

Subject: Appeal for Reinstatement: Amazon Relay Account: Amazon Relay Account Suspension (e.g., Subcontracting)

Dear Amazon Seller Performance Team,

My name is Botir Rustamov, and I am the owner of Cargo Express LLC. I am writing to formally appeal the suspension of our Amazon Relay account, which has come under scrutiny due to alleged load and truck irregularities. Our account was permanently warned on May 30, 2025, followed by a suspension notification on June 17, 2025, stating that we violated Relay program policies.

Despite our efforts to provide documentation, including the Bill of Sale and title proofs for our truck, Amazon continues to maintain that irregularities exist concerning the truck's usage for loads. We take this matter seriously and are committed to demonstrating our compliance with all Relay policies.

Root Cause Analysis

The suspension of our Amazon Relay account stems from allegations related to load and truck irregularities involving the vehicle under our management. Specifically, Amazon flagged issues concerning the assignment and usage of our truck, which they assert constitutes a violation of Relay program policies. While we have consistently operated with the utmost integrity, using only our own drivers and company-owned equipment, it appears that a misunderstanding has led to this situation. The primary concern revolves around the use of our truck, which Amazon claims was improperly documented or misidentified during load assignments.

To investigate the root cause of this issue, we conducted a thorough review of our operations and documentation associated with the flagged loads. We examined all relevant records, including assignment logs, driver assignments, vehicle registrations, and proof of ownership. Our findings confirmed that the truck in question has consistently been used in compliance with Amazon's policies, and we have documentation—such as the Bill of Sale and title proving ownership—that validates our claim of rightful ownership and usage of the vehicle in question. However, despite the submission of these documents, Amazon maintains their position regarding irregularities, which has led to an unfortunate misunderstanding.

Initially, we received a warning on May 30, 2025, indicating that future occurrences of such irregularities would result in suspension. Following this, our account was suspended on June 17, 2025, with a confirmation that the same truck (which had been flagged previously) was the center of concern. We believe that this accounts for a misconstrued interpretation of our operational activities rather than a genuine violation of policy. The timeline indicates a critical point of confusion, wherein Amazon's review process may not have adequately contextualized our documents against their operational standards.

We fully acknowledge our responsibility to maintain accurate records and adherence to Relay policies. However, we believe that the lack of clarity regarding the documentation process, alongside the misinterpretation of our truck's status, has contributed significantly to this issue. As a reputable carrier, we are eager to rectify this misunderstanding and demonstrate our commitment to compliance with all Amazon Relay policies moving forward.

Corrective Actions Taken

In response to the concerns raised by Amazon regarding the suspension of our account, I have implemented several corrective actions designed to address the root causes of the issue while reinforcing our commitment to compliance with Amazon Relay operations. I completed a comprehensive review of our operational procedures, particularly focusing on our vehicle documentation and load assignment processes. This review confirmed that our truck, which has been flagged for irregularities, is fully owned by Cargo Express LLC, and I have compiled a complete set of supporting documents, including the Bill of Sale and the vehicle title, to substantiate our ownership and operational legitimacy.

To ensure clarity and compliance moving forward, I have established a dedicated compliance team responsible for overseeing all operational activities related to load assignments and vehicle usage. This team is comprised of experienced personnel with an understanding of Amazon Relay policies and regulations. Their role involves conducting regular audits of our records to ensure all documentation is accurately maintained and readily accessible for review. Furthermore, I have designated a Compliance Officer who will be responsible for internal training sessions focused on Amazon's policies and best practices regarding load assignments, driver qualifications, and vehicle documentation.

In addition to personnel changes, I have implemented a structured internal documentation management system that enables us to track vehicle assignments and load details in real-time. This system includes a digital repository for all supporting documentation, such as vehicle registrations and driver credentials, which is regularly updated to reflect any changes. This proactive measure not only enhances our operational efficiency but also ensures that we can swiftly provide any necessary documentation to Amazon upon request, thereby minimizing the risk of future misunderstandings.

Lastly, I have engaged with an external compliance consultant, who specializes in Amazon Relay operations, to review our current processes and provide recommendations for improvement. This collaboration has resulted in the development of a detailed compliance checklist that our team will utilize to verify adherence to Amazon's Relay policies before any load assignments are executed. This multifaceted approach underscores our commitment to rectifying prior missteps and strengthening our operational practices to align with Amazon's high standards.

Preventive Measures to Avoid Future Issues

To prevent recurrence of issues that led to the suspension of our account, we are committed to implementing a series of comprehensive preventive measures organized into key categories: Sourcing, Listings, Training, and Monitoring.

In the Sourcing category, we will establish strong partnerships only with verified and reputable suppliers who can provide all necessary documentation, including letters of authorization and proof of ownership. We will implement a multi-step verification process to validate that each supplier is authorized to distribute the products we intend to sell. This will include a thorough background check and requests for documentation that substantiates their legitimacy as a supplier. Additionally, we will ensure that all vehicle-related documentation, such as the Bill of Sale and title documentation for any trucks we use, is regularly updated and stored in a centralized digital repository for easy access.

Regarding Listings, we will adopt a rigorous quality control process to verify the accuracy of all product listings prior to posting. This process will involve cross-referencing each listing with the corresponding product and ensuring that all information is transparent and corresponds with the documentation provided by our suppliers. We will take extra care to ensure that any vehicle used for deliveries is clearly documented within the listings, detailing its ownership and compliance with Amazon's Relay policies. We will also engage in regular audits of our active listings to ensure continued compliance with Amazon's selling policies, adjusting any discrepancies immediately to maintain accuracy and uphold the integrity of our account.

Training will play a crucial role in fostering a compliant culture within our organization. We will implement ongoing training sessions for all employees, focusing specifically on Amazon's Relay policies and relevant compliance measures. This training will include best practices for managing load assignments, maintaining driver compliance, and ensuring accurate documentation. All team members will be educated on the implications of policy violations and the importance of adhering to all operational standards. We will designate a Compliance Officer to oversee the training program and to regularly update training materials to reflect any changes in Amazon's policies or our internal procedures.

Lastly, in terms of Monitoring, we will establish a continuous evaluation system to assess our operational practices proactively. This will include weekly audits of our load assignments and vehicle documentation to ensure all records are accurate and compliant with Amazon's policies. We will implement performance metrics to track our compliance levels and overall account health, ensuring that any potential issues can be identified and addressed before they escalate. Our new digital tracking system will facilitate real-time monitoring of our operational activities, enabling us to respond swiftly to any discrepancies and maintain open communication with Amazon regarding our compliance status. Through these thorough preventive measures, we are dedicated to upholding the highest standards of operational integrity and ensuring a successful and compliant partnership with Amazon Relay in the future.

We are committed to maintaining compliance with all Amazon Relay policies and ensuring that our operations reflect the standards expected by Amazon. We sincerely request the reinstatement of our account, as we believe that the corrective actions taken and the preventive measures we have established will effectively prevent any future misunderstandings or policy violations.

Thank you for your time and consideration of our appeal. We greatly appreciate your attention to this matter and look forward to the opportunity to continue our partnership with Amazon.

Sincerely,

Botir Rustamov
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