

SUBTYPES

No Valid LP Label Present on Carton

LP Label Not on Advance Shipment Notification

A **No Carton Content Label (NCCL)** chargeback occurs when a carton in your **non-palletized (floor-loaded) shipment** does not have a valid carton label, or the carton label information is not transmitted in your ASN at a fulfillment center. The factor assessed is **carton label**. Chargebacks are assessed per box based on your **trailing 7-day (T7D) labeling defect rate**.

OVERVIEW

WHAT TRIGGERS THIS CHARGEBACK

Triggered when a **non-palletized (floor-loaded) shipment** arrives at the FC where a carton has **no valid LP label**, or the LP label was **not transmitted in the ASN**. Two subtypes apply:

Subtype 1 — No Valid LP Label on Carton: Carton arrives without any scannable License Plate label — Amazon FC cannot auto-receive the carton.

Subtype 2 — LP Label Not in ASN: Physical label exists but was not transmitted in the ASN — no system match can be found at receiving.

LP labels must carry a compliant format: **SSCC** (Serial Shipping Container Code), **AMZNCC** (Amazon Container Code), or **2D-BPS**. Each must display a 20-digit carton ID plus ASN/BOL in both barcode and text format. The **GTIN-14 Gold List** (GTIN-14 → ASIN → Unit Qty per carton) must also be provided.

CALCULATION BASIS	
T7D Defect Rate NCCL boxes ÷ total received boxes (T7D)	
Tier 1 ≥ 90% defect rate	\$15 per box
Tier 2 65.1% – 89.9%	\$10 per box
Tier 3 ≤ 65% defect rate	\$5 per box

EXCEPTIONS

- No chargeback if the label defect was caused by an **Amazon FC scanning error**, confirmed in writing by the FC.
- Chargebacks tier is determined by your **T7D defect rate**. Keep defect rate **≤65%** for the lowest Tier 3 rate of \$5/box. Higher rates escalate to Tier 2 (\$10) or Tier 1 (\$15).

HOW TO AVOID THIS CHARGEBACK

- Apply a Compliant LP Label to Every Carton**
 - Use **SSCC, AMZNCC, or 2D-BPS** on every carton — one label per carton, never multiple.
 - Display **20-digit carton ID** + ASN/BOL number in both barcode and text format.
- Transmit Label Data in ASN & Provide GTIN-14**
 - Include all LP label data in the **ASN before shipment arrives** — ASN must match physical labels.
 - Submit **GTIN-14 Gold List** mapping GTIN-14 → ASIN → Unit Qty per carton.

REQUIRED DOCUMENTS & RATE CARD

REQUIRED DOCUMENTATION

Include all of the following when disputing:

- Carton Content Label Example**

Sample label showing SSCC/AMZNCC, 20-digit ID, and ASN/BOL in barcode and text format.
- ASN Transmission Screenshot / Extract**

Screenshot or EDI extract confirming LP label data was transmitted in ASN before arrival at FC.
- GTIN-14 Gold List**

Maps GTIN-14 → ASIN → Unit Qty per carton — confirms carton content accuracy for auto-receiving.

How chargebacks are calculated: Based on your trailing 7-day (T7D) labeling defect rate — total NCCL defect boxes (T7D) ÷ total received boxes (T7D). Assessed per defective box across three tiers.

TIER	T7D DEFECT RATE	RATE / BOX	TYPE	SHIPMENT
Tier 1	≥ 90%	\$15 / box	NCCL	Non-palletized
Tier 2	65.1% – 89.9%	\$10 / box	NCCL	Non-palletized
Tier 3	≤ 65%	\$5 / box	NCCL	Non-palletized

DISPUTE EVIDENCE EXAMPLES

Approved submission

APPROVED

Vendor Central — Receiving Portal

A

Amazon Fulfillment Center
receiving-compliance@amazon.com
Receiving Report — Carton Label Compliance Verified
To: vendor-logistics@yourcompany.com

Apr 7, 2026, 10:15 AM

Carton Content Label — Compliance Check

ASN Number:ASN-20260407-6612

PO Number:PO-20260405-331

Shipment Type:Non-palletized (floor-loaded)

LP Label:Valid SSCC / AMZNCC on every carton

GTIN-14 Map:GTIN-14 → ASIN → Unit Qty — verified

ASN Match:Carton labels match ASN transmission

T7D Defect Rate:12% — Tier 3 (<= 65%)

✓ All cartons have valid LP labels — ASN matches

- Valid SSCC label on every carton — LP label data fully transmitted in ASN before shipment arrived at FC.
- GTIN-14 Gold List submitted and verified. T7D defect rate 12% → **Tier 3: \$5/box**.

Denied submission

DENIED

Vendor Central — Receiving Portal

A

Amazon Fulfillment Center
receiving-compliance@amazon.com
Receiving Alert — No Carton Content Label Defect
To: vendor-logistics@yourcompany.com

Apr 22, 2026, 3:40 PM

Carton Content Label — Compliance Check

ASN Number:ASN-20260422-9981

PO Number:PO-20260420-774

Shipment Type:Non-palletized (floor-loaded)

LP Label:MISSING on 34 cartons

GTIN-14 Map:[NOT TRANSMITTED IN ASN]

ASN Match:Labels not on advance notification

T7D Defect Rate:78% — Tier 2 (65.1-89.9%)

✗ Missing LP labels + not in ASN — \$10/box chargeback

- 34 cartons missing LP labels — Amazon FC unable to auto-receive. GTIN-14 mapping not in ASN.
- T7D defect rate 78% → **Tier 2: \$10 per defective box**. No documentation provided to dispute.