

# CARRIER CENTRAL User Guide

for Carriers/Vendors/Sellers

[carriercentral.amazon.ae](https://carriercentral.amazon.ae)

Last updated on 3/10/2019 by Inbound Supply Chain

Contact [carriercentral-support-ae@amazon.com](mailto:carriercentral-support-ae@amazon.com) for any questions about this manual

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## 1 ABOUT CARRIER CENTRAL

This is the portal for carriers, sellers and vendors who are delivering with Amazon to view and request deliveries to Amazon Fulfillment Centers. It is expected to provide a standard process and reduce the time taken to schedule appointments at any Amazon Fulfillment Centers (FCs).

## 2 ABOUT AMAZON BOOKING PROCESS

Carriers should always use Carrier Central to request a delivery slot into our FCs for deliveries.

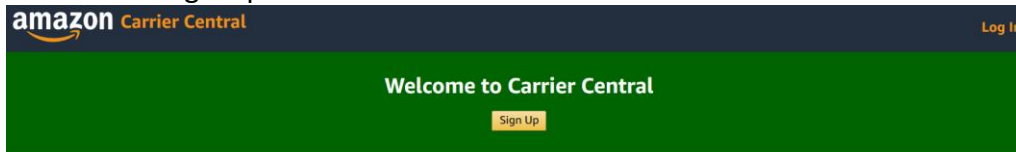
## 3 REQUESTING A NEW ACCOUNT

### 3.1 Go to the Carrier Central.

Marketplace	CARRIER CENTRAL website address
UAE	<a href="https://carriercentral.amazon.ae">https://carriercentral.amazon.ae</a>

### 3.2 You can request an account by accessing the website and following the simple steps below:

- Click on Sign-Up



#### Request Appointments

To schedule your inbound freight delivery please request an appointment with your earliest available time. Amazon will schedule your appointment and send you a confirmation email with all the necessary details once your time has been confirmed.



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- Click on the link “Create your Amazon account”



### Create account

**Your name**

**Email**

**Password**

**Re-enter password**

[Create your Amazon account](#)

By signing in you agree to Amazon's [Conditions of Use & Sale](#), [Privacy Notice](#) and [Cookies & Internet Advertising](#).

Already have an account? [Sign in](#) ▶

3.3 Choose your account type and fill in the following details:

The screenshot shows the 'Onboarding Information' form for Amazon Carrier Central. At the top, there are navigation links for 'Request', 'Search', and 'Account'. The form is divided into several sections:

- Account Type:** Radio buttons for 'Carrier/Seller' (selected) and 'Vendor'.
- Standard Carrier Alpha Code\*:** A text input field.
- Company Name:** A text input field.
- Contact Information:** Text input fields for 'Contact Name', 'Contact Email\*', and 'Contact Phone' (with an example 'ex. 1231231234').
- Verification:** A section with a note: 'In order to verify that you are authorized to access Carrier Central, please provide a valid PO and the destination FC for that PO. This information will only be required once, and does not impact future requests.' It includes text input fields for 'Purchase Order ID\*' and 'Destination FC for the above PO\*'. Below this is a Captcha Verification section with an image of 'en8mg6' and a text input field.
- Submit:** A yellow 'Submit' button at the bottom right.

<b>Field</b>	<b>Description</b>
For carrier/seller accounts: Standard Carrier Alpha Code (SCAC)	SCAC is a unique five-letter code which is used by Amazon systems for submission of delivery requests to the Fulfillment Center. <u>New SCAC:</u> If you are a new user, you can choose any alphanumerical five-letter code as your SCAC. A SCAC should always be simple and easy to remember, eg. AMZN1 (Amazon).
For vendor accounts: Vendor code	Use your Amazon account vendor code.
Company Name	Enter your Company Name
Contact Name	Enter a Username. Username <b>MUST</b> be a minimum of eight letters and <b>SHOULD</b> include the company name. For example, for Amazon UAE it could be amazonuae. Username cannot be changed once set up.
Contact Email	Enter your email address. This email will be contacted for all Carrier Central related communication. In case you want multiple Carrier Central accounts, please ensure they have the same email domain. It is recommended to use an email address to which multiple users have access to (i.e. a shared mailbox).
Contact Phone	Enter your contact number. Please include your international prefix. This number will be used for all Carrier Central related communications. Telephone number must be active and monitored so Amazon can reach out to you in case of delivery

	related issues/emergencies. Please make sure you only include numbers. No other letters or characters are needed.
Purchase Order ID	For vendors/carriers, enter an open PO ID which is to be provided by one of our vendor or seller. For sellers, enter an Amazon Reference ID. Do not enter Shipment ID,
Destination FC of the above PO	Enter the destination FC of the PO entered. Destination FC are 4 digits codes. eg. DXB3

Enter the captcha verification, and click on submit.

