

CARRIER APPOINTMENT REQUEST PORTAL

User Guide for

Carriers/Vendors/Sellers

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1. ABOUT TRANSPORTATION CENTRAL (CARP)

In an effort to continuously improve supply chain efficiencies, we have launched Transportation Central (Carrier Appointment Request Portal) for sellers, carriers and vendors who have been engaged directly with Amazon to move freight to Amazon Fulfillment Centers. This portal is expected to provide a standard process and reduce the time taken to schedule appointments at any Amazon Fulfillment Centres (FC). It is mandatory for every FBA seller, carrier or vendor to have an account on Transportation Central.

2. REQUESTING A NEW CARP ACCOUNT

2.1. Go to the link <https://transportation.amazon.in/>

2.2. Click on "Request New Account"



Transportation Central

Log In

Username

Password

[Request New Account](#)

[Forgot Your Username/Password?](#)

[Questions? Problems? Contact Us](#)

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2.3. Click on "Carrier/Seller" and fill in the following details:

Request New Account

Carrier/Seller Vendor

First Name

Last Name

Standard Carrier Alpha Code ?

Email Address

Confirm Email Address

Telephone Number

Username

Password

Confirm Password

Type the characters you see in the image

Image

Type Characters

[Please 'Check' the Terms and Conditions](#)

Error

- The SCAC not found in Amazon CARP database. Please input below details to register a new SCAC

Request New Account

Carrier/Seller Vendor

First Name: Shrey

Last Name: Vasa

Standard Carrier Alpha Code: VASA ?

Email Address: shreyv@amazon.com

Confirm Email Address: shreyv@amazon.com

Telephone Number: 9591108080

Username: gamma2

Password: ●●●●●●

Confirm Password: ●●●●●●

PO Number: FBAM1TZTD ?

Your Company Name: Vasa Logistics

Fax Number: 9591108080

Type the characters you see in the image

Image:

Type Characters: HLCLMT

Please 'Check' the Terms and Conditions


Field	Details
First Name	Enter your first name
Last Name	Enter your last name
Standard Carrier Alpha Code (SCAC)	<p>SCAC is a unique four-letter code which is utilised by Amazon systems for submission of delivery requests to the Fulfillment Center.</p> <p><u>New SCAC:</u> If you are a new user, mention any alphabetical four-letter code as your SCAC. A SCAC should always be simple and easy to remember, eg. FDEX (Fedex), GLMQ (Gati Limited)</p> <p><u>Existing SCAC:</u> If you have a CARP account already and are aware of your SCAC code, please utilise the same SCAC code while requesting multiple CARP accounts.</p>
Email Address	Enter your email address. This email id would be utilised for all CARP related communication. In case you want multiple CARP accounts, please ensure to utilise the same email domain.
Telephone Number	Enter your contact number. This number will be utilised for all CARP related communications.
Username	Enter a Username.
Password	Enter a Password.

PO Number	Enter a shipment ID which is in 'Ready to ship' state. The system would throw an error if any 'Work in Progress' shipment id is entered.
Your Company Name	Enter your Company Name
Fax Number	Enter your Fax Number. In case you do not have a fax number, please enter your mobile or landline number.

2.4. Please 'Check' the Terms and Conditions.

Click home to proceed for login. Click submit to proceed, Back to make Changes

Please confirm the details entered by you.

First Name	Shrey
Last Name	Vasa
Email Address	shreyv@amazon.com
Standard Carrier Alpha Code	VASA
Username	gamma2
	9591108080
Your Company Name	Vasa Logistics
Fax Number	9591108080
Type the characters you see in the image	
Image	
Type Characters	<input type="text"/>
<input type="button" value="Back"/>	<input type="button" value="Submit"/>

2.5. Confirm the details and click 'Submit' to proceed.

2.6. You will receive an email notification on account creation along with login credentials and account activation link. Please click on that link to activate your account.

