

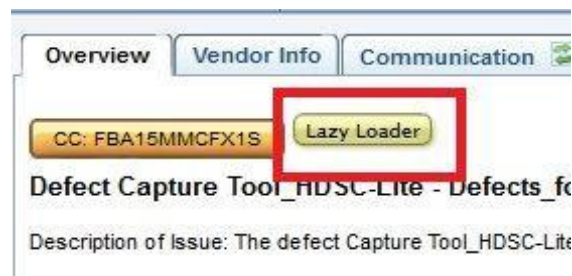
MEDIC SOP

MEDIC Overview

MEDIC is a continuous-improvement feedback program for Fulfillment Center (FC) Associates who log manual defects during the receive process using the Defect Capture Tool (DCT). MEDIC's goal is to improve the quality of these logged defects by coaching FC Associates on improvement opportunities to provide indisputable proof to Retail Vendors and FBA Sellers.

MEDIC Evaluation Steps

1. Open the ticket. Verify the ticket contains "HDSC-Lite" in the title, and that the ticket requester is an FC Associate. Tickets that contain "HDSC_FC_Audit" are not eligible for MEDIC evaluations. In addition, if the in-hand defect is not listed in the Defect Surfaceable list of the [MEDIC Input Tool](#), the defect is not eligible for MEDIC evaluations.
2. Click on the Lazy Loader button above the ticket title. If the Lazy Loader does not appear, reach out to an Associate Advisor for help.



3. Paste the Lazy Loader information into the empty bar at the top of the [MEDIC Input Tool](#) page, and click Load. Verify the ticket and loaded data matches. **Note:** Many defects may be logged against the same Shipment in the same ticket. All defects on a ticket are to be MEDIC evaluated.

Load

FC: FBA or Retail:

Lock Shipment Type

Surface To: Associate:

Lock Associate

Ticket ID: PO ID / Shipment ID:

Defect Log Date: Defect:

Defect Surfaceable: Automatic fail:

Submit

Notes:

Was the correct defect selected?

Does the narrative clearly explain the issue?

Were the images provided for the correct shipment?

Do the images prove which seller cause the defect? (Ex: Ship ID or X00 label provided.)

Were all required photos captured?

Are the images clear and legible?

Were images provided for each ASIN/FNSKU logged?

Were the images provided relevant or professional?

4. In the MEDIC Input Tool, select your login from the Associate drop down list, and select Lock Associate.
5. Check the Seller and defect accuracy in the ticket submission. See Confirming the Seller and Evaluating the Defect for evaluation steps.
6. Evaluate the ticket in the MEDIC Input tool by selecting a Defect Surfaceable reason code, answering the questions, and providing coaching blurbs in the Notes box. For additional guidance on evaluating defect accuracy, please see “Evaluating the Defect” below, and the [Defect Coaching Guide](#).

Load

FC: FBA or Retail:

Lock Shipment Type

Surface To: Associate:

Lock Associate

Ticket ID: PO ID / Shipment ID:

Defect Log Date: Defect:

Defect Surfaceable: Automatic fail:

Submit

Notes:

Was the correct defect selected?

Does the narrative clearly explain the issue?

Were the images provided for the correct shipment?

Do the images prove which seller cause the defect? (Ex: Ship ID or X00 label provided.)

Were all required photos captured?

Are the images clear and legible?

Were images provided for each ASIN/FNSKU logged?

Were the images provided relevant or professional?

7. When the evaluation is complete, click on the Submit button to finish the process.

MEDIC Input Tool Questions

- Was the correct defect selected?
 - Does the evidence prove the defect's accuracy according to MEDIC SOP?
Yes: Mark Green
No: Mark Red
- Does the narrative clearly explain the issue?
 - Did the Associate provide a detailed, Seller-appropriate description of the issue?
Yes: Mark Green
No: Mark Red
- Were the images provided for the correct Shipment?
 - Did the images include boxes, units, or labels from a Shipment other than the listed one?
Yes: Mark Red
No: Mark Green
- Do the images prove which Seller caused the defect? (Ex: Ship ID or X00 label provided.)
 - Does the evidence prove this Seller caused the defect?
Note: Please see Confirming the Seller for investigation methods.
Yes: Mark Green
No: Mark Red
- Were all required photos captured?
 - See the listed defect in Confirming the Defect for required images.
Yes: Mark Green
No: Mark Red
- Are the images clear and legible?
 - Are there any blurry, unclear, or poor quality images?
Yes: Mark Red
No: Mark Green
- Were images provided for each ASIN/FNSKU logged?
 - Are there any missing images of a unit in their listed defect? Are there any units pictured other than the problem ASIN?
Yes: Mark Red
No: Mark Green
- Were the images provided relevant or professional?
 - Are there any images that show an Associate face or badge, internal web tools, or FC equipment? Are there too many images, or duplicates?

