

SUBTYPE

Missing or Incorrect Single Shipment Identifier

A missing or incorrect single shipment identifier defect is triggered when the submitted advance shipment notification (ASN) does not have a single shipment identifier — **PRO, BOL, or Amazon reference number** — or has an incorrect identifier that does not map with any appointments.

OVERVIEW



WHAT TRIGGERS THIS CHARGEBACK

This defect is triggered when the submitted ASN does not contain a **single shipment identifier** — either **PRO, BOL, or Amazon reference number** — or when the identifier provided is incorrect and does not map to any existing appointments.

The root cause is typically an **incorrect identifier** entered at the time of ASN submission, causing a mismatch between the ASN and the carrier appointment record in Amazon's system.

PENALTY

3%

of COGS on chargeback qty

COMPLIANCE REQUIRED

95%

12-week rolling average



EXCEPTIONS

- No chargeback if the identifier mismatch was caused by an **Amazon system error** or carrier-side modification, confirmed in writing.
- Chargebacks incurred during a given week (defined as **Sunday to Saturday**) will be **automatically waived** if the previous 12-week average "missing or incorrect single shipment identifier" compliance is **95% or higher**. Otherwise, dispute individually.



ROOT CAUSE FACTOR

- Incorrect identifier** — the most common trigger. The PRO, BOL, or Amazon reference number on the ASN does not match any carrier appointment record in Amazon's fulfillment system.
- Missing identifier** — the ASN was submitted without any shipment identifier field populated.
- Carrier-modified PRO/BOL** — if the carrier changes the PRO or BOL after submission, resubmit the ASN immediately with the updated identifier.

HOW TO AVOID THIS CHARGEBACK

- For Collect Shipments

 - Provide accurate **Amazon reference numbers** on your advance shipment notifications before trailer check-in at the fulfillment center.
 - Verify the ARN on your ASN matches exactly the number issued in the routing confirmation — do not manually type or abbreviate.
 - Submit the ASN **before trailer check-in** — late submissions increase the risk of identifier mismatches.
- For Prepaid Shipments

 - You and your carriers are required to provide the **same single shipment identifier** — either PRO or BOL — on both the ASN and the appointment signal before trailer check-in.
 - If the PRO or BOL is **modified by the carrier**, resubmit the advance shipment notification with the most up-to-date PRO immediately.
 - Confirm identifier alignment between your internal WMS and the carrier's appointment record before departure.

REQUIRED DOCUMENTS FOR DISPUTE

REQUIRED DOCUMENTATION

Include all of the following when disputing a missing or incorrect shipment identifier chargeback:

- 1

Screenshot of the ASN

A screenshot of the Advance Shipment Notification (ASN) submitted in Vendor Central, clearly showing the shipment identifier field (PRO, BOL, or ARN) and submission timestamp.
- 2

PRO or BOL

The actual PRO number or Bill of Lading document from the carrier, confirming the correct identifier used for the shipment.
- 3

Purchase Order Information

The relevant PO number(s) associated with the shipment, confirming the shipment was tied to a valid, open purchase order.
- 4

Carrier Appointment Screenshot

Screenshot of the carrier appointment confirmation, showing the identifier used matches the one on the ASN submitted to Amazon.

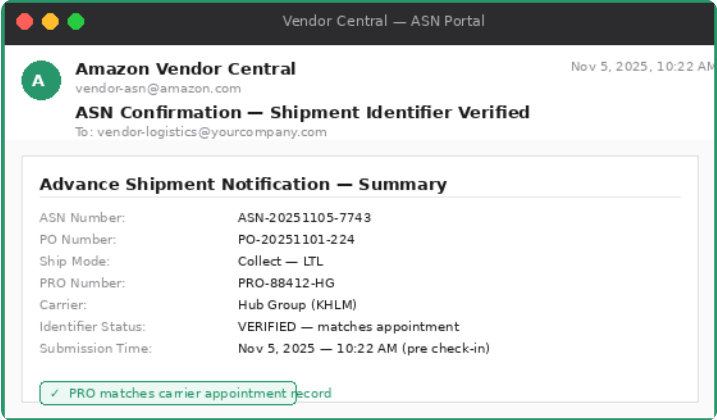
RATE CARD

CHARGEBACK TYPE	SHIPMENT MODE	RATE	QUANTITY BASIS	COMPLIANCE REQUIRED
Missing or Incorrect Single Shipment Identifier	All modes	3% of COGS	Chargeback quantity	95% (12-week avg)

DISPUTE EVIDENCE EXAMPLES

Approved submission

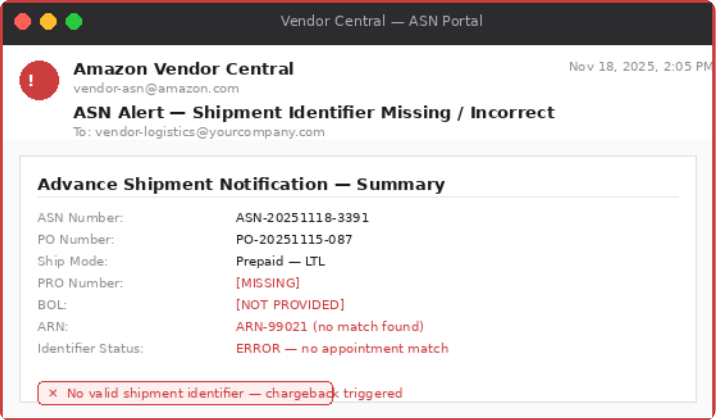
APPROVED



- ASN screenshot shows matching PRO number — identifier on ASN aligns exactly with the carrier appointment record.
- BOL and PO information submitted together confirming valid shipment identity.

Denied submission

DENIED



- ASN submitted with **[MISSING]** identifier — no PRO, BOL, or ARN populated in the shipment notification.
- Carrier appointment screenshot shows a different PRO number than the one on the ASN — mismatch confirmed.