

English

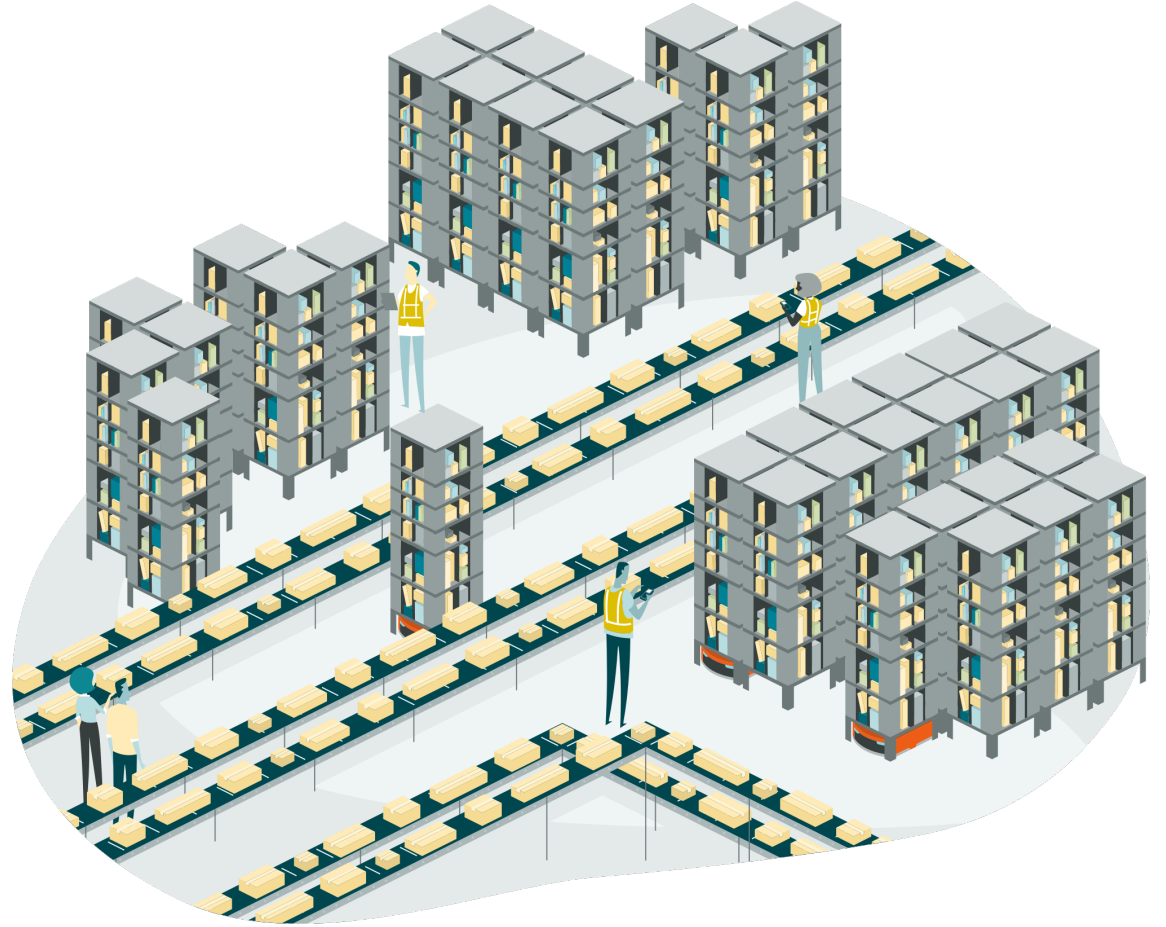
العربية

العربية



الشحن من قبل أمازون

كيفية تسليم
السلع التي تشحن من
قبل أمازون إلى
مستودع أمازون





الشحن من قبل أمازون

ما هو مركز شركات الشحن على أمازون؟

مركز شركات الشحن - البوابة لشركات الشحن والبائعين والتجار لعرض وطلب المواعيد إلى أي من مراكز تلبية/مستودعات أمازون

تحتاج شركات الشحن إلى إدخال تفاصيل الموعد بما في ذلك طلب (طلبات) الشراء وعدد صناديق الكرتون وعدد الوحدات وعدد الألواح وموقع التوصيل، بالإضافة إلى تاريخ التوصيل المطلوب. ستقدم أمازون وقت الموعد المقترح إذا كان متاحًا أو ستحدد موعدًا لليوم أو الوقت المتاح التالي.

يجب على شركات الشحن والبائعين دائمًا استخدام مركز شركات الشحن لطلب وقت التوصيل في مستودعات أمازون لتوصيل الطلبات

amazon Carrier Central

Log In

Welcome to Carrier Central

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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Create account

Your name

Email

Password

i Passwords must be at least 6 characters.

Re-enter password

Create your Amazon account

By creating an account you agree to Amazon's [Conditions of Use & Sale](#). Please see our [Privacy Notice](#), our [Cookies Notice](#) and our [Interest-Based Ads Notice](#).

