

## 申诉模板---迟发货被移除销售权

Dear Seller Performance Team,

We are contacting you regarding our seller account suspension. We realize the delays in shipping orders have not complied with Amazon's performance target of less than 4%, nor our target of less than x%.

We have reviewed our fulfillment procedures and have determined the two areas that need to be addressed: Shipment Creation and Inventory Availability.

We realize we needed additional support for managing fulfillment for our Amazon orders. To achieve our goal of more than 98% on-time shipping, we have added additional staff to support the salesperson in our retail store who handles Amazon fulfillment. This will allow us to have packages prepared and ready to ship more efficiently.

To address inventory availability issues we have consolidated our Amazon inventory into one location to speed shipment creation. Having all Amazon inventory at one location will eliminate delays in getting product out by the Expected Ship Date.

Thank you for considering this appeal.

**38 份亚马逊管理、采购运营必备表格**

- AMZ选品利润指标
- FB/
- FB/
- FB/
- KPI
- KPI
- 采购员绩效考核
- 产品数据统计表
- 产品推广计划表
- 粗选记录表
- 关键词坑位记录表 (手动版)
- 广告运营表格
- 价格利润公式
- 竞争产品分析表格
- 竞争对手品牌分析表
- 竞争对手数据统计表
- 跨境电商绩效考核制
- 零售订单统计
- 每日工作安排 (店长
- 美国利润表格最终版
- 潜在市场分析表格
- 售价利润计算模板-财务部
- 亚马逊报表模板
- 亚马逊美国FBA仓库
- 亚马逊投入产出统计表
- 亚马逊网店运营规划
- 亚马逊运营工具箱
- 亚马逊自发货成本核算及定价表格
- 运营监控汇总表
- 跟踪表
- 充计表
- 充计汇总表-公式
- 曝光排名跟踪表一

**扫码领取**

## 迟发、缺货、回复客户慢收到 A-Z, ODR 表现差申诉模板

Dear Seller Performance Team,

I understand that recently our performance as a seller on <http://Amazon.com> has fallen below both Amazon's and our own standards of quality.

I believe there are two main reasons this has happened:

Disorganization in our inventory management has resulted in late shipments and, even worse, unavailable items.

亚马逊申诉模板

When late shipments and unavailable items have occurred our response to has been too slow and communication with customers has not been adequate.

I believe it is mainly because of the inadequate communication that we have recently seen an increase in customer A-z guarantee claims which has resulted in our order defect rate exceeding the performance target of <1%.

Plan of Action:

We are taking the following steps to improve our performance:

Improve inventory control by reducing the number of items offered until we have systems in place to more adequately handle the number of orders we are receiving.

Most importantly, we will respond more quickly and proactively to any problems with customer orders to keep our customers more informed and help prevent A-z guarantee claims.

In addition, we will more aggressively monitor our performance metrics to assure we are meeting the standards set by Amazon and our own standards of quality customer service.

In evaluating our selling practices, we found a mistake in our inventory upload file.

Our Plan of Action:

Our inventory file has been reviewed. All misclassified condition items have been re-categorized to follow Amazon's Condition Guidelines. The entire inventory has been deleted from the Marketplace to reflect all changes.

All of our vendors' inventory will be reviewed before adding to our inventory. Please let us know what should be done to reinstate our account, we are looking forward to hearing from you.