User Guide for

Carriers/Vendors/Sellers
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1. ABOUT CARRIER CENTRAL (CARP 2.0)

In an effort to continuously improve supply chain efficiencies, Amazon has launched Carrier Central. It is the new portal for carriers, sellers and vendors who are delivering with Amazon to view and request deliveries to Amazon Fulfillment Centers. This portal is also known as CARP 2.0 (Carrier Appointment Request Portal 2.0). It is expected to provide a standard process and reduce the time taken to schedule appointments at any Amazon Fulfilment Centres (FCs).

2. ABOUT AMAZON BOOKING PROCESS

Amazon booking process comprises two steps:
- Creation of Advanced Shipment Notification (or ASN) and
- Delivery Appointment request (via Carrier Central / CARP 2.0) to be created by the carrier.

2.1. What is an ASN?

Amazon suppliers provide the Bill Of Lading (BOL) reference of the ASN to their carrier to enable them to book for a delivery slot. Advanced Shipment Notification (ASN) is an electronic packing list that Amazon Suppliers send to Amazon in advance of any delivery, either via Electronic Data Interchange (EDI) or through the “Shipment” functionality of Vendor Central Portal.
An ASN consolidates detailed information about the products and quantities that suppliers intend to deliver to one of our Fulfilment Centers (FCs) on one single occasion. It can be edited 7 days after creation. An ASN is required on every occasion a supplier ships products to one of our Warehouses. This notification of incoming freight is required for the booking process in CARP.
Vendors can find additional information regarding ASN Creation in the “Shipment section” of Vendor Central help pages or in the Vendor Manual downloadable from the Resource Center of Vendor Central.
Please ensure that the paperwork accompanying the shipment matches exactly with what is on the physical consignment to avoid rejections/refusals at the FC. In particular, the BOL references should be visible on the delivery note.

*NB: if you are a seller, Amazon is responsible for generating the ASN.*

2.2. When to use CARP 2.0?

Carriers should always use CARP 2.0 to request a delivery slot into our FCs for palletized deliveries.
3. REQUESTING A NEW CARP ACCOUNT

3.1 Go to the link https://carriercentral.amazon.co.uk

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

   NB: Even if you had an account registered in the former version of the CARP, you will have to create a new account. You can use your former details such as Standard Carrier Alpha Code (SCAC) or email address.

   - Click on Sign-Up

   - Click on the link “Create your Amazon account”
3.3 Choose your account type and fill in the following details:

<table>
<thead>
<tr>
<th><strong>Field</strong></th>
<th><strong>Description</strong></th>
</tr>
</thead>
</table>
| For carrier/seller accounts: Standard Carrier Alpha Code (SCAC) | SCAC is a unique five-letter code which is used by Amazon systems for submission of delivery requests to the Fulfillment Center.  
**New SCAC:** If you are a new user, you can choose any alphanumerical five-letter code as your SCAC. A SCAC should always be simple and easy to remember, eg. AMZN1 (Amazon), you can also open a case in Case Management (if applicable), contact carp-support-xx@amazon.com (xx being UK/DE/FR/IT/ES depending on your country) or Seller Support.  
**Existing SCAC:** If you have a CARP account already and are aware of your SCAC code, please use the same SCAC code while requesting multiple CARP accounts. |
| For vendor accounts: Vendor code | Use your Amazon account vendor code.  
If you are unsure of your Vendor Code, this is available on any of your POs in Vendor Central. |
| Company Name | Enter your Company Name |
| Contact Name | Enter a Username. Username MUST be a minimum of eight letters and SHOULD include the company name.  
For example, for Amazon UK it could be amazonuk.  
Username cannot be changed once set up. |
| Contact Email | Enter your email address. This email will be contacted for all CARP related communication. In case you want multiple CARP accounts, please ensure they have the same email domain.  
It is recommended to use an email address to which multiple users have access to (i.e. a shared mailbox) |
| **Contact Phone** | Enter your contact number. Please include your international prefix. This number will be used for all CARP related communications. Telephone number must be active and monitored so Amazon can reach out to you in case of delivery related issues/emergencies. Please make sure you only include numbers. No other letters or characters are needed |
| **Purchase Order ID** | For carriers, enter an open PO ID which is to be provided by one of our vendor or seller. For sellers, enter a FBA shipment ID that is in ‘Ready to ship’ state, Otherwise the system will return an error if any 'Work in Progress' shipment is entered. **NOTE:** Make sure to cut out Uxxx at the end of the FBA shipment ID, e.g. FBAVHZCVG\textit{U123} |
| **Destination FC of the above PO** | Enter the destination FC of the PO entered. Destination FC are 4 digits codes. |

Enter the captcha verification, and click on submit.

3.4 You will receive an email notification on account creation along with login credentials.

3.5 You can now click on \textit{https://carriercentral.amazon.co.uk} and use your login credentials to request an appointment. Please allow a time gap of 15-20 minutes between CARP account activation and the first appointment request, so that the system can be populated with the new SCAC.
4  SUBMIT A CARP APPOINTMENT

4.1. Go to: [https://carriercentral.amazon.co.uk](https://carriercentral.amazon.co.uk)
4.2. Click on "Login" button,
4.3. Enter Email and password.
4.4. Click the “Sign in” button to access your account.