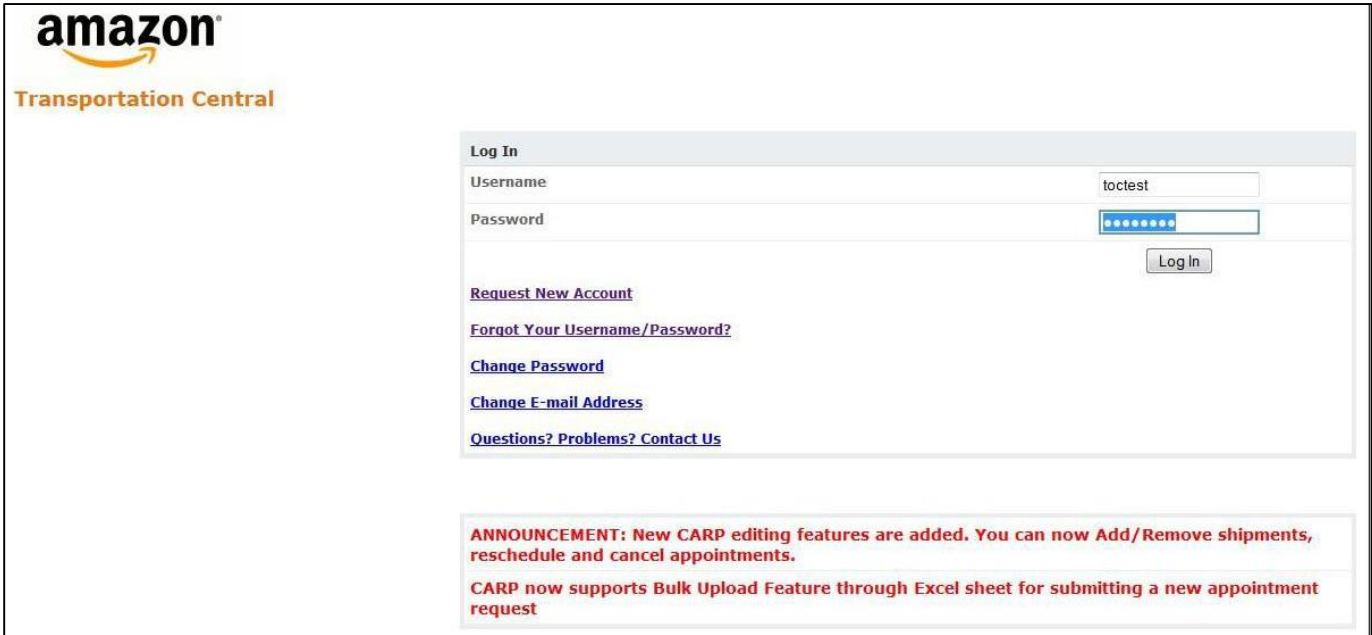
2.7. You can now click on <https://transportation.amazon.in/> and use your login credentials to request an appointment. As the system takes some time to create and reflect a new SCAC, please ensure there is a time gap of 15-20 minutes between CARP account creation and the first appointment request.

