

Carrier Appointment Request Portal

User Manual for Carriers

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In an effort to improve supply-chain efficiencies, Amazon has launched the *Carrier Appointment Request Portal* for carriers who have been engaged directly by Amazon vendors to move freight to Amazon Fulfillment Centers.

This portal reduces the time taken by vendor-paid carriers to schedule appointments at Amazon Fulfillment Centers (FCs) and provides a standard process for scheduling appointments to any Amazon FC.

Process

Carriers to log on to <http://transportation.amazon.com> and review past appointments or schedule a fresh appointment. Amazon systems then systematically schedules the freight and provides the carriers a time and date for delivery of freight within a fixed turnaround time.

Navigation Workflow

In this document, we describe the steps to be followed by the carrier to schedule an appointment using the *Carrier Appointment Request Portal*. We will illustrate the steps to be followed through screen shots from the website.

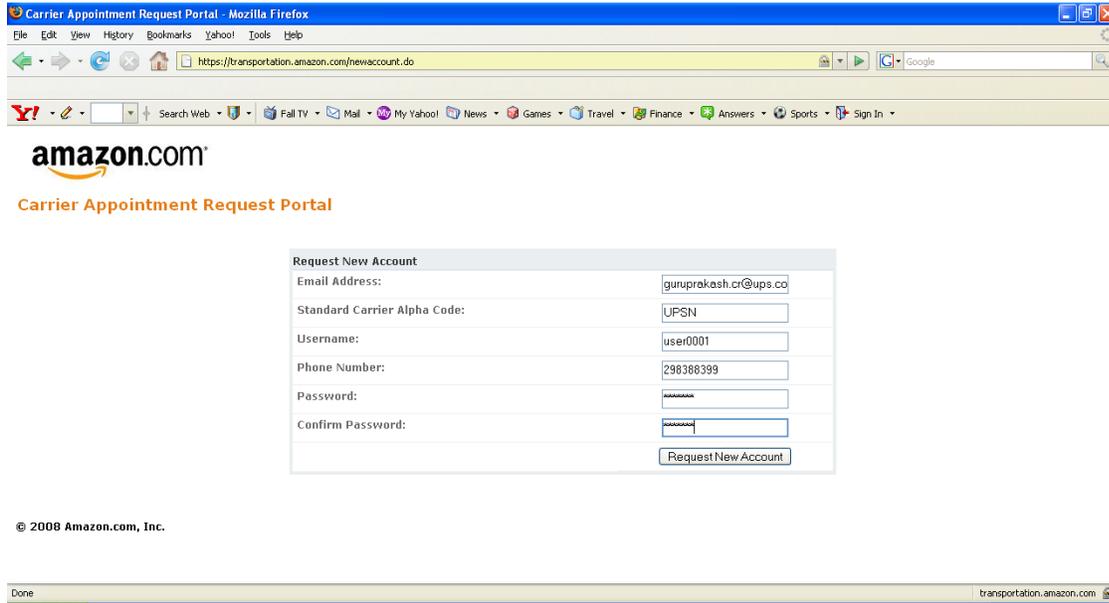
Requesting an account

Carriers can request an account by logging onto the website and following the simple steps below:

- Click on the link “Request New Account”
- Fill in all the details. Pay particular attention to the field called “Standard Carrier Alpha Code”, please provide your SCAC.

Amazon Transportation will authorize the user id after checking with the terminal.

