



Amazing Marketer



Plan-Of-Action (POA) / Letter of Appeal
Order Cancellation Rate



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

Dear Seller Performance,

Thank you for this opportunity to respond to my recent suspension for pre-fulfillment order cancel rate is higher than the goal of less than 2.5%.

We accept responsibility for this and would like to present a plan of action

A. The issue

We were building orders as they were placed and then could not fill them when we had an electrical disruption in our facility.

B. Steps we have taken to resolve the issue

- 1. We placed our store on vacation mode*
- 2. We have purchased back up electrical equipment to prevent any downtime.*
- 3. We have conducted inventory and de-listed any items we do not have in stock and ready to ship.*

C. How we will prevent the issue:

We will stop building orders and only sell items that are in stock and on the shelves._

No item is to be listed as an active product on Amazon until there is physical inventory.

_Inventory is to be checked daily to assess whether the level will meet demand, and additional product is obtained well in advance of stock-out.

Should inventory be running low on an item, our company will now make the item inactive until we have additional stock in possession.

We will run daily maintenance on all your machines and backup machines to prevent any shipment delay.

Thank you for your consideration.

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!

