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January 22nd 2021

Corporate Letter, Regarding Amazon Appointments all DC's.

Dear Customers; to whom it may concern.

Over the course of the last few months, we have been able to change Amazon appointments provided to you, if they were after hours. This enabled use to ensure that your shipments delivered during the day and avoid extra charges, afterhours, weekend delivery fees. However, in recent weeks we have discovered that this is negatively effecting our carrier scorecard with Amazon. This letter is to provide an explanation and course of action for procedures for Amazon appointments.

Amazon appointments are booked through a carrier portal. We do not have control on the appointments we receive from Amazon. There system dictates to our staff what time and date they can receive the product. In changing the appointments, this action caused freight to stay on our terminals for an extended period of time, incurring storage fees, and additional management fee's. In addition, negatively effecting our carrier compliance with Amazon. If a carrier compliance with Amazon drops below a certain score, that carrier loses the ability to book appointments or transport goods into Amazon.

Amazon scores a carrier multiple ways; on time compliance, damages, overages and shortages, cancelation of appointments, missed appointments, condition of equipment, bills of lading or packing slips available, and others. Amazon records all Cancelation and rebooking of appointments. MX Logistics has decided to avoid non-compliance markers and ensure we continue working with Amazon, is to stop changing appointments to avoid afterhours and weekend fees. Cancelation of original appointments must meet certain conditions deemed out of our control, examples, weather or breakdowns.

Please be advised it is recommended that the carrier makes the Amazon appointment, as there will be extra fees, for pre-booked delivery orders.

Thank you for your understanding

Albert Renaud

Director of Logistics
Minimax Global Solutions