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

[Conditions of Use](#) [Privacy Notice](#) [Help](#)

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كيف يمكنني الوصول إلى مركز شركات الشحن؟

يمكنك الوصول إلى مركز شركات الشحن من خلال الرابط أدناه:

<https://carriercentral.amazon.sa>

البائعين - يمكن استخدام نفس بيانات تسجيل الدخول كرقم بائع أمازون التعريفي

شركات الشحن - تحتاج إلى إنشاء حساب جديد - اضغط على التسجيل واتبع خطوات إعداد الحساب أدناه:

- الاسم/ البريد الإلكتروني/ كلمة المرور



الشحن من قبل أمازون

الوصول لأول مرة - صفحة الانضمام:

عند الدخول إلى مركز شركات الشحن للمرة الأولى، يجب عليك إكمال معلومات الانضمام - تحتاج إلى القيام بذلك مرة واحدة:

- 1) نوع الحساب - حدد إما البائع / شركة الشحن
- 2) رمز الفا المعياري لشركة الشحن (SCAC) - رمز أبجدي رقمي فريد مكون من 5 أحرف تستخدمه أمازون لتعريف كل طرف يقوم بالدخول إلى مركز التلبية - اختر أي رمز ليكون رمز الفا المعياري لشركة الشحن (SCAC)، على سبيل المثال (ABC12)
هذا مرجع قياسي لتحديد شركة الشحن / البائع القادم إلى مركز التلبية
- 3) اسم الشركة - إما اسم شركة الشحن / شركة البائع اعتماداً على من يقوم بتوصيل السلع إلى مستودع أمازون
- 4) اسم جهة الاتصال - أدخل اسم جهة الاتصال الخاصة بك للحساب مع عدم وجود مسافات - وهذا لا يمكن تغييره بمجرد إعداده - الحد الأدنى 8 حروف، على سبيل المثال "TestShopKSA"
- 5) البريد الإلكتروني للتواصل - الذي ستستخدمه شركة الشحن لإرسال تأكيدات المواعيد
- 6) نصح باستخدام عنوان بريد إلكتروني يمكن للعديد من المستخدمين الوصول إليه (مثل صندوق بريد مشترك)
رقم الاتصال - المستخدم للاتصالات الخاصة بشركة الشحن، يرجى إدخال رمز الوصول الدولي (على سبيل المثال +966)

amazon Carrier Central

Request Search Account

On-boarding Information

Account Type* Carrier Vendor

Standard Carrier Alpha Code*

Company Name*

Contact Name*

Contact Email*

Contact Phone* ex. (+)1231231234

Preferred Language for Email Communication* English(UK) v

In order to verify that you are authorised 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.

Purchase Order ID*

Destination FC for the above PO*

Captcha Verification* 8d8b7y

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(7) الرقم التعريفي لطلب الشراء:

تحتاج شركات الشحن إلى إدخال الرقم التعريفي لطلب الشراء أو الرقم التعريفي المرجعي لأمازون الذي يتم الحصول عليه من البائعين.

يرجى من البائعين إدخال الرقم التعريفي المرجعي لأمازون يمكنك العثور على الرقم التعريفي المرجعي لأمازون في خطة الشحن - اذهب إلى قسم المخزون في مركز بيع أمازون - اضغط على "إدارة الشحنات التي تشحن من قبل أمازون" < "تتبع الشحنة" - سوف تجد الرقم التعريفي المرجعي لأمازون هنا:

لا تقم بإدخال الرقم التعريفي للشحنة هنا

(8) **المستودع الوجهة** وهو رمز من 4 خانات متوفر في موقع الشحن إلى لتتبع الشحنة (اتبع نفس العملية أعلاه) وقم بأخذ الرمز الموجود أسفل 'الشحن إلى' (على سبيل المثال RUH3، RUH4، JED6)

In order to verify that you are authorised 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.

Purchase Order ID*

Destination FC for the above PO*

Captcha Verification*

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English(US) 日本語 Español(ES) Español(MX) Português(BR) Português(PT) English(UK) Deutsch Français 简体中文 Italiano Türkçe

Send/Replenish Inventory [Learn more](#)

FBA (3/31/19 12:56 PM) - 1 Rename

Set Quantity	Prepare Products	Label Products	View Shipments	Prepare Shipment	Summary
Ships from Susan McGregor 123 Main Street Dubai, AE	Shipment name/ID Name: FBA (3/31/19 12:56 PM) - 1 ID: FBA15CC3FHZ3 Amazon Reference ID: 88J6PUKF	Ship to DXB3 LOGISTICS COMPLEX DLC, LC-1-WO00, DLC-2-WE37 DUBAI, AE AE (DXB3)	Shipment contents 1 MSKUs 10 Units	Shipment status READY TO SHIP Created: Mar 31, 2019 Updated: Mar 31, 2019 <input type="button" value="Mark as shipped"/>	



الشحن من قبل أمازون

كيف يمكنني معرفة ما إذا تم إنشاء حسابي بنجاح؟

سوف تتلقى إشعارًا بالبريد الإلكتروني بعد إنشاء الحساب بنجاح بالإضافة إلى بيانات اعتماد تسجيل الدخول التي أدخلتها لإنشاء حساب. يرجى الانتظار لفترة تبلغ 20 دقيقة بين وقت تفعيل حساب مركز البيع وأول طلب موعد حتى يتمكن النظام من إنشاء SCAC.





