Carrier Central User Manual

Table of Contents

Requesting an Account	2
Logging into the Website	3
Menu Options	4
Submitting an Appointment Request	4
Reviewing Appointments and POD	8
Editing, Rescheduling and Canceling an Appointment	9
Updating Account Information	
Managing Errors	11
Seeking Support	12
Frequently Asked Questions	12
APPENDIX 1: Dos & Don'ts	
APPENDIX 2: Appointment Confirmation Email Sample	
APPENDIX 3: Appointment Re-Scheduled Email Sample	
Appointment Summary	15
Shipments	15
APPENDIX 4: Appointment Edit Confirmation Email Sample	15
Appointment Summary	15
APPENDIX 5: Appointment Edit Confirmation Email Sample	16
Appointment Summary	16
APPENDIX 6: Appointment Edit Failure Email Sample	
Appointment Summary	17
APPENDIX 7: Troubleshooting Errors	

Carrier Central User Manual

Carrier Central is the primary portal for carriers to view and request appointments at any of Amazon's Fulfillment centers. Carriers enter the details of the appointment including PO(s), pallet count, and delivery location, as well as a requested delivery date. Amazon then grants the suggested appointment time if possible or schedules to the next best available day or time. The link to Carrier Central is: <u>https://carriercentral.amazon.com</u>.

To ensure fair appointment access, Carriers are expected to show up for 90% of appointments that are booked or cancel more than 24 hrs prior. Failure to do so will result in removal from Carrier Central. Additionally, Carriers are expected to seek fidelity in the accuracy of their load attributes. Carriers who consistently deliver loads with greater than 30% or less than 30% accuracy to their unit counts, pallet counts or cubic ft attributes will be removed from the Carrier Central.

Requesting an Account

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

• Click on the link "Create your Amazon account"

our nar	
Email	
Passwor	1
At least	6 characters
Re-enter	password
	Create your Amazon account
By creatin Condition	g an account, you agree to Amazon's s of Use and Privacy Notice.
Already h	ave an account? Sign in 🕨

• Fill in the following details, (Picture 2 shows input screen)

•Account type: Carrier/Seller delivering freight or Amazon Vendor account.

o **Standard Carrier Alpha Code (SCAC):** Unique two-to-four-letter code used to identify transportation companies or your company name.

o **Contact Email:** It is strongly suggested to use an email alias or distribution email instead of a personal email in order to improve communication. If operating for a company, please use company email address and not personal email addresses. o **Purchase order Id**: Amazon purchase order (Letters and numbers) provided as part of shipment. Purchase orders for account creation must be authentic and active orders in our system.

o Fulfillment Center (FC) for purchase order: Amazon location where the freight associated to the PO will be delivered (I.e ABE2, MDW2)

amazon	Carrier Central	Request	Search	Account
		Account Information		
Account Typ	e	Car	arrier/Seller 💿 Ver	ndor
Standard Ca	rrier Alpha Code			?
Contact Ema	sit		Email for contact	ing
Purchase Or	der ID		A valid PO for onboard	ing
FC			FC in this	PO
Captcha Veri	ification		b8m8np	naç
			Subr	nit

© 2017 Amazon.com Help Legal Disclaimer Support

Picture 2-Account creation screen

Logging into the Website

Once the account is created, carriers can log in to the website with their username, and password as shown on picture 3.

Email (phone for mo	obile accounts)
1	
Password	Forgot your password
	Sign in
Keep me signed i	n. Details 🔻
New	v to Amazon?
Create you	ur Amazon account

Menu Options

Once logged into the website, the top of the page will provide a set of menu options as shown on picture 4.

- Request-For requesting new appointments.
- Search-Search past appointments requested.
- Account-View/Edit current account information.

amazon	Carrier Central	Request	Search	Account

Picture 4-Main menu bar.

Submitting an Appointment Request

Upon reaching the "Request" screen, provide all the details of the freight as described below and the requested date and time (CRDD) for the appointment; for uploading multiple shipments please see the "Bulk shipment upload" section. Picture 5 shows the appointment request screen.

ama	az	on _{Ca}	nrrier Central			Request	Sea	arch	Account
					Appointment Info	rmation			
		Destination FC					FC operating ho	ABA1 (Florence,08518,NJ,US) ÷	
		Freight Type						Truck Load ÷	
		Load Type						Palletized ÷	
		Is Freight Clampable						Yes ÷	
		Trailer Number						Unique identifier for trailer	
		Carrier Requested Delive	ery Date			07/2	7/2017	lour 0 + Minute 0 +	
		ARN	PRO *	BOL	Pallet Count	Carton Count	Unit Count	PO List (use , as separator) *	
+	1								â
Use this ter	nplate fo	or bulk upload Upload							
								[Clear Submit

© 2017 Amazon.com Help Legal Disclaimer Support

Picture 5-Appointment request screen.

Field Descriptions and Definitions

Destination Fulfillment Center (FC):

• Choose appropriate FC (Amazon location where the freight will be delivered) from drop-down menu.