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

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

**Important:** Please request only one appointment per truck. If you need to deliver with multiple trucks, please submit as many appointment requests. All appointments should be asked for at least 24 hours prior to the Carrier Requested Delivery Date.
4.6. Fill the data in the “Appointment Information” section as per the below table. Click on + to add more lines.
4.7. Click on “Auto Populate”, and check if the data shown in the confirmation screen is correct. If there are problems, you will be prompted with an error message returning the action to solve the issue.

<table>
<thead>
<tr>
<th>Field</th>
<th>Details</th>
</tr>
</thead>
<tbody>
<tr>
<td>Destination FC *</td>
<td>From the drop-down menu choose the Amazon FC to which the shipment(s) are to be delivered.</td>
</tr>
<tr>
<td>Carrier SCAC * (for vendor accounts only)</td>
<td>Enter the registered SCAC (Standard Carrier Alpha Code) of your carrier.</td>
</tr>
<tr>
<td>Freight Type *</td>
<td>Choose appropriate types from drop-down menu:</td>
</tr>
<tr>
<td></td>
<td>- Truck Load if you carry inventory from one vendor in your truck</td>
</tr>
<tr>
<td></td>
<td>- Less Than Truck if you carry inventory from multiple vendors</td>
</tr>
<tr>
<td>Load Type *</td>
<td>Keep Palletized as default option.</td>
</tr>
<tr>
<td>Is Freight Clampable *</td>
<td>Keep Yes as default option.</td>
</tr>
<tr>
<td>Trailer Number</td>
<td>Optional, single value field; must consist of at least 1 non-blank character and can contain one or more spaces License Plate of the truck.</td>
</tr>
<tr>
<td>Carrier Requested Delivery Date *</td>
<td>Delivery Date and Time. You cannot choose a date from the past. This is the earliest date and time slot you are able to deliver this shipment to the selected FC.</td>
</tr>
<tr>
<td>Requester Comments</td>
<td>Any information that Amazon team needs at a later stage. Requester comments field can be used for additional comments. For example, to highlight ‘Container delivery’ and the size of the container (40 ft.or 20 ft.)</td>
</tr>
</tbody>
</table>

* Mandatory fields
<table>
<thead>
<tr>
<th>Field</th>
<th>Description</th>
</tr>
</thead>
<tbody>
<tr>
<td>ARN (* for Collect freight)</td>
<td>This Amazon Reference Number field is mandatory for Collected freight (i.e. WePay program only). For Prepaid or seller freight, please leave this column blank.</td>
</tr>
<tr>
<td>PRO</td>
<td>Carrier Progressive Number for the shipment. Can be used if it is included in the vendor ASN. It cannot contain any spaces (must be a single series of digits), and cannot be longer than 30 characters.</td>
</tr>
<tr>
<td>BOL List *</td>
<td><strong>This is a required field.</strong> Bill Of Lading numbers linked to the ASNs to deliver and previously created via EDI or Vendor Central. For Collect freight, repeat the ARN in this field. For sellers, fill this field with any of the FBA Shipment ID assigned to the consignment. Do not input the UXXX at the end of the FBA shipment ID, e.g. FBAVHZCVGU123. New functionality: In case you have several BOLs for a single vendor, you can now input them all in the same line.</td>
</tr>
<tr>
<td>Vendor Name *</td>
<td>Company name of the Vendor / Seller.</td>
</tr>
<tr>
<td>Pallet Count</td>
<td>Number of pallets to be delivered. Can be Auto Populated with a valid ARN/PRO/BOL.</td>
</tr>
<tr>
<td>Carton Count</td>
<td>Number of cartons to be delivered. Can be Auto Populated with a valid ARN/PRO/BOL.</td>
</tr>
<tr>
<td>Unit Count</td>
<td>Number of units to be delivered. Can be Auto Populated with a valid ARN/PRO/BOL.</td>
</tr>
<tr>
<td>PO List (* if invalid BOL or ARN is used)</td>
<td>In case the auto-populating tool cannot find matching records for the BOL or ARN provided, please enter a relevant list of Purchase Orders (the same that can be found in the ASN). For sellers, please enter all the FBA Shipment ID or POs (if provided by Seller) one after the other with comma “,” in between as separation. Do not include the “UXXX” at the end of the FBA shipment ID, e.g. FBAVHZCVGU123. Please make sure that POs / FBA shipment ID entered are “open” (vendors) or in ‘ready to ship’ state before (sellers) requesting an appointment. CARP will return an error if you try to book an appointment for closed (vendors) or “Work in Progress” (sellers) shipments.</td>
</tr>
</tbody>
</table>

* **Mandatory fields**
4.8. After reviewing, click “Request Appointment”.
If successful, a message will confirm the creation of your request.

4.9. Appointment confirmation:
Once your appointment request is submitted, Amazon Inbound Scheduling Team will review the request and grant an appointment based on the FC unloading capacity. Once confirmed the appointment, an email confirmation will be sent to your registered email address:

Dear requester,
This email is to confirm the details of your recent delivery request.
Before you deliver, please make sure the driver will:
1. entirely fulfill our delivery requirements (a non-exhaustive summary is available in CARP help pages)
2. show up no later than 30 minutes after the time given below
3. 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 CARP portal ONLY (Go to ‘Search Past appointments’ and edit your earlier request, detailing the modification reason into the comment section).

