

# CARRIER APPOINTMENT REQUEST PORTAL

User Guide for

Carriers/Vendors/Sellers

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# 1. SUBMIT A CARP APPOINTMENT

- 1.1. Go to the link <https://transportation.amazon.in/>
- 1.2. Enter user name and password.
- 1.3. Click the “Login” button to access your account.

**amazon**  
Transportation Central

**Log In**

Username: toctest

Password: [masked]

Log In

[Request New Account](#)

[Forgot Your Username/Password?](#)

[Change Password](#)

[Change E-mail Address](#)

[Questions? Problems? Contact Us](#)

**ANNOUNCEMENT: New CARP editing features are added. You can now Add/Remove shipments, reschedule and cancel appointments.**

**CARP now supports Bulk Upload Feature through Excel sheet for submitting a new appointment request**

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

- 1.4. For a new appointment, click on “Submit Request” link.

You will be taken to the Appointment request form as shown below.

**amazon**  
Carrier Appointment Request Portal

[Customer Service](#) [Home](#) [Log Out](#)

**Appointment Information**

Standard Carrier Alpha Code\* [input]

Appointment Requester [input]

Destination FC \* [dropdown: -- Select FC --]

Load Type [dropdown: Non-Palletized]

Carrier Requested Delivery Date \* [calendar: (dd/MM/yy) 10 : 00]

Requester Comments [text area]

[Add more shipments](#)

**Shipment Information**

ID	ARN	Vendor Name*	PRO #	ASN # or BOL #	Pallet Count	Carton Count*	Unit Count	PO List (use , as separator) *	
1	[input]	[input]	[input]	[input]	[input]	[input]	[input]	[input]	<a href="#">Remove</a>
2	[input]	[input]	[input]	[input]	[input]	[input]	[input]	[input]	<a href="#">Remove</a>
3	[input]	[input]	[input]	[input]	[input]	[input]	[input]	[input]	<a href="#">Remove</a>

Submit

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[English](#) [Deutsch](#) [Francais](#) [日本語](#) [简体中文](#) [Español](#) [Italiano](#)

1.5. Fill the data as per the below table in the “Appointment Information” section.

<b>Field</b>	<b>Details</b>
Standard Carrier Alpha Code *	Enter OWNIN for own transport vehicle. For other known carriers please refer the list in Appendix 1.
Destination FC *	Amazon FC to which the shipment(s) are to be delivered.
Load Type	Palletized or Non-Palletized.
Carrier Requested Delivery Date *	Delivery Date and Time. You cannot choose a date from the past.
Requester Comments	Any information that Amazon team needs at later stage. Please enter carton and unit count here.

\* *Mandatory fields*

1.5. Fill the data as per below table for “Add more shipments”.

The screenshot shows the Amazon Carrier Appointment Request Portal (CARP) interface. At the top left is the Amazon logo. Below it is the title "Carrier Appointment Request Portal" and navigation links for "Customer Service", "Home", and "Log Out". The main section is titled "Appointment Information" and contains several input fields: "Standard Carrier Alpha Code\*", "Appointment Requester", "Destination FC\*" (a dropdown menu), "Load Type" (set to "Non-Palletized"), "Carrier Requested Delivery Date\*" (with a date and time picker), and "Requester Comments". Below this section is a blue link labeled "Add more shipments" which is circled in red. Underneath is the "Shipment Information" section, which is a table with columns: ID, ARN, Vendor Name\*, PRO #, ASN # or BOL #, Pallet Count, Carton Count\*, Unit Count, and PO List (use , as separator) \*. There are three rows of input fields for these columns, each with a "Remove" link to its right. At the bottom left is a "Submit" button, and at the bottom right are language links: "English", "Deutsch", "Francais", "日本語", "繁體中文", "Español", and "Italiano".