الشحن من قبل أمازون

حجز موعد على مركز شركات الشحن

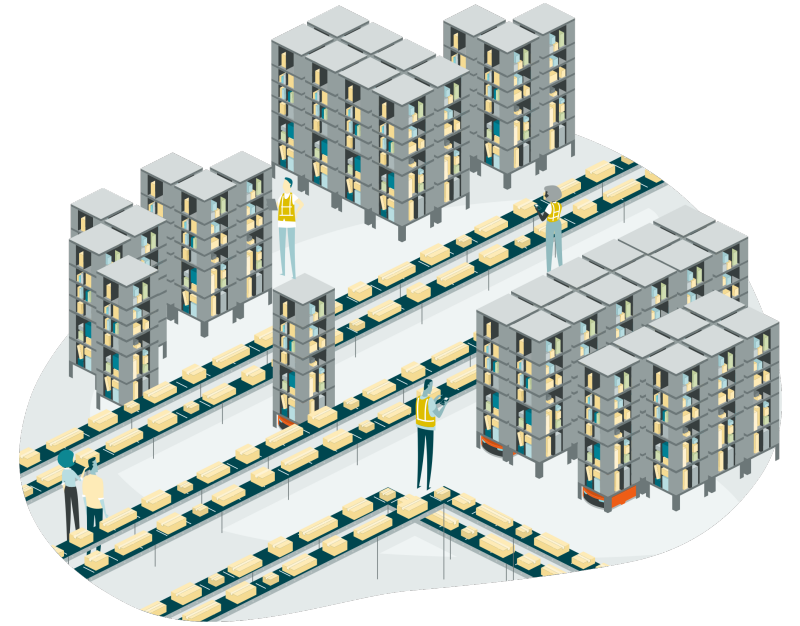
قم بتسجيل الدخول إلى مركز شركات الشحن مع بيانات الاعتماد (اتبع الخطوات في إنشاء حساب جديد في مركز شركات الشحن).

يمكنك الوصول إلى مركز شركات الشحن من خلال الرابط التالي:

<https://carriercentral.amazon.sa>

المعلومات الهامة المطلوب توافرها:

- 1) الرقم التعريفي المرجعي لأمازون - تحتاج إلى إدخال الرقم فقط في المرة الأولى التي ستقوم فيها بتسجيل الدخول إلى مركز شركات الشحن - معلومات الانضمام
- 2) الرقم التعريفي للشحنة - والتي سوف تصبح رقم الشراء
- 3) المستودع الوجهة - على سبيل المثال RUH3، RUH4، JED6





الشحن من قبل أمازون

كيف يمكنني طلب موعد على مركز شركات الشحن لتوصيل شحنتي؟
اضغط على "إرسال طلب" على الصفحة الرئيسية لمركز شركات الشحن لإنشاء موعد على مركز شركات الشحن، وقم بإكمال الخطوات التالية.

ملاحظة – قم بطلب موعد واحد فقط لكل شاحنة – إذا كنت بحاجة إلى التوصيل مع شاحنات متعددة، يرجى تقديم العديد من المواعيد حسب عدد الشاحنات.
يجب طلب **جميع** المواعيد قبل 24 ساعة على الأقل من الوقت المطلوب.

(1) اختار المستودع الوجهة وتأكد من تطابقه مع موقع الشحن (على سبيل المثال (JED6 ،RUH4 ،RUH3

- استخدم رابط ساعات التشغيل للمستودع للحصول على أوقات العمل المفتوحة للمستودع

- إذا لم يتطابق طلب الشراء والمستودع الوجهة، فإن الموعد لن يكتمل

amazon Carrier Central **Request** Search Account

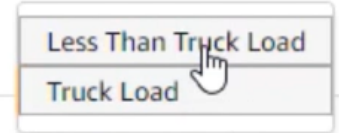
Appointment Information

Destination FC	FC operating hours	DXB3 (DUBAI,AE,AE) ▼
Freight Type		Truck Load ▼
Load Type		Palletised ▼
Is Freight Clampable		Yes ▼
Trailer Number		Unique identifier for tr
Carrier Requested Delivery Date	03/30/2019	Hour 0 ▼ Minute 00 ▼ Asia/Dubai
Requester Comments	Please add any additional instructions here.	

▼ Show Temperature Zones



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- (2) وقت الشحن، حدد الخيار المناسب من القائمة المنسدلة:
 - بالنسبة لشركات الشحن ذات الشحنات المتعددة من بائعين مختلفين، يرجى اختيار "أقل من حمولة الشاحنة"
 - بالنسبة لشركات الشحن التي تشحن من بائع واحد فقط، حدد "حمولة الشاحنة" - للبائع حدد "حمولة الشاحنة" حيث أن الشحنة من حساب واحد فقط
- (3) نوع التحميل - حدد: على ألواح الشحن أو على الأرض دون الألواح
- (4) هل الشحنة قابلة للتثبيت - قم بإبقاء الخيار نعم كخيار افتراضي
- (5) رقم المقطورة - هو رقم لوحة المركبة (اختياري)
- (6) تاريخ ووقت التوصيل - أقرب وقت تستطيع فيه التوصيل قبل الموعد المحدد بـ 24 ساعة
- (7) تعليقات مقدّم الطلب - يرجى إضافة أي تعليقات ذات صلة في هذا الصندوق لمساعدة مستودعنا عند إرسال منتجاتك



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	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="FBA15CC31Q17"/>	<input type="text" value="Amazon U"/>	<input type="text" value="3"/>	<input type="text" value="10"/>	<input type="text" value="100"/>	<input type="text" value="FBA15CC31Q17"/>	
+									

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- (1) ARN (اختياري) - اترك الحقل فارغاً
- (2) PRO (اختياري) - اترك الحقل فارغاً
- (3) BOL - قم بتعبئة الحقل بالرقم التعريفي للشحنة التي تشحن من قبل أمازون
- (4) اسم التاجر - اسم الشركة الخاصة بالبائع / التاجر
- (5) عدد الألواح/الصناديق/الوحدات - الخاصة بالشحنة لضمان تطابق المخزون عند إرساله
- (6) قائمة طلب الشراء - يرجى إدخال الرقم التعريفي للشحنة على قائمة طلب الشراء - إذا كان لديك أرقام تعريفية متعددة للشحنة، يرجى إدخال جميع الأرقام مفصولة بفاصلة.

