

You may receive a chargeback if the Estimated Cargo Delivery Date entered into the online booking system of Amazon's origin service provider, Century Distribution Systems, Inc. (CDS), was not within the ship window designated in the purchase order (PO) for your import shipment. These chargebacks exist to ensure on-time delivery and maintain accurate supply chain scheduling.

OVERVIEW

⚡

WHAT TRIGGERS THIS CHARGEBACK

An **Import PO On-Time Non Compliance chargeback** is triggered when the **Estimated Cargo Delivery Date** entered into CDS's online booking system was **not within the ship window** designated in the purchase order — i.e. outside the PO's Earliest Vendor Ship Date and Latest Vendor Ship Date.

Example: If your PO's Earliest Vendor Ship Date was September 2 and Latest Vendor Ship Date was September 16, but you entered an Estimated Cargo Delivery Date of September 24 — this falls outside the ship window and is considered non-compliant.

The chargeback amount is **3% of the cost of the product**.

✓

EXCEPTIONS

No chargeback if the non-compliant delivery date was **caused by Amazon** or a **CDS system error** — must provide documentation confirming the error.

⚠

Operational Impact of Non-Compliance

An Estimated Cargo Delivery Date outside the PO ship window means the shipment will **arrive outside Amazon's planned receiving schedule** — disrupting fulfillment center labor allocation, inventory planning, and **customer delivery commitments**. The delivery date must fall between the PO's **Ship Window Open** and **Ship Window Close** dates without exception.

◆

HOW TO AVOID THIS CHARGEBACK

✓

Provide an **Estimated Cargo Delivery Date that is within the ship window** designated on your PO when booking in VMS.

✓

Always verify the PO ship window dates before entering any delivery estimates in the CDS booking system.

✓

Double-check that the Estimated Cargo Delivery Date aligns with both the PO's **Ship Window Open** and **Ship Window Close** dates.

PENALTY

3%

of COGS on chargeback qty

PERFORMANCE IMPACT

Keep rate as low as possible

Delivery dates outside the PO window disrupt supply chain scheduling

RATE CARD

Chargeback type	Shipment mode	Rate	Key requirement	Compliance required
PO On-Time Non Compliance	Import (Ocean / Air)	3% of COGS	Est. Cargo Delivery Date within PO ship window	Minimize — no fixed threshold

DISPUTING THIS CHARGEBACK

📄

REQUIRED DOCUMENTATION

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

✓

VMS Screenshot 1:

Screenshot of VMS with the **Estimated Cargo Delivery Date** entered for the booking — proves the delivery date you provided in the system.

✓

VMS Screenshot 2:

Screenshot of VMS showing the **confirmed PO ship window** (Ship Window Open and Ship Window Close dates) — proves the delivery date falls within the allowed window.

DISPUTE EVIDENCE EXAMPLES

✓ Approved submission

APPROVED

VMS® — Century Distribution Systems

Module > VOB > Booking

BOOKING — ESTIMATED CARGO DELIVERY DATE

PO Number	ASIN	Ship Mode	Est. Cargo Delivery	Qty
PO-5038214	B09ABC5678	Ocean FCL	2026-07-10	1,800 units

VMS® — PO Ship Window

Module > VOB > PO Details

CONFIRMED PO SHIP WINDOW

PO Number	Ship Window Open	Ship Window Close	Est. Delivery	Status
PO-5038214	2026-07-01	2026-07-15	2026-07-10	Within Window ✓

◀ Est. Cargo Delivery Date clearly shown in VMS

◀ Delivery date falls within the PO ship window

✓ EST. CARGO DELIVERY DATE (JUL 10) IS WITHIN PO SHIP WINDOW (JUL 1 – JUL 15)

✓ VMS screenshots confirm Est. Cargo Delivery Date (July 10) falls within PO ship window (July 1–15).

✓ Delivery date is **within window** — on-time compliance proven.

✗ Denied submission

DENIED

VMS® — Century Distribution Systems

Module > VOB > Booking

BOOKING — ESTIMATED CARGO DELIVERY DATE

PO Number	ASIN	Ship Mode	Est. Cargo Delivery	Qty
PO-5038214	B09ABC5678	Ocean FCL	2026-07-22	1,800 units

VMS® — PO Ship Window

Module > VOB > PO Details

CONFIRMED PO SHIP WINDOW

PO Number	Ship Window Open	Ship Window Close	Est. Delivery	Status
PO-5038214	2026-07-01	2026-07-15	2026-07-22	Outside Window ✗

◀ Est. Cargo Delivery Date: July 22

◀ Reason: delivery date falls outside the PO ship window

✗ EST. CARGO DELIVERY DATE (JUL 22) IS 7 DAYS PAST THE PO SHIP WINDOW CLOSE (JUL 15)

✗ Est. Cargo Delivery Date (July 22) is **7 days past** the Ship Window Close of July 15.

✗ Date falls **outside the PO ship window** — chargeback denied.

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

pacvue.com