




Chargebacks Cheatsheet

Types, Costs, and Prevention
Strategies for Amazon Vendors




Chargebacks List

● High Impact ● Medium Impact ● Low Impact

Chargeback	Cost	Cost Level	Cause	Prevention	Impact
 Advanced Shipment Notification (ASN) Chargebacks					
Invalid Expiration Date	Up to 100% of product cost + \$2/unit	High	Expiration date in ASN is in the past or less than 30 days from receive date	Ensure products have more than 90 days until expiration when shipped	Products with insufficient shelf life may expire before being sold
Invalid/Missing ARN	1-5% of product cost	Medium	Amazon reference number in ASN is inaccurate or missing for TL/LTL shipments	Include correct ARN from routing confirmation email or EDI 754 response	Without proper reference numbers, shipments cannot be tracked effectively
Missing Expiration Date	1-6% of product cost (higher for consumables)	Medium	Expiration date missing in ASN for products that expire	Include accurate expiration dates for all applicable products	Without expiration information, Amazon cannot properly manage inventory lifecycle
On-Time Non-Compliance	2-6% of product cost (based on compliance rate)	Medium	ASN not submitted before shipment arrives at fulfillment center	Submit ASN within 30 minutes of carrier departure or at least six hours prior to arrival	Missing ASNs prevent Amazon from planning for arrival, allocating staff, and processing shipments efficiently
PRO/BOL Mismatch	Varies based on compliance rate	Medium	PRO/BOL in ASN doesn't match carrier's appointment information	Ensure PRO/BOL in ASN matches carrier documentation	Mismatches cause tracking and receiving issues
Unit Count Mismatch	Varies based on compliance rate	Medium	Units, quantity, and product identifiers in ASN don't match purchase order	Ensure ASN accurately reflects exact quantities being shipped	Mismatches cause receiving discrepancies and inventory problems

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 Product Preparation Chargebacks					
ASIN Sticking Non-Compliance	\$0.71 per unit	Low	Missing or unscannable ASIN barcode	Ensure all products have valid, scannable ASIN barcodes accessible without opening packaging	Missing barcodes increase processing time and labor costs
Bagging Non-Compliance	\$0.85 per unit	Low	Products requiring protection not properly bagged	Put units in transparent bags with suffocation warnings and seal the bags	Unbagged products risk damage, dust accumulation, or leaks
Boxing Non-Compliance	\$1.61 per unit	Low	Product packaging doesn't sufficiently protect the product	Use boxes that provide adequate protection for products	Improper packaging makes extraction difficult and increases risk of product loss
Bubble Wrap Non-Compliance	\$1.26 per unit	Low	Fragile, collectible items or products with loose pieces not properly bubble-wrapped	Apply proper bubble wrap to all fragile items or products with loose pieces	Improper packaging increases risk of damage during handling and shipping
Cap Seal Non-Compliance	\$0.82 per unit	Low	Liquid products missing cap seals	Apply proper cap seals to all liquid products	Missing cap seals increase risk of leakage and damage
Opaque Covering Non-Compliance	\$0.95 per unit	Low	Products with adult content not covered with non-transparent bags	Use opaque bags for products with nudity, provocative positions, or vulgar language	Products with adult content must be properly covered before delivery to customers
Set Creation Non-Compliance	\$0.97 per unit	Low	Products with multiple units not packaged as a set	Package multiple-unit products together as sets before shipping	Products arriving as individual units require manual set creation
Suffocation Warning Non-Compliance	\$0.63 per unit	Low	Missing suffocation warning on bagged products	Ensure all bags have proper suffocation warnings printed or labeled	Compliance with federal, state, and local packaging regulations is required

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 Purchase Order (PO) Chargebacks					
Overage PO Units	10-100% of product cost (tiered)	High	Sending more products than confirmed in a purchase order	Ship only the quantities you've confirmed in your purchase order	Excess inventory takes up valuable storage space and may lead to overstock of a product, resulting in longer sales cycles
Paper Invoices	Varies	Low	Submitting invoices using methods other than approved electronic invoicing options	Use only electronic invoicing through EDI or the Create Invoice feature in Vendor Central	Paper invoices increase processing time and costs, delaying payment processing
PO On-Time Accuracy	3-10% of product cost	Medium	Confirmed products not arriving within the purchase order window	Ship purchase orders within the agreed windows for delivery (prepaid) or for shipping (collect)	When confirmed PO line items arrive at unexpected times, are canceled, don't ship at all, or are revised down, Amazon risks providing inaccurate inventory promises to customers
Rejected PO Rate	3% of COGS for units over 20% threshold	Medium	Rejecting more than 20% of the quantity ordered in a given PO	Maintain a high confirmation rate by accepting or backordering at least 80% of each product ordered	Low purchase order confirmation rates affect Amazon's ability to fill customer orders, maintain proper inventory levels, and maintain an efficient supply chain
Unconfirmed PO Units	10% of product cost	Medium	Shipping products that were never confirmed in a purchase order	Confirm purchase orders within one day of submission through Vendor Central or EDI 855	If you fail to confirm the number of products that you will send, Amazon may fulfill their requirements through other sources