Freight Type:

• Choose appropriate type from drop-down menu. **Please Note** if you're a consolidation carrier bringing in 53' trailers you can still mark LTL. Carriers delivering on trailers smaller than 53', please use LTL.

Load Type:

• Choose accordingly for Palletized or Floor loaded. **Please Note** incorrectly marking this box can cause your appointment to be rejected at the Fulfillment Center due to time and labor required to unload a floor load versus palletized load. It's the Carrier Central account owner and operator's responsibility to ensure this information provided is correct.

Is Freight Clampable:

• Choose Yes or No depending on if the freight is not palletized and to be unloaded using a clamp truck. This is defined as having space between carton stacks and the trailer walls for mechanized equipment to extract the load versus hand offloading one carton at a time.

Trailer Number:

- **Each trailer being delivered must have a unique Inbound Shipment Appointment (ISA)** If available, provide the trailer number the appointment will be delivered on. When creating an appointment for an ocean or rail container, use the container owner abbreviation followed by the container number.
- Trailer numbers are not required, however, if provided, must consist of at least 1 alpha-numeric character and may contain spaces.

CRDD (Carrier requested delivery date):

- Preferred date for delivering freight to the Amazon FC.
- Please note that the time is given in 24 hour (Military) Time format (I.e 0100 would be 1 AM and 1300 is 1 PM) as most Amazon FC's operate 24 hours.

ARN (Amazon reference number):

- Mandatory for collect freight (not applicable for prepaid freight)
- If provided, it must be a valid ARN known to Amazon TRANS systems

PRO (Progressive Rotating Order) Number:

- **Mandatory value** Provide the appropriate PRO numbers for all shipments being physically delivered under the ISA.
- Each PRO entry is a single value field containing no spaces and no more than 30 characters.
- **Fulfilled by Amazon (FBA) Only** FBA shipment ID's can be used in this field to auto populate the purchase order and unit information (I.E. FBA Shipment ID will always start with "FBAXXXXXXX"). All FBA shipment ID's physically delivering under the ISA must be entered into the appointment at time of creation.

BOL (Bill of Lading):

- Provide the BOL number given by the vendor in this field.
- Cannot contain any spaces (must be a single token)
- Cannot be longer than 30 characters

Pallet Count:

• Only necessary for appointment requests with Load Type "Palletized" and must be greater than 1.

Carton Count:

• Value must be greater than 1

Unit Count:

• Optional field, complete based on shipper provided BOL information or for FBA shipments the unit count can be provided via the auto populate feature.

PO List:

- **Mandatory field** Separate POs by a space or comma. Each PO must be a valid PO known to Amazon Transportation systems and match the destination FC on the appointment request. All POs must be the same freight terms on a single shipment line.
- **Please Note** Freight Forwarders, Brokers, Carriers, and Sellers requesting appointments through non Amazon contracted carriers must ensure the PO list is accurate and reflects what will be physically delivered at time of appointment creation.
 Failure to do so can result in appointments being deleted without notice and for freight to be rejected at the Fulfillment Centers.

After filling all the details click on the submit button.

Once the request for an appointment is submitted to Amazon, you will get a message that the appointment request has been registered (But not confirmed/scheduled in the system). After being verified by our system, the request will then be scheduled and the actual appointment details will be communicated through the requestor's email address.

Important Note:

You will receive an acknowledgement of the request immediately from the portal. However, you will have to wait for confirmation on the appointment. The confirmation email that you receive once the appointment is confirmed is shown in Appendix -2. You can check the status of the appointment in the portal itself. The appointment status will change from "Pending confirmation" to "Confirmed" once the appointment is confirmed.

Bulk Shipment Upload:

Instead of having to manually enter shipment level information (PO, BOL, ARN, Pallets, Cartons, etc.) one line at a time, the browse button (Marked on the red square on picture 6) 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.

amazon	Carrier Cer	itral		Request	s Si	earch	Account
			Appointmen	t Information			
Destinat	ion FC				FC operating hours ABE	2 (Breinigsville, 18031, PA, US)	. *
Freight 1	ype					Truck Load	
Load Typ	e					Palletized	:
Is Freigh	t Clampable					Yes	
Trailer N	umber						
Carrier R	equested Delivery Date			(m) 06/0	2/2017 Ho	our 0 + Minute 0	US/Eastern
Request	er Comments						
ARN	PRO *	BOL	Pallet Count	Carton Count	Unit Count	PO List (use , as separa	stor) *
	123					123	0

Picture 6-Bulk shipment upload.

After you've entered the applicable information into the spreadsheet (Example shown on picture 7), you can upload the spreadsheet to the Carrier Central website. Each shipment will show up in a new line within the appointment field. You will then have the ability to make corrections, remove a shipment, add another shipment, etc.

Some helpful hints:

- Make sure to save your excel file in .csv format
- The size of the file should not exceed 2MB
- Do not enter shipments for multiple trucks on the same spreadsheet.

Please use the given bulk upload template file to for uploading multiple shipments.