- يرجى التأكد من أن طلبات الشراء أو الرقم التعريفي للشحنة التي تشحن من قبل أمازون في حالة "مفتوحة" أو "جاهزة للشحن" قبل طلب موعد
- سيعطيك مركز شركات الشحن رسالة خطأ إذا حاولت حجز موعد لخطة الشحن بحالة "مغلقة" أو "العمل على الشحنة"



الشحن من قبل أمازون

تحقق من أن جميع التفاصيل قد تمت إضافتها بشكل صحيح، ثم اضغط على "طلب موعد" ستظهر نافذة منبثقة بنجاح طلب الموعد إذا تمت إضافة جميع التفاصيل بشكل صحيح؛

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✓ Appointment created successfully. You can view and edit your appointment [here](#) ✕

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سيقوم فريق جدولة الشحنات الواردة في مستودع أمازون بمعاينة الطلب ومنحك موعد بناءً على سعة التفريغ للمستودع.

بمجرد تأكيد ذلك، سيتم إرسال بريد إلكتروني للتأكيد إلى عنوان بريدك الإلكتروني المسجل.



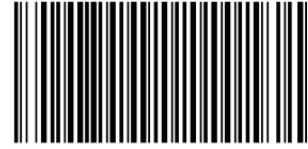
الشحن من قبل أمازون

مثال على بريد إلكتروني لموعد
إرسال الشحنات إلى المستودع:

Hello,

An appointment for FBASA with ISA Id 13733892296 has been confirmed at Amazon.com's RUH3 Fulfillment Center for Mon 04/27/2020 15:15 AST.
Please make sure you have the appointment ID ready when you show up for the appointment.

13733892296



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: RUH3
Inbound Shipment Appointment (ISA) ID: 13733892296
Appointment Reference Code: RUH3-5I-KJ1AQ

Arrival Date: Mon 04/27/2020 15:15 AST
Door: 2

Trailer Number:

Shipments:

ISD: 21851482296
PRO: FBA15CX3SPQK
Pallet count: 0
Carton count: 1
POs: [7JML6CDF]
BOLs: []

Have a great day!

Amazon.com Transportation Department

Dear requester,

This email is to confirm the details of your recent delivery request.
Before you deliver, please make sure the driver will:
Entirely fulfill our delivery requirements
Show up no later than 30 minutes after the time given below
Hand the booking reference 205033161 to our safety yard

If you need to amend this appointment or cannot achieve your confirmed slot, please modify this booking using Carrier Central portal ONLY (Go to 'Search Past appointments' and edit your earlier request, detailing the modification reason into the comment section).

Appointment Summary:
Amazon warehouse: DXB1
Booking reference #: 205033161
Delivery Date: Mon 12/11/2018 10:00

Shipments:

ISD: 2495976161
PRO: null
Pallet count: 1
Carton count: 102
POs: 6W7GHULN
BOLs: 7559416273

Further help is available on Carrier Central portal help pages.

Have a nice day!

Best Regards,
ME Amazon Bookings Team

- الرقم التعريفي المرجعي للحجز -
مقم بشاركته مع الأمن عند دخول
مستودع أمازون - (يرجى
الوصول قبل الموعد المحدد بـ 30
دقيقة)

- تحقق من تاريخ ووقت التوصيل
لضمان وصولك حسب الموعد
المتفق عليه



الشحن من قبل أمازون

تذكيرات هامة:

1. يجب توصيل الشحنات حسب موعد الموعد النهائي والتاريخ المحدد لمستودعات أمازون
2. إن تقديم موعد لا يمنح الإذن لتسليم البضائع ما لم يتم تأكيد الموعد من قبل أمازون. يرجى التحقق من بريدك الإلكتروني المسجل لمعرفة الوقت المحدد / التفاصيل المعدلة للموعد
3. أنت مسؤول عن التحقق من حالة الموعد المطلوب للجدول النهائي المؤكد كما تم منحه من قبل أمازون، والالتزام بوقت الموعد المحدد



الشحن من قبل أمازون

كيفية جدولة موعد في مركز شركات الشحن بكميات كبيرة:

اضغط على النموذج لتحميل نموذج Excel
لطلب شحنات متعددة بدلاً من إضافة معلومات
مستوى الشحنة يدوياً مرة واحدة كل مرة.

	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"/>	FBA15CC31Q17	Amazon U	<input type="text" value="3"/>	<input type="text" value="10"/>	<input type="text" value="100"/>	FBA15CC31Q17	
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يرجى تقديم:

- قائمة BOL (الأرقام التعريفية للشحنة) واسم البائع وعدد الألواح وعدد الصناديق وعدد الوحدات وقائمة طلب الشراء
- ARN و PRO اختيارية ويمكن تركها فارغة.
- إذا كان هناك عدة طلبات شراء أو أرقام تعريفية للشحنة، استخدم "،" للفصل

يرجى ملاحظة:

- استخدام ملف Excel بامتداد csv.
- لا تقم بتعديل النموذج
- لا تقم بإدخال الشحنات لشاحنات مختلفة على جدول البيانات نفسه
- تأكد من أن حالة طلب الشراء هي "العمل على الشحنة"
- تأكد من أن المستودع يطابق الرقم التعريفي للشحنة (طلب الشراء)
- تأكد من إكمال جميع الحقول الإلزامية

	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) *
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الشحن من قبل أمازون

	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"/>	<input type="text"/>	<input type="text"/>	<input type="text"/>	<input type="text"/>	<input type="text"/>	<input type="text"/>
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Use this [template](#) for bulk upload in CSV

إذا تم تحميله بنجاح، فستظهر كل شحنة كخط منفصل جديد في صفحة معلومات الموعد ويمكن تعديلها.