Yes: Mark Red
No: Mark Green

Defect Surfaceable Reason Codes

1. Yes: The ticket provided enough accurate data to verify the defect and Seller.
2. No, Bad Ship Label Image: The image of the FBA Shipment ID is too poor to verify the defect listed.
3. No, No Ship ID: There is no required image of the FBA Shipment ID provided.
4. No, Wrong ASIN: The ASIN surfaced in the ticket is incorrect.
5. No, No Measurement/Weight: There is no required image of a measurement device provided.
6. No, Wrong Defect: The listed defect is incorrect, but evidence suggests or prove a different defect is present.
7. No, Wrong Shipment: The images do not match the listed Shipment.
8. No, Bad Images: The quality of the images provided is too poor to verify a defect.
9. No, Not Defect: The defect listed is not a coachable defect and/or there is no evidence of a defect.
10. No, ISS: The issue should process through the ISS workflow rather than HDSC Lite.
11. No, Insufficient Evidence: The evidence does not prove without question that a defect had occurred.
12. No, Amazon Internal Tool Surfaced: The images provided show an Amazon internal web tool and/or FC Associate faces that should not surface to a Seller.
13. No, Not Properly Linked in Dr.Sku: This reason code has been deprecated. Please use No, ISS for UPC barcode linking issues.
14. No, Insufficient Equipment: This reason code has been deprecated. Please do not use it.

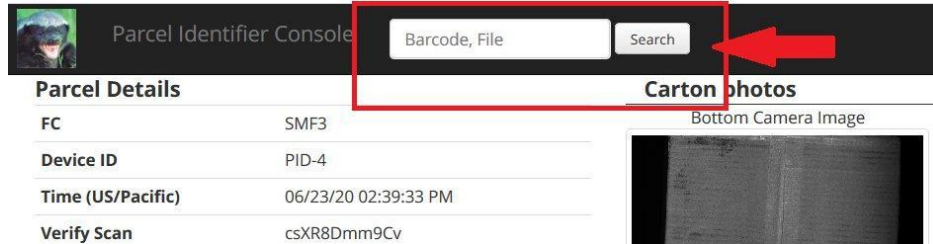
Confirming the Seller

Use any of the following methods to confirm the Shipment or unit(s) belong to the Seller.

Note: Not all steps are required. Stop once you can confirm either the Shipment or unit(s) belong to the Seller in question.

1. Compare the Shipment ID label in the images to the Shipment ID provided in the ticket.
2. Compare the Tracking ID on the carrier label with the tracking information provided on ILAC Report or Seller Central.
3. Verify any physical FNSKU labels pictured belong to the Seller listed.

4. If the Shipment is expecting ASINs, (B00s or UPC labels) and no images of the Shipment ID were provided, search the ASIN and FNSKU in [ASINStat](#). If no other Shipments were expecting the unit at your FC within 14 days of the Shipment's delivery date, the Seller and Shipment can be verified.
5. Locate any provided FBA Shipment ID or Tracking Number provided by the FC auditor and search for PID data matches. PID search link [HERE](#)



Evaluating the Defect

Shipment Level Defects

Barcode Labeling Errors

Unscannable-Shipment-ID-Label

An FBA Shipment ID cannot scan due to its quality or position on the box. This includes folding around the box edge or seam, putting it at risk for cutting/tearing.

Required Image(s):

- Clear, legible image of the entire FBA Shipment ID label.

1. Are all of the required images provided?
 - a. No
 - i. Automatic Fail
 - ii. In the Defect Surfaceable drop down menu, select No, with the related reason code.
 - iii. Use the missing images blurb.
 - b. Yes
 - i. Continue to step 2.
2. Is there sufficient evidence provided to prove the defect?
 - a. No
 - i. In the Defect Surfaceable drop down menu, select No, with the applicable reason code.
 - b. Yes
 - i. In the Defect Surfaceable drop down menu, select Yes.

3. Finish the assessment using the MEDIC Tool's questions and add related coaching blurbs in the Notes box.

MP-with-Scannable-Barcode-on-Outer

There is a barcode (UPC, EAN, GTIN, or FNSKU) on the outside of a shipping box, linking to an ASIN.

Required Image(s):

- Clear, legible image of the FBA Shipment ID label
- Image of the scannable barcode on the outside of the shipping box

Suggested Image(s):

- An image of the units inside of the carton

1. Are all of the required images provided?
 - a. No
 - i. Automatic Fail
 - ii. In the Defect Surfaceable drop down menu, select No, with the related reason code.
 - b. Yes
 - i. Continue to step 2.
2. Is there sufficient evidence provided to prove the defect?
 - a. No
 - i. In the Defect Surfaceable drop down menu, select No, with the applicable reason code.
 - b. Yes
 - i. In the Defect Surfaceable drop down menu, select Yes.
3. Finish the assessment using the MEDIC Tool's questions and add related coaching blurbs in the Notes box.

No PO

No-PO-on-Carton

A box arrived without a PO or FBA Shipment ID label applied.

Required Image(s):

- Images of all sides of the box

At least one of the following:

- Image of a Carrier Label
- Units inside of the carton with item labels (if available)
- Any other identifiable labels (barcodes, BOLs, printing on the box)

1. Are all of the required images provided?
 - a. No

- i. In the Defect Surfaceable drop down menu, select No, with the related reason code.
 - b. Yes
 - i. Continue to step 2.
2. Is there sufficient evidence provided to prove the defect?
 - a. No
 - i. In the Defect Surfaceable drop down menu, select No, with the related reason code.
 - b. Yes
 - i. In the Defect Surfaceable drop down menu, select Yes.
3. Finish the assessment using the MEDIC Tool's questions and add related coaching blurbs in the Notes box.