<b>Field</b>	<b>Details</b>
ARN	This field is optional for Amazon Reference Number. <b><u>Please leave this column blank.</u></b>
Vendor Name*	Name of the Vendor / Seller.
PRO #	This is an optional field to enter carrier tracking ID/Air Way Bill Number / Docket Number. <b><u>Please leave this column blank.</u></b>
ASN# or BOL#*	<b><u>This is a required field.</u></b> You need to enter any one FBA Shipment ID from the consignment as BOL#.
Pallet Count	Number of pallets to be delivered (optional).
Carton Count*	Number of cartons to be delivered.
Unit Count *	Number of units to be delivered.
PO List (use , as separator) *	FBA Shipment IDs to be delivered in the consignment. Please enter all POs one after the other with comma “,” between them.

**Important:** Please make sure that POs entered are in ‘ready to ship’ state before requesting an appointment. CARP will throw an error if you try to book an appointment for Work in Progress shipments. It takes around 20-30 minutes for CARP to be able to accept the PO created.

1.6. Click on "Submit".

Please check if the data shown in the confirmation screen is correct. If there are problems, then you will be prompted with error message with suggested action to trouble shoot the issue.

**Carrier Appointment Request Portal** [Customer Service](#) [Home](#) [Log Out](#)

**Appointment Request Preview**

Please review the appointment request details below to make sure all the information is correct.

**WARNING: To submit this appointment request, click the "Submit" button at the bottom of this page!**

Appointment Information	
Standard Carrier Alpha Code	TOC
Appointment Requester	TOC Test (arnav@amazon.com; 123456)
carp_select_reason_default_text	
Destination FC	BOM1 ( MUMBAI,421302,MAHARASHTRA,IN)
Load Type	Non-Palletized
Carrier Requested Delivery Date	5 Mar, 2013 10:00:00 AM IST
Requester Comments	TEST

Shipment Information							
ARN	PRO #	Vendor Name	BOL #	Pallet Count	Carton Count	Unit Count	Purchase Orders
258718382		TEST			1	10	S9411280

1.7. After reviewing, click "Submit".

You will be directed to the Submission Confirmation page.

**Carrier Appointment Request Portal** [Customer Service](#) [Home](#) [Log Out](#)

**Appointment Request # 159270 Submitted**

Your appointment request was successfully submitted for scheduling at the destination fulfillment center. Your request has been forwarded to a dock clerk at our fulfillment center for further resolution with the following details:

Appointment Information	
Standard Carrier Alpha Code	TOC
Appointment Requester	TOC Test (arnav@amazon.com; 123456)
carp_select_reason_default_text	
Destination FC	BOM1 ( MUMBAI,421302,MAHARASHTRA,IN)
Load Type	Non-Palletized
Carrier Requested Delivery Date	5 Mar, 2013 10:00:00 AM IST
Requester Comments	TEST

Shipment Information							
ARN	PRO #	Vendor Name	BOL #	Pallet Count	Carton Count	Unit Count	Purchase Orders
258718382		TEST			1	10	S9411280

Your appointment will be reviewed and you will receive a confirmation e-mail within 2 hours once the appointment has been scheduled.

Thank you for your cooperation. Have a nice day!

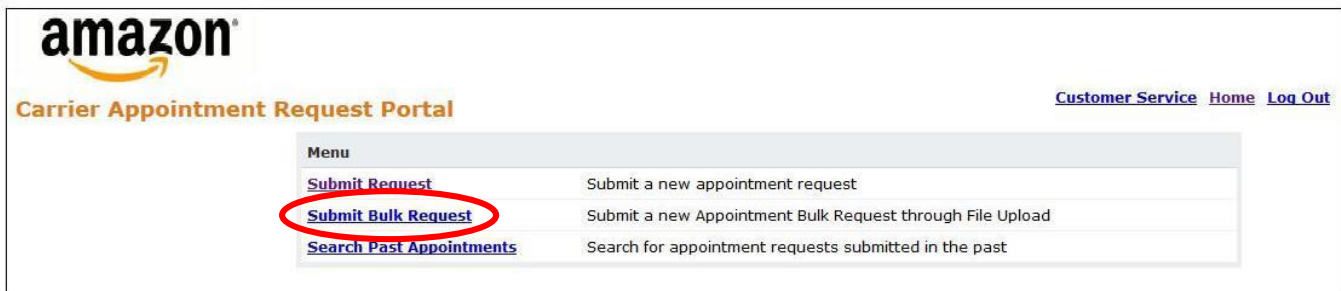
- Once your appointment request is submitted, Amazon team reviews the request and sends a confirmation email to your registered email address with the final confirmed Appointment schedule.
- Shipments need to be delivered as per the final scheduled appointment time to Amazon Fulfilment Centres.