3. SUBMIT A CARP APPOINTMENT

3.1. Go to the link <https://transportation.amazon.in/>

3.2. Enter user name and password.

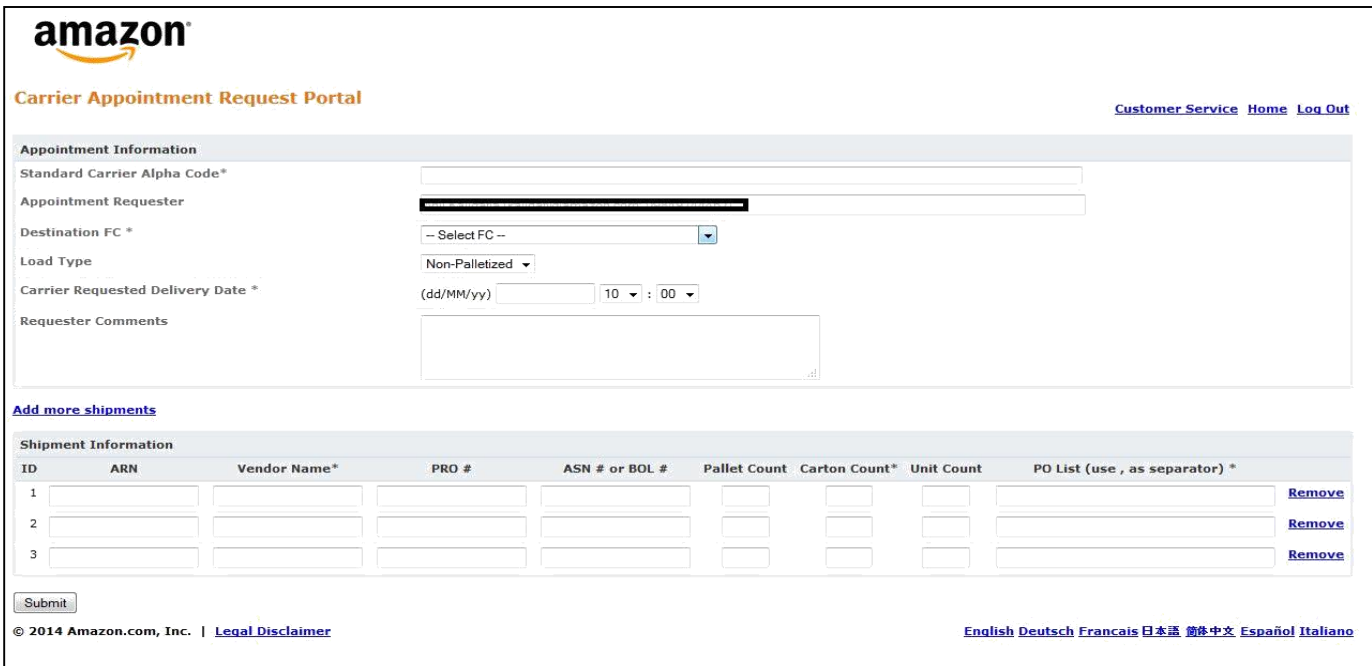
3.3. Click the "Login" button to access your account.



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

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

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



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



Carrier Appointment Request Portal

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

Appointment Information

Standard Carrier Alpha Code*

Appointment Requester

Destination FC *

Load Type

Carrier Requested Delivery Date * (dd/MM/yy) :

Requester Comments

[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 type="text"/>	<input type="text"/>	<input type="text"/>	<input type="text"/>	<input type="text"/>	<input type="text"/>	<input type="text"/>	<input type="text"/> Remove
2	<input type="text"/>	<input type="text"/>	<input type="text"/>	<input type="text"/>	<input type="text"/>	<input type="text"/>	<input type="text"/>	<input type="text"/> Remove
3	<input type="text"/>	<input type="text"/>	<input type="text"/>	<input type="text"/>	<input type="text"/>	<input type="text"/>	<input type="text"/>	<input type="text"/> Remove

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Field	Details
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”.

amazon

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

Appointment Information

Standard Carrier Alpha Code*

Appointment Requester

Destination FC *

Load Type

Carrier Requested Delivery Date * (dd/MM/yy) :

Requester Comments

[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 type="text"/>	<input type="text"/>	<input type="text"/>	<input type="text"/>	<input type="text"/>	<input type="text"/>	<input type="text"/>	<input type="text"/>	Remove
2	<input type="text"/>	<input type="text"/>	<input type="text"/>	<input type="text"/>	<input type="text"/>	<input type="text"/>	<input type="text"/>	<input type="text"/>	Remove
3	<input type="text"/>	<input type="text"/>	<input type="text"/>	<input type="text"/>	<input type="text"/>	<input type="text"/>	<input type="text"/>	<input type="text"/>	Remove

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Field	Details
ARN	This field is optional for Amazon Reference Number. <u>Please leave this column blank.</u>
Vendor Name*	Name of the Vendor / Seller.
PRO #	This is an optional field to enter carrier tracking ID/Air Way Bill Number / Docket Number. <u>Please leave this column blank.</u>
ASN# or BOL#*	<u>This is a required field.</u> 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.

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.

4. BULK REQUEST FEATURE

4.1. This feature is if you want to request for multiple appointments.

4.2. To use this feature click on “Submit Bulk Request”.

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

4.3. 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 with the 'Appointment Information' section filled out. Below it is the 'Shipment Information' section with a table for adding shipments. At the bottom is the 'Bulk Upload Shipment Information' section, which contains a link 'Click here to download the file' circled in red. Below this link are instructions for uploading files and a 'Browse...' button. At the very bottom left is a 'Submit' button circled in red.