Pasti	Copy *	B Z U + ⊞ + Font	A A	Alignment	e & Center + S + S	% • 568 +98 lumber 14	Conditional Format Formatting * as Table *
4	A	8	c	D	E	F	G
L A	RN	PRO # *	BOL#*	Pallet Count	Carton Count *	Unit Count	PO List (use , as sep
1							

Picture 7-Bulk shipment spreadsheet template.

The portal asks for confirmation that the data provided is correct for the appointment sought. Please verify again and click "Submit" to confirm the appointment.

Reviewing Appointments

You can view past appointments by clicking on the "Search Appointments" option in the menu screen. Use this search option to review the details of past appointments as well as appointments you currently have scheduled with the Fulfillment Center. If you leave the search fields blank, the results will include all appointments that have been scheduled by you. Appointments can be searched under the following criteria:

Search by ISA (Inbound shipment appointment) Number:

amaz	on	Carrier Central	Request	Search	Account
Search By ISAs	Search By Dates	Search By Shipment IDs			
ISAs			Please limit amount to 10 and use , as sep	arator	Submit
		Арроі	ntments which were not created by you are removed from the result.		

Picture 8-Search by ISA

Enter ISA number, multiple numbers (Up to 10) can be entered using a comma as a separator.

Search by Dates:

amazon	Carrier Central	Request Sea	arch Account
Search By ISAs Search By Dates	Search By Shipment IDs		
Creation Date Last Updated Date	From 🗐 07/27/2017	0 ÷ 0 ÷ To 🗑 07/28/2017	0 ÷ 0 ÷ Submit
Requested Delivery Date	Appointments which we	re not created by you are removed from the result.	

© 2017 Amazon.com Help Legal Disclaimer Support



The following date search criteria can be used:

- Appointment creation date.
- Last updated date
- Scheduled arrival date (Appointment time)

• Requested delivery date (CRDD)

Search by shipment ID's:

amazon	Carrier Central	Request	Search	Account
Search By ISAs Search By Dates	Search By Shipment IDs			
Purchase Order Bill of Lading Progressive Number				Submit
Amazon Reference Number	Арроі	ntments which were not created by you are removed from the result.		

© 2017 Amazon.com Help Legal Disclaimer Support

Picture 10-Search by Shipment ID info.

The following date search criteria can be used:

- By Amazon purchase order (PO)
- Bill of Lading (BOL)
- Progressive Rotating Number (PRO)
- Amazon Reference Number (ARN)

Retrieving your Proof of Delivery (POD)

- 1. After you drop Load at Final Destination
- 2. Search in Carrier Central for Electronic P.O.D with corresponding ISA

amazon ca	nrier Central	Request	Search	Performance	Account
Search By Appointment IDs	Search By Dates Search By Shipment Information List	t All Active Appointments			
Appointment IDs	Please limit amount to 10 and use , as separator.				Submit
	Арр	iointments which were not created by you are remov	ed from the result.		
© 2020 Amazon.com Help	Legal Disclaimer Support	English(US) E	本語 Español(ES) Español((MX) Português(BR) Português(PT) Er	nglish(UK) Deutsch Francais 箇件中文 Italiano Türkçe Nederlands Svenska

3. Carrier will Click "Search By Appointment IDs" Tab and click "Submit"

mazo	Carrier	Central			Request	Search	Performanc	e Acco	Account	
earch By Appointm	nent IDs Search B	y Dates Search By Shipmen	t Information List All Active Ap	ppointments						
Appointment IDs		Please limit amount to 10 and	use , as separator. 130531961							Submit
lter Options										
			Appointments wi	hich were not	created by you are remove	ed from the result.				
Destination FC	Appointment ID \$	Appointment Reference Code \$	Carrier Requested Delivery Date ≎	Status ¢	Scheduled Time 🗢	Arrival Time 🖨	CheckIn Time 🖨	Unloaded Time	Closed Time	
CI 57	130531961	CLE3-BJ-KSR5B	08/28/2020 12:30 EDT	Arrived	08/28/2020 13:00	09/02/2020 15:09 EDT	09/02/2020 15:10 EDT			Edit

© 2020 Amazon.com | Help | Legal Disclaimer | Support

English(US) 日本語 Español(ES) Español(MX) Português(BR) Português(PT) English(UK) Deutsch Francais 简件中文 Italiano Türkçe Nederlands Svenska

