

AACTAT-01 Typical Amazon Tasks Checklist Rev.1

This **Typical Amazon Tasks Checklist** is designed as a simple to-do list for VA's. It encompasses regularly scheduled tasks that need to be accomplished.

- Daily Tasks
- Weekly Tasks
- Bi-weekly Tasks
- Monthly Tasks

1. DAILY TASKS

		Customer Service - Messages from customers on Amazon need to be answered within 24h.
		Customer Service related to customer requests: refunds, replacing items.
		Check Seller Central notifications:
		 Go to Seller Central / Performance / Performance Notifications.
		 Normally when you login to Seller Central, there should be a notification icon. But check anyways.
		 See if there are any new notifications, read them, mark as viewed and report to the manager if needed.
		Report Daily tasks in Trello card under daily reports in Reports list.
2.	W	EEKLY TASKS
		Email Customers who returned items or requested refunds, follow <u>AACERC-01 Customer</u>
		Return Follow-up Email Rev.0. We recommend doing Monday, Wednesday, Friday. (You
		will give full report on returns bi-weekly)
		Remove Negative Seller Feedback, <u>follow AACNSF-01 Remove Negative Seller Feedback</u>
		Checklist Rev.0. You can check on Monday and Thursday or twice a week.
		Ask for product reviews from Seller Feedback, follow <u>AACRSF-01 Reviews From Seller</u>
		<u>Feedback Rev.O.</u> We recommend doing it Monday, Wednesday, Friday.
		Respond to negative product reviews, follow <u>AACCNR-01 Commenting On A Negative</u>
		Review Checklist Rev.0. We recommend doing it Monday, Wednesday, Friday.
		Report weekly tasks in Trello card under weekly reports in Reports list. (If you perform
		tasks a few times a week, report every time you complete the task).
3.	BI-	-WEEKLY TASKS
		Submit a refund report following <u>AACERC-01 Customer Return Follow-up Email Rev.0</u> . (Add
		it to the bi-weekly report trello card).
		 Determine the problem - if you have too many defectives, Amazon will shut your
		listing down. The customers will be telling you why they returned the item or at
		least in the return report, we'll see what they told Amazon they didn't like.
		 Think about why customers are experiencing this issue. What changes would we

need to make to ensure the customer has a good experience moving forward?

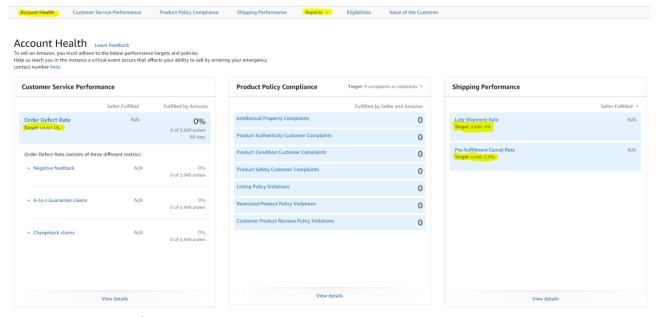


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 Add your conclusions and ideas to the Note section in your bi-weekly report trello card.

4. MONTHLY TASKS

- ☐ Check on Account Health
 - Go to Seller Central > Performance > Account Health. Make sure everything looks good here.
 - o Refer to each items "Target"
 - o If item is above "Target" then inform your direct superior.
 - o If no "Target" is presented then even one is a problem. Inform your direct superior.



- ☐ Create a product group report
 - o Go to Seller Central / Account Health
 - Choose tab Reports / Performance Over Time
 - o Change the dates so you're looking at the previous month.
 - Click "Update" button.



- Print the report as pdf.
- Save