**Important**

- All appointment should be requested at least 24 hours prior to the Carrier Requested Delivery Date.
- **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 scheduled appointment time.

## 2. BULK REQUEST FEATURE

- 2.1. This feature is if you want to request for multiple appointments.  
 2.2. To use this feature click on “Submit Bulk Request”.



2.3. Enter information as per below table.

Field	Details
Destination FC *	Amazon FC to which the load needs to be delivered.
Load Type	Palletized or Non-Palletized.
Carrier Requested Delivery Date *	Delivery Date and Time.
Requester Comments	Any information that Amazon team needs at later stage.

2.4. To enter PO information, click on “Click here to download file” under “Bulk Upload Shipment Information”.

The screenshot shows the Amazon Carrier Appointment Request Portal. The 'Appointment Information' section includes fields for 'Standard Carrier Alpha Code\*' (TOC), 'Appointment Requester' (TOC Test(amav@amazon.com; 123456)), 'Destination FC \*' (dropdown menu), 'Load Type' (Non-Palletized), 'Carrier Requested Delivery Date \*' (date and time picker), and 'Requester Comments'. Below this is a link 'Add more shipments'. The 'Shipment Information' section is a table with columns: ARN, Vendor Name\*, PRO #, BOL #, Pallet Count, Carton Count\*, Unit Count, and PO List (use , as separator) \*. There is one row with a 'Remove' link. Below the table is the 'Bulk Upload Shipment Information' section, which contains a link 'Click here to download the file' (circled in red), instructions for file upload, and a 'Browse...' button. At the bottom left is a 'Submit' button (circled in red).



2.5. Once the file is downloaded, enter the following details and save the file on the computer.

<b>Field</b>	<b>Details</b>
ARN	This field is optional for Amazon Reference Number.
Vendor Name*	Name of the Vendor / Seller.
PRO #	This is an optional field to enter carrier tracking ID/Air Way Bill number/Docket Number. <b><u>Please leave this column blank.</u></b>
ASN# or BOL#*	<b><u>This is a required field.</u></b> You need to enter any one FBA Shipment IDs from the consignment as BOL#.
Pallet Count	Number of pallets to be delivered (optional).
Carton Count*	Number of cartons to be delivered.
Unit Count*	Number of Units to be delivered.
PO List (use , as separator) *	FBA Shipment IDs to be delivered in the consignment. Please enter all POs one after the other with comma “,” between them.

2.6. Click on “Browse” and upload the file.

**Bulk Upload Shipment Information**

[Click here to download the file.](#) After editing the downloaded file, select the file for upload. On successful upload, the shipment will be shown on next page and will require confirmation.

Click Browse...to select the file . Checks to be performed before uploading a file :

- Please upload Excel files with extension : .xls (Excel worksheet)
- Please click on 'Enable Content' highlighted tab , if prompted on opening the file .
- First (Header) Row of the File should have valid Field names as provided in Sample File and also above. These fields should not be modified

2.7. Click “Submit”.

To avoid errors while uploading, please follow the instructions on the screen while entering data on the sheet:

- **Please upload Excel files with extension: .xls (Excel worksheet).**
- **Please click on 'Enable Content' highlighted tab, if prompted on opening the file.**
- **First (Header) Row of the File should have valid Field names as provided in Sample File and also above. These fields should not be modified.**

## 2.8. An error is displayed if

- the details entered are incorrect or
- the format of the file is not .xls

In such cases, please validate the data once again, and then

- Upload the corrected file if needed.
- If still issue is not resolved, user needs to contact Amazon by reaching out to Seller Support.

