

Carrier Central Carrier Appointment Request Portal

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 Fulfillment 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 Fulfillment 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.

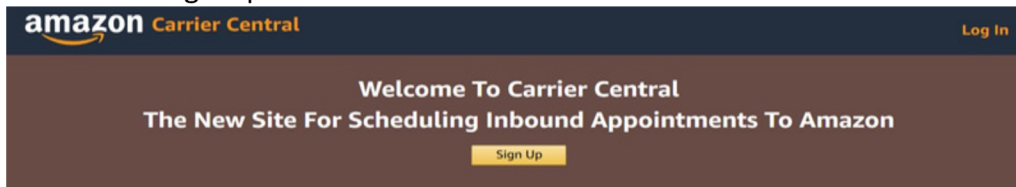
3. REQUESTING A NEW CARP ACCOUNT

3.1 Go to the link <http://carriercentral.amazon.co.za>

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



Request Appointments

To schedule your inbound freight delivery please request an appointment with your earliest available time. Amazon will schedule your appointment and send you a confirmation email with all the necessary details when your time is confirmed.



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- Click on the link “Create your Amazon account”

3.3 Choose your account type and fill in the following details:

Field	Description
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 Fulfilment Centre. <u>New SCAC:</u> 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 ZA/UK/DE/FR/IT/ES depending on your country) or Seller Support. <u>Existing SCAC:</u> 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 ZA it could be amazonza. 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. FBAVHZCVGU123
Destination FC of the above PO	Enter the destination FC of the PO entered. Destination FC are 4 digits codes.

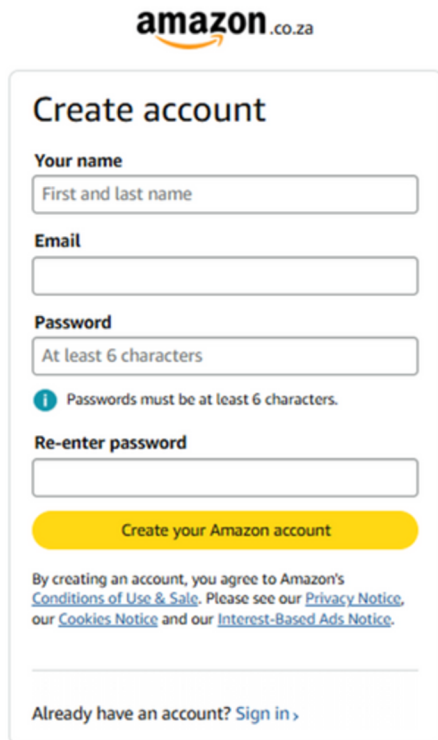
Enter the captcha verification, and click on submit.

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

3.5 You can now click on <http://carriercentral.amazon.co.za> 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: <http://carriercentral.amazon.co.za>
- 4.2. Click on "Login" button,
- 4.3. Enter Email and password.
- 4.4. Click the "Sign in" button to access your account.



The screenshot shows the 'Create account' form on the Amazon.co.za website. At the top is the Amazon logo with '.co.za'. The form title is 'Create account'. It contains the following fields and elements:

- Your name:** A text input field with the placeholder 'First and last name'.
- Email:** A text input field.
- Password:** A text input field with the placeholder 'At least 6 characters'.
- Re-enter password:** A text input field.
- A yellow button labeled 'Create your Amazon account'.
- Below the button, a line of text: 'By creating an account, you agree to Amazon's [Conditions of Use & Sale](#). Please see our [Privacy Notice](#), our [Cookies Notice](#) and our [Interest-Based Ads Notice](#).'
- At the bottom, a link: 'Already have an account? [Sign in](#)'.

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.