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 Receiving Process Chargebacks					
Carton Content Accuracy	\$1.67 per unit	Low	Products or quantities in box don't match ASN information	Ensure ASN accurately reflects exact contents of each box	Discrepancies affect inventory decisions and can delay customer orders
Dunnage Not Compliant	\$25 per carton	Medium	Using unacceptable packaging materials like styrofoam peanuts or shredded paper	Use only accepted materials: foam, air pillows, bubble wrap, or full sheets of paper	Improper packaging makes extraction difficult and can lead to product loss
Expired Product	\$2 per unit + 100% of product cost	High	Product has expired or will expire within 90 days of receipt	Ship products with expiration dates more than 90 days from delivery date	Products with insufficient shelf life cannot be sold to customers
No Carton Content Label	\$5-15 per carton (tiered)	Medium	Missing valid carton label or info not in ASN for non-palletized shipments	Affix proper LP label (SSCC, AMZNCC, or 2D-BPS) to each carton	Unlabeled cartons must be manually received, increasing labor costs and delaying product availability
No PO Label on Carton	\$10 per carton	Low	Missing purchase order number on shipping container	Include PO number on all shipping containers or use ASN shipping labels	Missing PO information impacts ability to receive against correct PO and increases processing time
Non-Compliant Barcode	3% of product cost	Medium	Missing or unscannable product barcode	Ensure all products have valid, scannable product identification barcodes	Non-scannable barcodes pause the receive process and increase labor costs
Oversized Cartons	\$25 per carton	Medium	Cartons exceeding maximum dimension requirements	Keep cartons within dimension limits for facility type	Oversized cartons prevent efficient automated processing
Overweight Cartons	\$25 per carton	Medium	Multi-unit cartons weighing over 50 lbs	Ensure cartons with multiple units don't exceed 50 lbs	Overweight cartons increase risk of injury and damage to equipment


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 Ships in Product Packaging (SIPP) Chargebacks					
SIPP Non-Certification (10-20 lb)	\$2.40 per unit (2025 rate)	Medium	Large products not certified as Ships in Product Packaging (SIPP)	Certify eligible products through the SIPP program	Uncertified products require additional packaging, increasing Amazon's costs and environmental impact
SIPP Non-Certification (20-30 lb)	\$3.20 per unit (2025 rate)	Medium	Large products not certified as Ships in Product Packaging (SIPP)	Certify eligible products through the SIPP program	Uncertified products require additional packaging, increasing Amazon's costs and environmental impact
SIPP Non-Certification (30-50 lb)	\$4.40 per unit (2025 rate)	Medium	Large products not certified as Ships in Product Packaging (SIPP)	Certify eligible products through the SIPP program	Uncertified products require additional packaging, increasing Amazon's costs and environmental impact
SIPP Non-Certification (Under 10 lb)	\$1.80 per unit (2025 rate)	Low	Large products not certified as Ships in Product Packaging (SIPP)	Certify eligible products through the SIPP program	Uncertified products require additional packaging, increasing Amazon's costs and environmental impact

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 Transportation Process Chargebacks					
Import Documents Late Delivery	\$150+ per document set	High	Trade documents not delivered to origin service provider by vessel departure	Submit required import documents prior to Estimated Vessel Departure Date	Late documents delay transit and can cause customs issues
Import PO On-Time Non-Compliance	3% of product cost	Medium	Estimated Cargo Delivery Date outside ship window designated in PO	Provide Estimated Cargo Delivery Date within designated ship window	Delivery outside window causes delays and inventory issues
Import Shipment Late Booking	3% of product cost	Medium	Late booking with origin service provider for import shipment	Submit import shipment booking at least 13 days prior to Earliest Vendor Ship Date	Late bookings cause delays with import transit time
No Show	Varies	Medium	Carrier not showing up for confirmed delivery slot without canceling	Ensure carriers keep scheduled appointments or inform Amazon if unable	No-shows waste dock space and disrupt receiving operations
Pickup Accuracy (Less-than-Truckload)	\$200 per occurrence	High	Late rescheduling or missed pickup for collect LTL shipments	Reschedule pickups before 5 PM PT the day before scheduled pickup	Missed pickups disrupt carrier planning and elevate transportation costs
Pickup Accuracy (Truckload)	\$500 per occurrence	High	Late rescheduling or missed pickup for collect truckload shipments	Reschedule pickups before 5 PM PT the day before scheduled pickup	Missed pickups disrupt carrier planning and elevate transportation costs