The screenshot displays the Amazon Carrier Appointment Request Portal. At the top left is the Amazon logo, and below it is the page title "Carrier Appointment Request Portal". On the top right, there are links for "Customer Service", "Home", and "Log Out".

A red-bordered error box contains the following text:

**Error**

- > Destination FC is missing
- > Carrier Requested Delivery Date is missing
- > File Row #2 / Shipment #1: ARN value '12345' is invalid
- > File name "BulkSample\_IN.xls" has errors as shown above. You can either make changes on web page itself and submit the shipments, or upload a file again after making changes.

Below the error box is the "Appointment Information" form. The fields are:

- Standard Carrier Alpha Code\*: TOC
- Appointment Requester: TOC Test (amav@amazon.com, 123456)
- Destination FC \*: -- Select FC --
- Load Type: Non Palletized
- Carrier Requested Delivery Date \*: (dd/MM/yy) 10 : 00
- Requester Comments: (empty text area)

Below the appointment form is a link "Add more shipments".

The "Shipment Information" table is shown below:

	ARN	Vendor Name*	PRO #	BOL #	Pallet Count	Carton Count*	Unit Count	PO List (use , as separator) *	
1	12345	Test				100			<a href="#">Remove</a>

Below the table is the "Bulk Upload Shipment Information" section. It contains instructions and a "Browse..." button:

[Click here to download the file.](#) After editing the downloaded file, select the file for upload. On successful upload, the shipment will be shown on next page and will require confirmation.

Click [Browse...](#) to select the file. Checks to be performed before uploading a file:

- Please upload Excel files with extension : .xls (Excel worksheet)
- Please click on 'Enable Content' highlighted tab, if prompted on opening the file.
- First (Header) Row of the File should have valid Field names as provided in Sample File and also above. These fields should not be modified

At the bottom of the form is a "Submit" button.

2.9. A confirmation screen is displayed if the details entered are correct.

2.10. Click on "Submit".

**Carrier Appointment Request Portal** [Customer Service](#) [Home](#) [Log Out](#)

**Appointment Request Preview**

Please review the appointment request details below to make sure all the information is correct.

**WARNING: To submit this appointment request, click the "Submit" button at the bottom of this page!**

Appointment Information	
Standard Carrier Alpha Code	TOC
Appointment Requester	TOC Test (arnav@amazon.com; 123456)
Destination FC	BOM1 ( MUMBAI,421302,MAHARASHTRA,IN)
Load Type	Non-Palletized
Carrier Requested Delivery Date	7 Mar, 2013 10:00:00 AM IST
Requester Comments	

Shipment Information								
ID	ARN	PRO #	Vendor Name	BOL #	Pallet Count	Carton Count	Unit Count	Purchase Orders
1	258718382		Test		0	10		S9411280
2	257703522		Test		0	4		S9411280

- 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.

**amazon** [Customer Service](#) [Home](#) [Log Out](#)

**Carrier Appointment Request Portal**

**Appointment Request # 159305 Submitted**

Your appointment request was successfully submitted for scheduling at the destination fulfillment center. Your request has been forwarded to a dock clerk at our fulfillment center for further resolution with the following details:

Appointment Information	
Standard Carrier Alpha Code	TOC
Appointment Requester	TOC Test (arnav@amazon.com; 123456)
Destination FC	BOM1 ( MUMBAI,421302,MAHARASHTRA,IN)
Load Type	Non-Palletized
Carrier Requested Delivery Date	7 Mar, 2013 10:00:00 AM IST
Requester Comments	

Shipment Information								
ID	ARN	PRO #	Vendor Name	BOL #	Pallet Count	Carton Count	Unit Count	Purchase Orders
1	258718382		Test		0	10		S9411280
2	257703522		Test		0	4		S9411280

Your appointment will be reviewed and you will receive a confirmation e-mail within 2 hours once the appointment has been scheduled.  
Thank you for your cooperation. Have a nice day!