4. Select "View" Electronic P.O.D. will populate

				Appointment Infor	mation					
	Appointment ID							13051363		
	Appointment Reference Code			CLE3 &	0.13 40 K568					
	Destination FC			0.63						
	Status			Antwod						
	Scheduled Time			08/28/	1020 13:00 EDT					
	Finight Type			Less Th	an Truck Load					
	Load Type			Paluto	d					
	Is Freight Clampable			Yes						
	Tailer Netther			140.4	9401					
	Carrier Benuested Delivery Dr.	10		01/28/	020 12-10 EDT					
	Arrival Tene			09/02/	04/02/2020 15:09 107					
	Cheddin Time			08/02/	09/02/2020 15:10 E07					
	Appointment Disclaimer			in order confirm quality.	to comply with social distancing guidelines, we hav ation that the shipment described above from the o quantity or condition of the units contained in the s	e stopped signing BOLs. In lieu of a signed BOL, plea arrier has been delivered to Amazon. We have not ye hiornent.	se use this snapshot and electronic timestamp as proof of Linspected the content of the shipment and therefore main the shipment and therefore main the shipment and therefore main the shipment and therefore main the shipment and therefore main the shipment and the shipment and therefore main the shipment and shipment and the shipment and the shipment the shipment and shipment and the shipment and the shipment the shipment and shipment the shipment shipment and the shipment and the shipment the shipment shipment the shipment shipment the shipment shipment the shipment shipment the shipment shipment shipment the shipment shipment shipment the shipment shipment shipment shipment the shipment shipment shipment shipment shipment the shipment ship	delivery. The electronic timestamp serves only as is no representation at this time about the		
				Shipment Inform	ation					
	ABN	MO	BOL List (see , as separator)	Shipment Inform Vendor Name	ation Pullet Count	Carton Count	Unit Count	PO List (see , as separated) *		
1	ABN	PRO 026-8030737	BOK List (see, as separator) 00716630009737789	Shipment Inform Vender Name	Pullet Count 2	Carton Count 125	Unit Count 215	PO Lilt (see , is separater) * 68460(m)		
1	A8N 10552497313	PRO 036-8030737 006-3007603	BOL UX (see , is separater) 001460000177789 VC16/R0000	Shipment Inform Vender Name	Pallet Count 2 1	Carton Count 125 19	Unit Count 215 154	PO List (see , as separated) * (SACQTN 14/TRONG)		
1 2 3	ARN 10552497315	1960 028-6050737 006-505763 038-8015368	804, List (see, -e separater) 0071460000717738 VCI-0100020 004114030500001	Shipment Inform Vonder Name	Pattet Count 2 1 1	Cartin Count 125 19 0	Unit Count 213 154 402	PO List (see , in separator) * Galactors Increases Successor Successor		
1 2 3 4	APN 10552497315 10457920475	PBD 056-8050737 006-502765 055-8075588 184-1506894	800, Lide Sone, an superstand 0015600000177789 VCI:04000400 0041157020459800001 300011	Shipment Inform Vorder Name	Putet Count 2 1 1 1	Carton Court 125 19 0 28	Unit Count 273 354 462 776	PO List (see , in separating * disaction 1 territorida) 2007QG/F dispon(537		
1 2 5 4 5	ARN 10552407315 10457020473	PRD 0.06.4020737 0.06.5001003 0.06.4035530 0.06.4050738	EQL 135 (see, -s: sequence) 00146200017799 VS-VS-VS000001 00411/0500300001 300013 001460000177940	Shipment Inform VinderName	Pullist Court 2 1 1 1 5	Carten Court 125 19 0 28 130	Unit Count 233 454 452 175 450	PO Lide (see, as separated * datagon terningaga beningan datagons datagons		
1 2 5 4 5 6	ARN 10553407313 10457020473 10457009633	960 028-800/77 036-5070/25 038-80758 184-150854 026-802718 234-021110	800. Lids (see, we separated) contracconstrations Vicine/local contractions contractions Statistica contractions contracti	Shipment Inform Vooler Kans	Patien Patient Court 2 1 1 5 5 1	Cartin Cout 125 13 0 28 120 114	Unit Canet 213 154 402 156 400 1567	PO Eliti (sm., ni superator) * datopin hrmbodi 2007bp07 datopin datopin datopin datopin		
1 2 3 4 5 6 7	ARN 10552407911 10457920473 10457920473	NO 054/00117 055/0018 054/0138 054/0018 064/0018 054/0018 055/0018 055/0018	80. List (ar., a: superior) 0.07140000017788 0.0714000001 0.0714000001 3.06010 0.071400000017140 0.0705000017140 0.0501000047002	Shipment Inform Vinder Nene	Public Court 2 1 1 5 5 1 1 1	Carten Guere 125 13 0 28 120 120 144 1	008 Caust 213 422 175 400 1967 596	PO Data Saon, as impandent * datagon Himitidada Sundrigan datagon Sundra, datagon Sundra, data		
1 2 3 4 5 6 7 8	ARN 10552497815 10457020475 10457020475	1900 004.600717 004.500718 004.500718 004.600718 204.00718 234.00718 016.005461 11%001299	RX.Lts (are, an expension contracconstraints of contractions) contractions contract	Shipment Inform Vender Kens	Patiet Caret 2 1 1 1 5 5 1 1 1 1 1 1 1 1 1	Carton Caust 155 19 0 28 28 100 1144 1 3	Unit Count 213 144 462 175 460 1967 956 664	PO List son, as supported * GADON Himbodu 20070407 GADON Schultz, shroothy 10061494 Historical Schultz Schultz, Schultz Schultz Schultz		
