

FACTOR

Missing Purchase Order Number

A **No PO Label on Carton** chargeback means that you did not include the **purchase order (PO) number on the shipping container**. Every carton must carry a valid label containing the PO number so Amazon can match it to the correct order at receiving.

OVERVIEW

WHAT TRIGGERS THIS CHARGEBACK

Triggered when cartons arrive at Amazon's FC **without a valid label containing the PO number** on the shipping container. The factor assessed is the **missing purchase order number**.

ASN shipping labels must contain all PO information. Carton labeling must follow Amazon's Carton Labeling Guidelines. **GS1-128 barcodes with a (400) prefix must not be used** for PO identification.

PENALTY PER CARTON

\$10

per carton (package)

COMPLIANCE REQUIRED

100%

all cartons must be labeled

EXCEPTIONS

No chargeback if the label was lost or damaged in transit, confirmed with carrier documentation and pre-shipment photos showing labeled cartons.

There is **no compliance threshold** for automatic waiver — every carton missing a PO label is subject to the **\$10 per carton** chargeback.

HOW TO AVOID THIS CHARGEBACK

- Ensure **ASN shipping labels contain all PO information** — including the PO number on every carton.
- Follow **Amazon's Carton Labeling Guidelines** for label format, placement, and content requirements.
- Do not use GS1-128 barcodes with a (400) prefix** for PO identification — use compliant label formats only.
- Verify all cartons are labeled before the shipment leaves your facility — take **pre-shipment photos** as documentation.

REQUIRED DOCUMENTS & RATE CARD

REQUIRED DOCUMENTATION

Include the following when disputing:

- 1 Image(s) of a Valid Label on a Carton
- Clear photos showing the compliant PO label on the carton, including the PO number, ASN information, and label format used — taken before or at time of shipment.

Rate: \$10 flat fee per carton (package) missing a valid PO label. Applied to every carton in the shipment where the PO number is absent from the shipping container.

CHARGEBACK TYPE	FACTOR	RATE	BASIS
No PO Label on Carton	Missing PO number	\$10 / carton	Per unlabeled carton

DISPUTE EVIDENCE EXAMPLES

Approved submission

APPROVED

Vendor Central — Receiving Portal

A

Amazon Fulfillment Center

receiving-compliance@amazon.com

Apr 22, 2026, 8:55 AM

Receiving Report — PO Label Compliance Verified

To: vendor-logistics@yourcompany.com

PO Label — Carton Check

PO Number:

PO-20260420-663

Carton Count:

24 cartons

PO Label Present:

Yes — all cartons

Label Format:

ASN shipping label — GS1-128

PO Info Included:

PO number visible, no (400) prefix

Status:

COMPLIANT — no chargeback

Valid PO label on all cartons — compliant format

- All 24 cartons have valid ASN shipping labels with PO number clearly visible — GS1-128 compliant format used.
- No (400) prefix barcodes detected. PO label photos provided — no chargeback applied.

Denied submission

DENIED

Vendor Central — Receiving Portal

A

Amazon Fulfillment Center

receiving-compliance@amazon.com

May 8, 2026, 4:20 PM

Receiving Alert — No PO Label on Carton

To: vendor-logistics@yourcompany.com

PO Label — Carton Check

PO Number:

PO-20260506-991

Carton Count:

18 cartons

PO Label Present:

MISSING on all cartons

Label Format:

[NO LABEL FOUND]

PO Number Visible:

Not included on shipping container

Status:

NON-COMPLIANT — \$10/carton chargeback

PO number missing from carton label — \$10/carton

- PO number missing from all 18 cartons — no valid label found on shipping containers at receiving.
- No pre-shipment photos or label evidence provided. **\$10 × 18 cartons = \$180 chargeback** applied.