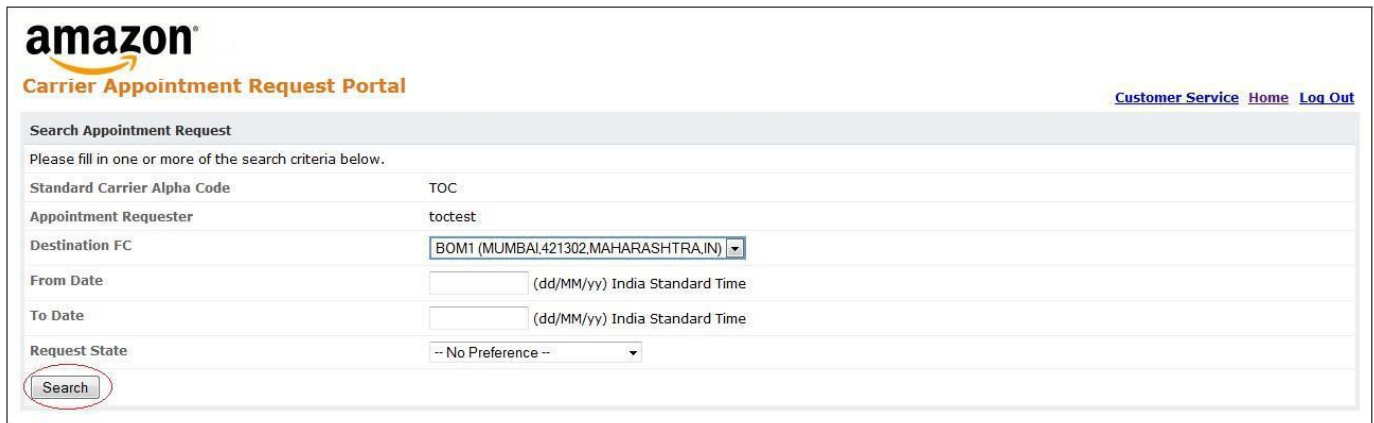
## 3. VIEWING APPOINTMENT STATUS

3.1. To search for past appointment request status click on “Search Past Appointment”.



The screenshot shows the Amazon Carrier Appointment Request Portal. At the top left is the Amazon logo and the text "Carrier Appointment Request Portal". At the top right are links for "Customer Service", "Home", and "Log Out". Below this is a "Menu" section with three items: "Submit Request" (Submit a new appointment request), "Submit Bulk Request" (Submit a new Appointment Bulk Request through File Upload), and "Search Past Appointments" (Search for appointment requests submitted in the past). The "Search Past Appointments" item is circled in red.

3.2. You can use the available filters such as Destination FC, appointment requested date range and click on the “Search” button.