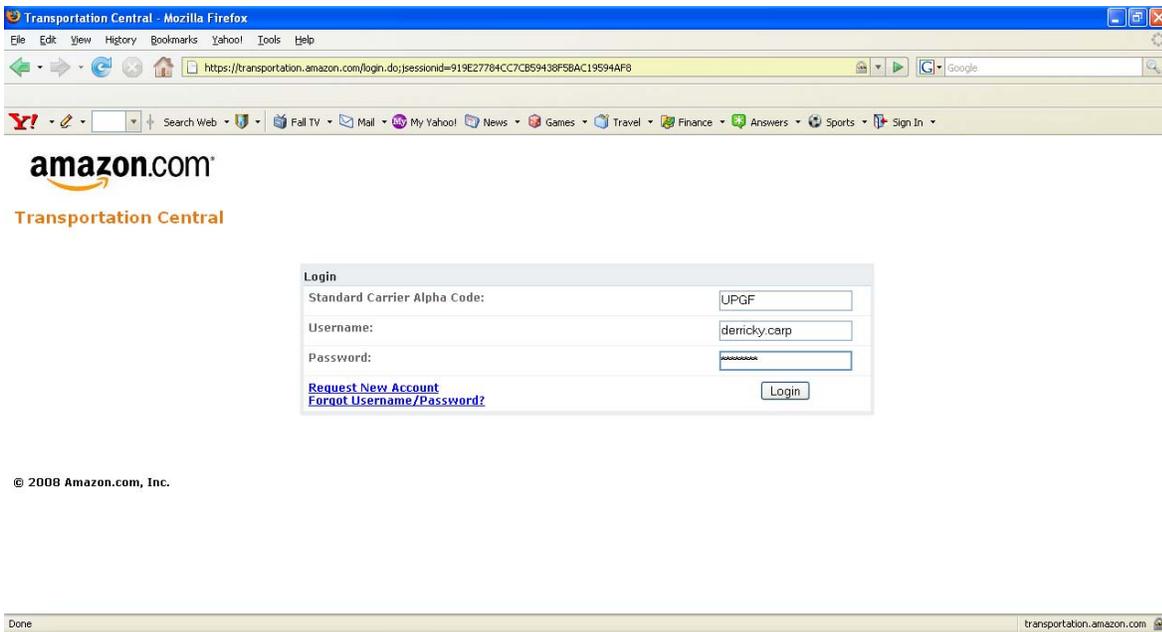
Screen 1: Requesting for a new account



Logging into the website

Carriers can logon to the website using the screen below:

Screen – 2: Logging into the website

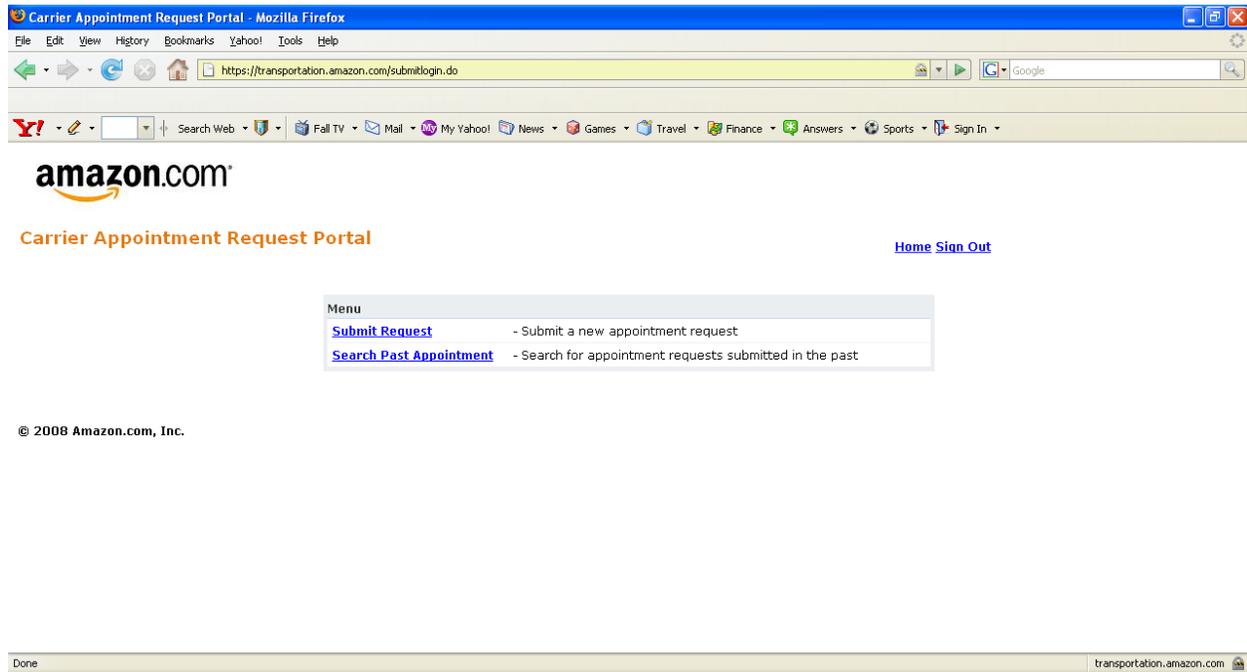


After logging into the website, the carrier can provide the details and request for an appointment.