Safety-Defects

Pallet-Condition

A pallet had arrived that are causing safety concerns, and/or pallets are not compliant to policy.

FBA Pallet Policy:

- A single pallet cannot be higher than 72", including the height of the pallet unless a single unit exceeds 72".
- Double-stacked pallets cannot be higher than 100". Stacked pallets must be secured with corner boards, and both pallets must be accessible by a forklift from the same side.
- A pallet must be 40" x 48", have 4-way access, and be made of wood. However, if a single unit cannot fit on a 40" x 48" pallet without overhanging the edges, a larger pallet size may be used.
- Pallets must be in good condition. Broken or damaged pallets, missing boards, nails exposed, etc. causing safety concerns are not allowed.
- Pallets must be GMA Standard Grade B, and made of wood.
- Pallets used for food and grocery products must be on a standard GMA 1A or 1B pallet.
- Freight on pallet cannot over-hang
- Pallet total weight cannot exceed 1500 gross weight limit

Retail Pallet Policy:

- A single pallet cannot be double-stacked higher than 50" tall (45" of inventory + 5" of pallet height)
- Double stacked pallets cannot be higher than 104" tall (99" of inventory +5" of pallet height)
- A single pallet cannot be higher than 72", including the height of the pallet unless a single unit exceeds 72".
- Pallet total weight cannot exceed 1500 gross weight limit

- A pallet is must be 40" x 48", have 4-way access, and be made of wood. However, if a single unit cannot fit on a 40" x 48" pallet without overhanging the edges, a larger pallet size may be used.
- Pallets must be in good condition. Broken or damaged pallets, missing boards, nails exposed, etc. causing safety concerns are not allowed.
- Freight on pallet cannot over-hang

Required Images:

- Clear, legible image of an FBA Shipment ID label or Pallet label
- Images that prove the defect (clear image of overhang or broken parts, measurement devices, etc. depending on issue.)

1. Are the required images of a clear, legible FBA Shipment ID label or Pallet label provided?
 - a. No
 - i. Automatic Fail
 - ii. In the Defect Surfaceable drop down menu, select No, with the related reason code.
 - b. Yes
 - i. Continue to step 2.
2. Does the evidence prove the listed defect?
 - a. No
 - i. In the Defect Surfaceable drop down menu, select No, with the applicable reason code.
 - b. Yes
 - i. In the Defect Surfaceable drop down menu, select Yes.
3. Finish the assessment using the MEDIC Tool's questions and add related coaching blurbs in the Notes box.

Carton-Overweight

A box containing multiple units weighs more than 50 lbs. Defect also applies when a 50+ pounds box contains one unit, but does not have a 'team lift' or 'mech lift' label on the box.

Required Images:

- FBA Shipment ID label or Carrier label
- Image showing carton on scale
- Zoomed in weight measurement

1. Are the images screen shots from PID and/or has the carton already been processed through PID?
 - a. No
 - i. Continue to step 2.
 - b. Yes

- i. Automatic Fail
 - ii. In the MEDIC Input Tool, in the Defect Surfaceable drop down menu, select No, Not Defect.
 - iii. Use the following blurb:
 - Please do not submit HDSC Lite tickets for overweight carton defects that have already been processed through PID. This captures the defect and automatically surfaces the issue to the merchant/vendor.
- 2. Is there a clear image of the FBA Shipment ID label or Carrier label? Does it match the Shipment in the ticket?
 - a. No
 - i. Automatic Fail
 - ii. In the Defect Surfaceable drop down menu, select No, with the related reason code.
 - b. Yes
 - i. Continue to step 3.
- 3. Does the evidence prove the listed defect?
 - a. No
 - i. In the Defect Surfaceable drop down menu, select No, with the applicable reason code.
 - b. Yes
 - i. In the Defect Surfaceable drop down menu, select Yes.
- 3. Finish the assessment using the MEDIC Tool's questions and add related coaching blurbs in the Notes box.

Carton-Oversized

A carton containing standard-size units is longer than 26 inches in any direction. This includes gaylords.

Required Images:

- FBA Shipment ID label or Carrier label
- Image showing measurement device against the full length of the box
- Zoomed in length measurement

- 1. Is there a clear image of the FBA Shipment ID label or Carrier label? Does it match the Shipment in the ticket?
 - a. No
 - i. Automatic Fail
 - ii. In the Defect Surfaceable drop down menu, select No, with the related reason code.
 - b. Yes
 - i. Continue to step 2.
- 2. Does the evidence prove the listed defect?
 - a. No
 - i. In the Defect Surfaceable drop down menu, select No, with the applicable reason code.

- b. Yes
 - i. In the Defect Surfaceable drop down menu, select Yes.
3. Finish the assessment using the MEDIC Tool's questions and add related coaching blurbs in the Notes box.

Dunnage-Noncompliant

A shipping carton arrived with a non-compliant form of dunnage. Full sheets of paper, air pillows, sheet foam and bubble are permitted forms of dunnage and are not defects.