Appointment Information

Destination FC	FC operating hours: XZA1 (Johannesburg,ZA,1619) ▾
Freight Type	Choose an option ▾
Load Type	Choose an option ▾
Is Freight Clampable	Choose an option ▾
Trailer Number	Unique identifier for tra
Carrier Requested Delivery Date	📅 05/26/2025 Hour: 8 ▾ Minute: 00 ▾ Africa/Johannesburg
Requester Comments	<input type="text" value="Please add any additional instructions here."/>

[Show Temperature Zones ▾](#) Update appointments at least 24 hours before the scheduled time to avoid an appointment defect. ▾

ARN	PRO/Carrier Reference Number	BOL/Vendor or Seller Reference Number 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"/>
Ensure you include any and all POs that you plan to deliver. ▾							

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

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.

Field	Details
Destination FC *	From the drop-down menu choose the Amazon FC to which the shipment(s) are to be delivered.
Carrier SCAC * (for vendor accounts only)	Enter the registered SCAC (Standard Carrier Alpha Code) of your carrier.
Freight Type *	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
Load Type *	Keep Palletized as default option.
Is Freight Clampable *	Keep Yes as default option.
Trailer Number	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.
Carrier Requested Delivery Date *	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.
Requester Comments	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.)

* *Mandatory fields*

Field	Description
ARN (* for Collect freight)	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.
PRO	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.
BOL List *	<p><u>This is a required field.</u> 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. <u>FBAVHZCVGU123</u>).</p> <p>New functionality: In case you have several BOLs for a single vendor, you can now input them all in the same line.</p>
Vendor Name *	Company name of the Vendor / Seller.
Pallet Count	Number of pallets to be delivered. Can be Auto Populated with a valid ARN/PRO/BOL.
Carton Count	Number of cartons to be delivered. Can be Auto Populated with a valid ARN/PRO/BOL.
Unit Count	Number of units to be delivered. Can be Auto Populated with a valid ARN/PRO/BOL.
PO List (* if invalid BOL or ARN is used)	<p>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).</p> <p>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.</p> <p>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.</p>

* *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 75457028974 to our safety yard

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

Appointment Summary:

Amazon warehouse: XZA1
Booking reference #: 75457028974
Requested Delivery Date: Mon 01/06/2025 08:00 SAST
Delivery Date: Mon 01/06/2025 08:00 SAST
Trailer Number: FBA15JX2MLQC

Shipments:

ISD: 88838028974
PRO: 25117G7W
Pallet count: 0
Carton count: 4
POs: [25117G7W]
BOLs: [FBA15JX2MLQC]
Vendor Name: [REDACTED]

Further help is available on Carrier Central portal help pages.

Many thanks,
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.

Field	Description
Destination FC *	From the drop-down menu choose the Amazon FC to which the shipment(s) are to be delivered.
Carrier SCAC * (for vendor accounts only)	Enter the registered SCAC (Standard Carrier Alpha Code) of your carrier.
Freight Type *	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
Load Type *	Keep Palletized as default option.
Is Freight Clampable *	Keep Yes as default option.
Trailer Number	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.
Carrier Requested Delivery Date *	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.
Requester Comments	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.)

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

The screenshot shows a web interface for bulk upload. It features a table with two columns labeled 'ARN' and 'PRO'. Below the table is a row with a plus sign (+) in the first column. At the bottom, there is a text prompt: 'Use [this template](#) for bulk upload in CSV', where the link is highlighted with a red box. To the right of the text is an 'Upload' button.

	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								
3								
4								
5								
6								
7								
8								

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.

Field	Description
ARN (* for Collect freight)	This Amazon Reference Number field is mandatory for Collect freight. For Prepaid or seller freight, please leave this column blank.
PRO	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.
BOL List *	<p><u>This is a required field.</u> 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. FBAVHZCVGU123).</p> <p><u>New functionality:</u> In case you have several BOLs to input for a single vendor, input them all.</p>
Vendor Name *	Name of the Vendor / Seller.
Pallet Count	Number of pallets to be delivered. Can be Auto Populated if a valid ARN/PRO/BOL is input.
Carton Count	Number of cartons to be delivered. Can be Auto Populated if a valid ARN/PRO/BOL is input.
Unit Count	Number of units to be delivered. Can be Auto Populated if a valid ARN/PRO/BOL is input.
PO List (* if invalid BOL or ARN input)	<p>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).</p> <p>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. FBAVHZCVGU123).</p> <p>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.</p>