3.4 You will receive an email notification on account creation along with login credentials.

3.5 You can now use your login credentials to request an appointment. Please allow a time gap of 15-20 minutes between Carrier Central account activation and the first appointment request, so that the system can be populated with the new SCAC.

## 4 SUBMIT AN APPOINTMENT

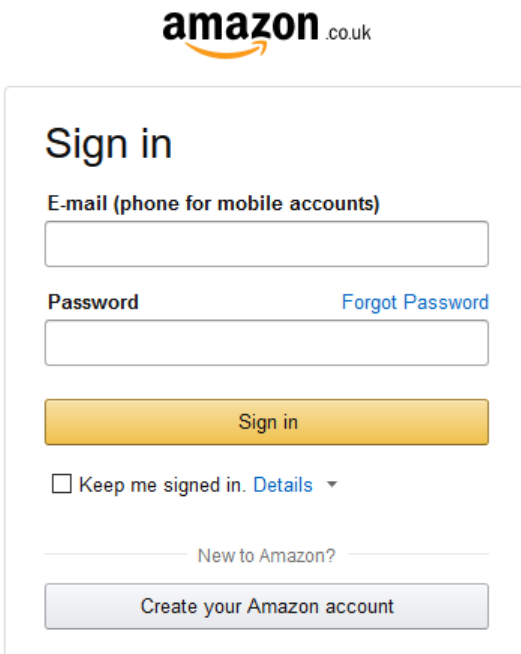
4.1. Go to: Carrier Central

Marketplace	CARRIER CENTRAL website address
UAE	<a href="https://carriercentral.amazon.ae">https://carriercentral.amazon.ae</a>

4.2. Click on "Login" button,

4.3. Enter Email and password.

4.4. Click the "Sign in" button to access your account.



After logging in, you will be directed to the Home page, with several links.

4.5. For a new appointment, click on "Request" button. You will be taken to the Appointment request form as shown below.

**Important: Please request only one appointment per truck. If you need to deliver with multiple trucks, please submit as many appointment requests. All appointments should be asked for at least 24 hours prior to the Carrier Requested Delivery Date.**

**Appointment Information**

Destination FC	FC operating hours <span style="border: 1px solid #ccc; padding: 2px;">AMD1 (Ahmedabad,IN,382220) ▾</span>
Freight Type	<span style="border: 1px solid #ccc; padding: 2px;">Truck Load ▾</span>
Load Type	<span style="border: 1px solid #ccc; padding: 2px;">Palletized ▾</span>
Is Freight Clampable	<span style="border: 1px solid #ccc; padding: 2px;">Yes ▾</span>
Trailer Number	<span style="border: 1px solid #ccc; padding: 2px;">Unique identifier for trailer</span>
Carrier Requested Delivery Date	<span style="border: 1px solid #ccc; padding: 2px;">10/26/2017</span> <span style="margin-left: 20px;">Hour <span style="border: 1px solid #ccc; padding: 2px;">0 ▾</span></span> <span style="margin-left: 20px;">Minute <span style="border: 1px solid #ccc; padding: 2px;">00 ▾</span></span> <span style="margin-left: 20px;">Asia/Kolkata</span>
Requester Comments	<span style="border: 1px solid #ccc; padding: 2px;">Please put any additional in</span>

	ARN	PRO	BOL List (use , as separator) *	Vendor Name	Pallet Count	Carton Count	Unit Count	PO List (use , as separator) *
1	<input style="width: 80%;" type="text"/>	<input style="width: 80%;" type="text"/>	<input style="width: 80%;" type="text"/>	<input style="width: 80%;" type="text"/>	<input style="width: 80%;" type="text"/>	<input style="width: 80%;" type="text"/>	<input style="width: 80%;" type="text"/>	<input style="width: 80%;" type="text"/>
+								

Use this [template](#) for bulk upload in csv Upload

Clear
Auto Populate
Request Appointment

4.6. Fill the data in the “Appointment Information” section as per the below table. Click on + to add more lines.

4.7. Click on “Auto Populate”, and check if the data shown in the confirmation screen is correct. If there are problems, you will be prompted with an error message returning the action to solve the issue.