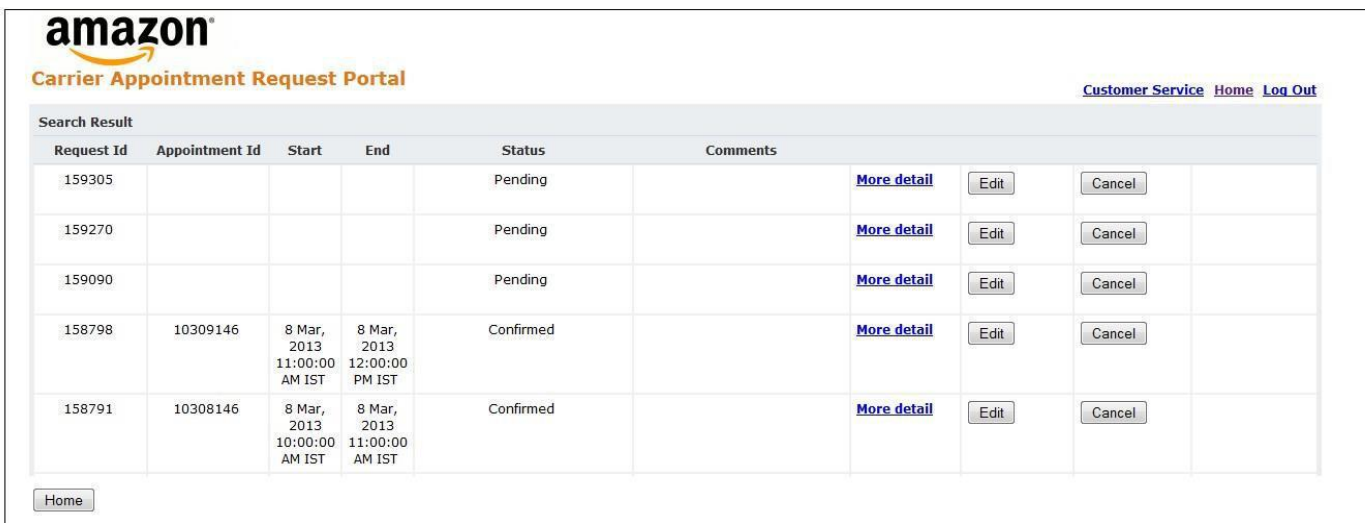
The screenshot shows the Amazon Carrier Appointment Request Portal search form. At the top left is the Amazon logo and the text "Carrier Appointment Request Portal". At the top right are links for "Customer Service", "Home", and "Log Out". Below this is a "Search Appointment Request" section with the text "Please fill in one or more of the search criteria below." The form contains several fields: "Standard Carrier Alpha Code" (TOC), "Appointment Requester" (toctest), "Destination FC" (BOM1 (MUMBAI.421302.MAHARASHTRA.IN) with a dropdown arrow), "From Date" (with a date input field and "(dd/MM/yy) India Standard Time" label), "To Date" (with a date input field and "(dd/MM/yy) India Standard Time" label), and "Request State" (-- No Preference -- with a dropdown arrow). A "Search" button is circled in red.

On the search result page, you can see all your requests and their current status.

3.3. You can click on “More detail” to get the complete appointment information.

3.4. You can either cancel or edit your appointment requests.

Note : these are optional tasks.



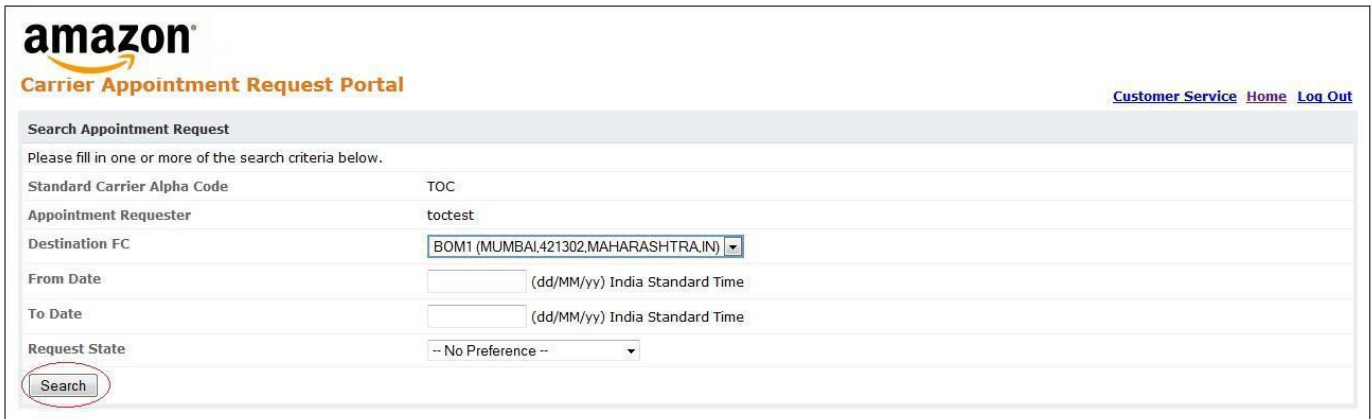
The screenshot shows the Amazon Carrier Appointment Request Portal search results page. At the top left is the Amazon logo and the text "Carrier Appointment Request Portal". At the top right are links for "Customer Service", "Home", and "Log Out". Below this is a "Search Result" section with a table of appointment requests. The table has columns for Request Id, Appointment Id, Start, End, Status, and Comments. Each row has a "More detail" link and "Edit" and "Cancel" buttons. A "Home" button is located at the bottom left of the table.

