

Chargebacks > Chargeback details

Chargeback details

Receiving Accuracy ASN compliance defect No Dispute

Summary



Chargeback ID
102418268700

Defect quantity
1

Pallet ID or box ID
c9f2a659-c6ff-45f8-9ba8-fa680794a9e9

Defect root cause
Late ASN

Chargeback amount USD **1.4**

ASIN
B01M7R6SFU

Purchase order
82IFFWBE

Need help? Chat with us.



What caused the chargeback?

Your purchase order: **82IFFWBE**, ASIN: **B01M7R6SFU**, received on **2026-03-20T13:13:17**, has the following labels: **"{"Carton Label":{"SSCC:6757167201251563},{PRO:1Z8R7F310397655320}"}**".

Your advance shipment notification (ASN) **{ASN_ID:48094654582,Ver:1,Status:SENT,Struct:SOP}** was last updated on **2026-03-24**.

The event has triggered an ASN DEFECT infraction, which resulted in this chargeback.

What did you do to cause the defect, and what is the benefit of fixing this defect?

We received your ASN after we received your shipment.

A late ASN hinders our ability to accurately match our receipts with the correct PO:ASIN, which could affect our operations and the invoice shortage quantity (ISQ).

How can you prevent this chargeback?

To prevent this chargeback, you must provide an ASN before the shipment arrives at the fulfillment center.

How did we decide your chargeback amount?

We charge 2% of the COGS for trailing 12 week defect rate less than 5%.

We charge 4% of the COGS for trailing 12 week defect rate between 5% and 30%.

We charge 6% of the COGS for trailing 12 week defect rate greater than 30%.

Your weekly defect rate is **0**.

Supporting evidence

Shipment: **6771047014989**

Amazon image:

[{"imageId":"OKC2PID120260320131301340","imageType":"CARTON","imageSource":"PID"}]

ASN - ARN/BOL/PRO:

{ASN_ID:48094654582,ShipperID:300114351,ARN:42028359611,PRO:1z8r7f310397655320,BOL:0675716 UUID:98ce7ee4-3285-6473-ba4b-3b44f410d5ea}

Date of receipt: **2026-03-20T13:13:17**

Purchase order: **82IFFWBE**

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FEEDBACK