Appointment Summary:
Amazon warehouse: MAD4
Booking reference #: [205033161]
Delivery Date: Mon 01/08/2018 08:00

Shipments:

ISO: 2495976161
Pro: null

Pallet count: 1
Carton count: 102
P0s: [6W0G35NHV, 6L6ZB614G, 6X694F88M, 1P0Y3987Y, 44H29V689]
BOLs: [7558416274]

Further help is available on CARP portal help pages.

Many thanks,
EU Amazon Bookings Team

You will find on this email:
- The appointment number (framed in red), also known as ISA (Inbound Shipment Appointment) to provide to your driver. Upon arrival, the driver should show this appointment number to the FC gatehouse security.
- Appointment date and time (framed in blue); drivers need to register at the gatehouse within 30 minutes from the scheduled time. After this grace time, the appointment will be marked as a no-show. To ensure being unloaded on time, Amazon recommends arriving 30 min beforehand.
- A reminder of the shipment details.

Important:
- Shipments need to be delivered as per the final scheduled appointment time to Amazon Fulfilment Centres.
- 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 the scheduled appointment time.
5.BULK REQUEST FEATURE

5.1 This feature is if you want to request multiple shipments. Instead of having to manually enter shipment level information (BOL, ARN, PO, Pallets, Cartons, etc.) one line at a time, the Upload button 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.

5.2 First, enter appointment information as per below table.

<table>
<thead>
<tr>
<th>Field</th>
<th>Description</th>
</tr>
</thead>
<tbody>
<tr>
<td>Destination FC *</td>
<td>From the drop-down menu choose the Amazon FC to which the shipment(s) are to be delivered.</td>
</tr>
<tr>
<td>Carrier SCAC * (for vendor accounts only)</td>
<td>Enter the registered SCAC (Standard Carrier Alpha Code) of your carrier.</td>
</tr>
<tr>
<td>Freight Type *</td>
<td>Choose appropriate types from drop-down menu: - Truck Load if you carry inventory from one vendor in your truck - Less Than Truck if you carry inventory from multiple vendors</td>
</tr>
<tr>
<td>Load Type *</td>
<td>Keep Palletized as default option.</td>
</tr>
<tr>
<td>Is Freight Clampable *</td>
<td>Keep Yes as default option.</td>
</tr>
<tr>
<td>Trailer Number</td>
<td>Optional, single value field; must consist of at least 1 non-blank character and can contain one or more spaces License Plate of the truck.</td>
</tr>
<tr>
<td>Carrier Requested Delivery Date *</td>
<td>Delivery Date and Time. You cannot choose a date from the past. This is the earliest date and time slot you are able to deliver this shipment to the selected FC.</td>
</tr>
<tr>
<td>Requester Comments</td>
<td>Any information that Amazon team needs at a later stage. Requester comments field can be used for additional comments. For example, to highlight ‘Container delivery’ and the size of the container (40 ft. or 20 ft.)</td>
</tr>
</tbody>
</table>

5.3 Use the below bulk upload template that you can download from Carrier Central

![Bulk Upload Template]

Use this template for bulk upload in CSV

Upload
To avoid errors, please follow the instructions below when entering data on the sheet:

- Please make sure the Excel file extension to upload is: .csv.
- The template must not be modified: do not change or move headers and fields around.
- Do not enter shipments for different trucks on the same spreadsheet.
5.4 Enter the applicable information into the spreadsheet, and save the file on your computer.

<table>
<thead>
<tr>
<th>Field</th>
<th>Description</th>
</tr>
</thead>
<tbody>
<tr>
<td>ARN (* for Collect freight)</td>
<td>This Amazon Reference Number field is mandatory for Collect freight. For Prepaid or seller freight, please leave this column blank.</td>
</tr>
<tr>
<td>PRO</td>
<td>Carrier Progressive Number for the shipment. Can be used if it is included in the vendor ASN. It cannot contain any spaces (must be a single token), and cannot be longer than 30 characters.</td>
</tr>
<tr>
<td>BOL List *</td>
<td><strong>This is a required field.</strong> Bill Of Lading numbers of the ASNs previously created via EDI or Vendor Central. For Collect freight, repeat the ARN in this field. For sellers, you need to enter any one FBA Shipment ID from the consignment as BOL#. Do not input the UXXX at the end of the FBA shipment ID, e.g. FBAVHZCVMG_U123. New functionality: In case you have several BOLs to input for a single vendor, input them all.</td>
</tr>
<tr>
<td>Vendor Name *</td>
<td>Name of the Vendor / Seller.</td>
</tr>
<tr>
<td>Pallet Count</td>
<td>Number of pallets to be delivered. Can be Auto Populated if a valid ARN/PRO/BOL is input.</td>
</tr>
<tr>
<td>Carton Count</td>
<td>Number of cartons to be delivered. Can be Auto Populated if a valid ARN/PRO/BOL is input.</td>
</tr>
<tr>
<td>Unit Count</td>
<td>Number of units to be delivered. Can be Auto Populated if a valid ARN/PRO/BOL is input.</td>
</tr>
<tr>
<td>PO List (* if invalid BOL or ARN input)</td>
<td>In case the auto-populating tool cannot find matching records for the BOL or ARN provided, please enter the relevant list of Purchase Orders (the same that can be found in the ASN). For sellers, please enter all the FBA Shipment ID or POs (if provided by Seller) one after the other, using comma “,” in between as separation. Do not include the “UXXX” at the end of the FBA shipment ID, e.g. FBAVHZCVMG_U123. Please make sure that POs / FBA shipment ID entered are ‘open’ (vendors) or in ‘ready to ship’ state before (sellers) requesting an appointment. CARP will return an error if you try to book an appointment for ‘closed’ (vendors) or ‘work in progress’ (sellers) shipments.</td>
</tr>
</tbody>
</table>

* Mandatory fields
5.5 Click on “Upload” to submit the file. Each shipment will show up as a new separate line in the Appointment Information page and can then be edited.

