

An advance shipment notification (ASN) is a virtual notification sent to Amazon about your shipment contents and carrier tracking information before goods arrive at a fulfillment center. ASNs are required for every shipment, regardless of freight type, size, or payment terms. These notifications help ensure Amazon receives shipments on time and processes them efficiently.

OVERVIEW



WHAT TRIGGERS THIS CHARGEBACK

The ASN Accuracy chargeback is triggered when either of the following occurs:

- ▶ **Required information** in your advance shipment notification was **missing or inaccurate**
- ▶ Amazon did **not receive an ASN before your shipment physically arrived** at a fulfillment center

The units, quantity, product identifier, and item type in the ASN must **match the purchase order**. For example, if the PO is for 2 cases and you send an ASN with 16 each, you'll be subject to this chargeback. An incorrect hierarchical loop in **EDI 856** also makes the ASN non-compliant.

For **palletized deliveries** (EU), a BOL/PRO mismatch charge applies if the BOL or PRO reference in the ASN is not entered into the FC appointment booking. For EDI, the BOL is in the **RFF+BM** (or RFF+DQ) field, and PRO in the **RFF+CN** field.

PENALTY BY MARKET



US

1–5%

of product cost
(tiered by compliance)



EU

€0.30

per unit
(ASN accuracy defects)



EU — Expiry Date

€0.07 – €1.70+

per unit (missing/invalid/expired)

COMPLIANCE REQUIRED

95%

12-week rolling average



EXCEPTIONS

- No chargeback if the ASN discrepancy was **caused by Amazon's receiving error** (must provide proof of accurate ASN submission).



Chargebacks are **automatically waived** for any week where your 12-week average compliance is **95% or higher**. Otherwise, you can dispute individual chargebacks.



HOW TO AVOID THIS CHARGEBACK

- ✔ Submit **accurate ASN/ARN** — within **30 min of carrier departure** or **6 hours before FC appointment**, whichever is sooner.
- ✔ Submit in **real-time, not in batches**. Check ASN status to avoid **"pending submission"**.
- ✔ Ensure **3rd parties have correct info**. Match **PRO/BOL with carrier info** exactly.
- ✔ Include **correct expiration dates** — don't ship expired or near-expiry items. Applies to Grocery, Health & Personal Care, Pet, Beauty, Beer/Wine/Spirits.

RATE CARD

 US MARKET

ASN Accuracy — Unit Count Mismatch (based on trailing 4 weeks)

Compliance rate	Chargeback fee	Description
Above 95%	1% of product cost	Cost of all ASINs within the non-compliant shipment
70% – 95%	3% of product cost	Cost of all ASINs within the non-compliant shipment
Below 70%	5% of product cost	Cost of all ASINs within the non-compliant shipment

 EU MARKET

ASN Accuracy + ASN Expiry Date Compliance

Category	Sub-type	Description	Fee per unit
1. ASN Accuracy	ASN On-time Compliance	ASN must be sent within 30 min of departure OR 6 hours before FC appointment	€0.30
	Unit Count Mismatch	PO-ASIN received quantity mismatches the quantity in ASN vs PO	€0.30
	Missing BOL	Delivery appointment missing matching BOL number as entered in ASN	€0.30
2. ASN Expiry Date Compliance	Missing expiry date	Product requiring expiration date has none on ASN	€0.07
	Invalid expiry date	Date in wrong format, or >10 years in future from FC receive date	€0.07
	Below minimum shelf life	Expiry date is 30–90 days from FC receive date (see Pan-EU Vendor Manual)	€1.70
	Expired product	Expiry date is past or <30 days from FC receive date	€1.70 + cost of item (+ 85% PCOGS)

Note (US): The cost of the product refers to all ASINs within a shipment. If an ASN is missing for a 5-ASN shipment, you're charged the relevant % of all five ASINs.

Note (EU): Amazon Fresh and Prime Now products are excluded from the ASN Expiry Date Compliance sub-type. Applicable categories: Grocery, Health & Personal Care, Pet Products, Beauty, Beer/Wine/Spirits.

DISPUTING THIS CHARGEBACK



REQUIRED DOCUMENTATION

If you believe a chargeback was applied in error, follow the standard dispute process and include **both** of the following:

✔

ASN/ARN Submission:

Screenshot of **ASN/ARN submission** showing the ASN was submitted **before shipment arrival** at the fulfillment center — with accurate unit counts, PO number, and submission timestamp.

✔

PRO/BOL Proof:

Screenshot or email with **PRO or BOL number** and **Purchase Order info** — proving the shipment details match the ASN and carrier records.

DISPUTE EVIDENCE EXAMPLES

✔ Approved submission

APPROVED



EDI 856 — ASN Submission

Vendor Central ▶ Shipments ▶ ASN

ASN SUBMISSION RECORD

ASN #	PO Number	Unit Count	Submitted	FC Arrival	Status
ASN-20260710-042	PO-9104827	480 units	2026-07-10 08:15 AM	2026-07-11 02:00 PM	Confirmed ✓

✔ ASN SUBMITTED 30 HOURS BEFORE FC ARRIVAL — UNIT COUNT MATCHES PO



Carrier — BOL Record

Shipment ▶ Documents

BILL OF LADING DETAILS

BOL #	PRO #	PO Number	Units	Carrier
BOL-88291034	PRO-5529103	PO-9104827	480 units	XPO Logistics

✔ BOL/PRO MATCHES ASN — PO NUMBER AND UNIT COUNT CONFIRMED

APPROVED

ASN submitted before arrival with accurate unit count

PRO/BOL matches ASN and PO details exactly

✗ Denied submission

DENIED



EDI 856 — ASN Submission

Vendor Central ▶ Shipments ▶ ASN

ASN SUBMISSION RECORD

ASN #	PO Number	Unit Count	Submitted	FC Arrival	Status
ASN-20260712-088	PO-9104827	520 units	2026-07-11 04:30 PM	2026-07-11 02:00 PM	Late ✗

✗ ASN SUBMITTED 2.5 HOURS AFTER FC ARRIVAL — UNIT COUNT 520 VS PO 480 (MISMATCH)



Dispute Justification

Supporting Docs

PRO/BOL DOCUMENTATION

No PRO or BOL provided. Vendor states the ASN was submitted in a batch at end of day. The unit count on the ASN (520) does not match the PO (480 units). No carrier documentation included.

✗ NO BOL/PRO PROOF — ASN BATCHED LATE — UNIT COUNT MISMATCH OF 40 UNITS

DENIED

ASN submitted after arrival + unit count mismatch

No carrier docs, batched ASN, and 40-unit mismatch

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

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