اضغط على "إنشاء تلقائي" لاسترداد تفاصيل طلب الشراء والألواح والصناديق وبعد إتمام عملية التحقق اضغط على "طلب موعد"

▼ Show Temperature Zones


	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="FBA00001"/>	<input type="text" value="VendorA"/>	<input type="text" value="5"/>	<input type="text" value="4"/>	<input type="text" value="150"/>	<input type="text" value="FBA00001"/>	<input type="text"/>
2	<input type="text"/>	<input type="text"/>	<input type="text" value="FBA00002"/>	<input type="text" value="VendorB"/>	<input type="text" value="5"/>	<input type="text" value="10"/>	<input type="text" value="80"/>	<input type="text" value="FBA00002"/>	<input type="text"/>
3	<input type="text"/>	<input type="text"/>	<input type="text" value="FBA00003"/>	<input type="text" value="VendorC"/>	<input type="text" value="8"/>	<input type="text" value="2"/>	<input type="text" value="50"/>	<input type="text" value="FBA00003"/>	<input type="text"/>
+									

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



الشحن من قبل أمازون

كيفية البحث عن المواعيد وتتبعها وتعديلها

amazon Carrier Central Request  Search Account

[Search By Appointment IDs](#) [Search By Dates](#) [Search By Shipment Information](#) [List All Active Appointments](#)

Appointment IDs Please limit amount to 10 and use ';' as separator.

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

يمكنك البحث
حسب الأرقام
التعريفية للموعد
أو التواريخ
باستخدام عوامل
التصفية (الفلاتر)
المتوفرة



الشحن من قبل أمازون

كيفية البحث عن المواعيد وتتبعها وتعديلها

amazon Carrier Central Request Search Account

Search By Appointment IDs Search By Dates Search By Shipment Information List All Active Appointments

Carrier Requested Delivery Date From 04/03/2019 To 04/04/2019 Submit

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

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يمكنك البحث حسب الأرقام التعريفية للموعد أو التواريخ باستخدام عوامل التصفية (الفلاتر) المتوفرة

يمكنك تعديل المعلومات التالية:

- إعادة جدولة / إلغاء الموعد
- إضافة شحنات أو حذفها (BOLs)
- تعديل رقم BOL، أرقام طلب (طلبات) الشراء، نوع التحميل، رقم المقطورة
- زيادة / تخفيض عدد الألواح والصناديق
- تعديل تعليقات مقدم الطلب

سوف تتلقى رسالة بريد إلكتروني من مستودع أمازون لتأكيد أو رفض تعديل الطلب - يرجى التأكد من التحقق من رسائل البريد الإلكتروني بعد أي تعديلات

English

Contents

Carrier Central.....	2
Requesting an Account	2
Logging into the Website	3
Menu Options	3
Submitting an Appointment Request	4
Bulk Shipment Upload	6
Reviewing Appointments	7
Search by ISA (Inbound shipment appointment) Number:	7
Search by Dates	7
Search by shipment ID's	8
Editing, Rescheduling and Canceling an Appointment	8
Rescheduling Your Appointment	9
Add a Shipment(s)	9
Remove a Shipment(s)	9
Updating Account Information	10
Managing Errors	10
Seeking Support	11
Frequently Asked Questions	11
APPENDIX 1: Dos & Don'ts	12
APPENDIX 2: Appointment Confirmation Email Sample	13
APPENDIX 3: Appointment Re-Scheduled Email Sample	14
APPENDIX 4: Appointment Edit Confirmation Email Sample	15
APPENDIX 5: Appointment Edit Confirmation Email Sample	16
APPENDIX 6: Appointment Edit Failure Email Sample	17
APPENDIX 7: Troubleshooting Errors	18
Error Message 1: PO is Invalid	18
Error Message 2: Shipment #3: PO 'M7XXXXXX' is pre-paid; it should be moved to another line	18
Error Message 3: Shipment #3: PO 'K5XXXXXX' is only valid for 'RNO1' FC	18
Error Message 4: ARN Required or ARN Missing	18

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: <https://carriercentral.amazon.com>

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"



Create account

Your name

Email

Password

Re-enter password

Create your Amazon account

By creating an account, you agree to Amazon's [Conditions of Use](#) and [Privacy Notice](#).

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

Picture 1-Account creation prompt.

- Fill in the following details, (Picture 2 shows input screen)
 - **Account type:** Carrier/Seller delivering freight or Amazon Vendor account.
 - **Standard Carrier Alpha Code (SCAC):** Unique two-to-four-letter code used to identify transportation companies or your company name.
 - **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.
 - **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.
 - **Fulfillment Center (FC) for purchase order:** Amazon location where the freight associated to the PO will be delivered (I.e ABE2, MDW2)

The screenshot shows the 'Account Information' form in the Amazon Carrier Central interface. The form includes the following fields and options:

- Account Type:** Radio buttons for 'Carrier/Seller' (selected) and 'Vendor'.
- Standard Carrier Alpha Code:** A text input field with a question mark icon to its right.
- Contact Email:** A text input field with the placeholder text 'Email for contacting'.
- Purchase Order ID:** A text input field with the placeholder text 'A valid PO for onboarding'.
- FC:** A text input field with the placeholder text 'FC in this PO'.
- Captcha Verification:** A section containing a captcha image with the characters 'b8m8np' and a text input field with the placeholder 'Type the characters in imaç'.

