

You may receive a chargeback if you did not submit a booking to Amazon's origin service provider, Century Distribution Systems, Inc. (CDS), within the required lead time. These chargebacks exist to ensure timely import shipment processing and maintain supply chain efficiency.

OVERVIEW

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WHAT TRIGGERS THIS CHARGEBACK

A **late booking chargeback** is triggered when you did not submit a booking to Amazon's origin service provider, **Century Distribution Systems, Inc. (CDS)**, at least **14 days prior to the Ship Window Open Date** for your Ocean shipment. If you are shipping by Air, the booking must be made at least **3 days prior to the Estimated Cargo Delivery Date**.

Example: If your Ship Window Open Date was August 20 and you submitted the booking on August 10 — that is only 10 days prior, which is less than the required 14 days and would be considered a late booking.

Important: If you began creating your booking within the deadline but **failed to click Submit** to complete the process, you are still subject to a chargeback. A saved draft does **not** count as a submitted booking.

✓

EXCEPTIONS

No chargeback if the late booking was caused by **Amazon or CDS system outage** — must provide documentation confirming the outage occurred during the booking window.

⚠ **Operational Impact of Non-Compliance**

If a shipment booking is not submitted on time, **Amazon cannot guarantee the cargo will depart the origin on time** — potentially causing delays to the overall transit time and **late delivery to customers**.

Note: Starting a booking but not clicking **Submit** does not count — the entire booking process must be completed within the deadline.

◆

HOW TO AVOID THIS CHARGEBACK

✓

Submit your import shipment booking on time — at least **14 days before the Ship Window Open Date** for Ocean shipments.

✓

For **Air shipments**, submit at least **3 days prior** to the Estimated Cargo Delivery Date.

✓

Click "**Submit**" in VMS and complete the entire booking process — a saved draft does **not** count as a submitted booking.

PENALTY

3%

of COGS on chargeback qty

PERFORMANCE IMPACT

Keep rate as low as possible

Late bookings delay cargo departure and impact customer delivery

RATE CARD

Chargeback type	Shipment mode	Rate	Booking deadline	Compliance required
Late Booking	Ocean (Import)	3% of COGS	14 days before Ship Window Open Date	Minimize — no fixed threshold
Late Booking	Air (Import)	3% of COGS	3 days before Est. Cargo Delivery Date	Minimize — no fixed threshold

DISPUTING THIS CHARGEBACK

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REQUIRED DOCUMENTATION

Include **both** of the following when disputing:

✓

VMS Screenshot 1:

Screenshot of origin service provider's booking system (**VMS**) with the confirmed PO's **Earliest Vendor Ship Date (Ship Window Open Date)** — proves the official booking deadline for your PO.

✓

VMS Screenshot 2:

Screenshot of origin service provider's booking system (**VMS**) with the **submitted booking** — proves the booking was submitted on time and shows the exact submission timestamp.

DISPUTE EVIDENCE EXAMPLES

✓ Approved submission

APPROVED

VMS® — Century Distribution Systems

Module > VOB > Booking

PURCHASE ORDER DETAILS

PO Number	ASIN	Ship Mode	Ship Window Open	Qty
PO-4829571	B09XYZ1234	Ocean FCL	2026-06-15	2,400 units

VMS® — Booking Confirmation

Module > VOB > Sent Bookings

BOOKING SUBMISSION RECORD

Booking Key	PO Number	Submitted Date	Ship Window	Status	
BK20260601-003	PO-4829571	2026-05-28	2026-06-15	Sent ✓	◀ Ship Window Open Date clearly visible on VMS

✓ BOOKING SUBMITTED — 18 DAYS BEFORE SHIP WINDOW OPEN DATE

◀ Submitted 18 days early — within the 14-day requirement

✓ VMS screenshots clearly show Ship Window Open Date (June 15) and booking submission date (May 28).

✓ Booking submitted **18 days before** the deadline — well within the 14-day requirement.

✗ Denied submission

DENIED

VMS® — Century Distribution Systems

Module > VOB > Booking

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PO Number	ASIN	Ship Mode	Ship Window Open	Qty
PO-4829571	B09XYZ1234	Ocean FCL	2026-06-15	2,400 units

VMS® — Booking Confirmation

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BOOKING SUBMISSION RECORD

Booking Key	PO Number	Submitted Date	Ship Window	Status	
BK20260608-019	PO-4829571	2026-06-08	2026-06-15	Sent ⚠	◀ Ship Window Open Date: June 15

✗ BOOKING SUBMITTED — ONLY 7 DAYS BEFORE SHIP WINDOW (14 REQUIRED)

◀ Reason for denial: submitted only 7 days before deadline

✗ Booking submitted on June 8 — only **7 days** before Ship Window Open Date of June 15.

✗ Falls short of the required **14-day lead time** — chargeback denied.

For more information, visit the [Operational Performance Dashboard](#) training course in Vendor Central.

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