<b>Field</b>	<b>Details</b>
Destination FC *	From the drop-down menu choose the Amazon FC to which the shipment(s) are to be delivered.
Carrier SCAC * (for vendor accounts only)	Enter the registered SCAC (Standard Carrier Alpha Code) of your carrier.
Freight Type *	Choose appropriate types from drop-down menu: - Truck Load if you carry inventory from one vendor in your truck - Less Than Truck if you carry inventory from multiple vendors
Load Type *	Palletized or Floor loaded. You will be asked to provide pallet count if you choose Palletized.
Is Freight Clampable *	Keep Yes as default option.
Trailer Number	Optional, single value field; must consist of at least 1 non-blank character and can contain one or more spaces License Plate of the truck.
Carrier Requested Delivery Date *	Delivery Date and Time. You cannot choose a date from the past. This is the earliest date and time slot you are able to deliver this shipment to the selected FC.
Requester Comments	Any information that Amazon team needs at a later stage. Requester comments field can be used for additional comments.

\* *Mandatory fields*



<b>Field</b>	<b>Description</b>
ARN	Please leave this column blank.
PRO	Carrier Progressive Number for the shipment. Can be used if it is included in the vendor ASN. It cannot contain any spaces (must be a single series of digits), and cannot be longer than 30 characters.
BOL List *	<b><u>This is a required field.</u></b> Bill Of Lading numbers linked to the ASNs to deliver and previously created via EDI or Vendor Central.  For sellers, fill this field with any of the FBA Shipment ID assigned to the consignment.
Vendor Name *	Company name of the Vendor / Seller.
Pallet Count	Number of pallets to be delivered.
Carton Count *	Number of cartons to be delivered.
Unit Count *	Number of units to be delivered.
PO List (* if invalid BOL or ARN is used)	Please enter a relevant list of Purchase Orders.  For sellers, please enter all the FBA Shipment ID or POs (Amazon Reference ID) one after the other with comma “,” in between as separation.  Please make sure that POs / FBA shipment ID entered are “open” (vendors) or in ‘ready to ship’ state before (sellers) requesting an appointment. Carrier Central will return an error if you try to book an appointment for closed (vendors) or “Work in Progress” (sellers) shipments.

*\* Mandatory fields*

If a carrier is booking an appointment on behalf of a seller or vendor, this information is supposed to be obtained from the seller or vendor before requesting an appointment

4.8. After reviewing, click “Request Appointment”.

If successful, a message will confirm the creation of your request.

4.9. Appointment confirmation:

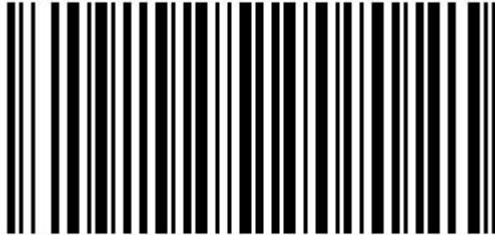
Once your appointment request is submitted, Amazon FC Inbound Scheduling Team will review the request and grant an appointment based on the FC unloading capacity. FC Inbound scheduling team will confirm your appointment request on the same day if the request is created before 3pm, otherwise, FC Inbound Scheduling team will confirm it on the next day. Once appointment is confirmed, an email confirmation will be sent to your registered email address.

Hello,

An appointment for TEST1 with ISA Id **28650591** has been confirmed at Amazon.com's DXB3 Fulfillment Center for **Tue 02/26/2019 20:00 UTC+04:00**.

Please make sure you have the appointment ID ready when you show up for the appointment.

28650591



Please ensure the driver has a printed copy or a soft copy of this email notification which includes the barcode.

Thanks!

**Appointment Summary:**

**Fulfillment Center: DXB3**  
**Inbound Shipment Appointment (ISA) ID: 28650591**  
**Appointment Reference Code: DXB3-2H-CUNE7**

**Arrival Date: Tue 02/26/2019 20:00 UTC+04:00**  
**Door: 1**

**Trailer Number:**

**Shipments:**

**ISD: 6608640591**  
**PRO: null**  
**Pallet count: 1**  
**Carton count: 1**  
**POs: [15JWD13Y]**  
**BOLs: [test]**

Have a great day!

Amazon.com Transportation Department

You will find on this email:

- The appointment number (font in red), also known as ISA (Inbound Shipment Appointment) to provide to your driver. Upon arrival, the driver should show this appointment number to the FC gatehouse security.

- Appointment date and time (font in blue); drivers need to register at the gatehouse within 30 minutes from the scheduled time. After this grace time, the appointment will be marked as a no-show. To ensure being unloaded on time, Amazon recommends arriving 30 min beforehand.
- A reminder of the shipment details.