1 2 3 4 5 6 7 8 9	ABN 1055240711 10427020475 10497020453 10497020453 1049204025	NO 08.400177 09.5008 08.40558 08.40558 08.40558 08.40078 08.40078 08.40078 08.40078 08.40078 08.40084 174.001299 06.40084	BOL Life (are, an approxim) contracocontrame contracocontrame contractores benta contractores co	Shipment inform	Nuts Cours 2 1 1 3 1 5 1 1 1 1 1 3 1 1	Ceten Cent 125 3 3 3 3 3 3 3 3 3 3 3 3 4 4 1 1 4 0	Link Caue 213 412 412 415 400 1937 966 466 100	PO Data San , as separateri * datogos sectopar sectopar datos Sunda, que sectopar Sunda, que sectopar datos Sunda, que sectopar datos dato		
1 2 3 4 5 6 7 8 9 30	ARK 1055249733 10457920473 10457920473 10553914583 10542934020	P60 0x8.000177 0x8.00188 0x8.00188 0x8.00178 0x8.00178 0x8.00178 0x8.00184 11%001299 0x8.00184 0x8.00158	RX.Lts (are, an approxim) contracconstraints contractionstraints c	Shipment Inform	ation Palat Gant 2 1 1 5 5 1 1 1 1 1 1 1 1 1 1 1 1 1	Coten Cost 125 3 3 3 3 3 3 3 3 3 3 3 3 3 3 3 3 3 3 3	348 Gunt 233 44 453 455 456 456 456 456 456 456 456 456	PO List (and , is imparated) * GADQIN WHIROUG I SHORTAGE BEAMING BEAMI		
1 2 3 4 5 6 7 8 9 9 30 11	AN 10554/115 1047102/75 1047102/75 1047101415 104401023 104201023	PRO 06-8-000797 06-8-00788 06-8-0788 06-8-0788 06-8-00789 0-9-8-0780 0-9-8-0780 0-9-7800000000	BO, Lik (se, e, superior) 00716200071778 0071600001 00716000017194 00716000071794 0080610000-49022 008185 00818500001	Shipment inform	ation Nata Cont 2 1 1 5 5 5 3 3 3 3 3 3 3 3 3 3 3 3 3 3 3	Ceter Cark 125 39 30 30 30 31 44 40 0 34	000 Cant 2 13 4 2 7 15 4 0 7 15 7 16 7 16 7 16 7 16 7 16 7 16 7 16 7 16	PO Data Saw, as segurated * datagon sectopary sectopary datagon Surratis, and sectopary tabatagon data		
1 2 3 4 5 6 7 8 9 50 11 11 12	AN 1955,04711 1943/35/47 1943/35/47 1955/34/83 1955/34/83 1955/34/83 1955/34/87 1955/34/87	P60 0.4.00077 0.0.4.00076 0.4.4.00076 0.4.4.00076 0.4.4.0076 0.4.4.0076 0.4.4.0076 0.4.4.0076 0.4.4.0076 0.4.4.0076 0.4.4.0076 0.4.4.4.07 0.4.4.4.0 0.4.4.4 0.4.4.4 0.4.4.4 0.4.4.4 0.4.4.4 0.4.4.4 0.4.4.4 0.4.4.4 0.4.4.4 0.4.4.4 0.4.	RX.Lis.(ar., ar. upperson) consecution of consecution of consecution of consecution of consecution of consecution	Shipment inform	ation Pala Care 2 1 1 1 1 5 1 1 1 1 1 1 1 1 1 1 1 1 1 1	Coten Gast 125 3 3 3 3 3 5 5 7 144 1 1 3 4 0 0 2 3 4 0 0 2 3 5 5	243 Cure 2 23 44 42 155 46 157 46 46 46 46 46 46 22 5 46 44	PO List (and , is imparently * GLAGON WinKINGU SHOTQUY		
1 2 3 4 5 6 7 8 9 30 11 11 12 13	AN 10520735 104705075 104705053 10550154 10550154 10550154 10550154 10550154	760 08.50077 08.5008 08.5008 18.1088 18.1088 18.508 08.5078 24.42078 08.5084 19.6024 19.6024 19.6024 19.6024 19.6024 19.6026	BC.List (are, an appender) 0.071642000717780 0.071402000700001 0.07140200000001 0.0714020000001 0.0718000 0.071870000001 0.071870001 0.071870001 0.071870001 0.071870001 0.071870001 0.071870001 0.071870001 0.071870001 0.071870001 0.07187001 0.07187001 0.07187001 0.07187001 0.07187001 0.07187001 0.07187001 0.07187001 0.07187001 0.07187001 0.07187001 0.07187000000 0.0718700000000 0.07187000000000000000000000000000000000	Shipnent inform	ation Nut Cont 2 1 1 5 1 1 1 1 1 1 1 1 1 1 1 1 2	Cettor Caust 125 30 30 30 31 31 40 0 0 34 35 35 31	bet Care 2 13 42 42 40 40 40 40 40 40 40 40 40 40 40 40 40	PO List (and , an appointer)* 6.4400 N HIMTODU 2 SUNTERS, MENDARY 6.4400 N SUNTERS, MENDARY 6.4400 N SUNTERS, MENDARY 6.4400 N 2.4400 N 2.		
1 2 3 4 5 6 7 8 9 9 9 9 9 9 11 12 13 14	AN 1983,847315 1943,535675 1948,5355475 1948,53554183 1945,53554183 1945,53554183 1945,53554183 1945,53554183 1945,53554183 1945,53554183 1945,53554183 1945,53554183 1945,53554183 1945,545775	P60 00.400077 00.400078 00.40078 00.4078 00.40778 00.40778 00.40778 00.40728 00.40728 00.407 00.4078 00.407	RX.Lit.fat, a superior or maccountry or version or vere	Shipment inform	ation Paul Court 2 1 1 1 1 1 1 1 1 1 1 1 2 2 2	Carter Cart 133 13 13 13 13 13 14 1 1 1 1 1 1 1 1 1	048 Guet 2 33 54 42 55 56 56 56 56 56 56 56 56 56 56 56 56	PO List law, is separately * 66400 N Heritagui 200700 Y 6660135 66600 N 66600 N 66600 N 678400 N 78400 N		
1 2 3 4 5 6 7 8 5 5 6 7 8 5 5 6 7 8 9 50 11 12 11 12 11 14 14 15	AN 10520735 106705075 106705053 105908485 105908485 105908485 105908485 105908485 10590845 10590845 10590845 1059085 100000000000000000000000000000000000	P60 08.50077 08.50078 08.5008 18.10684 18.10684 08.6078 24.67178 08.6738 08.6738 08.6738 08.6738 08.6738 08.6738 08.6738 08.6738 08.6738 08.6738 08.6738 08.6738 08.6738 08.6738 08.6738 08.6758 09.6758 09.7558 09.67588 00.67588 00.6758000000000000000000000000000000000000	85,121 (bit, a, superior) 00716200071778 00716200071780 00716200070300 00716200071780 00716200071780 00716200071780 007162007 007162007 007162007 0071620 0071620 0071620	Shipnent inform	ation Nuts Cont 2 1 1 5 1 5 1	Catan Caul 125 19 10 100 144 1 1 40 0 0 144 19 19 19 19 19 20 20 21 22 22 22 22 22 22 22 22 22 22 22 22	bet Care 2 - 13 4 - 2 4 - 2 4 - 2 4 - 2 4 - 4 5 - 4 4 - 4 - 2 7 - 7 5 - 5 6 - 4 - 2 7 - 7 5 - 5 6 - 4 - 2 7 - 7 5 - 5 6 - 5 7 - 7 7 - 7 7 7 - 7 7 - 7 7 - 7 7 - 7 7 - 7 7 - 7	PO Data Jawa, as supported * 62,000 million sectory and sectory an		

