

SUBTYPE

ASN Compliance Defects

ASN compliance chargebacks are issued when Amazon is unable to accurately or automatically receive shipments due to **Advance Shipment Notification (ASN) non-compliance**. ASNs must be submitted on time, contain a single valid submission, and include accurate expiration date and label matching information.

OVERVIEW



WHAT TRIGGERS THIS CHARGEBACK

ASN defects are triggered when the ASN submitted does not meet Amazon's compliance standards at the time of receiving. Chargebacks are assessed based on your **12-week defect rate** and tiered penalty rates.

Note: **Expiration Date Is Less Than 30 Days** carries a special rate of **100% PCOG + \$2/unit** (US) or **€1.70/unit + 85% PCOGS** (EU) — significantly higher than standard defects.

STANDARD RATE (ABOVE 95%)

2%

PCOG on defective units

EXP. DATE <30 DAYS (ALL BANDS)

100%

PCOG + \$2/unit (US)
€1.70/unit + 85% PCOGS (EU)

RATE (BELOW 70%)

6%

PCOG on defective units

ASN DEFECT TYPES

Any of the following ASN conditions will trigger a chargeback at receiving:

Multiple Submitted ASNs

Late ASN

Pending ASN Submission

ASN Structure Mismatch

Missing Expiration Date

Expiration Date Is Too Close To Expiry

Expiration Date Is Too Far In The Future

Pallet or Box Scannable Label Does Not Match ASN

Missing ASN

⚠ Expiration Date Is Less Than 30 Days — 100% PCOG + \$2/unit

✓ EXCEPTIONS

No chargeback if the ASN defect was caused by an **Amazon system error** at the fulfillment center, confirmed in writing.

Chargebacks are assessed on your **12-week rolling defect rate**. Maintaining above **95% compliance** keeps your rate at the lowest tier. The expiration date <30 days defect has **no tiered reduction** — 100% PCOG applies at all compliance levels.



HOW TO AVOID THIS CHARGEBACK

2 ASN Compliance Defects

✓ Submit an ASN for **every shipment**, regardless of shipment type.

✓ Ensure the ASN is submitted **before the shipment arrives** at the fulfillment center.

✓ Do not leave ASNs in **draft or pending status** — confirm and submit fully.

✓ Assign **only one ASN per carton or pallet** — do not submit multiple ASNs for the same shipment.

✓ Ensure **ASN details match the physical shipment** — labels, quantities, and expiration dates.

✓ Never ship products with **expiration dates less than 30 days away** — this triggers the highest penalty tier.

REQUIRED DOCUMENTS FOR DISPUTE

📄 REQUIRED DOCUMENTATION

Include all of the following when disputing an ASN compliance chargeback:

1 Advance Shipment Notification (ASN)

The ASN submitted in Vendor Central, with timestamp confirming it was submitted before the shipment arrived at the FC.

2 Carton and Pallet Labels (SSCC)

Copies of SSCC labels showing they match the ASN data submitted — no structure mismatch.

3 Bill of Lading (BOL) or PRO Number

BOL confirming the shipment identity, carrier, and delivery to the fulfillment center.

4 Shipment Creation and Confirmation Records

Records showing shipment creation and ASN confirmation prior to departure from your facility.

5 Expiration Date Documentation (if applicable)

Product expiration date records confirming the expiry date on shipped products was within the compliant range (not less than 30 days, not too far in the future, and not missing).

RATE CARD — BY MARKET

How chargebacks are calculated: Based on your 12-week defect rate. For example, if a shipment arrives without an ASN and contains 5 products, you pay the chargeback percentage on the combined cost of all 5 products.

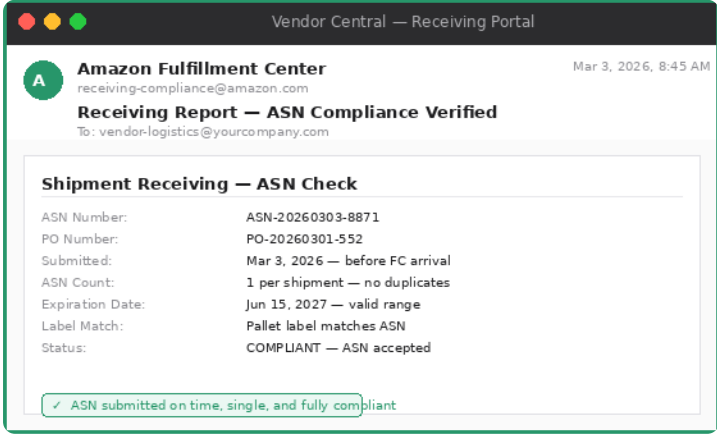
US Market — % PCOG (Tiered)			
Rate based on 12-week compliance rate band			
SUB-INFRACTION	>95%	70–95%	<70%
Multiple Submitted ASNs	2%	4%	6%
Late ASN	2%	4%	6%
Pending ASN Submission	2%	4%	6%
ASN Structure Mismatch	2%	4%	6%
Missing Expiration Date	2%	4%	6%
Expiration Date Too Close To Expiry	2%	4%	6%
Expiration Date Too Far In The Future	2%	4%	6%
Pallet/Box Label Does Not Match ASN	2%	4%	6%
Missing ASN	2%	4%	6%
⚠ Exp. Date Less Than 30 Days	100%+\$2	100%+\$2	100%+\$2

EU Market — Fixed EUR / Unit	
Flat fee per defective unit	
SUB-INFRACTION	PER UNIT
Late ASN	€0.30
Pending ASN submission	€0.30
Missing ASN	€0.30
ASN structure mismatch	€0.30
Pallet/box label doesn't match ASN	€0.30
Missing expiration date	€0.07
Exp. date too close to expiry	€1.70
Exp. date too far in the future	€0.07
Multiple submitted ASNs	€0.30
⚠ Exp. date <30 days / in the past	€1.70 + 85% PCOGS

DISPUTE EVIDENCE EXAMPLES

✓ Approved submission

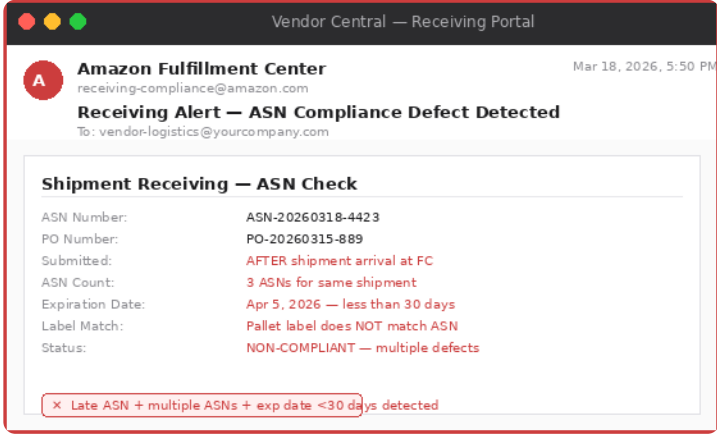
APPROVED



- ✓ Single ASN submitted **before shipment arrival** — timestamp confirms pre-arrival compliance.
- ✓ Expiration date is Jun 2027 — well within the compliant range. Pallet labels match ASN data.

✗ Denied submission

DENIED



- ✗ **3 ASNs submitted** for same shipment + submitted after FC arrival — multiple defects confirmed.
- ✗ Expiration date is **less than 30 days** — highest penalty tier applies: 100% PCOG + \$2/unit (US) or €1.70 + 85% PCOGS (EU).