

We now have a seller central integrated solution to send air shipments to FBA directly from seller central for Amazon US marketplace, with Amazon negotiated rates and End to End trackability within seller central. Send us a mail at global-fba-azn@amazon.com to enable this solution or report any issues on this

FBA (Fulfillment by Amazon)					
Marketplace	AIR SHIPMENTS			OCEAN SHIPMENTS	
	FedEx	UPS	DHL	Aramex	POTA Global Logistics (US)
NA (North America) - USA, Canada & Mexico					POC 1 Name – Naveen chander (North) POC 1 Ph number – (Landline or Mobile) : 9611331144/9372746744 POC 1 Email ID – naveen@pota.in POC 2 Name – Robert Charles (South) POC 2 Ph number – (Landline or Mobile) : 9677052425 POC 2 Email ID – robertkrr@pota.in (Incase POC 1 is not available) Escalation POC number – S.S.SHYAM : 8754577691/9944921999 Escalation POC email ID – shyam@pota.in
EU (UK, Germany, Italy, Spain, France)	We have a seller central integrated solution with FedEx currently. Please email global-fba-azn@amazon.com to get enabled for the same FedEx POC - Mr. Rohan Patke Ph: 022-61986848 Email - rohan.patke@fedex.com Escalation email ID - Arunoday.kaushik@fedex.com	To get a call back from UPS, send a mail with the following details to global-shipping-azn@amazon.com - Marketplace (NA ; Souq ; etc.) Seller Account Name Seller Email Seller Contact Name Seller Contact Number (Mobile) Seller Location/ City Fine Jewelry for US? (Y/N)	POC 1 Name – Mr. Manmeet Dhillon POC 1 Ph number – 022 66822518 / 7506670145 POC 1 Email ID – Manmeet.Dhillon2@dhl.com POC 2 Name – Ms. Akanksha Beohar POC 2 Ph number – 022 66789193 / 8657327705 POC 2 Email ID - Akanksha.Beohar@dhl.com (Incase POC 1 is not available) Escalation POC number – 9833452933 (Kartikeyan Iyer) Escalation POC email ID – Kartikeyan.iyer@dhl.com		
Middle East (UAE)				POC 1 Name –Anuradha Iyer POC 1 Ph number – (022-39419900 x extn: 1753), +91-9833455504 POC 1 Email ID – Anuradha Iyer (IN) Anuradha@aramex.com POC 2 Name – Junaid POC 2 Ph number – (+91 9663252000) POC 2 Email ID – junaid@aramex.com (Incase POC 1 is not available)- Escalation POC number – 022-39419900 x Extn: 1536, +91-9867715680 Escalation POC email ID – Percy Avari Percy@aramex.com	

Although the above are Amazon partnered carriers with Amazon negotiated rate cards, you can use your own logistics provider to send shipments directly to international customers or to Amazon warehouses in any Amazon marketplace as well

If you face any issues/escalations with logistics service providers, refer to [this link](#) for carrier escalation point of contact