Workflow Options

Once the carrier is logged onto the website, he/she is presented with a menu as shown below. The carrier can choose to review past appointments or schedule a fresh appointment.

Screen – 3: Menu Options



In order to submit a request, the carrier should click on the “Submit request” option.

In order to review past appointments, carrier should click on the “Search Past Appointments” option.

Submitting an appointment request

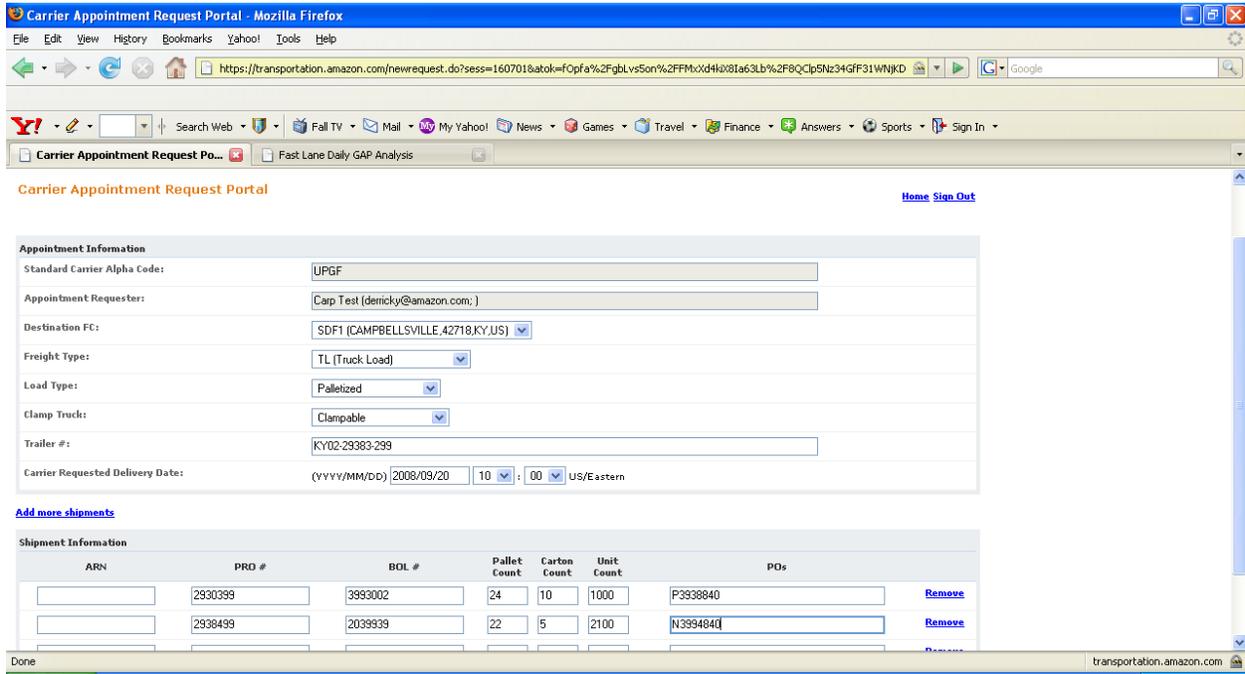
Upon reaching the “Submit Request” screen, the carrier should provide all the details of the freight and request for an appointment.

- (a) PRO Number: Carrier should provide the appropriate PRO number for the shipments that will be delivered
- (b) BOL Number: Carrier should provide the BOL number given by the vendor in this field
- (c) PO Number: Carrier should also provide all the PO numbers associated with that shipment in this field
- (d) Freight Details: Carrier should also provide the details of the freight that is being delivered.