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

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

Field	Details
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. <u>Please leave this column blank.</u>
ASN# or BOL#*	<u>This is a required field.</u> 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".

An error message box is highlighted with a red border. It 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 message is a form titled "Appointment Information". 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".

Under "Add more shipments" is a table titled "Shipment Information". The table has the following columns: ARN, Vendor Name*, PRO #, BOL #, Pallet Count, Carton Count*, Unit Count, and PO List (use , as separator)*. There is one row with the following data:

	ARN	Vendor Name*	PRO #	BOL #	Pallet Count	Carton Count*	Unit Count	PO List (use , as separator)*	
1	12345	Test				100			Remove

The ARN field "12345" is highlighted with a red border.

Below the shipment table is a section titled "Bulk Upload Shipment Information". It contains the following text:

[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 this section is a "Browse..." button. Below the "Bulk Upload Shipment Information" section 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!

5. VIEWING APPOINTMENT STATUS

5.1. 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 search form on the Amazon Carrier Appointment Request Portal. The form is titled "Search Appointment Request" and includes the instruction "Please fill in one or more of the search criteria below." The form fields are: "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 at the bottom left of the form.

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.

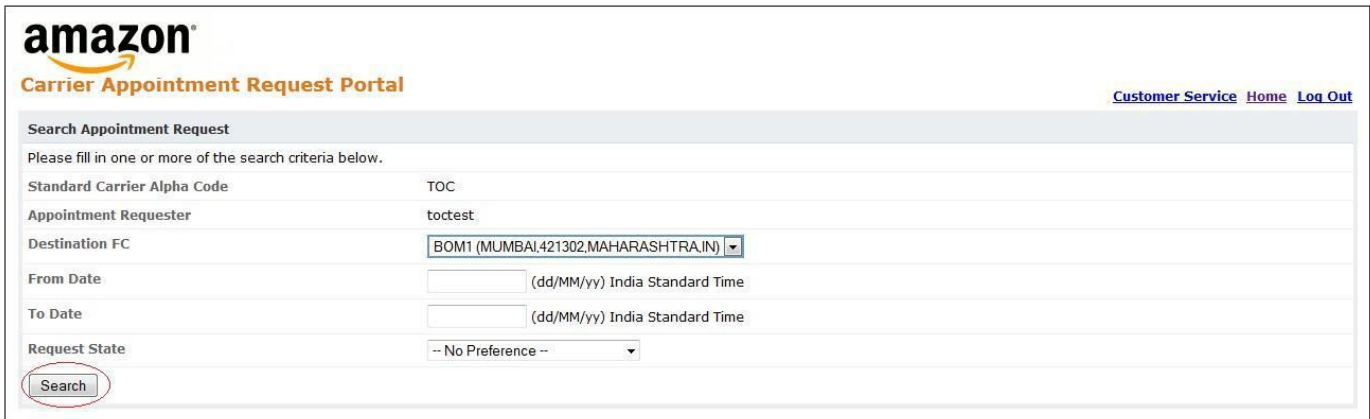
Note : these are optional tasks.

The screenshot shows the search results page on the Amazon Carrier Appointment Request Portal. The table has the following columns: Request Id, Appointment Id, Start, End, Status, and Comments. The table contains five rows of data. Each row has a "More detail" link, an "Edit" button, and a "Cancel" button. A "Home" button is located at the bottom left of the table.

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

6. EDITING A CARP APPOINTMENT

- 6.1. Login to your account and click on “Search Past Appointment”.
- 6.2. 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 section is titled "Search Appointment Request" and contains a form with the following fields: "Standard Carrier Alpha Code" (TOC), "Appointment Requester" (toctest), "Destination FC" (BOM1 (MUMBAI.421302.MAHARASHTRA.IN)), "From Date" and "To Date" (both with date pickers and "(dd/MM/yy) India Standard Time" labels), and "Request State" (No Preference). A "Search" button is highlighted with a red circle.

- 6.3. In the Search results page, you can edit/cancel you 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 highlighted with a red circle.

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

Home

6.4. 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

6.5. You can make changes like

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

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

- 6.6.1. 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.
- 6.6.2. Shipments need to be delivered as per the final scheduled appointment time to Amazon Fulfilment 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!

7. 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

8. 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.