



Amazing Marketer



Plan-Of-Action (POA) / Letter of Appeal
Late Disptach Rate (Version-1)



Below is intended plan of action to open your account. Add your details before sending to the Amazon team:

Dear Team Amazon,

I am writing to you in regards to the recent suspension of my seller account. We have identified the root cause to below issues-

Late Shipment problem

Root Cause-Late Shipment problem - Plan of Action-We had identified the issues which contributed towards the problem of late shipment.

1)-Staff Shortage

2)-Sudden shortage of inventory

3)-Courier delay

Plan of Action:

For inventory issues - we have now started planning in advance for any contingencies which comes in future. We have started keeping sufficient stock of inventory and packaging material so as to avoid any delay in future. We have also shortlisted more suppliers so as not to face shortage in inventory and we should always have sufficient inventory at all times.

For resolving staff issues - We have now hired experienced staff who now are trained on all aspects of Amazon E-Commerce business. ODR has been discussed in details with new staff. Staff is been going through seller university modules on various topics.

For courier delay issues - we have tied up with top most couriers to ensure timely Products delivery & Reverse pick up. An experienced person who will track all shipments in transit to ensure timely delivery and follow up rigorously with courier teams. If an error occurs and a customer's item is delayed at courier location, I will issue a prompt refund without requiring the customer to return the unwanted item. We have already tied up reputed courier companies like DTDC, Bluedart & Overnite to avoid any delays in shipping.

Overall Plan of Action - We will try to make sure Our Inventory, shipping the products in the time frame, handling of products in the packing & delivery process in right manner and we have confidence that we can regain our performance to good State as it been before. We will be having customer support person who will be communicating with buyers and solve their queries on priority. Also tracking the consignment & taking timely update from the logistics partners, we will respond more quickly and proactively to customer's queries to keep our customers happy.

*Regards,
Account Name*



Amazing Marketer

Supports

Ambitious Sellers

All Over The World



2,000+

Suspended Account
Re-opened



8,000+

Amazon Related
Queries Answered



600+

Sellers Supported

KEEP SELLING, KEEP SMILING!

