

# Amazon Track

## What is the Amazon Track App?

The "Amazon Track App" enables Delivery Associates (DA) of self-ship sellers to mark scans such as pickups and deliveries against Self-Delivery orders on Amazon.in.

## Who is the Amazon Track App for?

If you are an Amazon seller who manages their order fulfilment on your own (i.e., through your own engaged delivery associates) then this App is for you.

*(Please note: You (seller) must pass all pre-requisites mentioned below in order to be able to use the App for Self-Delivery orders)*

Your DA needs to download the Amazon Track App, to scan and update the status of your orders on Amazon.in.

## Why is using the Amazon Track App important?

It is extremely important to use this App for Self-Delivery orders because, it helps –

- Amazon to provide **tracking information** to customers, leading to possible better customer feedback on Amazon.in
- Enables sellers to track and work on **maintaining their delivery performance** to continue on Local Shops and Prime programs.

## What are the pre-requisites to use the Amazon Track App?

The pre-requisites to use the App are -

- You (seller) have a selling account on [Amazon Seller Central](#),
- Your DA has an Android device (*version 7.0 or above*) and an *IN registered phone number*
- You (seller) have opted in for the Self-Delivery workflow on Amazon.in
- You (seller) have configured your 'Ships-from Location' in [Buy Shipping preferences](#)

Log into 'Amazon Seller Central' and go to Settings > Account Info > Buy Shipping Preferences. Click on 'Add New Address' button to save your business address.

**Note:** If the address updated here does not match the address updated in [Manage GST detail page](#), your DA will not be able to use the Amazon Track App.

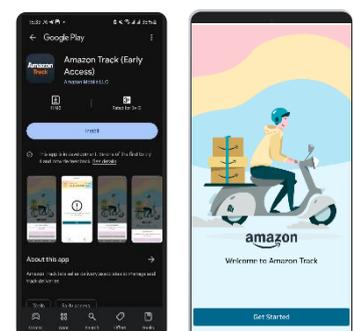
Buy Shipping preferences [Learn more](#)

Manage your ships-from locations		<a href="#">Add new address</a>
Default location	Address	
Warehouse1	S 4, Vaidhyanagar, 2nd Main Road, Mahalakshmi Layout, Bangalore	<a href="#">edit</a>

Please note, you (seller) are required to provide this guide to your DAs and ensure they follow these steps.

## How do I download and install the App?

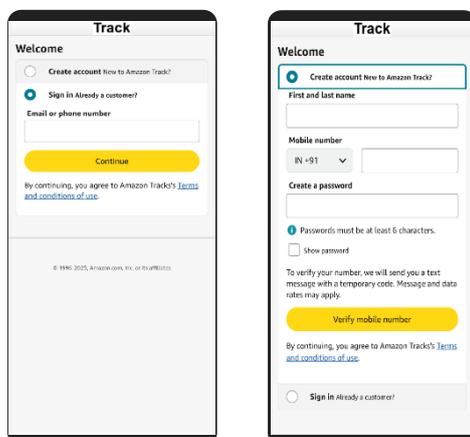
DAs can download the App, by opening Google Play Store and search "Amazon Track" on Google Play Store and click on "Install".



## How do I login into the App?

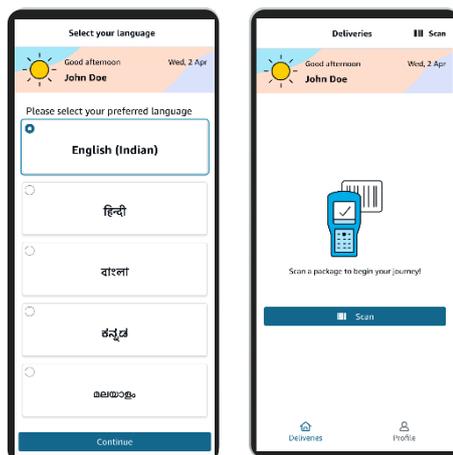
As a DA, you can use your phone number or e-mail address to log into the Amazon Track App. Your phone number needs to be registered on Amazon.in as a customer. If you are an existing user from the SOLO or the SSOA App, the same credentials will work on Amazon Track App as well.

