that you’re picking up the correct trailer.

Why do I have to do this step? It’s important for Amazon to know that you are picking the correct trailer. Picking up the wrong one could mean customers will get their packages late.
Why Allow Relay to send me notifications? Relay will push you notifications if a load gets cancelled or added within 24 hours of its appointment time. This will keep you up to date on your schedule. Once you open the app, you will also see an indicator if a load or loads were cancelled. Just tap View details to see which load has been cancelled.
Manage your tractors

What’s Add Carrier? If you start working for a Carrier who uses the Relay for Carrier web portal, they will invite you to use the Relay App. Enter your invitation code here.
Having Issues? Here are some troubleshooting steps
Troubleshooting

See this screen? You need to sign in.

You are given an Amazon ad hoc load, but it wasn't assigned in the app? You can still pre register by signing out to Get a pass. Remember to sign back in when you’re done with that load!
Troubleshooting

What does Location access mean?
Having location access on, helps us know when you’re arriving at the yard. Yard has long lines? Don’t worry we know you got there on time!

The guard won’t scan my barcode.
They are learning this new process too. If they won’t scan, let us know using the Give Feedback button. Tell us which yard and we’ll follow up!

Have suggestions you’d like to share?
Tell us using the Give Feedback button.

Need more help?
Call support! You can find the number in Support Center.