**Important:**

- Shipments need to be delivered as per the final scheduled appointment time to Amazon Fulfilment Centers.
- Submitting an appointment does not grant the permission for delivery of goods unless the appointment is confirmed by Amazon. Please check your registered email for the confirmed time slot / modified details of an appointment.
- You are responsible to check the status of the requested appointment for the final confirmed schedule as granted by Amazon team and adhere to the scheduled appointment time.

## 5 BULK REQUEST FEATURE

5.1 This feature is if you want to request multiple shipments.

Instead of having to manually enter shipment level information (BOL, ARN, PO, Pallets, Cartons, etc.) one line at a time, the Upload button on the shipments section of the appointment request page allows you to upload the information to Carrier Central from an excel spreadsheet in a single transaction.

5.2 First, enter appointment information as per below table.

<b>Field</b>	<b>Description</b>
Destination FC *	From the drop-down menu choose the Amazon FC to which the shipment(s) are to be delivered.
Carrier SCAC * (for vendor accounts only)	Enter the registered SCAC (Standard Carrier Alpha Code) of your carrier.
Freight Type *	Choose appropriate types from drop-down menu: - Truck Load if you carry inventory from one vendor in your truck - Less Than Truck if you carry inventory from multiple vendors
Load Type *	Palletized or Floor loaded. You will be asked to provide pallet count if you choose Palletized.
Is Freight Clampable *	Keep Yes as default option.
Trailer Number	Optional, single value field; must consist of at least 1 non-blank character and can contain one or more spaces License Plate of the truck.
Carrier Requested Delivery Date *	Delivery Date and Time. You cannot choose a date from the past. This is the earliest date and time slot you are able to deliver this shipment to the selected FC.
Requester Comments	Any information that Amazon team needs at a later stage. Requester comments field can be used for additional comments.

5.3 Use the below bulk upload template that you can download from Carrier Central

	ARN	PRO
1	<input type="text"/>	<input type="text"/>
+		

Use [this template](#) for bulk upload in CSV

	A	B	C	D	E	F	G	H
1	ARN	PRO	BOL List (use , as separator)	Vendor Name	Pallet Count	Carton Count	Unit Count	PO List (use , as separator) *
2								
3								
4								
5								
6								
7								
8								

To avoid errors, please follow the instructions below when entering data on the sheet:

- Please make sure the Excel file extension to upload is: **.csv**.
- The template must not be modified: do not change or move headers and fields around.
- Do not enter shipments for different trucks on the same spreadsheet.

5.4 Enter the applicable information into the spreadsheet, and save the file on your computer.

5.5 Click on "Upload" to submit the file. Each shipment will show up as a new separate line in the Appointment Information page and can then be edited.

5.6 Click "Submit".

5.7 Nothing will be uploaded if

- the details entered are incorrect or
- the format of the file is not .csv comma separated

In such cases, please double-check the data once again, and then

- Upload the corrected file if needed. In particular, check it is comma separated and not semicolon ";" separated.
- If the issue is not resolved, you can click "Support".

5.8 If the uploaded file is correct, your information will be displayed in the shipment details:

	ARN	PRO	BOL List (use , as separator) *	Vendor Name	Pallet Count	Carton Count	Unit Count	PO List (use , as separator) *	
1	<input type="text"/>	<input type="text"/>	<input type="text" value="abc1,bol2,abc3"/>	<input type="text" value="VendorA"/>	<input type="text" value="1"/>	<input type="text" value="20"/>	<input type="text"/>	<input type="text" value="52147P2Z"/>	
2	<input type="text"/>	<input type="text"/>	<input type="text" value="bol7"/>	<input type="text" value="VendorB"/>	<input type="text" value="2"/>	<input type="text" value="10"/>	<input type="text"/>	<input type="text" value="5PLRG9GJ"/>	
3	<input type="text" value="arn1"/>	<input type="text"/>	<input type="text"/>	<input type="text" value="SellerC"/>	<input type="text" value="7"/>	<input type="text" value="30"/>	<input type="text"/>	<input type="text" value="85ECO2BJ"/>	

Check it, and click on "Auto Populate" to retrieve the PO, Pallet and Carton details.

5.9 Once you validated the content, click on "Request Appointment".

- Once appointment request is submitted, Amazon team reviews the request and sends a confirmation email to your registered address with the final confirmed Appointment schedule.
- Shipments need to be delivered as per the final scheduled appointment time to Amazon Fulfilment Centre.