Required Images:

- FBA Shipment ID label or Carrier label
- Image showing the inside of the box and dunnage

1. Is there a clear image of the FBA Shipment ID label or Carrier label? Does it match the Shipment in the ticket?
 - a. No
 - i. Automatic Fail
 - ii. In the Defect Surfaceable drop down menu, select No, with the related reason code.
 - b. Yes
 - i. Continue to step 2.
2. Does the evidence prove the listed defect?
 - a. No
 - i. In the Defect Surfaceable drop down menu, select No, with the applicable reason code.
 - b. Yes
 - i. In the Defect Surfaceable drop down menu, select Yes.
3. Finish the assessment using the MEDIC Tool's questions and add related coaching blurbs in the Notes box.

Non-PID Conveyable

Open-Side/Non-6-Sided-Box

A carton arrived without six sides. These cartons can be trays or open-lid boxes. Note that Envelopes/Bubble Mailers/Flatpacks/Shipping Pouches are allowed as long as the contents are contained (see step 2, part b).

Required Images:

- FBA Shipment ID label or Carrier label
- At least 2 images capturing all sides of the carton (multiple sides may be captured in each image)

1. Is there a clear image of the FBA Shipment ID label or Carrier label? Does it match the Shipment in the ticket?

- a. No
 - i. Automatic Fail
 - ii. In the Defect Surfaceable drop down menu, select No, with the related reason code.
 - b. Yes
 - i. Continue to step 2.
2. Does the evidence prove the listed defect?
- a. No
 - i. In the Defect Surfaceable drop down menu, select No, with the applicable reason code.
 - b. No, the Shipment was sent in an Envelope/Bubble Mailer/Flatpack/Shipping Pouch
 - i. In the Defect Surfaceable drop down menu, select No, Not Defect.
 - ii. Use the following blurb:
Envelope/Bubble Mailers/Flatpacks/Shipping Pouches are allowed as long as contents are contained. No defect present.
 - c. Yes
 - i. In the Defect Surfaceable drop down menu, select Yes.
3. Finish the assessment using the MEDIC Tool's questions and add related coaching blurbs in the Notes box.

Non-Standard-Material

A carton arrived that is not made of cardboard. Common examples are metal or wood.

Required Images:

- FBA Shipment ID label or Carrier label
- At least 2 images capturing all sides of the carton that clearly shows the material of the carton

1. Is there a clear image of the FBA Shipment ID label or Carrier label? Does it match the Shipment in the ticket?
 - a. No
 - i. Automatic Fail
 - ii. In the Defect Surfaceable drop down menu, select No, with the related reason code.
 - b. Yes
 - i. Continue to step 2.
2. Does the evidence prove the listed defect?
 - a. No
 - i. In the Defect Surfaceable drop down menu, select No, with the applicable reason code.
 - b. Yes
 - i. In the Defect Surfaceable drop down menu, select Yes.

3. Finish the assessment using the MEDIC Tool's questions and add related coaching blurbs in the Notes box.

Bundled

Multiple boxes arrived bound together with string, strapping, or tape.

Required Images:

- FBA Shipment ID label or Carrier label
- At least 2 images capturing all sides of the carton that clearly shows how the boxes are bundled together

1. Is there a clear image of the FBA Shipment ID label or Carrier label? Does it match the Shipment in the ticket?
 - a. No
 - i. Automatic Fail
 - ii. In the Defect Surfaceable drop down menu, select No, with the related reason code.
 - b. Yes
 - i. Continue to step 2.
2. Does the evidence prove the listed defect?
 - a. No
 - i. In the Defect Surfaceable drop down menu, select No, with the applicable reason code.
 - b. Yes
 - i. In the Defect Surfaceable drop down menu, select Yes.
3. Finish the assessment using the MEDIC Tool's questions and add related coaching blurbs in the Notes box.

Straps

Boxes arrived that are bound with string or strapping. This defect only applies to straps on the outside of a shipping box. It does not apply to straps inside of a box or on a pallet.

Required Images:

- FBA Shipment ID label or Carrier label
- At least 2 images capturing all sides of the carton that clearly shows the straps on the parcel.

1. Is there a clear image of the FBA Shipment ID label or Carrier label? Does it match the Shipment in the ticket?
 - a. No
 - i. Automatic Fail
 - ii. In the Defect Surfaceable drop down menu, select No, with the related reason code.
 - b. Yes
 - i. Continue to step 2.

2. Does the evidence prove the listed defect?
 - a. No
 - i. In the Defect Surfaceable drop down menu, select No, with the applicable reason code.
 - b. Yes
 - i. In the Defect Surfaceable drop down menu, select Yes.
3. Finish the assessment using the MEDIC Tool's questions and add related coaching blurbs in the Notes box.

No-Shipping-Container

Units arrived at the FC without an outer shipping container and are not certified as SIOC (Ships In Own Container).

Required Images:

- FBA Shipment ID label or Carrier label
- At least 2 images capturing all sides of the carton.
- A legible image of the unit label

1. Is there a clear image of the FBA Shipment ID label or Carrier label? Does it match the Shipment in the ticket?
 - a. No
 - i. Automatic Fail
 - ii. In the Defect Surfaceable drop down menu, select No, with the related reason code.
 - b. Yes
 - i. Continue to step 2.
2. Does the evidence prove the listed defect?
 - a. No
 - i. In the Defect Surfaceable drop down menu, select No, with the applicable reason code.
 - b. Yes
 - i. In the Defect Surfaceable drop down menu, select Yes.
3. Finish the assessment using the MEDIC Tool's questions and add related coaching blurbs in the Notes box.