5.

Disclaimer: You can use this POD only to start claims process or as a temporary POD. This electronic POD does not mean that all units are received. It's only to state that Amazon has unloaded the trailer. Any receive pallet, units and carton confirmation needs a further investigation.

Editing, Rescheduling and Canceling an Appointment

Outside of Amazon controlled appointment moves or cancelations, appointment management is the account operator's responsibility. Carrier performance is measured based on account performance and incorrectly managed appointments can cause an account to be placed on an escalation path that can result in termination of the account.

Carriers have the ability to edit, reschedule and cancel an appointment using the Carrier Central portal. You may:

- Reschedule and Cancel
- Add additional shipments (PROs)
- Remove shipments (PROs)
- Modify ARN number (applies to Collect shipments only)
- 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
- Request a new appointment for redirected freight
- **Note**: Any of the above edits modifying the categorical types or amount of freight delivering under the ISA could trigger the confirmed appointment to revert back to pending confirmation if the system determines the changes have been substantial enough to impact processing.

To submit edit, reschedule or cancel a request, log into your Carrier Central account and search for the appointment.

Hoon for earch criteria, the website throws a list of appointments matching the condition(s). Locate the Appointment Request ID or Appointment ID (ISA #) and select the "Edit'. Please be aware that no edits can be made within 1

hour of scheduled delivery time.

Rescheduling Your Appointment

- Select the 'EDIT' button next to the appointment.
- Enter your updated CRDD, shown on the red box on picture 11
- Select the appropriate reschedule reason code.
- Select the 'SUBMIT' button.

amazon Carrier Central	Request Search	Account			
Арроі	ntment Information				
Appointment Id	5cae41d4-e7fb-00e0-de21-de1abf2139fd				
Destination FC	BDL1				
Freight Type	Less Than Truck Load	:			
Load Type	Floor Loaded	•			
Is Freight Clampable	FALSE	•			
Trailer Number					
Carrier Requested Delivery Date	Image: Control of the second	US/Eastern			

Picture 11-Appointment re-schedule

Add a Shipment(s)

- Select the 'EDIT' button next to the appointment.
- Select 'Add more shipments' link shown in the red box marked on picture 12.
- Select 'SUBMIT' button.

	ARN	PRO *	BOL	Pallet Count	Carton Count	Unit Count	PO List (use , as separator) *	
1								0
dd more s	hipments pr Bro	wse						

Picture 12-Adding shipments

Remove a Shipment(s)

- Selecting the 'EDIT' button next to the appointment button
- Select 'Remove' button next to the shipment that you wish to remove from the appointment, shown in the red box marked on picture 13.
- Select 'SUBMIT' button.

