

SUBTYPE

PO Overage

A **PO overage** chargeback is issued when you ship **more units than originally ordered** in the purchase order. Excess units create fulfillment and inventory complications for Amazon.

OVERVIEW



WHAT TRIGGERS THIS CHARGEBACK

This chargeback is triggered when the **shipped quantity exceeds the PO quantity**. The factor assessed is **ship quantity**. Shipping excess units — even partially — triggers a 100% COGS chargeback on the overage units.

Amazon requires **100% compliance** with ordered purchase order quantities — no tolerance for overage.

PENALTY

100%

of COGS on overage qty

COMPLIANCE REQUIRED

100%

strict — no overage tolerance



EXCEPTIONS

- No chargeback if the overage was caused by an **Amazon system error** or an incorrect PO quantity issued by Amazon, confirmed in writing.
- No automatic waiver** — PO Overage requires **100% compliance** with ordered purchase order quantities. All overage units are subject to chargeback.



HOW TO AVOID THIS CHARGEBACK

- Always ship **exactly the quantity confirmed** on the PO — never more.
- Review and confirm** purchase orders within 24 hours and lock quantities before pick.
- Only confirm quantities you **can ship exactly** — avoid rounding up at the warehouse.
- Maintain **accurate inventory controls** to prevent accidental over-picking.
- Submit ASNs with the **exact PO quantity** and keep all PO confirmations on file.

REQUIRED DOCUMENTS FOR DISPUTE



REQUIRED DOCUMENTATION

Include all of the following when disputing this chargeback:

1

Purchase Order Confirmation

Screenshot of the confirmed PO showing the original ordered quantity.

2

ASN

Advance Shipment Notification showing the shipped quantity for comparison against the PO.

3

Invoice for the PO-ASIN

Invoice submitted for the relevant PO and ASIN confirming the billed quantity.

4

BOL / POD Files

Bill of Lading or Proof of Delivery confirming quantity shipped and any Amazon-authorized adjustments.

RATE CARD

CHARGEBACK TYPE	SHIPMENT MODE	RATE	QUANTITY BASIS	COMPLIANCE REQUIRED
In Full Delivery — PO Overage	All modes	100% of COGS	Overage qty	100% — zero tolerance

DISPUTE EVIDENCE EXAMPLES

Approved submission

APPROVED

Vendor Central — Order Portal

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Amazon Vendor Central

vendor-orders@amazon.com

PO Fulfillment Confirmation — Quantity Exact

To : vendor-fulfillment@yourcompany.com

Mar 12, 2026, 11:05 AM

Purchase Order — Overage Check

PO Number:	PO-20260310-663
Ordered Qty:	500 units
Shipped Qty (ASN):	500 units
Invoice Qty:	500 units
BOL Number:	BOL-20260312-901
Overage:	None — quantities match
Status:	COMPLIANT — no overage

✓ Shipped qty equals confirmed PO — no overage

- ✓ ASN and invoice match the confirmed PO quantity exactly — no excess units shipped.
- ✓ BOL confirms only the ordered quantity was tendered to the carrier.

Denied submission

DENIED

Vendor Central — Order Portal

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Amazon Vendor Central

vendor-orders@amazon.com

PO Overage Alert — Excess Units Detected

To : vendor-fulfillment@yourcompany.com

Mar 25, 2026, 2:18 PM

Purchase Order — Overage Check

PO Number:	PO-20260322-117
Ordered Qty:	200 units
Shipped Qty (ASN):	260 units
Overage:	60 units (30% over PO)
Invoice Qty:	260 units
BOL Number:	BOL-20260325-445
Status:	OVERAGE — 100% COGS chargeback

✗ Shipped more than ordered — overage chargeback applies

- ✗ ASN shows **260 units shipped** against a confirmed PO of 200 — 60 unit overage.
- ✗ 100% COGS chargeback applied to all 60 excess units — no documentation can waive overage.

