



Carrier Central User Manual for delivering to Australian Amazon Fulfillment Centres

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Please share any open questions you may have after reviewing this document via Contact Information so we can be sure to address your preparation needs: bit.ly/2w7kzmT



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1. Introduction

The goal of this document is to educate carriers on the appointment scheduling and delivery processes for freight/parcel delivery to an Australian Amazon Fulfillment Centre (FC). This document is scoped only for pre-paid freight and does not include Amazon-contracted shipping scenarios such as outbound or inbound collect freight. Please feel free to share this document within your company. Compliance throughout the entire appointment-to-delivery process is very important in reducing delays and improving your overall experience.

2. Amazon’s Australian Fulfillment Centre

Amazon has multiple Australian Fulfillment Centres (FCs). Each building is named with a 4-character code:

FCs	Address
BNE1	42-52 Export Street, Lytton, QLD 4178
BWU1	23 Centenary Avenue, Moorebank, NSW 2017
MEL1	29 National Drive, Dandenong South, VIC 3175
MEL5	103 Palm Springs Rd, Ravenhall, VIC, 3023
PER3	60 Paltridge Road, Perth Airport, WA 6105
XAU2	Warehouse A, 19 Berry Street, Granville, Sydney NSW, 2142

While our hours of operation will likely change over time, we currently receive freight during the following times.

FCs	Monday - Friday	Saturday	Sunday
BNE1	7:00 – 16:00	7:30 – 15:00	N/A
BWU1	7:00 – 16:00	7:00 – 15:30	7:00 – 15:30
MEL1	7:00 – 16:00, 19:00 – 3:00 (Monday- Thursday) 7:00 – 16:00 (Friday)	7:00 – 15:30	N/A
MEL5	7:00 – 16:00	7:00 – 15:30	N/A
PER3	7:30 – 16:00	7:30 – 15:00	N/A
XAU2	7:30 – 15:30	N/A	N/A

3. Getting access to Carrier Central

While both vendors/FBA sellers and carriers can get access to Carrier Central, we recommend that the people running the trucks (**carriers**) manage the appointments.

You can apply account via <https://carriercentral.amazon.com.au/onboarding>. The system will authenticate you and walk you through setting up your Vendor/Carrier details via an Amazon account. You can either login with your personal Amazon.com.au Shopping account or create a new Amazon.com.au account specifically for this purpose. Each Carrier should only have one account within Carrier’s Network. Below pictures is log in page. After you completing the onboarding form, the **account should be active immediately**.



Sign-In

Email (phone for mobile accounts)

Password

[Forgot your password?](#)

Sign-In


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


Keep me signed in. [Details](#) ▾

New to Amazon?

Create your Amazon account

- **[Carriers facing page]** The *Standard Carrier Alpha Code (SCAC)* is a manual input field which normally is a 4-6 character representation of carrier's company name, and this code will be your unique ID for Amazon eg. AU Excellent Transportation - AUEXT. You must make only one code in your company. **You will need to give your SCAC code to your clients (Amazon Vendor/Seller) when they submit ASN (Advanced Shipment Notification) to let Amazon know you are going to deliver the items. Appointment cannot be booked without a valid SCAC code.**
- **[Vendors facing page]** The *Vendor Code* field is the primary [5 character] vendor code used when receiving Amazon POs. This is the only difference field if vendor booked appointment on your own.

Country AU Account

 Make sure the country selected at the top of the page matches the country you are onboarding for.

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) ▾

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* 



4. Requesting Appointment

Before your request booking the appointment, please make sure your clients - Amazon vendors have your carrier SCAC code (Standard Carrier Alpha Code) and this freight's PRO (Progressive Rotating Order) for them to fill into ASN (Advanced Shipment Notification) 'Carrier Unique Tracking ID' field to Amazon. See below Vendor Central Screenshot for reference. You can also get details in Amazon Vendor Inbound Supply Chain Manual. **Failed to provide 'PRO', 'PO', 'SCAC' would delay your confirmed delivery date.**

If your client is Amazon seller with shipment ID start from 'FBAXXXXXXXX', this will be your PRO for booking.

Total number of packages:

Number of stacked pallets (If you're not shipping pallets, enter 0):

Carrier SCAC:

Carrier tracking number:

Your shipment reference #:

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



Appointment Information

Destination FC FC operating hours MEL1 (Dandenong South,VIC,AU,3175) ▾

Freight Type Truck Load ▾

Load Type Palletised ▾

Is Freight Clampable Yes ▾

Trailer Number Unique identifier for trailer

Carrier Requested Delivery Date

 Hour Minute Australia/Sydney

Requester Comments Please add any additional instructions here.