After filling all the details carrier can click on the submit button.

Screen – 4: Request Appointment

The portal requires the carrier to fill all the relevant details in this screen.



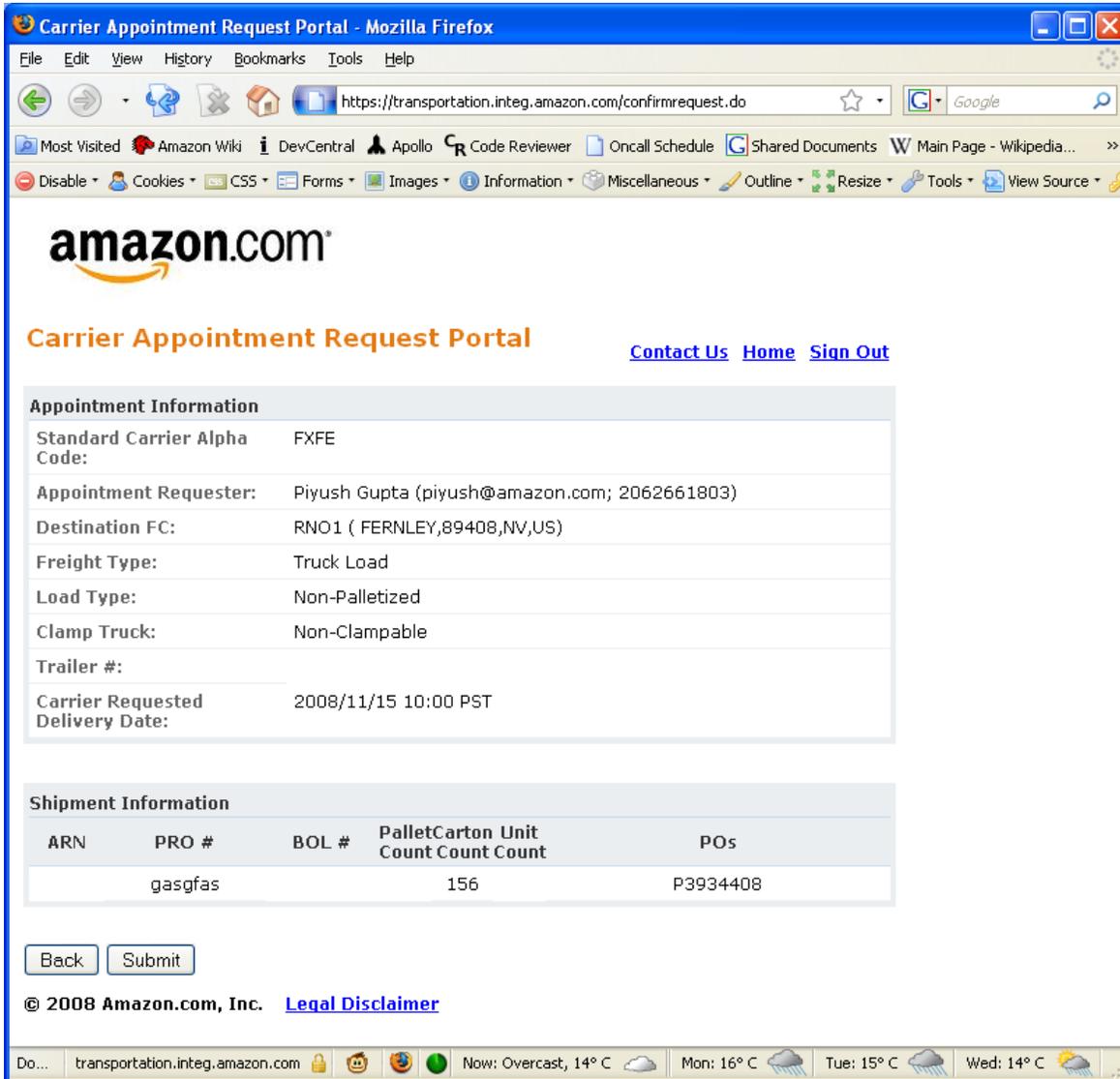
The carrier has to fill the details in this page and click on the “submit” button to submit the request to Amazon.