A yellow 'Submit' button is located at the bottom right of the form.

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.

The screenshot shows the Amazon Sign in screen. It features the Amazon logo at the top. Below the logo, the text 'Sign in' is displayed. The form includes the following elements:

- Email (phone for mobile accounts):** A text input field with a vertical cursor.
- Password:** A text input field.
- Forgot your password?:** A blue link next to the password field.
- Sign in:** A yellow button.
- Keep me signed in. Details:** A checkbox and a blue link.
- New to Amazon?:** A horizontal line with the text 'New to Amazon?' centered below it.
- Create your Amazon account:** A grey button.

Picture 3-Login screen

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.



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.

Appointment Information									
Destination FC	FC operating hours						ABA1 (Florence,08518,NJ,US) ▾		
Freight Type							Truck Load ▾		
Load Type							Palletized ▾		
Is Freight Clampable							Yes ▾		
Trailer Number							Unique identifier for trailer		
Carrier Requested Delivery Date	07/27/2017		Hour	0 ▾	Minute	0 ▾			
+	1	ARN	PRO *	BOL	Pallet Count	Carton Count	Unit Count	PO List (use , as separator) *	
		<input type="text"/>	<input type="text"/>	<input type="text"/>	<input type="text"/>	<input type="text"/>	<input type="text"/>	<input type="text"/>	<input type="text"/>
Use this template for bulk upload <input type="button" value="Upload"/>									
									<input type="button" value="Clear"/> <input type="button" value="Submit"/>

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.

The screenshot shows the 'Appointment Information' section of the Amazon Carrier Central interface. It contains several input fields and dropdown menus for appointment details. Below the main form is a table for listing shipments. The table has columns for ARN, PRO #, BOL, Pallet Count, Carton Count, Unit Count, and PO List. A red square highlights the 'Browse...' button located below the table, which is used to upload a spreadsheet.

	ARN	PRO #	BOL	Pallet Count	Carton Count	Unit Count	PO List (use , as separator) *
1		123					123

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.

The screenshot shows an Excel spreadsheet template for bulk shipment upload. The spreadsheet has columns labeled A through G, corresponding to ARN, PRO #, BOL #, Pallet Count, Carton Count, Unit Count, and PO List. The PO List column header includes a note: 'PO List (use , as separator) *'.

	A	B	C	D	E	F	G
1	ARN	PRO # *	BOL # *	Pallet Count	Carton Count *	Unit Count	PO List (use , as sep

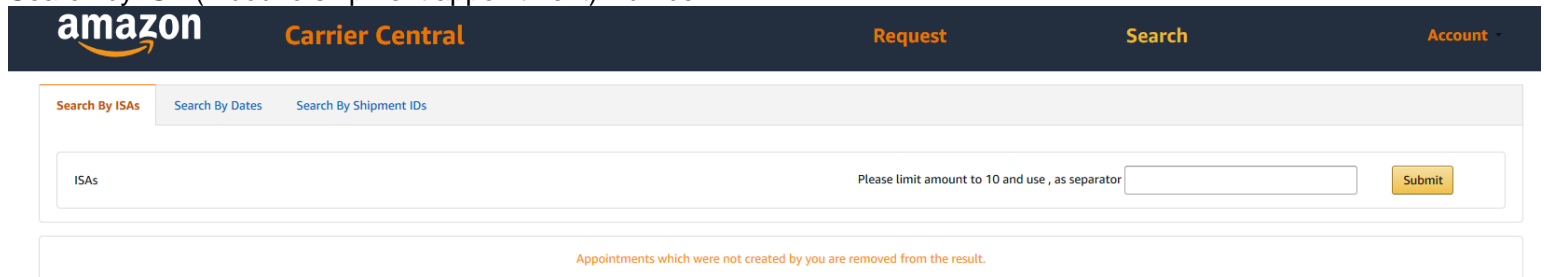
Picture 7-Bulk shipment spreadsheet template.

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:

