Pacvue

In Full Delivery Chargebacks

Purchase Order Fulfillment — Vendor Compliance

Vendor Guide

SUBTYPE **PO Not Filled**

A **PO not filled** chargeback is issued when you ship **fewer units than confirmed** in your purchase order. The shipment quantity on your ASN and invoice must match the confirmed PO quantity.

OVERVIEW

WHAT TRIGGERS THIS CHARGEBACK

This chargeback is triggered when the **shipped quantity** on your ASN or invoice is less than the quantity confirmed in your purchase order. The factor assessed is **ship quantity**.

Never ship more or less than the original purchase order quantity without prior confirmation from Amazon.

PENALTY

5%

of COGS on chargeback qty

COMPLIANCE REQUIRED

≤5%

12-week avg defect rate

EXCEPTIONS

- No chargeback if the shortage was caused by an **Amazon fulfillment center error** confirmed in writing.
- Chargebacks will be **automatically waived** for a given week (Monday to Sunday) if the previous **12-week average "in full delivery" defect is 5% or less**.

HOW TO AVOID THIS CHARGEBACK

- **Never ship more or less** than the original purchase order quantity.
- **Review and confirm** purchase orders within 24 hours of receipt.
- Only confirm quantities you **can actually ship** — do not over-confirm.
- Maintain **accurate inventory levels** to avoid shortfalls at pick time.
- **Submit ASNs promptly** and keep documentation of all PO confirmations and changes.

REQUIRED DOCUMENTS FOR DISPUTE

📋 REQUIRED DOCUMENTATION

Include all of the following when disputing this chargeback:

1. **Purchase Order Confirmation**
   Screenshot of the confirmed PO in Vendor Central showing the agreed quantity.
2. **ASN**
   Advance Shipment Notification showing the shipped quantity matching 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 the quantity shipped and received.

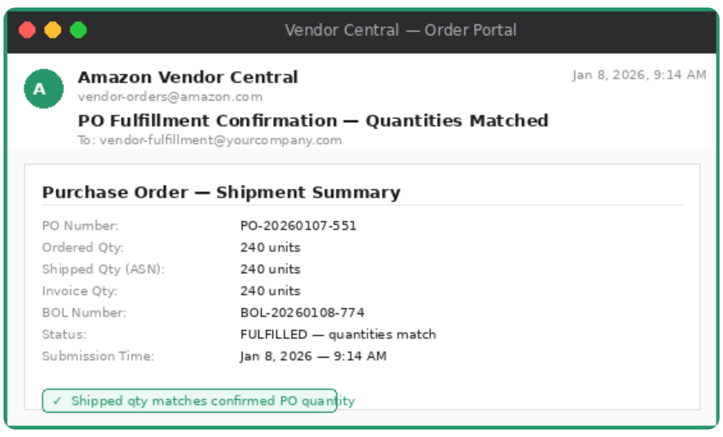
RATE CARD

CHARGEBACK TYPE	SHIPMENT MODE	RATE	QUANTITY BASIS	COMPLIANCE REQUIRED
In Full Delivery — PO Not Filled	All modes	5% of COGS	Ship quantity	≤5% defect (12-wk avg)

DISPUTE EVIDENCE EXAMPLES

✓ Approved submission

APPROVED



Vendor Central — Order Portal

Amazon Vendor Central
vendor-orders@amazon.com
Jan 8, 2026, 9:14 AM

PO Fulfillment Confirmation — Quantities Matched
To: vendor-fulfillment@yourcompany.com

Purchase Order — Shipment Summary

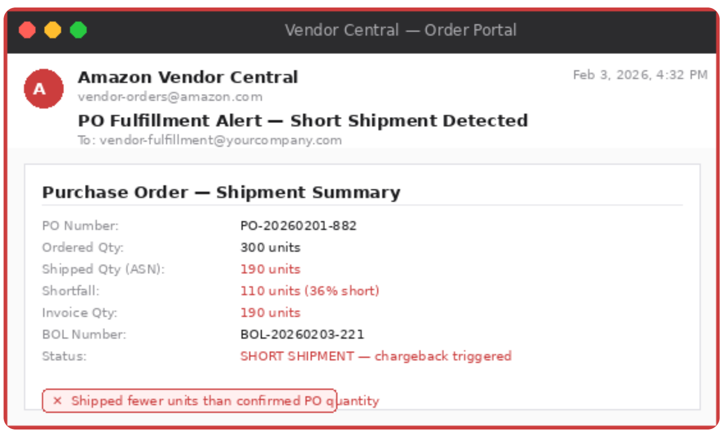
PO Number:	PO-20260107-551
Ordered Qty:	240 units
Shipped Qty (ASN):	240 units
Invoice Qty:	240 units
BOL Number:	BOL-20260108-774
Status:	FULFILLED — quantities match
Submission Time:	Jan 8, 2026 — 9:14 AM

✓ Shipped qty matches confirmed PO quantity

- ✓ ASN and invoice quantities match the confirmed PO — no shortfall detected.
- ✓ BOL confirms full shipment quantity was tendered to carrier on time.

✕ Denied submission

DENIED



Vendor Central — Order Portal

Amazon Vendor Central
vendor-orders@amazon.com
Feb 3, 2026, 4:32 PM

PO Fulfillment Alert — Short Shipment Detected
To: vendor-fulfillment@yourcompany.com

Purchase Order — Shipment Summary

PO Number:	PO-20260201-882
Ordered Qty:	300 units
Shipped Qty (ASN):	190 units
Shortfall:	110 units (36% short)
Invoice Qty:	190 units
BOL Number:	BOL-20260203-221
Status:	SHORT SHIPMENT — chargeback triggered

✕ Shipped fewer units than confirmed PO quantity

- ✕ ASN shows **190 units shipped** against a confirmed PO of 300 — 110 unit shortfall.
- ✕ No documentation provided to explain the shortage — chargeback applied.