Field	Condition
Trailer Number	<ul style="list-style-type: none"> ✓ optional, single value field ✓ if provided, it must consist of at least 1 non-whitespace character ✓ can contain one or more spaces
ARN	<ul style="list-style-type: none"> ✓ optional, single value field ✓ if provided, it must be a valid ARN known to Amazon TRAN systems
PRO	<ul style="list-style-type: none"> ✓ mandatory, single value field ✓ cannot contain any spaces (must be a single

	<p>token)</p> <ul style="list-style-type: none"> ✓ cannot be longer than 30 characters
BOL	<ul style="list-style-type: none"> ✓ optional, single value field ✓ if provided, cannot contain any spaces (must be a single token) ✓ if provided, cannot be longer than 30 characters
Pallet Count	<ul style="list-style-type: none"> ✓ optional, single value field ✓ if provided, must be non-negative number ✓ if provided and if "Palletized" is defined in "Load Type:", then must be 1 or more pallets
Carton Count	<ul style="list-style-type: none"> ✓ mandatory, single value field ✓ must be a value 1 or greater
Unit Count	<ul style="list-style-type: none"> ✓ optional, single value field ✓ if provided, must be non-negative number
PO List	<ul style="list-style-type: none"> ✓ mandatory, multi-value field (values separated by space or comma), at least 1 value required ✓ each PO ID must follow these rules: ✓ it must be a valid PO known to Amazon TRAN systems ✓ PO's destination FC must match the destination FC on the CARP form ✓ PO must NOT be "closed"

Screen - 5: Confirm Appointment

The portal then seeks a confirmation from the carrier that the data he/she provided is appropriate for the appointment sought.



The carrier has to click on the submit button to confirm his appointment request to Amazon.

Screen – 6:

The portal then provides full details of the appointment that can be printed for the carrier’s future reference.

amazon.com

Carrier Appointment Request Portal [Contact Us](#) [Home](#) [Sign Out](#)

Appointment Request Submitted

Your appointment request was successfully submitted for scheduling at the destination FC. Your request has been forwarded to a dock clerk at our Fulfillment Center for further resolution with the following details:

Appointment Information	
Standard Carrier Alpha Code:	FXFE
Appointment Requester:	Piyush Gupta (piyush@amazon.com; 2062661803)
Destination FC:	RNO1 (FERNLEY,89408,NV,US)
Freight Type:	Truck Load
Load Type:	Non-Palletized
Clamp Truck:	Non-Clampable
Trailer #:	
Carrier Requested Delivery Date:	2008/11/15 10:00 PST

Shipment Information				
ARN	PRO #	BOL #	Pallet/Unit Count	POs
	gasgfas		156	P3934408

Your appointment will be reviewed and arranged within 24 hours and you will receive a confirmation email.

[Home](#)

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transportation.integ.amazon.com Now: Overcast, 14° C Mon: 16° C Tue: 15° C Wed: 14° C

The request for appointment is submitted to Amazon. The carrier will get a message that the appointment request has been registered. At this point, the request will be provided with the dock clerk of the fulfillment center where the appointment is sought. The dock clerk will in turn confirm the appointment and the actual appointment details will be communicated to the carrier through the email address specified while scheduling the appointment.

Important Note:

The carrier receives an acknowledgement of the request immediately from the portal. However, the carrier will have to wait for the fulfillment center to revert to his request for appointment. The confirmation email that a carrier receives once the appointment is confirmed is shown in Appendix -2. The carrier can however check the status of the appointment in the portal itself. The appointment status is “Pending confirmation” if the appointment has not been confirmed by the fulfillment center. The appointment changes status to “Confirmed” when the fulfillment center grants an appointment to the carrier.