ASIN Level Defects

Safety-Defects

Sharp-Hazard

This defect applies when a seller/vendor has sent units with sharp edges or points that are not safe due to improper prep.

Required Images:

- FBA Shipment ID label or Carrier label

- Image of the front of the unit
 - Image of the product barcode
 - One or more of the following:
 - Image(s) that clearly indicate any damage caused to the carton by the unit
 - Image(s) that clearly depict the sharp edges or points of the unit that may cause harm
1. Is there a clear image of the FBA Shipment ID label or Carrier label? Does it match the Shipment in the ticket?
 - a. No
 - i. Automatic Fail
 - ii. In the Defect Surfaceable drop down menu, select No, with the related reason code.
 - b. Yes
 - i. Continue to step 2.
 2. Is the logged ASIN/FNSKU listed in the ticket expected on shipment plan?
 - a. No
 - i. Automatic Fail
 - ii. In the Defect Surfaceable drop down menu, select No, with the applicable reason code.
 - b. Yes
 - i. Continue to step 3.
 3. Does the evidence prove the listed defect?
 - a. No
 - i. In the Defect Surfaceable drop down menu, select No, with the applicable reason code.
 - b. Yes
 - i. In the Defect Surfaceable drop down menu, select Yes.
 4. Finish the assessment using the MEDIC Tool's questions and add related coaching blurbs in the Notes box.

Chemical-Hazard

This defect applies to products containing liquid that has not been properly prepared and could cause a chemical hazard. For example, bleach that has not been poly bagged or does not have a double seal.

Required Images:

- FBA Shipment ID label or Carrier label
- Image of the product barcode
- Image(s) that clearly capture all sides of the unit and the chemical hazard (at least 2 images are required)
- Image(s) that show how the units has not been properly prepped and could cause a chemical hazard. (For example, bleach that has not been poly bagged or does not have a double seal)

1. Is there a clear image of the FBA Shipment ID label or Carrier label? Does it match the Shipment in the ticket?
 - a. No
 - i. Automatic Fail
 - ii. In the Defect Surfaceable drop down menu, select No, with the related reason code.
 - b. Yes
 - i. Continue to step 2.
2. Is the logged ASIN/FNSKU listed in the ticket expected on shipment plan?
 - a. No
 - i. Automatic Fail
 - ii. In the Defect Surfaceable drop down menu, select No, with the applicable reason code.
 - b. Yes
 - i. Continue to step 3.
3. Does the evidence prove the listed defect?
 - a. No
 - i. In the Defect Surfaceable drop down menu, select No, with the applicable reason code.
 - b. Yes
 - i. In the Defect Surfaceable drop down menu, select Yes.
4. Finish the assessment using the MEDIC Tool's questions and add related coaching blurbs in the Notes box.

Electrical-Hazard

This defect applies to any electrical hazard. For example, batteries must be packaged in a way that prevents battery terminals from coming into contact with metals (including other batteries).

Required Images:

- FBA Shipment ID label or Carrier label
- One image of the product barcode
- Images capturing all sides of the unit and the electrical hazard (at least 2 images are required). For example, batteries must be packaged in a way that prevents battery terminals from coming into contact with metals (including other batteries)
- An image showing not been properly prepped and could cause a hazard

1. Is there a clear image of the FBA Shipment ID label or Carrier label? Does it match the Shipment in the ticket?
 - a. No
 - i. Automatic Fail
 - ii. In the Defect Surfaceable drop down menu, select No, with the related reason code.
 - b. Yes
 - i. Continue to step 2.
2. Is the logged ASIN/FNSKU listed in the ticket expected on shipment plan?

- a. No
 - i. Automatic Fail
 - ii. In the Defect Surfaceable drop down menu, select No, with the applicable reason code.
 - b. Yes
 - i. Continue to step 3.
3. Does the evidence prove the listed defect?
- a. No
 - i. In the Defect Surfaceable drop down menu, select No, with the applicable reason code.
 - b. Yes
 - i. In the Defect Surfaceable drop down menu, select Yes.
4. Finish the assessment using the MEDIC Tool's questions and add related coaching blurbs in the Notes box.

Barcode/Labeling Errors

Item-Label-Missing

Units arrived with no physical barcode at all. This defect also applies when units were expected to arrive labeled as an X00, though the Seller sent it with a UPC and did not request Amazon Labeling Service.

Required Images:

- A close-up image of the UPC on the unit

OR

- Images of all sides of the unit, clearly indicating the unit had arrived with no barcode.