5.6 Click “Submit”.

5.7 Nothing will be uploaded if
- the details entered are incorrect or
- the format of the file is not .csv comma separated

In such cases, please double-check the data once again, and then
- Upload the corrected file if needed. In particular, check it is comma separated and not semicolon “;” separated.
- If the issue is not resolved, you can contact Amazon: open a case in Case Management (if applicable), contact carp-support-xx@amazon.com (for carriers; xx being UK/DE/FR/IT/ES depending on your country), contact Seller Support (for sellers), or raise a case in Vendor Central: Contact Us -> Shipments -> Carrier Central / CARP (for vendors).

5.8 If the uploaded file is correct, your information will be displayed in the shipment details:

<table>
<thead>
<tr>
<th>ARN</th>
<th>PRO</th>
<th>BOL List (use , as separator)</th>
<th>Vendor Name</th>
<th>Pallet Count</th>
<th>Carton Count</th>
<th>Unit Count</th>
<th>PD List (use , as separator)</th>
</tr>
</thead>
<tbody>
<tr>
<td>1</td>
<td></td>
<td>abc1,abc2,abc3</td>
<td>VendorA</td>
<td>1</td>
<td>20</td>
<td>10</td>
<td>S2147PZ2Z</td>
</tr>
<tr>
<td>2</td>
<td></td>
<td>bca7</td>
<td>VendorB</td>
<td>2</td>
<td>10</td>
<td>5</td>
<td>SPURG9GJ</td>
</tr>
<tr>
<td>3</td>
<td></td>
<td>am1</td>
<td>SellerC</td>
<td>7</td>
<td>30</td>
<td>5</td>
<td>8520D5IJ</td>
</tr>
</tbody>
</table>

Check it, and click on "Auto Populate" to retrieve the PO, Pallet and Carton details.

5.9 Once you validated the content, click on “Request Appointment”.
- 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.
6 ERROR MESSAGES AND RELATED ACTIONS

6.1. Closed or cancelled POs
Please be aware that you should not ship any goods upon cancelled or closed purchase Orders or you will incur chargebacks.
Actions:
Please follow the instructions on the screen
  - Carriers: Please contact your customer (Amazon's vendor) to inform them that the Purchase order status is incorrect (i.e. cancelled, closed or unconfirmed).
  - Amazon vendor: Please remove this purchase order from your shipment
    o If you believe this should not be the case please create a Case in Vendor Central, Support topic: Purchase Order Management, Specific Issue: PO confirmation/adjustment.

Please note you may receive charge backs for sending cancelled units if you do not physically remove those goods not considered in the appointment request.

After the amendments, if the issue is not resolved, you can contact Amazon in either of the following:
  - carp-support-xx@amazon.com (xx being UK/DE/FR/IT/ES, depending on the country you want to deliver in),
  - contacting Seller Support (for sellers),
  - raising a case in Vendor Central: Contact Us -> Shipments -> Carrier Central / CARP (for vendors).

6.2. Wrong FC
Please be aware that you should not ship any goods to a FC that is different from the one stated in the Purchase Orders or you will incur chargebacks.
Actions:
  - Please double-check BOLs or POs are addressed to the right Fulfilment Centre (FC)
    o Please change the FC if that is not the case or
    o Please remove the PO number from the appointment request and resubmit, CARP will let you through.

After the amendments, if the issue is not resolved, you can contact Amazon in either of the following:
  - carp-support-xx@amazon.com (xx being UK/DE/FR/IT/ES, depending on the country you want to deliver in),
  - contacting Seller Support (for sellers),
  - raising a case in Vendor Central: Contact Us -> Shipments -> Carrier Central / CARP (for vendors).

6.3. Unconfirmed Purchase order
Please be aware you should not ship any goods that have not been prior confirmed with Purchase Orders (POs) or you will incur chargebacks.
Actions:
  - Please go back to Vendor Central and confirm the Purchase Order (PO)
  - Then press resubmit, CARP will let you through.

After the amendments, if the issue is not resolved, you can contact Amazon in either of the following:
  - carp-support-xx@amazon.com (xx being UK/DE/FR/IT/ES, depending on the country you want to deliver in),
• contacting Seller Support (for sellers),
• raising a case in Vendor Central: Contact Us -> Shipments -> Carrier Central / CARP (for vendors).