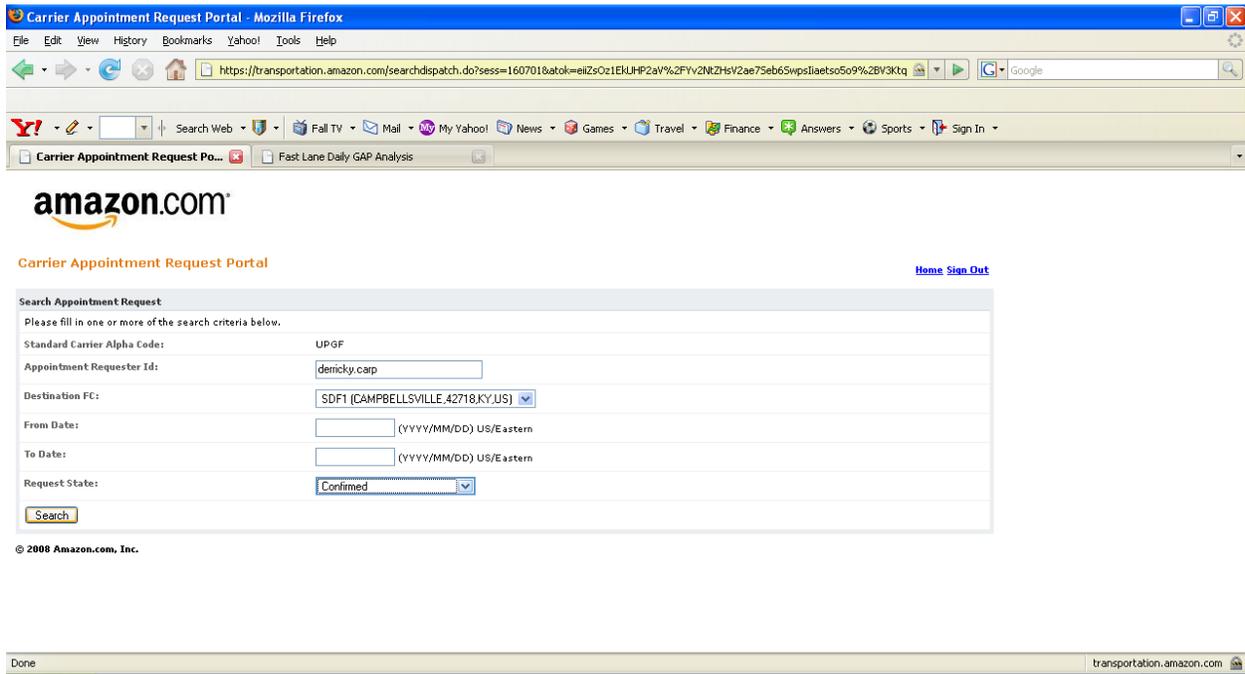
Reviewing Appointments

Carrier can also review past appointments by clicking on the “Search Appointments” option in the menu screen.

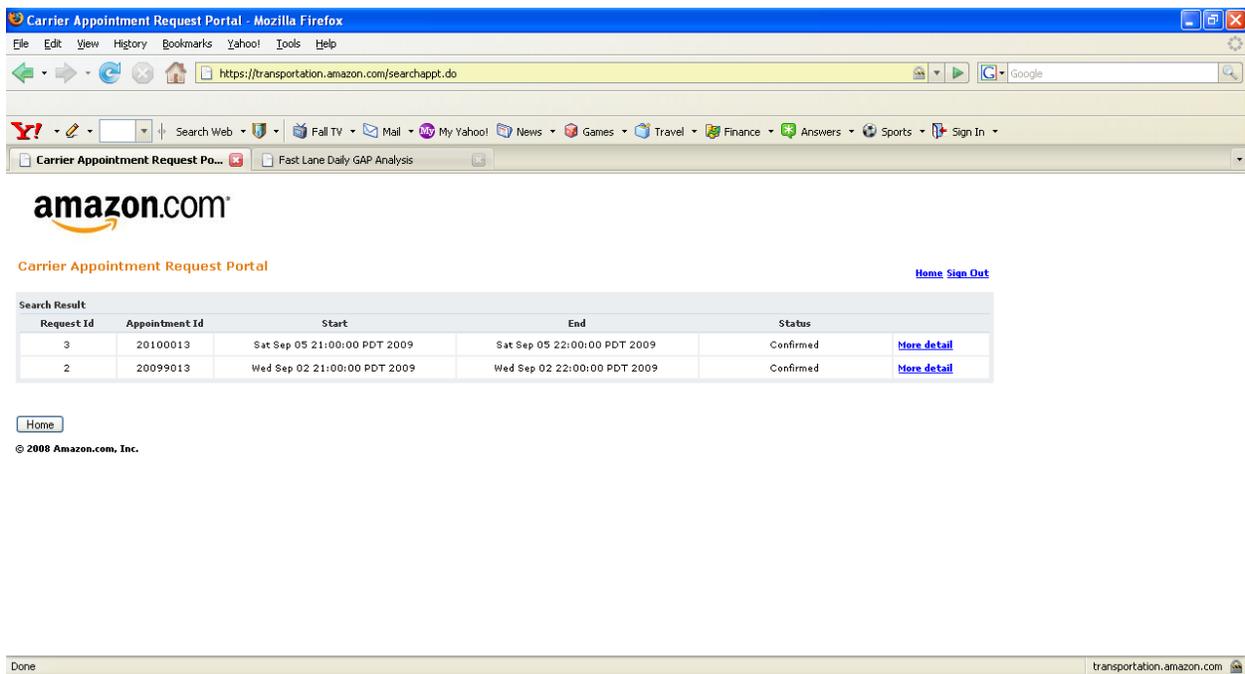
Upon providing the necessary details the website throws a list of appointments matching the condition.