Request Id	Appointment Id	Start	End	Status	Comments
159305				Pending	<a href="#">More detail</a> Edit Cancel
159270				Pending	<a href="#">More detail</a> Edit Cancel
159090				Pending	<a href="#">More detail</a> Edit Cancel
158798	10309146	8 Mar, 2013 11:00:00 AM IST	8 Mar, 2013 12:00:00 PM IST	Confirmed	<a href="#">More detail</a> Edit Cancel
158791	10308146	8 Mar, 2013 10:00:00 AM IST	8 Mar, 2013 11:00:00 AM IST	Confirmed	<a href="#">More detail</a> Edit Cancel

## 4. EDITING A CARP APPOINTMENT

4.1. Login to your account and click on “Search Past Appointment”.

4.2. You can use the available filters such as Destination FC, appointment requested date range and click on “Search” button.



The screenshot shows the Amazon Carrier Appointment Request Portal search interface. It includes the Amazon logo, the page title "Carrier Appointment Request Portal", and navigation links for "Customer Service", "Home", and "Log Out". The search criteria form contains the following fields:

- Standard Carrier Alpha Code: TOC
- Appointment Requester: toctest
- Destination FC: BOM1 (MUMBAI,421302,MAHARASHTRA,IN) (selected from a dropdown)
- From Date: (empty) (dd/MM/yy) India Standard Time
- To Date: (empty) (dd/MM/yy) India Standard Time
- Request State: -- No Preference -- (selected from a dropdown)

A "Search" button is located at the bottom left of the form and is circled in red.

4.3. In the Search results page, you can edit/cancel your future shipments by clicking on appropriate buttons provided against respective appointment requests as shown below.



The screenshot shows the Amazon Carrier Appointment Request Portal search results page. It includes the Amazon logo, the page title "Carrier Appointment Request Portal", and navigation links for "Customer Service", "Home", and "Log Out". The search results are displayed in a table with the following columns: Request Id, Appointment Id, Start, End, Status, Comments, More detail, Edit, and Cancel. The "Edit" buttons are circled in red.

Request Id	Appointment Id	Start	End	Status	Comments	More detail	Edit	Cancel
159305				Pending		<a href="#">More detail</a>	<a href="#">Edit</a>	<a href="#">Cancel</a>
159270				Pending		<a href="#">More detail</a>	<a href="#">Edit</a>	<a href="#">Cancel</a>
159090				Pending		<a href="#">More detail</a>	<a href="#">Edit</a>	<a href="#">Cancel</a>
158798	10309146	8 Mar, 2013 11:00:00 AM IST	8 Mar, 2013 12:00:00 PM IST	Confirmed		<a href="#">More detail</a>	<a href="#">Edit</a>	<a href="#">Cancel</a>
158791	10308146	8 Mar, 2013 10:00:00 AM IST	8 Mar, 2013 11:00:00 AM IST	Confirmed		<a href="#">More detail</a>	<a href="#">Edit</a>	<a href="#">Cancel</a>

A "Home" button is located at the bottom left of the page.