## 6 ERROR MESSAGES AND RELATED ACTIONS

### 6.1. Closed or cancelled POs

Please be aware that you should not ship any goods upon cancelled or closed purchase Orders.

Actions:

Please follow the instructions on the screen

- Carriers: Please contact your customer (Amazon's vendor) to inform them that the Purchase order status is incorrect (i.e. cancelled, closed or unconfirmed).
- Amazon vendor: Please remove this purchase order from your shipment
  - o If you believe this should not be the incorrect status, please contact your instock/account manager to resolve your PO status issue.

### 6.2. Wrong FC

Please be aware that you should not ship any goods to a FC that is different from the one stated in the Purchase Orders.

Actions:

- Please double-check BOLs or POs are addressed to the right Fulfilment Centre (FC)
  - o Please change the FC if that is not the case,
  - o Please remove the PO number from the appointment request and resubmit, Carrier Central will let you through.

### 6.3. Unconfirmed Purchase order

Please be aware you should not ship any goods that have not been prior confirmed with Purchase Orders (POs) or you will incur chargebacks.

Actions:

- Please go back to Vendor Central and confirm the Purchase Order (PO)
- Then press resubmit, Carrier Central will let you through.

### 6.4. Missing pallet/carton/units count

Please be aware pallet, carton, unit counts should be indicated in the request.

Actions:

- When selecting load type "palletised", make sure that number of pallets, cartons, and units of each shipment are shown and match the reality.
- Please note carton count and unit count are mandatory fields
- Unloading processes runs a carton count audit before PODs (Proofs of Delivery) can be signed off

After the amendments, if the issue is not resolved, you can contact Amazon in either of the following:

- [carriercentral-support-ae@amazon.com](mailto:carriercentral-support-ae@amazon.com). The "Support" link in Carrier Central points to this email.
- contact Seller Support (for sellers),
- click "Contact Us" in Vendor Central.



## 7 VIEWING APPOINTMENT STATUS

- 7.1. To search for past appointment requests click on “Search”.
- 7.2. You can use the available filters such as Appointment IDs, appointment created date range and click on the “Submit” button.

The screenshot shows the top navigation bar with the Amazon logo, 'Carrier Central', and links for 'Request', 'Search', and 'Account'. Below the navigation bar, there are two tabs: 'Search By Appointment IDs' (selected) and 'Search By Create Dates'. The search area contains a text input field for 'Appointment IDs' with a placeholder 'Please limit amount to 10 and use , as separator', and a yellow 'Submit' button.

The screenshot shows the top navigation bar with the Amazon logo, 'Carrier Central', and links for 'Request', 'Search', and 'Account'. Below the navigation bar, there are two tabs: 'Search By Appointment IDs' and 'Search By Create Dates' (selected). The search area contains 'From Date' and 'To Date' fields. The 'From Date' field is set to '03/01/2017' and the 'To Date' field is set to '03/31/2017'. There are also dropdown menus for the number of results (set to 10) and a yellow 'Submit' button.

On the search result page, the requests matching your search criteria will display.

The screenshot shows the top navigation bar with the Amazon logo, 'Carrier Central', and links for 'Request', 'Search', and 'Account'. Below the navigation bar, there are three tabs: 'Search By Appointment IDs', 'Search By Dates' (selected), and 'Search By Shipment Information'. The search area contains a 'Creation Date' dropdown, 'From' and 'To' date fields (set to '01/04/2018' and '01/05/2018'), and a yellow 'Submit' button. Below the search area is a 'Filter Options' dropdown. The main content area displays a message: 'Appointments which were not created by you are removed from the result.' Below this message is a table with the following data:

Destination FC ↕	Carrier Requested Delivery Date ↓	Status ↕	
MAD4	Jan 5, 2018 1:00:00 PM	Pending Schedule	Edit
BVA1	Jan 5, 2018 12:00:00 AM	Cancelled	Edit

## 8 EDITING AN APPOINTMENT

Carriers have the possibility of editing an appointment request using Carrier Central portal. You may:

- Reschedule and Cancel
- Add additional shipments (BOLs)
- Remove shipments (BOLs)
- Modify PRO number
- Modify BOL number
- Modify PO(s) numbers
- Modify Load Type
- Modify Clamp Type
- Modify Trailer Number Type
- Increase / Decrease pallet and carton count
- Modify Requestor Comments

To do so, log into your Carrier Central account and search for the appointment. Search for the Appointment ID (ISA #) and select the “Edit”.