The carrier can use this search option to review the details of past appointments as well as to know appointments that he has scheduled with the Fulfillment Center.

Screen -5: Search Appointment



Screen – 6: Appointments Results



Managing errors

If an appointment that is being scheduled by the carrier contains any errors, the website will specify the error message for that request in the request itself. Carriers will get to know of the error message immediately when the data provided fails validation. For example, if the PO is invalid, the carrier will be asked to recheck the PO or check the PO number with the vendor. A completely correct appointment request will not generate any error message and the carrier will be automatically notified with an acknowledgement when the data provided is accurate and valid. Please see Appendix 4 for a sample error message.

Seeking Support

If the carrier faces a problem in using the website or has concerns about the appointment being provided, the carrier can reach out for support in using this website by writing an email to carp-support@amazon.com.

APPENDIX -1: Dos & Don'ts

Do's:

- (a) Do provide all the POs in the appointment request
- (b) Do provide the correct PRO(mandatory) and BOL as required in the portal
- (c) Please note down the request id for your reference
- (d) Do contact carp-support@amazon.com for any queries about the portal
- (e) Do contact the fulfillment center if there is any exception to be handled such as change of appointment date/time
- (f) Do check with the vendor if the website indicates that the PO number is invalid
- (g) If the carrier has to deliver an Amazon PO as well as the PO of an Amazon FBA customer (such as Target, Bebe or Lacoste) the non-Amazon POs have to be delivered using separate PRO numbers.
- (h) Please wait for the fulfillment center to revert to your request for appointment.
- (i) Do check the status of the appointment in the portal. The appointment status is "Pending confirmation" if the appointment has not been confirmed by the fulfillment center. The appointment changes status to "Confirmed" when the fulfillment center grants an appointment to the carrier.

Don'ts:

- (a) Do not request for an appointment for the same freight through email or through the portal again
- (b) Do not mix Amazon POs with non-Amazon POs in the same PRO
- (c) Do not share your user id or password to any person

APPENDIX -2: Appointment Confirmation Email Sample

Hello ABCD on behalf of WXZY,

An appointment on September 23, 2009 12:30:00 PM EDT has been confirmed at Amazon.com's SDF1 Fulfillment Center for the shipment listed below. The appointment ID is 20381013. Please make sure you have the appointment ID ready when you show up for the appointment.

If you have additional concerns or need assistance, please reply to this e-mail or contact the Amazon.com Transportation Department at carp-support@amazon.com. Thanks!

Appointment Summary

Fulfillment Center: SDF1
Inbound Shipment Appointment (ISA) ID: 20381013

Arrival Date: September 23, 2009 12:30:00 PM EDT
Departure Date: September 23, 2009 1:00:00 PM EDT
Door: 32.0

Shipments

PRO: 838-771393
BOL: 126965117
Pallet count: 1
Carton count: 70
POs: L7419309

Have a great day!