[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"/>	<input type="text"/>	<input type="text"/>	<input type="text"/>	<input type="text"/>	<input type="text"/>	<input type="text"/>
Use this template for bulk upload in CSV <input type="button" value="Upload"/>									

Field	Description
Destination FC	Choose appropriate FC (Amazon location where the freight will be delivered) from drop-down menu
Carrier SCAC (for vendor accounts only)	(for vendor accounts only) Enter your registered SCAC
Freight Type	Choose appropriate types from drop-down menu: - Truck Load if you carry inventory from one vendor in your truck – If you carry less than one truck load for one vendor
Load Type	Choose accordingly for Palletised or Floor loaded (MEL1 only). **Please Note** incorrectly marking this box can cause your appointment to be rejected at the Fulfillment Centre due to time and labour required to unload a floor load versus palletised 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 palletised 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	Not mandatory.
Carrier Requested Delivery Date (CRDD)	Preferred date for delivering freight to the Amazon FC. Please try to book as early as possible as Amazon is evaluating Vendor Delivery on Time via CRDD. We may cancel appointments 2 hours after the appointment time. We will mark the "noshow" event and you will be required to request another appointment.



Requester Comments	If you are delivering via 'Side-Load', please enter 'SIDELOAD' under the Comments field. You can also leave us any comments about the delivery.
ARN (Amazon Reference Number)	Not mandatory for commercial carrier.
PRO * (Progressive Rotating Order)	Mandatory; You need fill in PRO (Connote ID/Tracking ID) to help you fetch POs, Units, Cartons Automatically. This is what Vendor submitted in 'Carrier tracking number' in Vendor Portal to Amazon.
BOL List (Bill of Landing)	Mandatory; You can also fill Vendor's BOL and click 'Auto Populate' to help you fetch the detailed information. This is what Vendor submitted in 'Your shipment reference' (for vendor) in Vendor Portal to Amazon.
Vendor Name	Vendor Company Name
Pallet Count	Mandatory; Can be 'Auto Populate' via PRO/BOL. If the pallet count is inaccurate, we may reject the shipment due to capacity planning constraints.
Carton Count	Mandatory; Can be 'Auto Populate' via PRO/BOL. (Recommend PRO)
Unit Count	Mandatory; Can be 'Auto Populate' via PRO/BOL. (Recommend PRO)
PO List * (Purchase Order)	Mandatory; Can be 'Auto Populate' via BOL. Appointment cannot be booked without the validated PO list. It should be 8-character Purchase Order IDs for Amazon vendors or Amazon Reference IDs (8-character) for FBA seller (not Shipment ID which starts with 'FBA').

You can fill in details in the below form or upload via template. Below is an example to fill in the content. Please filling the PRO (Carrier Tracking ID/Connote ID) first and click 'Auto Populate' at the right button (step 1). Pallet Count/Carton Count/Unit Count/PO Lists should be automatically filled as second picture (step 2). You can still override if it different with what carrier handover to you.

	ARN	PRO	BOL List (use ',' as separator)	Vendor Name	Pallet Count	Carton Count	Unit Count	PO List (use ',' as separator) *	
1	<input type="text"/>	AUAP1234	<input type="text"/>	<input type="text"/>	<input type="text"/>	<input type="text"/>	<input type="text"/>	<input type="text"/>	
+									

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After click 'Auto Populate', you should be able to get correct Pallet Count/Carton Count/Unit Count/PO Lists.

	ARN	PRO	BOL List (use ',' as separator)	Vendor Name	Pallet Count	Carton Count	Unit Count	PO List (use ',' as separator) *	
1	<input type="text"/>	AUAP1234	<input type="text"/>	<input type="text"/>	1	2	3	2XOX48XJ	
+									

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

✓ Appointment auto populated successfully.



Add Vendor Name and BOL. If this is the only shipment, you can click 'Request Appointment' to submit.

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

Clear Replace FBA IDs Auto Populate Request Appointment

Multiple PROs/Shipment IDs- If you are delivery items from multiple vendors or any other reasons you would like to deliver multiple shipments (Connote IDs/Shipment IDs/PROs/Consignment ID) on the same time slot, please follow below procedure to add all of them. You can add few more rows by click '+' at the left button and repeat above process.

Option 2, you can download the template from left bottom, and fill the template with PRO and Vendor Name. Once saved, click on 'Upload' Portal to upload the file that you just saved, and you will see PROs by each line.

+

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	A	B	C	D	E	F	G	H
1	ARN	PRO	BOL List (use , as separator)	Vendor Name	Pallet Count	Carton Count	Unit Count	PO List (use , as separator) *
2		AUAP123456789		Lego				
3		UBD123456789		CCA				
4		MYTC020023		Phillips				
5		WU835709886778		Penguin Books				

You can click 'Auto Populate' to get all POs, Units, Carton, Pallet information.