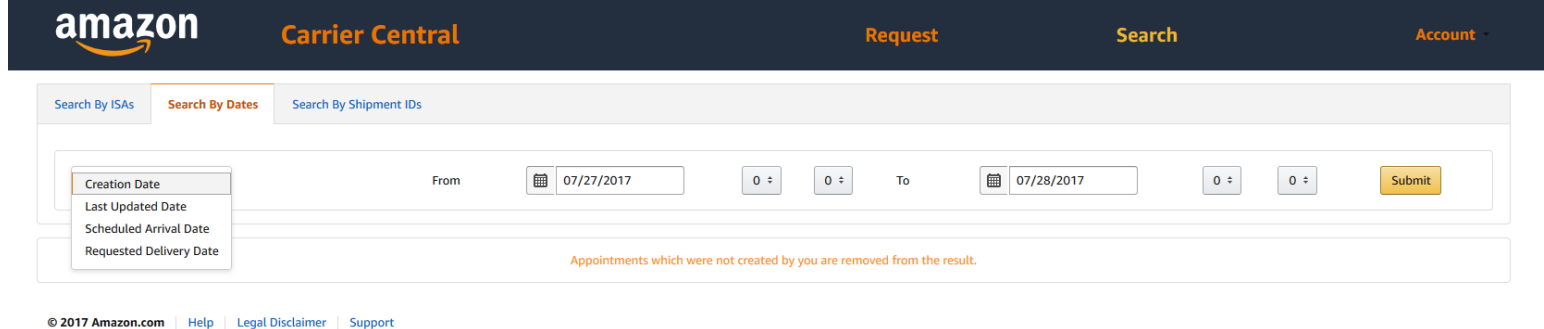


The screenshot shows the Amazon Carrier Central search interface. At the top, there is a dark blue navigation bar with the Amazon logo, "Carrier Central", and buttons for "Request", "Search", and "Account". Below this, there are three tabs: "Search By ISAs" (selected), "Search By Dates", and "Search By Shipment IDs". The main search area has a text input field labeled "ISAs" and a "Submit" button. A note below the input field says "Please limit amount to 10 and use , as separator". At the bottom of the search area, there is a message: "Appointments 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:



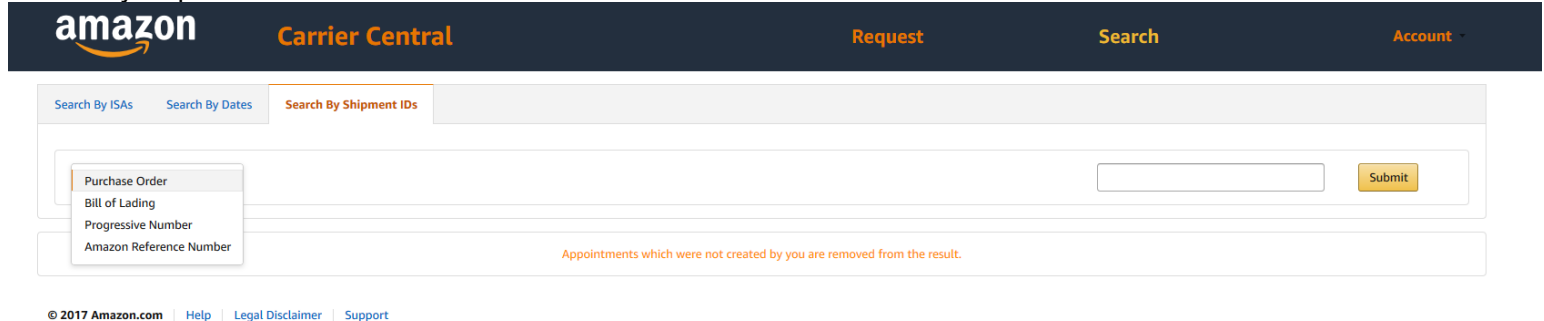
The screenshot shows the Amazon Carrier Central search interface. At the top, there is a dark blue navigation bar with the Amazon logo, "Carrier Central", and buttons for "Request", "Search", and "Account". Below this, there are three tabs: "Search By ISAs", "Search By Dates" (selected), and "Search By Shipment IDs". The main search area has a "From" date field with a calendar icon, a "To" date field with a calendar icon, and a "Submit" button. A dropdown menu is open on the left, showing options: "Creation Date", "Last Updated Date", "Scheduled Arrival Date", and "Requested Delivery Date". A note below the input fields says "Appointments which were not created by you are removed from the result."

Picture 9-Search by dates

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:



The screenshot shows the Amazon Carrier Central search interface. At the top, there is a dark blue navigation bar with the Amazon logo, "Carrier Central", and buttons for "Request", "Search", and "Account". Below this, there are three tabs: "Search By ISAs", "Search By Dates", and "Search By Shipment IDs" (selected). The main search area has a text input field and a "Submit" button. A dropdown menu is open on the left, showing options: "Purchase Order", "Bill of Lading", "Progressive Number", and "Amazon Reference Number". A note below the input field says "Appointments which were not created by you are removed from the result."

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)

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.

Upon specifying your search 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.

The screenshot shows the Amazon Carrier Central interface. At the top, there is a navigation bar with the Amazon logo, "Carrier Central", and buttons for "Request", "Search", and "Account". Below this is a table titled "Appointment Information" with the following fields:

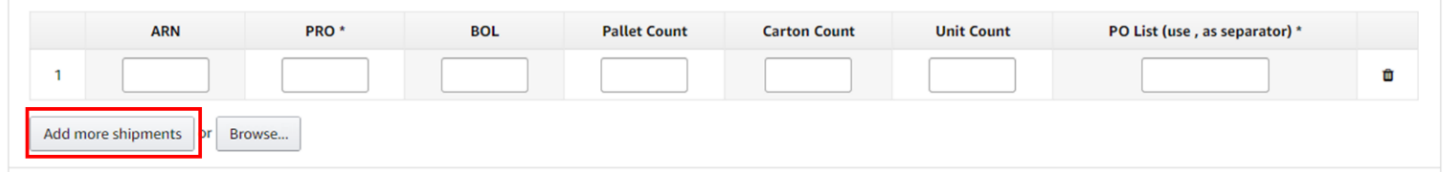
Appointment Information	
Appointment Id	5cae41d4-e7fb-00e0-de21-de1abf2139fd
Destination FC	<input type="text" value="BDL1"/>
Freight Type	<input type="text" value="Less Than Truck Load"/>
Load Type	<input type="text" value="Floor Loaded"/>
Is Freight Clampable	<input type="text" value="FALSE"/>
Trailer Number	<input type="text"/>
Carrier Requested Delivery Date	<input type="text" value="08/02/2017"/> Hour <input type="text" value="17"/> Minute <input type="text" value="30"/> US/Eastern

The "Carrier Requested Delivery Date" field is highlighted with a red box, indicating the area for editing the appointment date and time.