Amazon.com Transportation Department

APPENDIX -3: Appointment Re-scheduled Email Sample

Hello ABCD on behalf of WXZY,

A confirmed appointment with appointment ID 20381013 on September 23, 2009 12:30:00 PM EDT at Amazon.com's SDF1 for the shipment listed below has been rescheduled.

The new appointment ID is 20381013 and the appointment is on September 23, 2008 12:30:00 PM EDT.

If you have additional concerns or need assistance, please reply to this e-mail or contact the Amazon.com Transportation Department at carp-support@amazon.com. Thanks!

Appointment Summary

Fulfillment Center: SDF1

Inbound Shipment Appointment (ISA) ID: 20381013

Arrival Date: September 23, 2008 12:30:00 PM EDT

Departure Date: September 23, 2008 1:00:00 PM EDT

Door: 32.0

Shipments

PRO: 838-771393

BOL: 126965117

Pallet count: 1

Carton count: 70

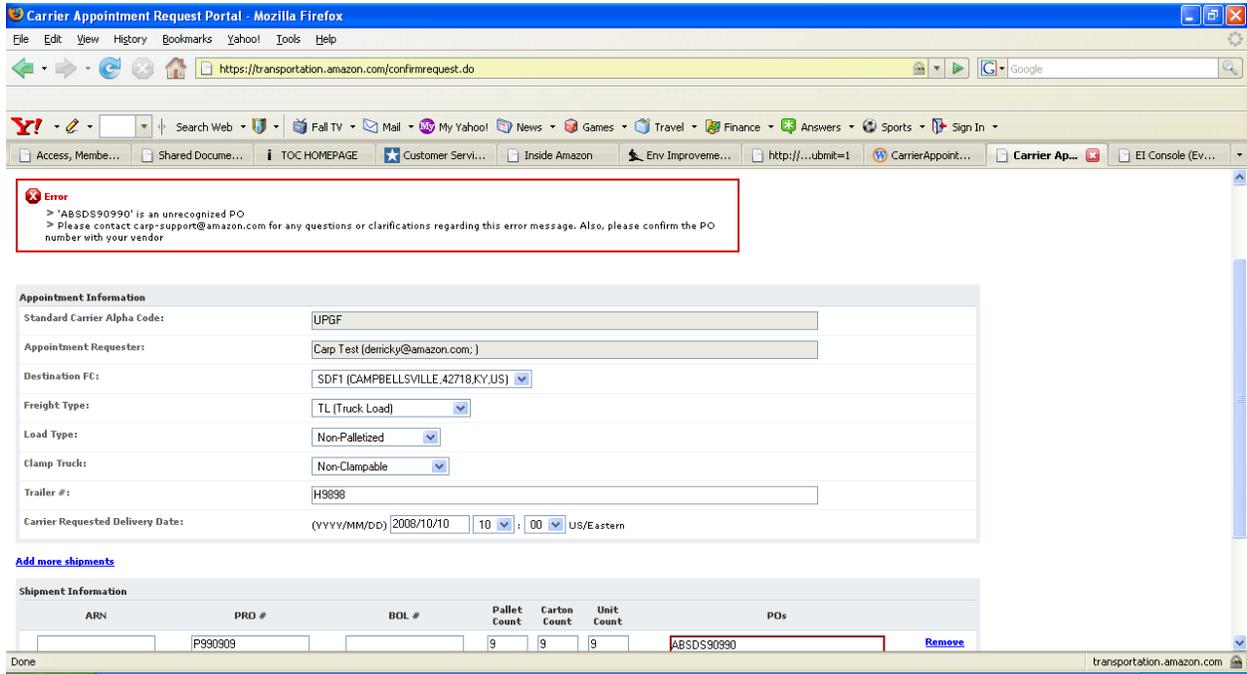
POs: L7419309

Have a great day!

Amazon.com Transportation Department

APPENDIX -4: Error message when the PO is invalid

The website will prompt the user to verify the PO number or validate it with the vendor.



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