In case you are not registered on Amazon.in, you will be re-directed to the "Create Account" tab on the App. You can create an account by entering your Name, Phone Number and Password.



## Are there any settings to be configured once I enter the App?

You need to set the preferred language on the App. As soon as you see the scan icon on the homepage. You're good to go!



## How do I update deliveries on the App?

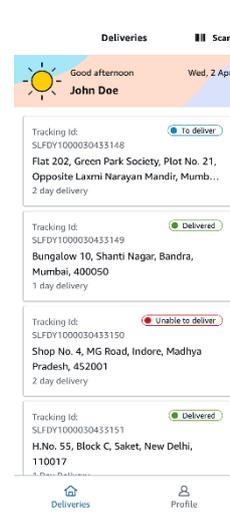
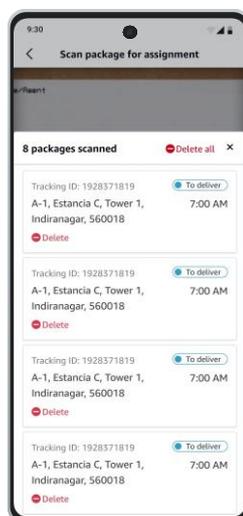
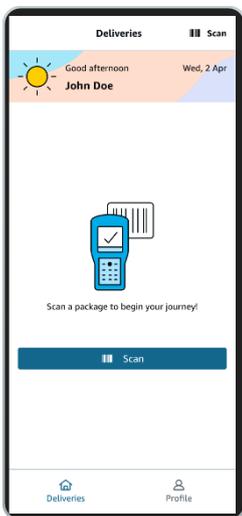
There are two scans that need to be marked for deliveries on the Amazon Track App –

1. Out for Delivery
2. Delivered / Delivery Attempt / Rejected

Both these actions have to be completed on the same day (i.e., before 10PM) to be counted as a successful workflow in the delivery metrics.

## How do I mark an "Out for Delivery" scan on the App?

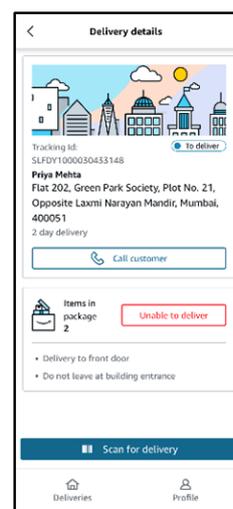
1. Tap on the 'Scan' button on the homepage to begin scanning.
2. Once the Camera scanner opens up, scan the Shipping Label of the delivery order.
3. If there are more than one packages to be marked "Out for Delivery", you can scan them one by one
4. Once completed, click on "Confirm" to continue
5. All orders will be added to your itinerary for the day



### How do I access Order details on the App?

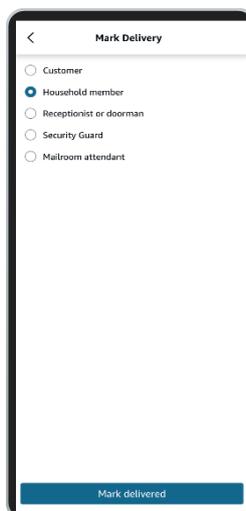
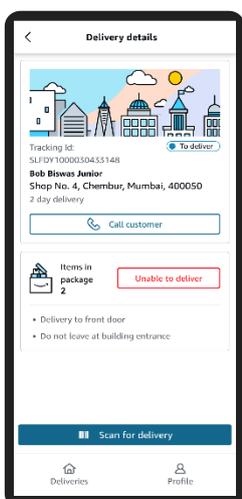
Once you've made your itinerary, you can click on any of the orders to open up the Order Details page. The Order details page includes the

- (i) Customer information (Name, Address)
- (ii) An option to call the Customer
- (iii) Button to mark 'Successful' Delivery
- (iv) Button to mark 'Unsuccessful' delivery.



### How do I mark deliveries on the App?

Tap on the order which you want to deliver, once you're on the Order details page, click on the "Scan for Delivery" button at the bottom. The Camera will open up, place the Shipping Label within the square of the camera. You will be asked whom you are delivering the product to. Mark the relevant person and complete the delivery.