6.4. Shipment not found in Amazon Records
Please be aware that entering a valid ARN or BOL reference is mandatory to validate the booking request. You may receive chargebacks for any units received without ASN.
Actions:
- Please verify you have entered an ASN (or BOL) that has already been transmitted to Amazon either via Vendor Central or via EDI (please allow 15 minutes for the EDI transmission to reach Amazon)
- Please input the valid BOL again and resubmit, CARP will let you through
- If this fails, please input the entire PO list for this particular BOL. You can always use the Bulk upload option for a faster upload.
- Once you have entered the BOL and the PO List please resubmit, CARP will let you through

After the amendments, if the issue is not resolved, you can contact Amazon in either of the following:
• carp-support-xx@amazon.com (xx being UK/DE/FR/IT/ES, depending on the country you want to deliver in),
• contacting Seller Support (for sellers),
• raising a case in Vendor Central: Contact Us -> Shipments -> Carrier Central / CARP (for vendors).

6.5. Missing pallet count or carton count
Please be aware pallet, carton, unit counts should be indicated in the request.
Actions:
- When selecting load type “palletised”, make sure that number of pallets, cartons, and units of each shipment are shown and match the reality.
- Please note carton count and unit count are mandatory fields
- Unloading processes runs a carton count audit before PODs (Proofs of Delivery) can be signed off

Please note the Inbound dock clerks may reject partially or completely your shipment if the carton count stated in the appointment is significantly different from the actual carton number.
The reason for rejection considered in the Vendor manual is the following: “No booking for some or all of the stock that is being delivered”.
Please note you may also receive chargebacks for any overages received if you do not physically remove those goods not considered in the appointment request.

After the amendments, if the issue is not resolved, you can contact Amazon in either of the following:
• carp-support-xx@amazon.com (xx being UK/DE/FR/IT/ES, depending on the country you want to deliver in),
• contacting Seller Support (for sellers),
• raising a case in Vendor Central: Contact Us -> Shipments -> Carrier Central / CARP (for vendors).
7. VIEWING APPOINTMENT STATUS

7.1. To search for past appointment requests click on “Search”.
7.2. You can use the available filters such as Appointment IDs, appointment created date range and click on the “Submit” button.

On the search result page, the requests matching your search criteria will display.
Carriers have the possibility of editing an appointment request using Carrier Central portal. You may:
- Reschedule and Cancel
- Add additional shipments (BOLs)
- Remove shipments (BOLs)
- 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
- Modify Requestor Comments

To do so, log into your Carrier Central account and search for the appointment. Search for the Appointment ID (ISA #) and select the “Edit’.

**Rescheduling Your Appointment**
- Select the ‘EDIT’ button.
- Enter your updated CRDD.
- Select the appropriate reschedule reason code.
- Enter comments to further explain why you wish to reschedule
- Select the ‘SUBMIT’ button.
Rescheduling Appointments

**Appointment Information**

<table>
<thead>
<tr>
<th>Field</th>
<th>Value</th>
</tr>
</thead>
<tbody>
<tr>
<td>Appointment ID</td>
<td></td>
</tr>
<tr>
<td>Destination FC</td>
<td>FC A</td>
</tr>
<tr>
<td>Status</td>
<td>Pending Schedule</td>
</tr>
<tr>
<td>Freight Type</td>
<td>Truck Load</td>
</tr>
<tr>
<td>Load Type</td>
<td>Palletized</td>
</tr>
<tr>
<td>Is Freight Clampable</td>
<td>Yes</td>
</tr>
<tr>
<td>Trailer Number</td>
<td></td>
</tr>
<tr>
<td>Carrier Requested Delivery Date</td>
<td>01/06/2018 12:20:00</td>
</tr>
<tr>
<td>Requester Comments</td>
<td></td>
</tr>
</tbody>
</table>

**IMPORTANT:**
If you are no longer delivering, or accidentally requested multiple appointments for the same truck, or are facing delay in approaching a FC, you are required to pro-actively go to Carrier Central and cancel/update the appointment. Failure to adhere to these guidelines will be monitored as part of your performance, and you may also incur chargebacks for No-Show.

**Add a Shipment(s)**
- Select the ‘EDIT’ button.
- Select ‘+’ link.
- Select ‘SUBMIT’ button.

**Add Shipments**

<table>
<thead>
<tr>
<th>ARN</th>
<th>PND</th>
<th>BOL List (see separator1)</th>
<th>Vendor Name</th>
<th>Pallet Count</th>
<th>Carton Count</th>
<th>Unit Count</th>
<th>PO List (see separator1)</th>
</tr>
</thead>
<tbody>
<tr>
<td>1</td>
<td></td>
<td>289045795</td>
<td>Vendork</td>
<td>1</td>
<td>5</td>
<td>206</td>
<td>28HSRQ4Y</td>
</tr>
</tbody>
</table>

**Remove a Shipment(s)**
- Selecting the ‘EDIT’ button
- Select ‘-’ button next to the shipment that you wish to remove from the appointment.
- Select ‘SUBMIT’ button.

**Remove Shipments**

<table>
<thead>
<tr>
<th>ARN</th>
<th>PND</th>
<th>BOL List (see separator1)</th>
<th>Vendor Name</th>
<th>Pallet Count</th>
<th>Carton Count</th>
<th>Unit Count</th>
<th>PO List (see separator1)</th>
</tr>
</thead>
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<td>1</td>
<td>5</td>
<td>206</td>
<td>28HSRQ4Y</td>
</tr>
</tbody>
</table>

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 to inform them that the request has been approved / denied.
9 PROBLEMS / CONTACT US FEATURES

9.1. **Forgot Your Password**: If you forget password, you can click on “Forgot Your Password” option located on the Log-In and reset it.