	ARN	PRO *	BOL	Pallet Count	Carton Count	Unit Count	PO List (use , as separator) *	
1								Û
Add mo	re shipments or Bro	owse						



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. You will then receive a follow-up email informing you whether the request has been approved / denied.

Please create a case in Case Management or call our Hotline number (866-203-8372) if you require assistance.

Updating Account Information

Account information can be edited by selecting account settings under the top menu bar, shown in picture 14. The contact email listed will be the email address that all appointment confirmations are sent to.

amazon	Carrier Central	Request Search	Account
		Account Information	
	Account ID	A20UHC9XNZOCFO	
	Company Type	CARRIER	
	Standard Carrier Alpha Code	AMZN	
	Contact Email	abc@amzn.com	
		Submit	
© 2017 Amazon.com	n Help Legal Disclaimer Support	English(US) English(UK) Deutsch Francais 日本語 简体中文 Espa	ňol(ES) Español(MX) Italiano Português



Managing Errors

If an appointment being requested by the carrier contains any errors, the website will specify the error message for that request in the request itself. Carriers will get to know of the error message immediately when the data provided fails validation. For example, if the PO is invalid, the carrier will be asked to recheck the PO or check the PO number with the vendor. A completely correct appointment request will not generate any error message and the carrier will be automatically notified with an acknowledgement that the data provided is accurate and valid.

Seeking Support

For support please calling our Hotline: 866-203-8372 or if you are an Amazon Contracted Carrier, you may submit a case through case management.

Frequently Asked Questions

How do I handle delayed shipments?

As soon as you are aware that you will miss a confirmed appointment, please follow the below guidelines:

- If you know 6 hours in advance or more, please edit the appointment with the updated CRDD at the earliest.
- If the appointment is within 6 hours:
 - o Amazon Contracted Carriers: Cut a case via Case Management
 - Non Amazon Contracted Carriers : Please contact NOC via hotline (1-866-203-8372 Option 1)

What if Appointment Confirmations are delayed?

Please reach out to NOC via Case Management or the Hotline: 866-203-8372 if an appointment has not been granted 24 hours after the request was submitted.

What if I need to add additional shipments?

If you have additional shipments that you wish to add to a confirmed appointment, edit the appointment directly through Carrier Central. Do note that if the system determines the additional freight added results in a substantial impact on processing, you may receive an appointment time different than the current schedule.

How do I cancel appointments?

If you are no longer executing a delivery, or accidentally requested multiple appointments for the same load, you are required to pro-actively go to Carrier Central and cancel these appointments. Failure to adhere to these guidelines will be monitored as part of your performance.

I am not sure when my load will be able to deliver, can I submit multiple delivery request on my estimated delivery dates?

Please only submit a single appointment per physical delivery you will be making. Then manage that appointment delivery time using the instructions provided in section "Editing, Rescheduling and Canceling an Appointment".

APPENDIX 1: Dos & Don'ts

Dos:

- Do utilize Carrier Central as a tool to coordinate shipment deliveries into Amazon facilities only for valid Retail and FBA shipments.
- Do request appointments in Carrier Central using POs provided by suppliers that are yet to be fulfilled.
- Do request a single appointment for each physical delivery.
- Do provide a minimum of 24 hour notice prior to rescheduling or canceling appointment requests.
- Do update purchase order content of your delivery inbound shipping appointment (ISA) if you add more than 30% of total truck load manifest in either unit count, carton count, or total pallets.

Don'ts:

- Do not create Carrier Central accounts that are not under your parent company name and SCAC.
- Do not request an appointment for freight that is already scheduled.
- Do not sell or trade ISAs with no intention of making an actual delivery under the parent company name or SCAC to a shipper or another freight delivery service provider.
- Do not use POs that are closed and/or created after appointment creation.
- Do not exceed a total of 10% of appointments with less than 24 hour notice of Cancelation, No Call No Show or Rescheduling within a 4 week period.

Please note: Users who are not following the guidelines mentioned under the Dos and Don'ts may be subject to immediate Carrier Central account suspension and/or termination.

APPENDIX 2: Appointment Confirmation Email Sample

Hello Team, GMP of AMZN,

An appointment with ISA Id **5504430062** has been confirmed at Amazon.com's IND1 Fulfillment Center for **20-Aug-2014 10:00 EDT**.

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



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: IND1 Inbound Shipment Appointment (ISA) ID: 5504430062 Inbound Shipment Request (ISR) ID: 3490

Arrival Date: 20-Aug-2014 10:00 EDT Door: 1050000

Trailer Number:

Shipments:

PRO: FRANKGEN8 BOL: 000008 Carton count: 30 POs: M8757091

Have a great day! Amazon.com Transportation Department

APPENDIX 3: Appointment Re-Scheduled Email Sample

Hello John Doe on behalf of WXZY,

A confirmed appointment with appointment ID 20381013 on September 23, 2009 12:30:00 PM EDT at Amazon.com's SDF1 for the shipment listed below has been rescheduled.