## Why do I need to mark unsuccessful deliveries on the App?

Even if you are not able to complete the delivery, you need to mark a reason, so as to keep the Customer and Amazon updated on the order status. This provides Amazon context in case the customer reaches out to Amazon *via* the Customer Support team.

There can be two types of unsuccessful deliveries –

1. **Undeliverable:** - If you are unable to reach the Customer's address and they are not contactable.
2. **Reject:** - If the Customer has rejected the order at door step.

## How do I mark unsuccessful deliveries on the App?

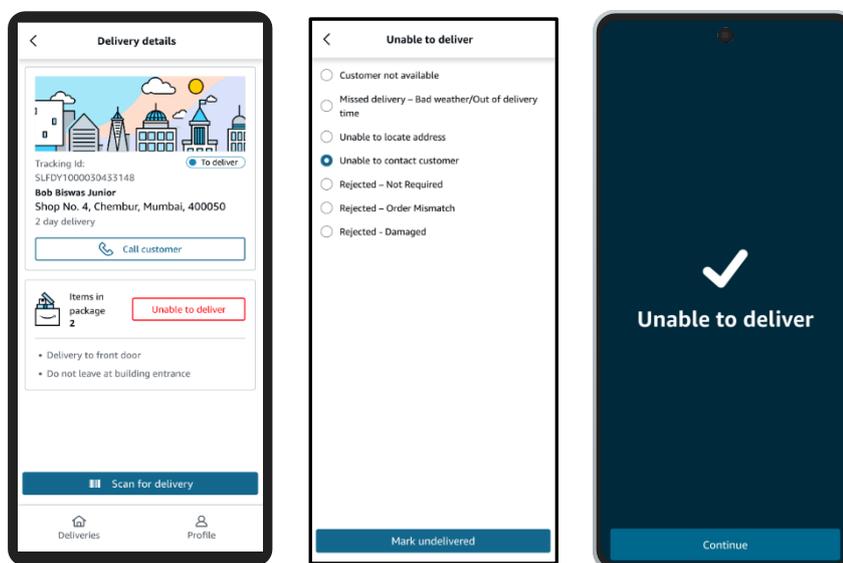
Navigate to the Order details page, double-check the Customer name and address. Click on "**Unable to Deliver**".

### 1. Undeliverable –

- a. Select between reasons: Customer Not Available, Missed Delivery, Unable to locate address, Unable to locate Customer
- b. Please re-attempt delivery on the same day or next-day after establishing contact with the Customer.

### 2. Reject –

- a. Select between reasons: 'Rejected – Not required', 'Rejected – Order mismatch', 'Rejected – Damaged. No further delivery attempts to be made, item should be returned back to the seller.'



## For how long can I view the itinerary on the App?

The itinerary on the Amazon Track App gets refreshed every day. Therefore, you are expected to complete all the orders in your itinerary within the working day itself. Please note that any orders remaining on "Out for Delivery" post the working hours of the App, will also be removed from the DA's itinerary.

Please re-scan these orders for "Out For Delivery" on the next day, to add them back onto the itinerary.

## What are the working hours on the App?

The Amazon Track App is functional from 6AM to 10PM as per local time. This is done to curtail any notifications to the Customers at odd hours.

## What if I encounter issues in the App?

We record every issue with a unique ID. In case you encounter any issues in the working of the Amazon Track App, please take a screenshot and e-mail it to us at [amazon-track-support@amazon.com](mailto:amazon-track-support@amazon.com). Our team will resolve the issue with you within 3 (three) business days.

## Can I scan FBA or Easy Ship orders also through this App?

No, this App will only recognize Self-Delivery orders. All other scans will be rejected as bad scans.

## Do I need a delivery invitation to log-in to the App?

No, this App does not need a Delivery Invitation to begin usage.

## Contact Us

For more information on Local Shops on Amazon, please go read [help pages](#) or contact [Selling Partner Support](#) for further assistance.

For more information on Self delivery, please go through the [help pages](#) on Seller Central.