* 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 ZA/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:

	ARN	PRO	BOL List (use , as separator) *	Vendor Name	Pallet Count	Carton Count	Unit Count	PO List (use , as separator) *	
1	<input type="text"/>	<input type="text"/>	<input type="text" value="abc1,bol2,abc3"/>	<input type="text" value="VendorA"/>	<input type="text" value="1"/>	<input type="text" value="20"/>	<input type="text"/>	<input type="text" value="52147P2Z"/>	
2	<input type="text"/>	<input type="text"/>	<input type="text" value="bol7"/>	<input type="text" value="VendorB"/>	<input type="text" value="2"/>	<input type="text" value="10"/>	<input type="text"/>	<input type="text" value="5PLRG9GJ"/>	
3	<input type="text" value="arn1"/>	<input type="text"/>	<input type="text"/>	<input type="text" value="SellerC"/>	<input type="text" value="7"/>	<input type="text" value="30"/>	<input type="text"/>	<input type="text" value="85ECO2BJ"/>	

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 ZA/UK/DE/FR/IT/ES, depending on the country you want to deliver)
- ☒ 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 ZA/UK/DE/FR/IT/ES, depending on the country you want to deliver)
- ☒ 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 ZA/UK/DE/FR/IT/ES, depending on the country you want to deliver)

- 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 ZA/UK/DE/FR/IT/ES, depending on the country you want to deliver)
- 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 ZA/UK/DE/FR/IT/ES, depending on the country you want to deliver)
- 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.

The screenshot shows the Amazon Carrier Central search interface. At the top, there are navigation tabs: Request, Search, and Account. Below these, there are search filters: Search By Appointment IDs, Search By Dates, Search By Shipment Information, List All Active Appointments, and List Appointments by FC. The main search area has a text input field labeled 'Appointment IDs' with a placeholder 'Please limit amount to 10 and use ';' as separator.' and a yellow 'Submit' button. Below the search field, there is a message: 'Appointments that were not created by you are removed from the result.' At the bottom, there is a footer with copyright information and language options.

The screenshot shows the Amazon Carrier Central search interface. At the top, there are navigation tabs: Request, Search, and Account. Below these, there are search filters: Search By Appointment IDs, Search By Dates, Search By Shipment Information, List All Active Appointments, and List Appointments by FC. The main search area has a dropdown menu for 'Carrier Requested Delivery Date' and a date range selector with 'From' and 'To' fields. The 'From' field is set to '05/26/2025' and the 'To' field is set to '05/27/2025'. There are also dropdown menus for '0' and '00' in both fields. A yellow 'Submit' button is on the right. Below the search field, there is a message: 'Appointments that were not created by you are removed from the result.' At the bottom, there is a footer with copyright information and language options.

On the search result page, the requests matching your search criteria will display.

The screenshot shows the Amazon Carrier Central search result page. At the top, there are navigation tabs: Request, Search, and Account. Below these, there are search filters: Search By Appointment IDs, Search By Dates, Search By Shipment Information, List All Active Appointments, and List Appointments by FC. The main search area has a dropdown menu for 'Carrier Requested Delivery Date' and a date range selector with 'From' and 'To' fields. The 'From' field is set to '12/02/2024' and the 'To' field is set to '05/27/2025'. There are also dropdown menus for '0' and '00' in both fields. A yellow 'Submit' button is on the right. Below the search field, there is a message: 'Appointments that were not created by you are removed from the result.' Below this message, there is a 'Filter Options' section with a dropdown arrow. To the right of the message, there is a yellow button: 'Download Appointments (Excel)'. Below the message, there is a table with the following columns: Destination FC, Appointment ID, Appointment Reference Code, Trailer Number, Carrier Requested Delivery Date, Status, Scheduled Time, Arrival time, CheckIn time, Unloaded time, Closed time, and Creation time. The table contains 5 rows of data. At the bottom, there is a footer with copyright information and language options.