1. Is the correct ASIN surfaced in the ticket correct? Is it expected on this Shipment?
 - a. No
 - i. Automatic Fail
 - ii. If the in-hand (pictured) unit matches a different ASIN on the Shipment, select No, Wrong ASIN.
 - iii. If the unit does not match any units expected on the Shipment, select No, Not Defect. Use the following coaching blurb:
Please take to ISS problem solve to follow the standard work wiki for Misship Receive process. This is not a surfaced defect type for HDSC Lite.
 - b. Yes
 - i. Continue to step 2
2. Are the units on the Shipment Summary set for Amazon Labeling Service?
 - a. No
 - i. Continue to step 3
 - b. Yes
 - i. Automatic Fail

- ii. In the Defect Surfaceable drop down menu, select No, Not Defect.
- 3. Does the evidence prove the listed defect?
 - a. No
 - i. In the Defect Surfaceable drop down menu, select No, with the applicable reason code.
 - b. Yes
 - i. In the Defect Surfaceable drop down menu, select Yes.
- 4. Finish the assessment using the MEDIC Tool's questions and add related coaching blurbs in the Notes box.

Barcode-Inaccessible-or-Inconveniently-Located

A unit label is in a location where it cannot scan due to prep material (bubble wrap or opaque poly bags), tags, or other labels cover the barcode. It also applies when the label wraps around the edge of the item.

Required Images:

- Images of all sides of the unit
- Images indicating why the barcode is inaccessible or inconveniently located
- Image of the product barcode

- 1. Is the correct ASIN surfaced in the ticket correct? Is it expected on this Shipment?
 - a. No
 - i. Automatic Fail
 - ii. If the in-hand (pictured) unit matches a different ASIN on the Shipment, select No, Wrong ASIN.
 - iii. If the unit does not match any units expected on the Shipment, select No, Not Defect. Use the following coaching blurb:
Please take to ISS problem solve to follow the standard work wiki for Misship Receive process. This is not a surfaced defect type for HDSC Lite.
 - b. Yes
 - i. Continue to step 2
- 2. Does the evidence prove the listed defect?
 - a. No
 - i. Automatic Fail
 - ii. In the Defect Surfaceable drop down menu, select No, with the applicable reason code.
 - b. Yes
 - i. In the Defect Surfaceable drop down menu, select Yes.
- 3. Finish the assessment using the MEDIC Tool's questions and add related coaching blurbs in the Notes box.

Unscannable-Barcode

A product barcode is unscannable due to any of the following reasons:

- The barcode was printed too close to the label edge.
- The ink is smeared, smudged, or too light to scan.
- The ink is too thick and has bled.
- Part of the barcode or label has been cut off on any side.
- There's insufficient white space around the barcode.
- The barcode is wrapped around a curve or edge of the unit.
- The barcode is not black and printed on a white background.

Required Images:

- Images of all sides of the unit
- Image of the product barcode

1. Is the correct ASIN surfaced in the ticket correct? Is it expected on this Shipment?
 - a. No
 - i. Automatic Fail
 - ii. If the in-hand (pictured) unit matches a different ASIN on the Shipment, select No, Wrong ASIN.
 - iii. If the unit does not match any units expected on the Shipment, select No, Not Defect. Use the following coaching blurb:
Please take to ISS problem solve to follow the standard work wiki for Misship Receive process. This is not a surfaced defect type for HDSC Lite.
 - b. Yes
 - i. Continue to step 2
2. Was the unit expected to arrive with a UPC, but the barcode does not link to the ASIN, or links to other ASINs in Dr.Sku?
 - a. No
 - i. Continue to step 3
 - b. Yes
 - i. In the Defect Surfaceable drop down menu, select No, ISS.
 - ii. Use the following blurb in the notes box:
UPC/ISBN barcode linking issues are not eligible for submission into HDSC Lite. Linking issues generally are Amazon caused errors. Resolve a barcode linking issue following the SOP for Dr. Sku. If directed, submit an ISS trouble ticket for assistance in resolving the issue.
3. Does the evidence prove the listed defect?
 - a. No
 - i. Automatic Fail
 - ii. In the Defect Surfaceable drop down menu, select No, with the applicable reason code.
 - b. Yes
 - i. Continue to step 3
4. Does the barcode scan using Amazon internal tool(s)?

- a. No
 - i. In the Defect Surfaceable drop down menu, select Yes.
 - b. Yes
 - i. Automatic Fail
 - ii. In the Defect Surfaceable drop down menu, select No, Not Defect
4. Finish the assessment using the MEDIC Tool's questions and add related coaching blurbs in the Notes box.

Item-Mislabeled

The seller or vendor has applied the wrong product label to their unit(s). Note that this defect does not apply when unit is expected to arrive labeled as an X00 but is sent with a UPC. Please refer to Item-Label-Missing for this defect.