4.4. You can click on the “Edit” button to make the appropriate changes as below.

**amazon**  
Carrier Appointment Request Portal [Customer Service](#) [Home](#) [Log Out](#)

**Appointment Information**

Standard Carrier Alpha Code\* TOC

Appointment Requester TOC Test (arnav@amazon.com; 123456)

Destination FC \* BOM1 (MUMBAI,421302,MAHARASHTRA,IN) ▾

Load Type Non-Palletized ▾

Carrier Requested Delivery Date \* (dd/MM/yy) 04/03/13 10 ▾ 00 ▾ India Standard Time -- Reason -- ▾

Requester Comments \*

[Add more shipments](#)

**Shipment Information**

ID	ARN	Vendor Name*	PRO #	BOL #	Pallet Count	Carton Count*	Unit Count	PO List (use , as separator) *	
1	249594382	Alpha				10	3	P1439490	<a href="#">Remove</a>

4.5. You can make changes like

- Changing the Carrier Requested Delivery Date or
- Update carton count or
- Add or remove POs from your list.

4.6. To confirm the changes, click “Submit”.

- Once you confirm the changes, 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 Fulfillment Centre.

**amazon**  
Carrier Appointment Request Portal [Customer Service](#) [Home](#) [Log Out](#)

**Appointment Request # 159343 Submitted**

Your appointment request was successfully submitted for scheduling at the destination fulfillment center. Your request has been forwarded to a dock clerk at our fulfillment center for further resolution with the following details:

**Appointment Information**

Standard Carrier Alpha Code TOC

Appointment Requester TOC Test (arnav@amazon.com; 123456)

carp\_select\_reason\_default\_text

Destination FC BOM1 ( MUMBAI,421302,MAHARASHTRA,IN)

Load Type Non-Palletized

Carrier Requested Delivery Date 5 Mar, 2013 10:00:00 AM IST

Requester Comments Test

**Shipment Information**

ARN	PRO #	Vendor Name	BOL #	Pallet Count	Carton Count	Unit Count	Purchase Orders
258718382		TEST			1	15	S9411280

Your change request has been submitted successfully. Your request will be reviewed and you will receive a confirmation email within 2 hours once the appointment is cancelled.

Thank you for your cooperation. Have a nice day!

## 5. PROBLEMS / CONTACT US FEATURES

1. **Forgot Your Username/Password:** If you forget username or password, you can click on “Forgot Your Username/Password” option located on the homepage and retrieve the username/password.
  2. **Change Password:** You can click on “Change Password” option located on the homepage to change your password as per your convenience.
  3. **Change Email Address:** You can click on “Change Email Address” option located on the homepage to change your email address as per your convenience.
- If you have any questions related to your account/appointment/upload shipments or any other questions or problems related to CARP, please contact Seller Support.
  - **Update: Please include your respective account manager’s email ID for all issues.**

### Account Support

For all account creation requests, please approach Seller Support with this information.

FIRST_NAME	LAST_NAME	EMAIL_ID	FBA Shipment ID	USER_NAME	PHONE_NUMBER	PASSWORD	Seller registered name	ACCOUNT TYPE **

\*\* default value is VENDOR

## 6. APPENDIX 1 : LIST OF COMMON SCAC CODES FOR MAIN CARRIERS

Carrier Name	SCAC
Blue Dart	BDTIN
FedEx	FEDEX
Gati Limited	GLMQ
Safe Express Private Ltd.	SFXIN
India Post	IPSIN
Own vehicle / Self transportation	OWNIN

### Glossary

- SCAC: (Standard Carrier Alpha Code)

It is an Amazon defined unique carrier identification code to identify carriers transporting freight to and from Amazon FCs. SCAC given as part of carrier onboarding to be used for all communication purposes with Amazon. For the Indian market, most sellers use their own carriers, and hence use OWNIN.

- BOL: (Bill of Lading)

A document issued by an entity providing transportation services that serves three purposes:

- Serves as receipt for the goods delivered to the carrier for shipment.
- Defines the contract of carriage of the goods from the point of origin to the point of destination according to the responsibilities of the service provider listed on the bill of lading.
- Under certain conditions, provides evidence of title for the goods.