Destination FC	Appointment ID	Appointment Reference Code	Trailer Number	Carrier Requested Delivery Date	Status	Scheduled Time	Arrival time	CheckIn time	Unloaded time	Closed time	Creation time	
XZA1	79169028974	XZA1-3C-QTDX2		03/14/2025 08:00 SAST	Deleted	03/14/2025 15:15 SAST					03/13/2025 14:02 SAST	View
XZA1	77546028974	XZA1-28-32IK1		02/19/2025 08:00 SAST	Cancelled						02/17/2025 14:00 SAST	View
XZA1	76128028974	XZA1-10-1R084		01/28/2025 08:00 SAST	Deleted	01/28/2025 08:00 SAST					01/20/2025 16:33 SAST	View
XZA1	75457028974	XZA1-02-DGGII	FBA15JX2MLQC	01/06/2025 08:00 SAST	Deleted	01/06/2025 08:00 SAST					01/02/2025 18:53 SAST	View
XZA1	81633028974	XZA1-5D-M7V84		04/28/2025 08:00 SAST	Deleted	04/29/2025 08:00 SAST					04/23/2025 14:51 SAST	View

8 EDITING A CARP APPOINTMENT

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 Request ID (ISR ID #) or Appointment ID (ISA #) and select the “Edit”.

Appointments Options


The screenshot shows the Amazon Carrier Central interface. At the top, there are navigation links for "Request", "Search", and "Account". Below this, there are search filters for "Carrier Requested Delivery Date" with a date range from 12/02/2024 to 05/27/2025. A "Filter Options" section is visible below the search filters. The main content area displays a table of appointments with columns for Destination FC, Appointment ID, Appointment Reference Code, Trailer Number, Carrier Requested Delivery Date, Status, Scheduled Time, Arrival time, Checkin time, Unloaded time, Closed time, and Creation time. A "Download Appointments (Excel)" button is located at the top right of the table. The table contains five rows of appointment data, each with a "View" button next to it.

Destination FC	Appointment ID	Appointment Reference Code	Trailer Number	Carrier Requested Delivery Date	Status	Scheduled Time	Arrival time	Checkin time	Unloaded time	Closed time	Creation time	
XZA1	79169028974	XZA1-3C-QTDX2		03/14/2025 08:00 SAST	Deleted	03/14/2025 15:15 SAST					03/13/2025 14:02 SAST	View
XZA1	77546028974	XZA1-28-32IK1		02/19/2025 08:00 SAST	Cancelled						02/17/2025 14:00 SAST	View
XZA1	76128028974	XZA1-10-1R084		01/28/2025 08:00 SAST	Deleted	01/28/2025 08:00 SAST					01/20/2025 16:33 SAST	View
XZA1	75457028974	XZA1-02-DGGII	FBA15JX2MLQC	01/06/2025 08:00 SAST	Deleted	01/06/2025 08:00 SAST					01/02/2025 18:53 SAST	View
XZA1	81633028974	XZA1-5D-M7V84		04/28/2025 08:00 SAST	Deleted	04/29/2025 08:00 SAST					04/23/2025 14:51 SAST	View

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	
Appointment ID	204920161 
Destination FC	MAD4
Status	Pending Schedule
Freight Type	Truck Load ▾
Load Type	Palletised ▾
Is Freight Clampable	Yes ▾
Trailer Number	<input type="text"/>
Carrier Requested Delivery Date	<input type="text" value="01/08/2018"/> Hour <input type="text" value="13"/> Minute <input type="text" value="00"/> Europe/Berlin
Requester Comments	<input type="text"/>