	ARN	PRO	BOL List (use ',' as separator)	Vendor Name	Pallet Count	Carton Count	Unit Count	PO List (use ',' as separator) *	
1	<input type="text"/>	AUAP1234	<input type="text"/>	Lego	1 <input type="text"/>	10 <input type="text"/>	30 <input type="text"/>	2XOX48XJ	<input type="text"/>
2	<input type="text"/>	UBD12345	<input type="text"/>	CCA	12 <input type="text"/>	24 <input type="text"/>	3545 <input type="text"/>	5JKEOCMU	<input type="text"/>
3	<input type="text"/>	MYTC0200	<input type="text"/>	Phillips	1 <input type="text"/>	12 <input type="text"/>	245 <input type="text"/>	7RWCS5IZ	<input type="text"/>
4	<input type="text"/>	WU83570	<input type="text"/>	Penguin B	5 <input type="text"/>	25 <input type="text"/>	1245 <input type="text"/>	6RKIKZKF	<input type="text"/>

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✓ Appointment auto populated successfully.

Clear Replace FBA IDs Auto Populate Request Appointment

FBA Shipment ID as PRO



	ARN	PRO	BOL List (use ',' as separator)	Vendor Name	Pallet Count	Carton Count	Unit Count	PO List (use ',' as separator) *	
1	<input type="text"/>	FBA15CKT	HF201200828	FBA Judy 1	12	206	4241	5TNA1MMT	
+									

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

✓ Appointment auto populated successfully. ✕

Confirmed Appointment - Once you finished above booking appointment, you should get an *Inbound Shipment Appointment (ISA)* number immediately in Carrier Central Portal with condition **'Pending Schedule'**, after Amazon confirmed your appointment, you will receive a confirmation e-mail with Actual Appointment Delivery Date and the appointment are moving to **'Arrival Scheduled'** status. The Actual Appointment Delivery Date might different with your CRDD. We may push appointments out due to capacity constraints or other operational conditions, so **please double-check the actual appointment date and time on the confirmation e-mail or in portal**. Please request an appointment as early as possible via Carrier Central to secure your preferred appointment date/time.

Appointment Information	
Appointment ID	44091890
Appointment Reference Code	MEL1-8F-XZZ1L
Destination FC	MEL1
Status	Not Yet Confirmed Pending Schedule
Freight Type	Truck Load <input type="button" value="v"/>

Appointment Edit and Cancelling - If you are simply changing the requested delivery date/time or shipment details (BOL, PO List, etc.) prior the delivery day, please **edit** the existing request. Cancelling an appointment completely removes that record from our dock management tools. If you cancel an appointment, that reservation is lost and you will be required to re-enter the queue for the next available appointment.

5. Delivery Day Loading Standard

Delivery - The ISA IDs must be given to the guard shack to enter the yard. **All vehicles will be denied access at the FC security gate without an ISA, except for 'small parcel delivery' (less than 15 parcels) delivery vans.** 63.5cm*63.5cm*63.5cm are the max size for 'Small Parcel'. **XAU2 in unable to receive small parcel deliveries.** Please ensure that the driver backs into the dock door specified by the guard shack and does not wander



around the yard and should have a Hi-Viz vest and enclosed shoes (preferably safety shoes). **If the actual number of pallets in the shipment differs from what is in the appointment, the shipment may be rejected.**

Pallet Loading - Amazon FCs will accept wooden pallets of standard sizes. Cardboard and particle board, or 'skid' pallets without bottom cross-bracing are not acceptable. For domestic shipments this should be Australian standard (1165mm x 1165mm). For direct imports, ISO standard sizes (e.g. 1200mm x 1000mm) are acceptable. The maximum height is 1.8m including the pallet base (**exception: 1.6m at BWU1 due to physical limitations**) and cartons may not overhang the pallet on any side. Ensure pallets are shrink-wrapped to prevent items from falling off (it is acceptable for large items to be strapped to pallets). Double-stacking pallets is encouraged to increase truck utilisation, but double-stacked pallets **cannot be shrink-wrapped together** as this prevents down-stacking at the FC. Arrange double stacked pallets to that both pallets are accessible by a forklift from the same side. Shipments will be rejected as unsafe if they are above the maximum height or have shrink-wrapped double-stacked pallets. Do not ship products in gay lords (pallet-sized cartons). Pallets are a minimum of 15kg in weight.

Floor Fluid Loading – Only MEL1 can accept floor fluid loaded (non-palletised) containers. The container is required to be left for 48 hours to allow for unload. Currently, we do not support live unload of floor loaded containers.