Required Images:

- Images of all sides of the unit
- Image of the product barcode

1. Is the correct ASIN surfaced in the ticket? Is it expected on this Shipment?
 - a. No
 - i. Automatic Fail
 - ii. If the in-hand (pictured) unit matches a different ASIN on the Shipment, select No, Wrong ASIN.
 - iii. If the unit does not match any units expected on the Shipment, select No, Not Defect. Use the following coaching blurb:
Please take to ISS problem solve to follow the standard work wiki for Misship Receive process. This is not a surfaced defect type for HDSC Lite.
 - b. Yes
 - i. Continue to step 2
2. Was the unit expected to arrive with a UPC, but the barcode does not link to the ASIN, or links to other ASINs in Dr.Sku?
 - a. No
 - i. Continue to step 3
 - b. Yes
 - i. In the Defect Surfaceable drop down menu, select No, ISS.
 - ii. Use the following blurb in the notes box:
UPC/ISBN barcode linking issues are not eligible for submission into HDSC Lite. Linking issues generally are Amazon caused errors. Resolve a barcode linking issue following the SOP for Dr. Sku. If directed, submit an ISS trouble ticket for assistance in resolving the issue.
3. Is there sufficient images provided to prove the defect?
 - a. No, images of the barcode are illegible or missing.
 - i. Automatic Fail

- ii. In the Defect Surfaceable drop down menu, select No, with the applicable reason code.
 - b. Yes
 - i. Continue to step 4
- 4. Finish the assessment using the MEDIC Tool's questions and add related coaching blurbs in the Notes box.

Expiration Related

Expired-Product

A product arrived at the fulfillment center that is unfulfillable due to their expiration date being less than 90 days from the receive date.

Please note that this defect does not apply in cases where the FC Receive System indicates an inaccurate expiration type. See step 2, part b if the evidence suggests that this is the issue.

Required Images:

- Images capturing all sides of the unit
- Image of the product barcode
- Image of expiration date

1. Is the correct ASIN surfaced in the ticket correct? Is it expected on this Shipment?
 - a. No
 - i. Automatic Fail
 - ii. In the Defect Surfaceable drop down menu, select No, with the applicable reason code.
 - b. Yes
 - i. Continue to step 2
2. Does the evidence prove the listed defect?
 - a. No
 - i. Automatic Fail
 - ii. In the Defect Surfaceable drop down menu, select No, with the applicable reason code.
 - b. No, the provided evidence suggests the FC Receive System indicates an inaccurate expiration type.
 - i. Automatic fail
 - ii. In the Defect Surfaceable drop down menu, select No, Not Defect.
 - iii. Use the following blurb:
Receive process prompt of expiration error not a Merchant/Vendor caused defect. Take to IBPS/ISS to resolve expiration issue correctly.
 - c. Yes

- i. In the Defect Surfaceable drop down menu, select Yes.
3. Finish the assessment using the MEDIC Tool's questions and add related coaching blurbs in the Notes box.

Dr. Sku

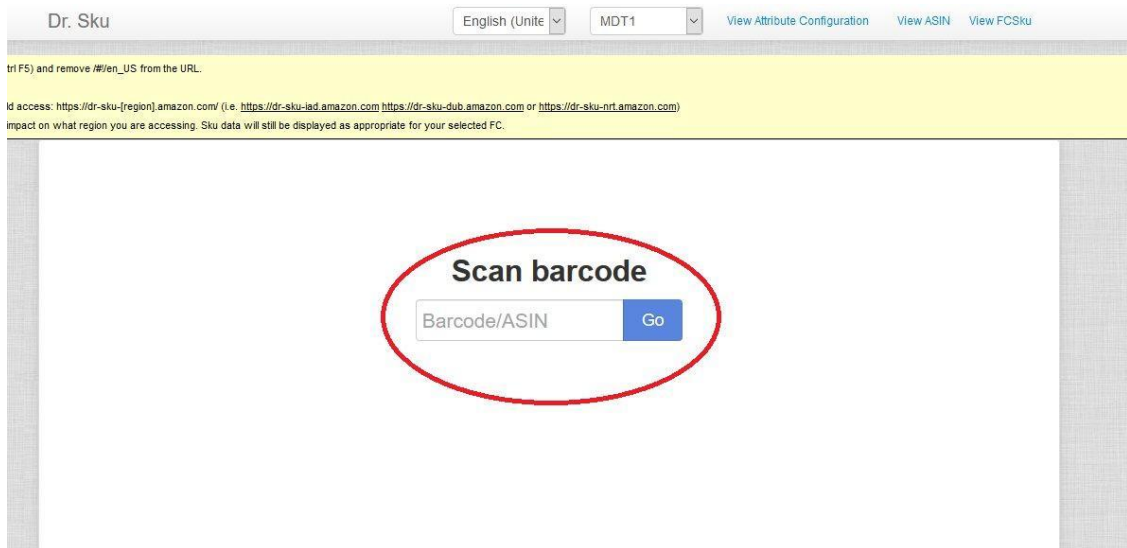
Dr. Sku is a tool used in the FC process that prevents sidelining units or printing unnecessary product ASIN labels. MEDIC uses this tool to align with those processes and verify if UPCs link to ASINs as expected on the Shipment.

Open the Dr. Sku web tool [here](#) and follow the below steps:

1. Locate the FC listed for where the defect was surfaced from, select that FC from the FC drop down menu.



1. Input the UPC barcode that is on the item in the provided images into the 'Scan barcode' box and click go.



1. Evaluate the populated information.
 - a. If the ASIN that populates matches the one pictured/expected on the Shipment, select No, Not Defect.
 - b. If the ASIN that populates links to a different one than pictured/expected on the Shipment, select No, ISS.

- c. If multiple ASINs populate, select No, ISS.
- d. If no ASINs populate, select No, ISS.

