

You may receive a chargeback if you did not deliver the trade documents required for shipment to Amazon's origin service provider, Century Distribution Systems, Inc. (CDS), by the Estimated Vessel Departure Date. These chargebacks exist to ensure documentation is available for timely customs clearance and shipment processing.

OVERVIEW



WHAT TRIGGERS THIS CHARGEBACK

An **Import Documents Late Delivery chargeback** is triggered when you did not deliver the **trade documents** required for shipment to CDS by the **Estimated Vessel Departure Date**.

Example: If the Estimated Vessel Departure Date was September 2 and you provided your trade documents via email on September 5 — that is 3 days late and non-compliant.

Trade documents are a **legal requirement** for U.S. Customs and Border Protection (CBP) to allow import into the United States. Late submission can block customs clearance and delay the entire shipment.



EXCEPTIONS



No chargeback if the late document delivery was **caused by Amazon** or a **CDS processing delay** — must provide documentation confirming the cause.



Operational Impact of Non-Compliance

Trade documents are a **legal requirement for U.S. Customs and Border Protection (CBP)** to allow import into the United States. If documents are not delivered on time, CDS cannot process the shipment — resulting in **customs clearance delays, shipment holds, and late delivery to Amazon's fulfillment centers**. Charges escalate at **\$50/day** beyond the initial 3-day window.



HOW TO AVOID THIS CHARGEBACK



Submit required import shipment **trade documents prior to the Estimated Vessel Departure Date** — do not wait until the departure date.



Send documents via **email, fax, or courier** to CDS and retain **proof of delivery** (sent date, delivery receipt).



Confirm receipt in the **VMS booking system** — check the Document Receive Date to ensure CDS has acknowledged.

PENALTY — PER DOCUMENT SET

1 – 3 DAYS LATE

\$150

per document set

EACH ADDITIONAL DAY AFTER

+\$50

per document set per day

RATE CARD

Chargeback type	Shipment mode	Rate	Key requirement	Compliance required
Documents Late Delivery (1–3 days)	Import (Ocean / Air)	\$150 / doc set	Documents delivered before Est. Vessel Departure Date	Minimize — no fixed threshold
Documents Late Delivery (4+ days)	Import (Ocean / Air)	\$150 + \$50/day	Additional \$50 charged per day after 3-day threshold	Minimize — no fixed threshold

DISPUTING THIS CHARGEBACK



REQUIRED DOCUMENTATION

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



Email Proof:

Copy of the **email to CDS** showing the "sent" date — proving documents were emailed before the Estimated Vessel Departure Date.



Fax/Courier Receipt:

Copy of **fax or courier receipt** showing the delivery date to CDS — proving physical documents were delivered on time.



VMS Screenshot:

Screenshot of VMS showing the **Document Receive Date** — proving CDS acknowledged receipt before the Estimated Vessel Departure Date.

DISPUTE EVIDENCE EXAMPLES



Approved submission

APPROVED



Email — Trade Documents Sent

From:

vendor@example.com

To:

docs@cds-net.com

Date:

2026-06-18 09:32 AM

Subject:

PO-6172839 — Trade Docs (Commercial Invoice, Packing List, B/L)

Attach:

CI_PO6172839.pdf, PL_PO6172839.pdf, BL_PO6172839.pdf



VMS® — Document Tracking

Module > VOB > Documents

DOCUMENT RECEIVE RECORD

PO Number	Doc Receive Date	Est. Vessel Departure	Status	
PO-6172839	2026-06-18	2026-06-25	On Time	◀ Email sent date clearly shows documents delivered on June 18
			✓	◀ VMS confirms documents received before vessel departure

✓ DOCUMENTS RECEIVED 7 DAYS BEFORE ESTIMATED VESSEL DEPARTURE DATE

✓ Email shows documents sent on **June 18** — 7 days before Est. Vessel Departure Date of June 25.

✓ VMS confirms **on-time receipt** — no chargeback applicable.



Denied submission

DENIED



Email — Trade Documents Sent

From:

vendor@example.com

To:

docs@cds-net.com

Date:

2026-06-27 03:15 PM

Subject:

PO-6172839 — Trade Docs (Commercial Invoice, Packing List, B/L)

Attach:

CI_PO6172839.pdf, PL_PO6172839.pdf, BL_PO6172839.pdf



VMS® — Document Tracking

Module > VOB > Documents

DOCUMENT RECEIVE RECORD

PO Number	Doc Receive Date	Est. Vessel Departure	Status	
PO-6172839	2026-06-28	2026-06-25	Late	◀ Email sent June 27 — 2 days after vessel departure
			X	◀ Reason: documents received after vessel departure date

X DOCUMENTS RECEIVED 3 DAYS AFTER ESTIMATED VESSEL DEPARTURE DATE

X Email sent June 27 and VMS shows receipt June 28 — both **after** Est. Vessel Departure Date of June 25.

X Documents **3 days late** — \$150 chargeback applies, plus \$50/day for each additional day.

For more information, visit the **Operational Performance Dashboard** training course in Vendor Central.

pacvue.com