Truck Type:

- Rear unload truck’s height must be at minimum 1100mm and at maximum 1550mm (from ground to bottom of truck bed).
 - For rear unloads that are too high or too low the pallets must be accessible by a forklift. Drivers are NOT allowed to move pallets on their truck. Pallets must be ready to be unloaded upon arrival.
- We do NOT allow hydraulic tailgate trucks to unload pallets.
- B-Doubles are NOT ALLOWED.

Delivery Types by FC

	Side Unload		Rear Unload		
	Single Stacked pallet	Double Stacked Pallets*	Single Stacked pallet	Double Stacked Pallets*	Fluid - dropped container
BNE1	✓	✓	✓	X	X
BWU1	✓	✓	✓	X	X
MEL1	✓	✓	✓	X	✓
MEL5	✓	✓	✓	X	X
PER3	✓	X	✓	X	X
XAU2	✓	✓	✓	X	X

*Not shrink wrapped together



6. Pallet Pooling

Amazon does not guarantee pallet returns or perform pallet exchanges. We accept AU standard wooden pallets for domestic shipments and ISO standard wooden pallets for import shipments. We have CHEP and LOSCAM accounts that you can transfer pallets to per your agreement with those companies (effective date for transfers is 30 Days from date of delivery) but the entire process is hands-off for Amazon. We do not confirm any pallet transfers via e-mail/phone/etc. or exchange pallets onsite. If you send us non-pooled wooden pallets, we will accept the freight, but will not return the pallets.

FC	CHEP	LOSCAM	Contact (disputes only)
BNE1	4000515589	402321	bne1-dockets@amazon.com
BWU1	4000367411	211170	bwu1-dockets@amazon.com
MEL1	4000345145	323303	mel1-dockets@amazon.com
MEL5	4000567736	321414	mel5-dockets@amazon.com
PER3	4000570625	630616	per3-dockets@amazon.com
XAU2	4000503787	216789	xau2-dockets@amazon.com

If using a pooled pallet supplier, we require all suppliers to apply the equipment management best practices below:

- Raise all transfers electronically in myCHEP or Loscam Online
- A transfer docket must be provided to us per load. If a docket is not provided upon arrival, we will reject the load. A POD with a pallet count on it is **insufficient** for this purpose
- The movement date and effective date should be the day it arrives at the Amazon Fulfilment Centre (global rules will apply the transfer rule)
- Please ensure that the Amazon Purchase Order Number is quoted as the primary reference
- Any discrepancies must be raised with the pooled supplier within 3 months of delivery. This is based on timeframes given by CHEP and Loscam. If disputes are not noticed until after 3 months, then Amazon is unable to help request a correction or reversal of transactions with pooled pallet suppliers. Ensure your internal processes allow sufficient time to raise any issues

7. Frequently Asked Questions (FAQs)

1. What is the largest truck Amazon can accept?
 - We can accept trucks sizes up to and including 20ft Semi Trailer.
 - An appointment request is only for a single truck, delivering to a single FC. If you are sending two trucks to the same FC, you will need to submit two appointment requests.
2. How should I communicate delivery window on time compliance with the shipper?
 - Please communicate to your shipper (the Amazon vendor) when/if you are unable to deliver the shipment within the delivery windows on their POs. Amazon gives vendors ample time to prepare and deliver their products, and does not intervene in vendor/carrier negotiations.
3. My company can only deliver packages to the FC at certain times. Can you please schedule my freight at certain times?



- We receive freight from a diverse network of carriers and vendors and cannot honour requests for deliveries at specific times. We may schedule an appointment at any time during our receiving hours mentioned in section 2 Amazon Australia's Fulfillment Centre.
4. Can I book several POs on the same shipment?
Yes, you can book several POs on the same appointment, even if they are from different vendors. **All freight on a given truck should be listed in PRO list and PO list**, otherwise it might cause receiving issue and PQV risk.
 5. Can I deliver freight from several appointments at the same time?
If you have several appointments scheduled at different times throughout the day, you may not deliver them all at the same time. If you would like to deliver multiple shipments consolidated into a single truck at the same time, you must have all PROs/POs for the shipments on a **single confirmed appointment**.
 6. What if I cannot make an appointment because I do not have a valid PO for a single shipper's delivery?
Attempt to auto populate the PO by only entering the delivery's 'PRO' only and clicking 'Auto Populate'. If a carrier is unable to auto populate then they can manually enter the PO's according to the paperwork provided by the shipper or from carton/pallet label. Please contact shipper for correct information if the above does not resolve the issue.

8. Contact Information

If Carriers/Vendors/Sellers still need support after go through these Q&A, please contact noc-au-inbound-scheduling@amazon.com for appointment related queries or 1800-571-894 for Carrier Central account issues.