9.2. **Change Email Address**: You can change your "Contact Email" field in the Account Settings page of Carrier Central.

9.3. **Phone number**: you can change phone contact number in Account Settings.

- If you have any questions related to your account/appointment/upload shipments or any other questions or problems related to CARP: open a case in Case Management (if applicable), contact carp-support-xx@amazon.com (for carriers; xx being UK/DE/FR/IT/ES depending on the your country), contact Seller Support (for sellers), or raise a case in Vendor Central: Contact Us -> Shipments -> Carrier Central / CARP (for vendors).
- Please include your respective account manager’s email ID for all issues.
APPENDIX 1: DOs & DON'Ts

Do's:
- Do provide the correct BOL (mandatory), ARN and PRO as required in the portal. If these references are not accepted by the system, Do add all the POs in the appointment request
- Please note down the request ID for your reference
- Do check with the vendor 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
- Do not request several appointments for a single delivery in a single truck
- Do not share your user id or password to any person
## APPENDIX 2: AMAZON DELIVERY REQUIREMENTS

### Amazon Delivery Record

<table>
<thead>
<tr>
<th>Date</th>
<th>Arrival Time</th>
</tr>
</thead>
<tbody>
<tr>
<td>FC</td>
<td>Booking Reference</td>
</tr>
<tr>
<td>Vendor Code</td>
<td>Carrier</td>
</tr>
<tr>
<td>Vendor Name</td>
<td>Comment (optional)</td>
</tr>
</tbody>
</table>

Please see below the reason that your delivery has been rejected. To prevent rejections, please follow the below guidance for delivery compliance:

- **FBA sellers:** refer to the “Shipping and Routing Requirements” section of the FBA Manual in Seller Central.
- **Amazon Vendors:** Please refer to Amazon Vendor Manual located within the Resource Center in Vendor Central.

### Rejection Reason (only fill if applicable)

<table>
<thead>
<tr>
<th>Reason</th>
<th>Description</th>
</tr>
</thead>
<tbody>
<tr>
<td>More pallets delivered than stated in the booking form</td>
<td>More pallets delivered than stated in the booking form if more than 4 pallets per ISA</td>
</tr>
<tr>
<td>Invalid or no booking</td>
<td>Invalid (no valid ISA number) or no booking (freight that arrives without a previously scheduled appointment)</td>
</tr>
<tr>
<td>Arrived Early_Driver pulled out</td>
<td>Arrived Early (before scheduled appointment time): Driver refused to wait and pulled out</td>
</tr>
<tr>
<td>Arrived Late</td>
<td>Arrived Late (after scheduled appointment time)</td>
</tr>
<tr>
<td>Wrong FC</td>
<td>POs which are not for the FC they have delivered (Amazon retains the right to accept stock if freight has been redirected by Amazon)</td>
</tr>
<tr>
<td>Missing or incomplete delivery paperwork</td>
<td>No delivery valid paperwork is available to identify the freight being delivered</td>
</tr>
<tr>
<td>Unsafe vehicle</td>
<td>Unsafe flooring, Roller bed trailers, Infestation, Doesn’t fit to dock, Electrical hazards</td>
</tr>
<tr>
<td>Incorrect vehicle</td>
<td>Incorrect vehicle that does not comply with specific FC requirements</td>
</tr>
<tr>
<td>Pallets exceeding height limit</td>
<td>Pallets stacked more than height requirements. Stacked pallets that may cause a risk to health and safety or damage to Amazon unloading equipment will be rejected.</td>
</tr>
<tr>
<td>Non-compliant pallet</td>
<td>Not accepted: Pallet-sized box, One-way pallet</td>
</tr>
<tr>
<td>Damaged Pallet</td>
<td>Damaged Pallet (please refer to EPAL requirements). e.g.: - A single upper or lower edge board is damaged so that more than one nail or screw shank is revealed - A board is missing - A block is missing or split to the point where more than one nail shank is visible. - Skewed blocks may not protrude more than 10 mm - A board is broken transversely or diagonally - More than two lower or upper edge boards are damaged and reveal one nail or screw shank for each board</td>
</tr>
<tr>
<td>Condition</td>
<td>Description</td>
</tr>
<tr>
<td>---------------------------------</td>
<td>-------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------</td>
</tr>
<tr>
<td>Incorrectly Bound Pallets</td>
<td>Two pallets are bounded on the 1200 mm side (should be on the 800 mm or 1000 mm side)</td>
</tr>
<tr>
<td>Overhanging pallets</td>
<td>Large item being shipped cannot fit on a pallet without overhanging the edges more than 5cm on the one side (should be put on bounded pallets)</td>
</tr>
<tr>
<td>Pallet exceeding weight limit</td>
<td>Pallet weights more than 500 kg</td>
</tr>
<tr>
<td>Damaged / tampered freight</td>
<td>Damaged / tampered freight at the point of receipt. Carrier Proof of Delivery (POD) needs to be signed and the number of cartons rejected to be indicated on the document. It is vital that the carrier paperwork is annotated to state the number of cartons received / not received.</td>
</tr>
<tr>
<td>Carton exceeds weight limit</td>
<td>No Carton containing more than 1 ASIN should weight more than 15Kg. Any item above 15kg should be properly labelled. Any item weighting above 30 kg should be palletized</td>
</tr>
<tr>
<td>Open Load</td>
<td>Open cartons at the point of receipt - suspicion of theft</td>
</tr>
<tr>
<td>Food / pet food quality impaired</td>
<td>Food / pet food quality impaired e.g temperature of Grocery and Pet food goods should not exceed 40°C. The temperature of Chocolate and Medicine should not exceed 25°C.</td>
</tr>
<tr>
<td>Hazmat</td>
<td>Hazardous goods are delivered to inappropriate FC (see Vendor Manual Chapter 7)</td>
</tr>
<tr>
<td>Disregarding safety and security</td>
<td>Driver disregarded safety and security guidelines (e.g. DE-yard checklist, use of handbrake, reject to give the keys etc.) and instructions of Amazon staff</td>
</tr>
<tr>
<td>guidelines on site</td>
<td></td>
</tr>
<tr>
<td>Banned/ abusive driver /</td>
<td>Uncooperative behavior or sufficient reason to believe driver is under the influence of drink or drugs</td>
</tr>
<tr>
<td>inappropriate behavior</td>
<td>The driver was previously banned</td>
</tr>
<tr>
<td>Dock leveler cannot be engaged</td>
<td>Failure to read and sign acceptance of site rules</td>
</tr>
<tr>
<td>Unable to offload from rear of</td>
<td>Unable to unload as dock leveler cannot be engaged (less than 5cm between the stock and the rear lip of the vehicle) or securing straps are preventing engagement of dock leveler</td>
</tr>
<tr>
<td>vehicle</td>
<td>Unloading possible only from a side</td>
</tr>
<tr>
<td>Chemical risk</td>
<td>Spilt chemicals with risk of absorption or inhalation.</td>
</tr>
<tr>
<td>Loose cartons added to a</td>
<td>Non-palletized loose cartons that place the associate at risk of injury</td>
</tr>
<tr>
<td>palletized delivery</td>
<td></td>
</tr>
<tr>
<td>Inaccessible stock</td>
<td>No access to Amazon goods: access blocked by rejected goods or access blocked by goods of a third party</td>
</tr>
<tr>
<td>Health and Safety Risk</td>
<td>Damaged freight resulting in handballing of load (manual handling) - applies to cartons over 15kg only. Unauthorized removal of Susie lock, jack stand or chocks once the vehicle is on a bay.</td>
</tr>
<tr>
<td></td>
<td>Entrapment risk/fall from height risk</td>
</tr>
<tr>
<td></td>
<td>Dangerous fumigation/gas concentration in container</td>
</tr>
<tr>
<td></td>
<td>Livestock – family, pets or loaded livestock</td>
</tr>
</tbody>
</table>
Frequently Asked Questions