Blurb Bank

Incorrect Defect

The defect logged was incorrect. The correct defect type is [DEFECT]

No defect

The images provided do not suggest a defect had occurred. [DETAIL]

No narrative or unclear narrative provided

Please leave a clear narrative explaining the issue that was found on the shipment. Narratives provide Sellers with additional information regarding the defect in question.

Missing Images

Required images for defect type not provided. Image(s) of [MISSING IMAGES] needed to validate defect.

Poor Image Quality/Blurry Images

The images provided were unclear. When submitting images, ensure they are all clear and legible, as these are sent to the Seller to prove there was a defect present on their Shipment.

Poor image quality of label

The images provided of the item's barcode are not legible. This defect requires a clear and focused image of item's entire barcode to validate the defect.

Images of All Sides of the Unit not provided

For this defect type, images of all sides of the unit are required to prove the issue.

Images of All Sides of the box not provided

For this defect type, images of all sides of the box are required to prove the issue.

Measurement devices not pictured

The required images of measurement devices had not been provided to prove the defect. Oversize carton defects require images showing measurement device against full length of shipment container and zoomed in image of length violation.

Overweight carton defects require images showing the shipment container on scale and a zoomed in image of the scale weight.

Wrong Shipment Images

The images provided indicate a different Shipment than the one listed in the tool. When submitting HDSC Lite defects, ensure the evidence provided matches the information inputted in the tool.

Excessive, duplicate images provided

Excessive and/or duplicate images provided. Ensure that the only provided images are the listed required ones and eliminate duplicates to provide clear, specific evidence for the Seller.

Associate and/or badge image surfaced

To protect FC associates confidential information, never submit images showing Associate faces or ID Badges.

Internal Tools Image Surfaced

Do not provide images of Amazon Internal Web Tools to an HDSC Lite submission. Amazon Internal Web tools can contain confidential or restricted information.

UPC/ASIN Label is correct, No Defect

It can be confirmed that the UPC barcode scans with internal tools. The UPC on the pictured unit matches UPC listed on shipment plan. Dr. SKU and CSI show the UPC linked to the correct to ASIN, thus no defect can be verified.

Wrong ASIN Surfaced

ASIN/FNSKU/ISBN entered as defect ASINs needs to be the ASIN/FNSKU/ISBN listed on the shipment plan, not the ASIN/FNSKU/ISBN the item arrived labeled as.

ISS issue

UPC/ISBN barcode linking issues are not eligible for submission into HDSC Lite. Linking issues generally are Amazon caused errors. Resolve a barcode linking issue following the SOP for Dr. Sku. If directed, submit an ISS trouble ticket for assistance in resolving the issue.

ISS Not Completed

FC did not complete the Dr. SKU process for linking the UPC to the ASIN. To resolve barcode linking issues, follow the ISS Standard Work process for Barcode Linking Issues.

Amazon Labeling Service

The units in question had been set for Amazon Labeling Service, thus no defect had occurred.

Cartons have been processed in PID (overweight carton)

Please do not submit HDSC Lite tickets for overweight carton defects that have already been processed through PID. This captures the defect and automatically surfaces the issue to the merchant/vendor.

Bubble Mailer

Envelope/Bubble Mailers/Flatpacks/Shipping Pouches are allowed as long as the contents are contained. No defect present.

Web Tools and Reference Links

MEDIC Input Web Tool:

Due to updates being performed on this tool, the web link address changes. Please reach out to your Associate Advisor for the current MEDIC Input web link.

[Current MEDIC Input Tool](#) as of 07/08/2020

HSDC Lite Wiki:

https://w.amazon.com/bin/view/FBA/High_Defect_Supplier_Coaching/HSDC_Lite_DefectCaptureTool/

HSDC Lite Wiki – Get Started with the Defect Capture Tool:

https://w.amazon.com/bin/view/FBA/High_Defect_Supplier_Coaching/NA_HSDC_Lite_DefectCaptureTool/Learning/

MEDIC Wiki

https://w.amazon.com/bin/view/FBA/Defect_Operations/Defect_Program_Operations/MEDIC/

Defect Coaching Guide:

https://w.amazon.com/bin/view/Gcf_aces_SupportOps/KM/SOP/Defect_Guide/

ILAC Report View:

<https://paragon-na.amazon.com/hz/cmt/ilac/view-ilac-report?shipment>

Procurement Portal:

https://buyingportal-us.amazon.com/gp/ors/procurement_home.html

Seller Central:

<https://sellercentral.amazon.com>

CSI Data Viewer:

<https://csi.amazon.com>

Catalog Dumper:

<https://www.amazon.com/gp/private/catalog/dumper.html?ASIN=>

Dr. SKU:

<https://dr-sku-iad.amazon.com/#!/configure>

Amazon.com:

<https://www.amazon.com/>

FC Research:

<http://fcmenu-dub-regionalized.corp.amazon.com/basic/login>

FNSKU Mappings Tool:

<https://fba-fnsku-commingling-console-na.aka.amazon.com/tool/fnsku-mappings-tool>

MEDIC SharePoint:

https://share.amazon.com/sites/support_ops_defects/defect_program_ops/MEDIC/Forms/AllItems.aspx

QA Tool Web UI SIM:

<https://issues.amazon.com/issues/P12679843>