

# PLAN OF ACTION

**[Your Carrier Company Name]**

[Your DOT Number] | [Your SCAC Code]

[Your Address]

[Your Phone Number] | [Your Email Address]

**Date:** [Date of Submission]

**Subject: Plan of Action for [Your Carrier Name] - DOT #[Your DOT Number] - Regarding [State the Exact Reason for Suspension, e.g., On-Time Performance]**

Dear Amazon Relay Performance Team,

This letter is our formal Plan of Action (POA) in response to the suspension of our Amazon Relay account, which we were notified of on [Date of Suspension Notice]. The reason cited for this action was ["a decline in our On-Time Performance score to below 95%"].

We take full responsibility for these performance failures. We have conducted a thorough internal investigation to identify the root causes and have already implemented immediate corrective actions and long-term preventive measures to ensure these issues do not happen again.

## 1. Root Cause(s) of the Issue

After a detailed review, we have identified the following primary root causes for the performance decline:

- [Be specific and factual. Example: Our previous dispatch process did not adequately account for potential traffic delays during peak hours for loads originating from the MEM4 facility, leading to unrealistic ETAs for our drivers.]
- [Add another specific root cause. Example: We experienced a preventable mechanical failure (a flat tire) on one of our trucks because our pre-trip inspection process was not being consistently followed by all drivers.]
- [Add other root causes as needed.]

## 2. Corrective Actions Taken

To immediately address these issues, we have already completed the following actions:

- [Describe the immediate fix in the past tense. Example: As of October 18, 2025, we have retrained all 5 of our drivers on the mandatory and detailed pre-trip vehicle inspection process. All drivers have signed a document acknowledging their understanding and commitment to this policy.]
- [Describe another fix. Example: We have implemented a new policy requiring dispatchers to add a 60-minute buffer for all loads scheduled during peak traffic hours (6-9 AM and 4-7 PM).]
- [Add other actions you have already taken.]

### 3. Preventive Measures to Avoid Future Issues

To ensure these problems do not recur, we have implemented the following long-term systems and policies:

- [Describe the long-term system change. Example: We have subscribed to and integrated a new Transportation Management System (TMS) with real-time traffic monitoring. This system will be used for all future load planning to ensure accurate and achievable ETAs.]
- [Describe another long-term change. Example: A mandatory daily check-in call between drivers and our dispatch manager is now required 2 hours before their scheduled pickup time to confirm readiness and address any potential issues proactively.]
- [Describe another process change. Example: All vehicle pre-trip inspection logs will now be submitted digitally via an app and will be reviewed weekly by our compliance manager to ensure 100% adherence.]

We are committed to being a reliable and high-performing partner in the Amazon Relay network. We are confident that the steps outlined above will fully rectify the issues that led to our suspension and prevent any future occurrences.

Thank you for your time and for considering our appeal. We look forward to the opportunity to be reinstated and to demonstrate our commitment to excellence.

Sincerely,

**[Your Name]**

[Your Title, e.g., Owner, Operations Manager]

**[Your Carrier Company Name]**

[Your Phone Number]