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I did not receive the appointment time I asked for.

Important: CARP Support does not accept appointment creation or modification requests via email. Please request all appointment changes via the Carrier Central portal.

The Carrier Central booking system will assign the soonest available time on or after your Carrier Requested Delivery Date (CRDD), taking into account the FC’s unloading schedule, capacity, and contents of the shipment. During busy periods, appointments may need to be booked several days in advance.

Fixed Slots are an exception, these will be granted as requested according to our Fixed Slot policy.

If you would like to reschedule your appointment at any time, please update your CRDD.

To update your CRDD:

1. Search for the Appointment ID (ISA #) and select the “EDIT” button
2. Enter your updated CRDD.
3. Click ‘SUBMIT’.
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 to inform you when the request has been confirmed and unloading slot allotted.

CARP support does not accept appointment creation or modification requests via email. All requests must be submitted via the Carrier Central portal.

The system confirmed an appointment outside my working hours, how can I modify it?
Many of Amazon FCs are working 24/7, so the booking system may confirm appointments during the night or weekend. If your appointment is scheduled to a time that does not work for you, please request a new unloading slot by updating your CRDD via Carrier Central. Note that CARP Support does not accept appointment creation or modification requests via email.

I would like to modify my appointment.
Carriers have the ability to edit, reschedule, and cancel an appointment using the Carrier Central portal.

You may:
• Reschedule and Cancel
• Add additional shipments
• Remove shipments
• 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

Note: Any modification of the type or amount of freight being delivered could trigger a rescheduling of the appointment if the change is substantial enough to impact FC operations. The appointment will remain in status ‘Pending Schedule’ after the change is submitted, and the appointment time will be confirmed within 4 hours.

After you have submitted the request, you will receive an email confirmation to inform you that the request was received and completed.

I want to add additional shipments / combine 2+ appointments.
To add additional shipments to a confirmed appointment, please edit the appointment directly through Carrier Central.

Each truck can have only one ISA. Please do not request 2 or more ISAs for the same truck, or the delivery will be rejected.

If you would like to combine 2+ appointments into one truck, please modify the contents of one of your ISAs, and delete the unused ISA.
My appointment has not been confirmed.
After creating or modifying an appointment, please allow up to 4 hours for the Carrier Central booking system to confirm your appointment. The appointment will remain in status ‘Pending Schedule’ during this time, and once approved will change to ‘Arrival Scheduled.’

If your appointment is pending for more than 4 hours, please contact us for support.

My appointment was pushed out and I want to change it back.
In order to fulfill our warehouses’ capacity needs and process inbound goods as efficiently as possible, Amazon reserves the right to reschedule appointments up to 1 working day, or 24 hours in advance.

