Pacvue

Paper Invoices Chargeback

Invoice Submission — Vendor Compliance

Vendor Guide

A **Paper Invoice chargeback** occurs when you submit invoices to Amazon using a method other than an approved electronic invoicing option. Amazon requires all invoices to be submitted electronically — either via **EDI (AS2 or FTP format)** or through the **Create Invoice feature in Vendor Central**.

OVERVIEW

WHAT TRIGGERS THIS CHARGEBACK

This chargeback is triggered whenever invoices are submitted using a **non-electronic method** — such as paper mail, fax, or any channel outside Amazon's approved electronic invoicing systems. The factor assessed is **invoices**.

Amazon offers two approved electronic invoicing options that must be used at all times to avoid this chargeback.

PENALTY

Per Invoice

fixed fee per violation

COMPLIANCE REQUIRED

100%

electronic submission only

APPROVED ELECTRONIC INVOICING METHODS

YOU MUST USE ONE OF THESE TWO APPROVED METHODS

EDI Invoicing

Electronic Data Interchange (EDI) invoicing using **AS2 or FTP format**. Transmit EDI 810 invoice files directly to Amazon's systems. Confirm with your EDI provider that the transmission is acknowledged.

Vendor Central — Create Invoice

Web-based invoicing through the **Create Invoice feature** in Vendor Central. Log in to Vendor Central, navigate to Invoices, and submit directly through the portal interface.

✓ EXCEPTIONS

- No chargeback if the paper invoice was submitted due to a **documented Amazon system outage** preventing electronic submission, confirmed in writing by Amazon.
- There is **no minimum unit threshold** exception for paper invoice chargebacks — every non-electronic invoice submission is subject to the chargeback regardless of order size.

HOW TO AVOID THIS CHARGEBACK

- Always use an **approved electronic method** to submit invoices to Amazon — EDI (AS2/FTP) or Vendor Central Create Invoice.
- Confirm your **EDI transmission is acknowledged** by Amazon's system before considering an invoice submitted.
- Train your finance team to **never send paper, fax, or email invoices** to Amazon under any circumstances.
- If EDI is unavailable, log in to **Vendor Central** and use the Create Invoice feature as a backup.

REQUIRED DOCUMENTS FOR DISPUTE

REQUIRED DOCUMENTATION

Include the following when disputing a paper invoice chargeback:

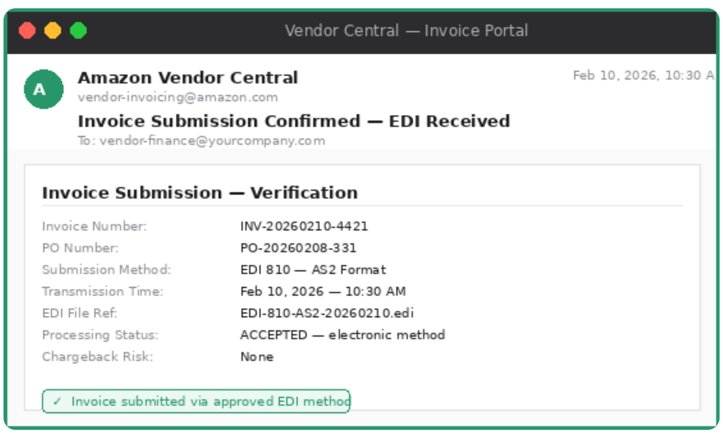
1. **Vendor Central Screenshot**
   A screenshot from Vendor Central showing the invoice was submitted through the Create Invoice feature, including timestamp and invoice number.
2. **EDI File**
   The XML or text copy of your EDI 810 transmission file, including the transmission acknowledgment (997/999) confirming Amazon received it electronically.

RATE CARD

CHARGEBACK TYPE	TRIGGER	RATE	BASIS	COMPLIANCE REQUIRED
Paper Invoices	Non-electronic submission	Fixed fee / invoice	Per invoice violation	100% electronic

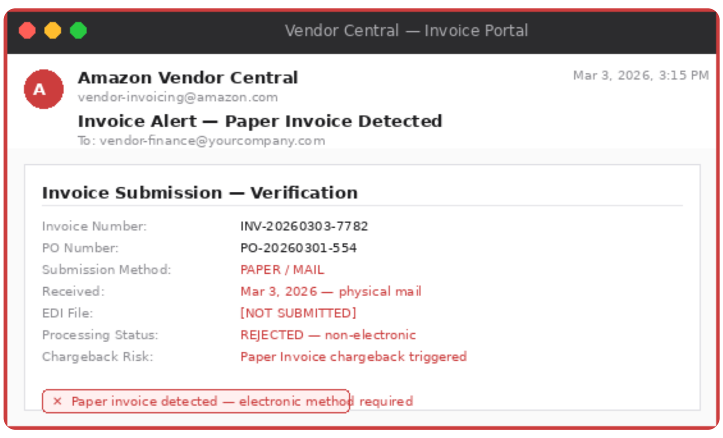
DISPUTE EVIDENCE EXAMPLES

✓ Approved submission APPROVED



- ✓ Invoice submitted via **EDI 810 (AS2 format)** — electronic method confirmed with transmission acknowledgment on file.
- ✓ Vendor Central screenshot shows accepted status — no paper submission involved.

✕ Denied submission DENIED



- ✕ Invoice received via **physical mail** — no EDI file or Vendor Central submission on record.
- ✕ No electronic transmission acknowledgment provided — chargeback applied per invoice.