### Appointments Options

amazon Carrier Central Request Search Account

Search By Appointment IDs Search By Dates Search By Shipment Information

Creation Date From 01/04/2018 00:00 To 01/05/2018 00:00 Submit

Filter Options


Appointments which were not created by you are removed from the result.

Destination FC	Carrier Requested Delivery Date	Status	
MAD4	Jan 5, 2018 1:00:00 PM	Pending Schedule	Edit
BVA1	Jan 5, 2018 12:00:00 AM	Cancelled	Edit

### Rescheduling Your Appointment

- Select the ‘EDIT’ button.
- Enter your updated CRDD.
- Select the appropriate reschedule reason code.
- Enter comments to further explain why you wish to reschedule
- Select the ‘SUBMIT’ button.

## Rescheduling Appointments

Appointment Information	
Appointment ID	204920161 
Destination FC	MAD4
Status	Pending Schedule
Freight Type	Truck Load ▾
Load Type	Palletised ▾
Is Freight Clampable	Yes ▾
Trailer Number	<input type="text"/>
Carrier Requested Delivery Date	<input type="text" value="01/08/2018"/> Hour: <input type="text" value="13"/> Minute: <input type="text" value="00"/> Europe/Berlin
Requester Comments	<input type="text"/>

### IMPORTANT:

If you are no longer delivering, or accidentally requested multiple appointments for the same truck, or are facing delay in approaching a FC, you are required to pro-actively go to Carrier Central and cancel/update the appointment. Failure to adhere to these guidelines will be monitored as part of your performance, and you may also incur chargebacks for No-Show.


### Add a Shipment(s)

- Select the 'EDIT' button.
- Select '+' link.
- Select 'SUBMIT' button.

### Add Shipments

	ARN	PRO	BOL List (use ',' as separator) *	Vendor Name	Pallet Count	Carton Count	Unit Count	PO List (use ',' as separator) *	
1	<input type="text"/>	<input type="text"/>	<input type="text" value="2090495736"/>	<input type="text" value="VendorA"/>	<input type="text" value="1"/>	<input type="text" value="5"/>	<input type="text" value="206"/>	<input type="text" value="28YG8XQV"/>	
									

### Remove a Shipment(s)

- Selecting the 'EDIT' button
- Select '' button next to the shipment that you wish to remove from the appointment.
- Select 'SUBMIT' button.

### Remove Shipments

	ARN	PRO	BOL List (use ',' as separator) *	Vendor Name	Pallet Count	Carton Count	Unit Count	PO List (use ',' as separator) *	
1	<input type="text"/>	<input type="text"/>	<input type="text" value="2090495736"/>	<input type="text" value="VendorA"/>	<input type="text" value="1"/>	<input type="text" value="5"/>	<input type="text" value="206"/>	<input type="text" value="28YG8XQV"/>	
									

All other appointment modifications can be made by selecting the appropriate choice from the corresponding drop down menu.

After you have submitted the request, you will receive an email confirmation to inform you that the request was received.

After FC Inbound scheduling team schedules your appointment, you will then receive a follow-up email to inform that the request has been approved / denied.

## 9 PROBLEMS / CONTACT US FEATURES

- 9.1. **Forgot Your Password:** If you forget password, you can click on “Forgot Your Password” option located on the Log-In and reset it.
  - 9.2. **Change Email Address:** You can change your "Contact Email" field in the Account Settings page of Carrier Central.
  - 9.3. **Phone number: you can change phone contact number in Account Settings.**
- If you have any questions related to your account/appointment/upload shipments or any other questions or problems related to Carrier Central:
    - [carriercentral-support-ae@amazon.com](mailto:carriercentral-support-ae@amazon.com) . The “Support” link in Carrier Central points to this email.
    - contact Seller Support (for sellers),
    - click “Contact Us” in Vendor Central.
  - If you have any questions related to DXB3 inbound appointment, call **DXB3** Inbound scheduling team **048879901/043364284** for immediate support.
  - Please include your respective instock/account manager’s email ID for all issues.

## 10 APPENDIX 1: DOs & DON'Ts

### Do's:

- Do add all the POs in the appointment request
- Please note down the request ID for your reference
- Do check with the vendor if the website indicates that the PO number is invalid
- Please wait for the confirmation to your appointment request.
- Do check the status of the appointment in the portal.

### Don'ts:

- Do not request an appointment for the same freight through email or through the portal again
- Do not request several appointments for a single delivery in a single truck
- Do not share your user id or password to any person