

申诉模板---未收到货开 A-Z

包裹显示妥投，客户没收到货，开了 A-Z 和信用卡拒付申诉模板

Dear Amazon Performance Team,

We are contacting you regarding our seller account suspension.

I understand that recently our performance has fallen below Amazon's target. After checking our ODR, we find that the main reason that causes A TO Z claims and chargebacks is that buyer claim they did not receive the package, while the tracking number shows it was delivered. A high ODR rate is caused by bad logistic service.

Steps we have taken and will continue to take:

- 1, we have changed our logistics company, we have found a better efficiency logistics company to offer better service, we will ensure every customer can receive their package.
- 2, We will use FBA to fulfill part of our orders.
- 3, We have and will continue to offer great purchase experience to the customers.
- 4, We have checked all the products we've been sold and removed the product that may have problems, we will continue to do this to offer the best service to the customer
5. Improving our service level;

AMZ选品利润指标 售价利润计算模板-财务部

FB/ **38份亚马逊管理、采购**

FB/ **运营必备表格**

FB/ ←

KPI ←

KPI ←

采购员绩效考核 亚马逊FBA库存预警

产品数据统计表 亚马逊报表模板

产品推广计划表 亚马逊美国FBA仓库

粗选记录表 亚马逊投入产出统计表

关键词坑位记录表 (手动版) 亚马逊网店运营规划

广告运营表格 亚马逊运营工具箱

价格利润公式 亚马逊自发货成本核算及定价表格

竞争产品分析表格 运营监控汇总表

竞争对手品牌分析表 跟踪表

竞争对手数据统计表 充计表

跨境电商绩效考核制 充计汇总表-公式

零售订单统计 曝光排名跟踪表一

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



扫码领取

- a. Answer the customer' s message within 24 hours.
- b. Reply to the buyer' s inquiry as soon as possible. Try our best to meet the buyer' s needs.
- c. For negative feedback, be patient to contact the customer, figure out a good solution, and keep in touch with the customer.
- d. After-sale service, support what we can do to help the customer to remove doubts about our product.
- e. Upgrading our operating level and taking a more professional attitude. Please

let us know what should be done to reinstate our account, we are looking forward to hearing from you.

Best regards,

xxxx

www.ck12.com