The new appointment ID is 20381013 and the appointment is on September 23, 2008 12:30:00 PM EDT.

If you have additional concerns or need assistance, please reply to this e-mail.

Thanks!

Appointment Summary

Fulfillment Center: SDF1 Inbound Shipment Appointment (ISA) ID: 20381013

Arrival Date: September 23, 2008 12:30:00 PM EDT Departure Date: September 23, 2008 1:00:00 PM EDT Door: 32.0

Shipments PRO: 838-771393 BOL: 126965117 Pallet count: 1 Carton count: 70 POs: L7419309

Have a great day!

Amazon.com Transportation Department

APPENDIX 4: Appointment Edit Confirmation Email Sample

Hello Team, GMP of AMZN,

We have received your request to edit appointment ISA (147487062). After the FC reviews your request, you will receive a follow up email notification that will advise you of the status of your request (approve / deny).

If you have any questions or require assistance with this request, please contact <u>carpsupport@amazon.com</u>.

Appointment Summary

Fulfillment Center: IND1 Inbound Shipment Appointment (ISA) ID: 147487062

Appointment Date: 31-Dec-1969 19:00 EST Requested Appointment Date: 2011-09-27T07:00:00.000-07:00 Door: 0.0

Trailer Number:

ISR 1823 (old) Shipments PRO: 631641982 BOL: 67361912 Pallet count: 54 Carton count: 56 Unit count: 55 POs: Q3186909

PRO: 27826196391 BOL: 583260263 Pallet count: 2 Carton count: 2 Unit count: 2 POs: Q3186909

ISR 1824 (new) Shipments PRO: 63164198212 BOL: 67361912 Pallet count: 60 Carton count: 110 Unit count: 55 POs: Q3186909

Have a great day!

APPENDIX 5: Appointment Edit Confirmation Email Sample

Hello Team, GMP of AMZN,

Your request to edit appointment for ISA 147498062 on 01-Jan-1970 00:00 EST has been confirmed at Amazon.com's IND1 Fulfillment Center for the shipment listed below. Please make sure you have the appointment ID ready when you show up for the appointment.

If you have additional concerns or need assistance, please reply-all to this e-mail. Thanks!

Appointment Summary

Fulfillment Center: IND1 Inbound Shipment Appointment (ISA) ID: 147498062

Arrival Date: 01-Jan-1970 00:00 EST Door: 1.0

Trailer Number:

Shipments PRO: 98632

BOL: 63243982387 Carton count: 70 POs: Q3186909

Have a great day!

Amazon.com Transportation Department

APPENDIX 6: Appointment Edit Failure Email Sample

Hello Team, GMP of AMZN,

Our apologies, but your request to edit appointment ISA (147487062) has been denied. Please ensure that the details of the original appointment are maintained and you deliver according to what was originally requested.

If you have any questions or require assistance with this request, please contact <u>carpsupport@amazon.com</u>.

Appointment Summary

Fulfillment Center: IND1 Inbound Shipment Appointment (ISA) ID: 147487062

Appointment Date: 31-Dec-1969 19:00 EST Requested Appointment Date: 2011-09-27T07:00:00.000-07:00 Door: 0.0

Trailer Number:

ISR 1823 (old) Shipments PRO: 631641982 BOL: 67361912 Pallet count: 54 Carton count: 56 Unit count: 55 POs: Q3186909

PRO: 27826196391 BOL: 583260263 Pallet count: 2 Carton count: 2 Unit count: 2 POs: Q3186909

ISR 1824 (new) Shipments PRO: 63164198212 BOL: 67361912 Pallet count: 60

Carton count: 110 Unit count: 55 POs: Q3186909

APPENDIX 7: Troubleshooting Errors

Error Message 1: PO is Invalid

The website will prompt the user to verify the PO number or validate it with the vendor.

Error Message 2: Shipment #3: PO 'M7XXXXXX' is pre-paid; it should be moved to another line *Description*: This message appears whenever a collect PO has been added to a shipment containing Prepaid POs.

Solution: Enter the Pre-paid POs in the next shipment with another PRO number.

Error Message 3: Shipment #3: PO 'K5XXXXX' is only valid for 'RNO1' FC *Description*: When the destination FC on the appointment request form does not match with the FC to which the PO is designated in our records.

Solution: Please approach the shipper to get the correct details.

Error Message 4: ARN Required or ARN Missing

Description: An ARN is an Amazon Reference Number, which we assign to Collect Vendors. If you are trying to submit an appointment and are getting a message saying that you need an ARN, you might have a PO that is Collect, which you are not supposed to have. In such case we would strongly recommend to approach your shipper to have the PO flipped to "pre-paid" so that your request goes through.

Regardless of what the paperwork says, the PO has to show as Collect in Amazon's system, which dictates how appointments are granted. The shipper may have incorrectly labeled the PO as prepaid on the BOL. You will not receive an appointment until the PO has been flipped to pre-paid. We suggest you engage the shipper, who can ask their buyer to flip the PO.