If your appointment is rescheduled to a time that does not work for you, please request a new unloading slot by updating your CRDD via Carrier Central. The system will never schedule your appointment before your CRDD.

Note that CARP Support does not accept appointment creation or modification requests via email.

My appointment was pulled in and I want to change it back.
If your appointment is scheduled after your CRDD and an earlier unloading slot becomes available, we may proactively reschedule your appointment to a time closer to your CRDD. This is always done with at least 2 working days, or 48 hours’ notice. We will never schedule your appointment to before your CRDD.

If your new rescheduled time does not work for you, you can easily request a later unloading slot by updating your CRDD via Carrier Central.

CARP Support does not accept appointment creation or modification requests via email.

I am unable to book an appointment because the PO is not valid for delivery.
Carriers should not deliver any goods for canceled or closed Purchase Orders, or they will incur chargebacks.

If you cannot book an appointment because the PO is no longer valid for delivery, please contact your customer (Amazon's vendor) to inform them that the Purchase order status is incorrect (i.e. cancelled, closed or unconfirmed).

If you or the vendor would like to reopen the PO, you can contact us for assistance, or ask the vendor to contact Amazon’s vendor support.

My delivery was rejected.
If your delivery is rejected, the FC will provide a form to the driver indicating the reason for rejection. To continue with the delivery, please fix any issues with the delivery, and request a new appointment via Carrier Central.

If you have further questions regarding the reason for refusal, please contact us for further clarification.

My truck is not being unloaded.
In the event of an unloading delay at an Amazon site, drivers are advised to wait on site as long as needed for unloading.
If the driver is no longer able to wait and decides to leave, the driver should present themselves at the gatehouse to inform them of their decision. The FC will then provide an ‘Amazon Delivery Record’ form ticking the box ‘Driver pulled out’, and delete the appointment with reason ‘Driver pulled-out due to FC delays.’

If this paper form is not collected by the driver, neither the carrier nor the vendor will be able to dispute potential future chargebacks caused by the unsuccessful delivery and the booking not being deleted with the correct reason.

My truck is going to arrive late.
As soon as you are aware that you will be late for or miss a confirmed appointment, please follow the below guidelines:

- If can deliver within 2 hours of the scheduled time, please contact us via email or case management to check if unloading can still proceed at the later time.
- If the expected delay is more than 2 hours, there is no need to email us. Please request a new CRDD via Carrier Central to request a new unloading slot, or cancel the appointment as early as possible.

How can I recover items delivered to Amazon by mistake?
Amazon FCs proactively separate the items that are not destined to Amazon by carrier, and return them to the carrier on their next deliveries. Please remind your drivers to ask for these items during the next delivery. If the FC is not returning these items, please contact us for assistance.

Performance: How is my performance measured?
To ensure fair appointment access, carriers are expected to show up for 95% of their appointments. Carriers are expected to maintain a defect rate below 10%, and 2 or fewer defects per week. If you are unable to make your appointment, you are expected to cancel or reschedule at least 24 hours prior to the scheduled appointment time.

Performance: What is considered a defect?

1. **No Call No Show (NCNS)** - When a carrier does not turn up at an Amazon location (Fulfillment centers / ICC) as per their Scheduled Appointment Date and time (after a 30 minute grace period)
2. **Rescheduled appointments** - Rescheduling an appointment within 24 hours of the Scheduled Arrival Time.
3. **Cancelled appointments** – Cancelling an appointment within 24 hours of the Scheduled Arrival Time.

Performance: What happens if my Carrier Central Account is deactivated?
Carriers are expected to maintain a total defect rate below 10%.

Carriers whose defect rate is above 10% within a 7 day period will receive a warning email. If they do not improve their performance in the next 7 days, carriers will lose the privilege of booking appointments on their Carrier Central account.

In the event of account deactivation, the account will remain active for 24 hours, so appointments with scheduled arrival time in the following 24 hours can be delivered. After 24 hours, the account will be deactivated and all open appointments deleted.
If your account is deactivated, you can reactivate it by first sending the reasons for your defects as well as an action plan for improvement to carrier-performance@amazon.com. After this, you can create a new Carrier Central account with the same credentials (SCAC code and email address).

If an account is deactivated 3 times within a 3-month period, it cannot be reactivated again.

**Account Creation: I requested to open an account and it is still not approved.**

Please make sure the following conditions are met:

- It needs to be a carrier account (not vendor account)
- The SCAC (Standard Carrier Alpha Code) needs to correspond to carrier's company name and should not be a SCAC used by another carrier.
- The contact detail provided should be valid ones
- The PO you use to create the account is open and valid.

Failing to meet above conditions, your account would most likely be rejected. You would get a notification stating the reason why it was not approved. Therefore, please ensure these conditions are respected in order to get the account approved. Should you not receive any notification, please contact us.

**Other**

If your question is not answered above, please contact us for further assistance.

Before contacting us, please check the Carrier Central Manual and the Q&As above to see if your question is already answered.

To provide the best possible assistance, please supply as much relevant information as possible, including all reference numbers (ISA, PO, ARN, ASN) related to your inquiry.

To ensure your inquiry reaches the correct team, in the subject line please include the region code [MEU], [SEU], or [GB] or country code [DE],[FR], [ES] etc., indicating the country of the receiving warehouse.

- United Kingdom: [GB]