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

	ARN	PRO	BOL List (use ',' as separator) *	Vendor Name	Pallet Count	Carton Count	Unit Count	PO List (use ',' as separator) *	
1	<input type="text"/>	<input type="text"/>	<input type="text" value="2090495736"/>	<input type="text" value="VendorA"/>	<input type="text" value="1"/>	<input type="text" value="5"/>	<input type="text" value="206"/>	<input type="text" value="28YGSXQV"/>	
									

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

	ARN	PRO	BOL List (use ',' as separator) *	Vendor Name	Pallet Count	Carton Count	Unit Count	PO List (use ',' as separator) *	
1	<input type="text"/>	<input type="text"/>	<input type="text" value="2090495736"/>	<input type="text" value="VendorA"/>	<input type="text" value="1"/>	<input type="text" value="5"/>	<input type="text" value="206"/>	<input type="text" value="28YGSXQV"/>	
									

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 ZA/UK/DE/FR/IT/ES depending on the your country), contact Seller Support (for sellers), or raise a case in:
- Seller Central: Help → Get Help and Resources (for sellers)
 - Vendor Central: Contact Us → Shipments → Carrier Central / CARP (for vendors).
- Please include your respective account manager’s email ID for all issues.

10 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

11 APPENDIX 2 : AMAZON DELIVERY REQUIREMENTS

Amazon Delivery Record

Date		Arrival Time	
FC		Booking Reference	
Vendor Code		Carrier	
Vendor Name		Comment (optional)	

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)		Tick
More pallets delivered than stated in the booking form	More pallets delivered than stated in the booking form if more than 4 pallets per ISA	
Invalid or no booking	Invalid (no valid ISA number) or no booking (freight that arrives without a previously scheduled appointment)	
Arrived Early_Driver pulled out	Arrived Early (before scheduled appointment time): Driver refused to wait and pulled out	
Arrived Late	Arrived Late (after scheduled appointment time)	
Wrong FC	POs which are not for the FC they have delivered (Amazon retains the right to accept stock if freight has been redirected by Amazon)	
Missing or incomplete delivery paperwork	No delivery valid paperwork is available to identify the freight being delivered	
Unsafe vehicle	Unsafe flooring	
	Roller bed trailers	
	Infestation	
	Doesn't fit to dock	
Incorrect vehicle	Incorrect vehicle that does not comply with specific FC requirements	
Pallets exceeding height limit	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.	
Non-compliant pallet	Not accepted: Pallet-sized box, One-way pallet	
	Accepted pallets: - UK: GMA grade B or higher, 1000x1200 mm 4-way access wood pallets (GMA 1A grade pallets are preferred for grocery items). - MEU/SEU : Euro/CHEP pallets (800x1200 mm)	
Damaged Pallet	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	

Incorrectly Bound Pallets	Two pallets are bounded on the 1200 mm side (should be on the 800 mm or 1000 mm side)	
Overhanging pallets	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)	
Pallet exceeding weight limit	Pallet weights more than 500 kg	
Damaged / tampered freight	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.	
Carton exceeds weight limit	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	
Open Load	Open cartons at the point of receipt - suspicion of theft	
Food / pet food quality impaired	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.	
Hazmat	Hazardous goods are delivered to inappropriate FC (see Vendor Manual Chapter 7)	
Disregarding safety and security guidelines on site	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	
Banned/ abusive driver / inappropriate behavior	Uncooperative behavior or sufficient reason to believe driver is under the influence of drink or drugs	
	The driver was previously banned	
	Failure to read and sign acceptance of site rules	
Dock leveler cannot be engaged	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	
Unable to offload from rear of vehicle	Unloading possible only from a side	
Chemical risk	Spilt chemicals with risk of absorption or inhalation.	
Loose cartons added to a palletized delivery	Non-palletized loose cartons that place the associate at risk of injury	
Inaccessible stock	No access to Amazon goods: access blocked by rejected goods or access blocked by goods of a third party	
Health and Safety Risk	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.	
	Entrapment risk/fall from height risk	
	Dangerous fumigation/gas concentration in container	
	Livestock – family, pets or loaded livestock	