



AMAZON CHARGEBACKS RECOVERY PERCENTAGES

PROPRIETARY INYMBUS STUDY

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INTRODUCTION

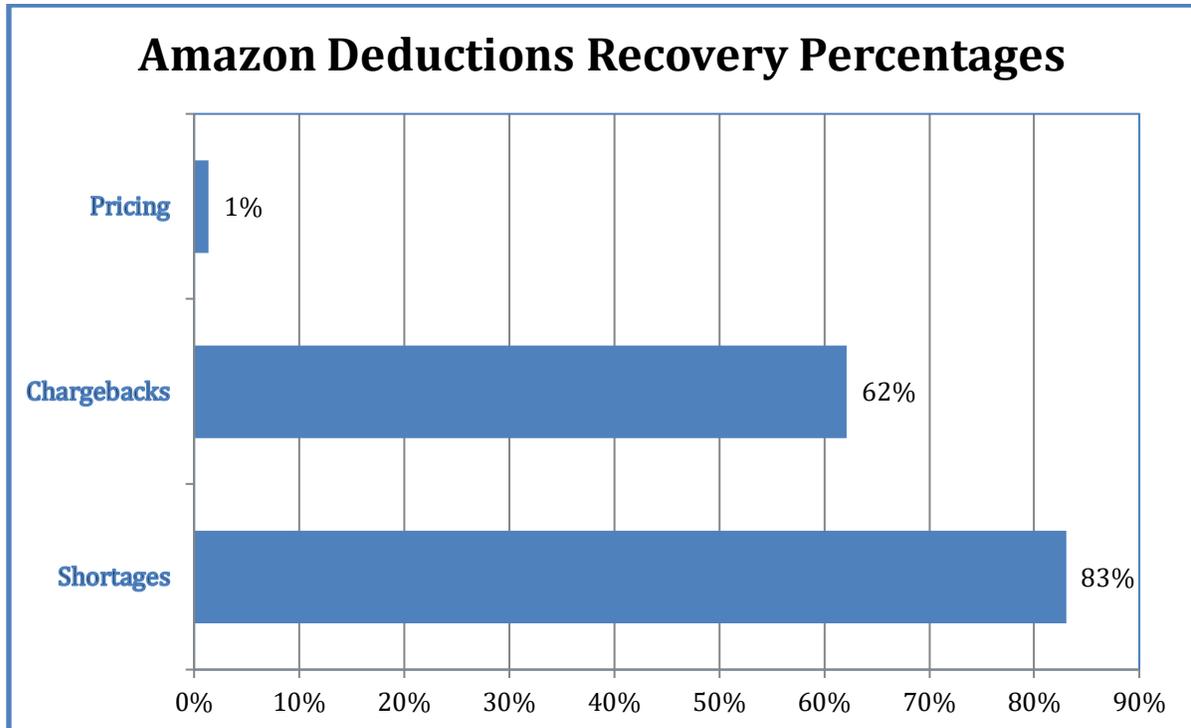
In order to help our clients strategize the most recoverable Amazon claims to dispute, we performed a proprietary study across six of our clients who are actively selling via Amazon's Vendor Central portal. Our purpose was to discover exactly which chargebacks are most recoverable in order to prioritize our claim efforts.

METHODOLOGY

In March, 2018, iNymbus data engineers looked at 100% of the claim data and categorized every dispute by its major reason code and ascertained whether we successfully disputed on our client's behalf.

Our results are powerful for all suppliers selling to Amazon and utilizing Vendor Central.

KEY FINDING: ALWAYS DISPUTE EVERY SINGLE DEDUCUTION AND CHARGEBACK IN AMAZON VENDOR CENTRAL.





CONCLUSIONS

SHORTAGES

Highest recovery percentage. Always dispute.

CHARGEBACKS

Second highest recovery percentage and absolutely should be disputed.

Shortages: Begin your dispute resolution work by disputing every deduction with a reason code related to shortages. Our study shows that you will recover 83% of your claims. Meaning, if you have disputed \$100 of claims in vendor central, then you will recover \$83. This requires having your paperwork in order. Be prepared to submit POD's (proof of delivery) which clearly shows that Amazon received your inventory. The weight of the packages sent can also help prove that you have sent the correct number of units. Your preferred carrier will have the proof that the packages in question were scanned at a weight and delivered to Amazon. Photos of actual carton labels can be helpful as well.

Chargebacks: There is an extremely high likelihood of successfully disputing with you being able to recover 62% of your chargebacks dollars. Amazon typically creates chargebacks in the following categories:

1. PO related issues
2. Receipt related issues
3. ASN related issues
4. Transportation related issues
5. Preparation related issues.

Click into each chargeback for the exact details of the issue: like PO number, ASN number, ship date and others. You will need to create individual supporting documents for each of the charges separately. And upload necessary documentation individually. Good evidence will result in dispute approval.



CONCLUSIONS

PRICING

Very low recovery percentage. Not good candidate for dispute.

FINAL WORDS

Always dispute!

Pricing: Our customers experienced a very low recovery rate in case of pricing disputes. It seems to suggest there may be pricing adjustments made by Amazon after the PO and invoice creation. This may be because there are policies buried in our customers' contracts, which allow Amazon to adjust prices for more salability of the product.

Final Words: Always dispute, but if you have to prioritize, dispute chargebacks & shortages first with pricing your lowest priority. Disputes must be done at the individual chargeback level. Disputing manually can be extremely time intensive.

iNymbus recommends automating your Amazon dispute process to maximize your success. It is 100% possible to take your company's SOP and automate the document matching and uploading, the algorithm calculations and data entry required to dispute Amazon chargebacks. Truly, this is the only possible way to win with Amazon chargeback disputes at any kind of volume. [Request an Amazon Chargeback Audit](#) from iNymbus and find out if your Amazon Chargebacks are at the volume and dollar level where dispute and resolution automation are viable.



Are Amazon Chargebacks eating into profits?
Contact iNimbus for a FREE Chargeback Audit!
Go to www.inimbus.com/deductions-audit Today!

THANK YOU.

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