

You may receive a chargeback if your Collect shipments are not picked up within your purchase order window. These chargebacks exist to keep the supply chain running smoothly and maintain accurate inventory for customers.

OVERVIEW



WHAT TRIGGERS THIS CHARGEBACK

A **not on time chargeback** is triggered when the freight-ready date on your Collect shipment falls outside the ship window specified on your purchase order.

Amazon uses the **Amazon reference number** from your routing request to link it with your advance shipment notification (ASN) and compare the freight-ready date against your PO's ship window.

PENALTY

3%

of COGS on chargeback qty

COMPLIANCE REQUIRED

95%

12-week rolling average



EXCEPTIONS

- No chargeback if the pickup delay or reschedule was caused by **Amazon**.

- 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 your ASN before trailer check-in with accurate **ARN, PO, ASIN, and quantity**.
- Request pickup through routing **within the ship window** on your purchase order.
- Ensure your **Amazon reference number (ARN)** on the ASN matches the one on your routing request — mismatches risk chargeback even if freight was ready on time.

RATE CARD

CHARGEBACK TYPE	SHIPMENT MODE	RATE	QUANTITY BASIS	COMPLIANCE REQUIRED
Not on time	Collect	3% of COGS	ASN quantity	95% (12-week avg)

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:

1

Routing proof

Evidence that routing was submitted at least 24 hours before the ship window closed, and that the freight-ready date and pickup date were within the ship window for the ARN on the chargeback. Provide a screenshot of the routing request page in Vendor Central or the XML/text copy of your EDI 753 transmission.

2

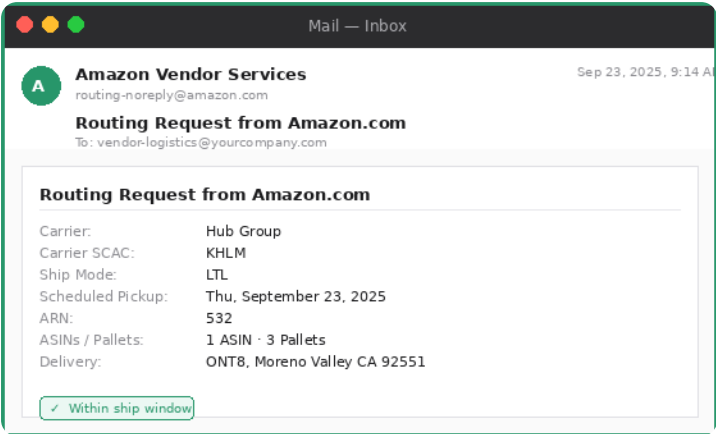
ASN proof

Your advance shipment notification showing the Amazon reference number, PO, ASIN, and quantity — either a Vendor Central screenshot or the XML/text copy of your EDI 856 transmission.

DISPUTE EVIDENCE EXAMPLES

Approved submission

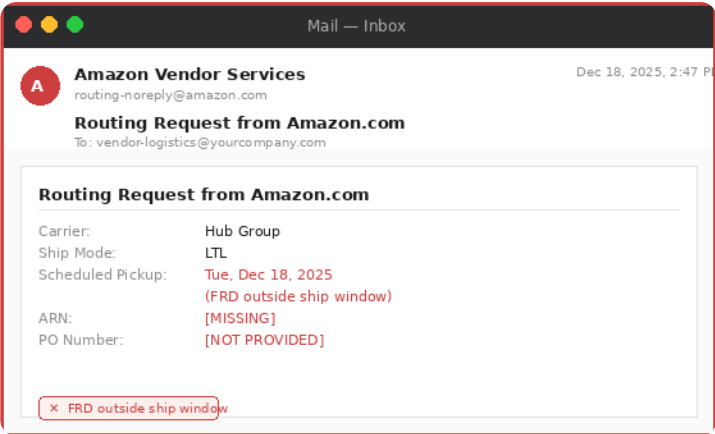
APPROVED



- Routing email clearly shows Scheduled Pickup Date, Amazon Reference Number (ARN), and matching PO — all within the ship window.

Denied submission

DENIED



- Routing email shows a freight-ready date (FRD) **outside the ship window**, and the submission was missing ARN or PO information.