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.

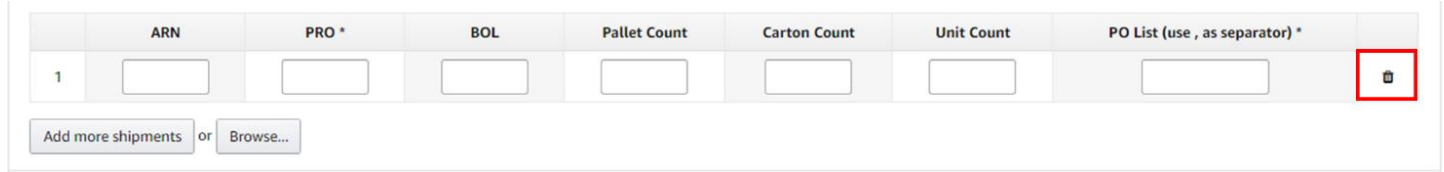


The screenshot shows a table with columns: ARN, PRO *, BOL, Pallet Count, Carton Count, Unit Count, and PO List (use , as separator) *. Below the table is a row with an 'Add more shipments' button highlighted in a red box, followed by 'or' and a 'Browse...' button.

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.



The screenshot shows the same table as in Picture 12. The 'Remove' button (trash icon) in the rightmost column of the first row is highlighted in a red box.

Picture 13-Removing shipments

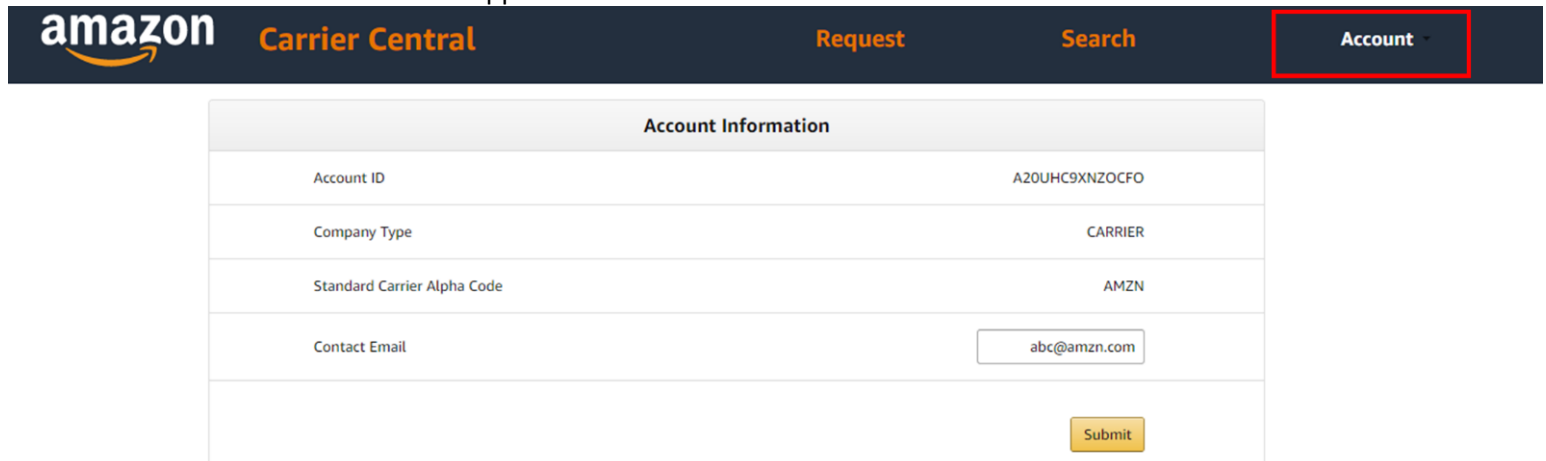
All other appointment modifications can be made by selecting the appropriate choice from the corresponding drop down menu.

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.



The screenshot shows the Amazon Carrier Central interface. The top navigation bar includes 'amazon', 'Carrier Central', 'Request', 'Search', and 'Account' (highlighted in a red box). Below is the 'Account Information' form with the following fields:

Account Information	
Account ID	A20UHC9XNZOCFO
Company Type	CARRIER
Standard Carrier Alpha Code	AMZN
Contact Email	<input type="text" value="abc@amzn.com"/>
<input type="button" value="Submit"/>	

Picture 14-Account information edit.

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:
 - 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

Do's:

- Do provide all the POs in the appointment request, the PO's listed on the appointment must match the physical BOL brought to the Amazon facility.
- Do provide the correct ARN, PRO (mandatory) and BOL as required in the portal.
- Please note down the request ID for your reference.
- Do contact the hotline if there is any exception to be handled such as a driver is running late.
- Do check with the vendor or seller 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, only one appointment request can be made per physical delivery. Duplicate appointment requests are subject to deletion without notice and can lead to account closure.
- Do not share your user id or password with any unauthorized person.
- Do not mix collect POs with prepaid POs in the same PRO.
- Do not use POs or FBA Shipment ID's that will not be physically present on your delivery to an Amazon building.
- Do not request an appointment delivery in the future if total contents and POs have not been determined or provided by the vendor or seller.

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 carpsupport@amazon.com.

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 carpsupport@amazon.com.

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 'K5XXXXXX' 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.