

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. WEEKLY TASKS

- Email Customers who returned items or requested refunds, follow [AACERC-01 Customer 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, [follow AACNSF-01 Remove Negative Seller Feedback Checklist Rev.0](#). You can check on Monday and Thursday or twice a week.
- Ask for product reviews from Seller Feedback, follow [AACRSF-01 Reviews From Seller Feedback Rev.0](#). We recommend doing it Monday, Wednesday, Friday.
- Respond to negative product reviews, follow [AACNR-01 Commenting On A Negative 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 [AACERC-01 Customer Return Follow-up Email Rev.0](#). (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?

## AACTAT-01 Typical Amazon Tasks Checklist Rev.1

- 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.
  - Refer to each items “Target”
  - If item is above “Target” then inform your direct superior.
  - If no “Target” is presented then even one is a problem. Inform your direct superior.

Account Health
Customer Service Performance
Product Policy Compliance
Shipping Performance
Reports
Eligibilities
Voice of the Customer

#### Account Health [Leave Feedback](#)

To sell on Amazon, you must adhere to the below performance targets and policies. Help us reach you in the instance a critical event occurs that affects your ability to sell by entering your emergency contact number [here](#).

##### Customer Service Performance

	Seller Fulfilled	Fulfilled by Amazon
<b>Order Defect Rate</b>	N/A	<b>0%</b> <small>0 of 3,949 orders 60 days</small>
Order Defect Rate consists of three different metrics:		
• Negative feedback	N/A	0% <small>0 of 3,949 orders</small>
• A-to-z Guarantee claims	N/A	0% <small>0 of 3,949 orders</small>
• Chargeback claims	N/A	0% <small>0 of 3,949 orders</small>

[View details](#)

##### Product Policy Compliance

Target: 0 complaints or violations

	Fulfilled by Seller and Amazon
Intellectual Property Complaints	0
Product Authenticity Customer Complaints	0
Product Condition Customer Complaints	0
Product Safety Customer Complaints	0
Listing Policy Violations	0
Restricted Product Policy Violations	0
Customer Product Reviews Policy Violations	0

[View details](#)

##### Shipping Performance

	Seller Fulfilled
<b>Late Shipment Rate</b>	N/A
<small>Target under 4%</small>	
<b>Pre-fulfillment Cancel Rate</b>	N/A
<small>Target under 2.5%</small>	

[View details](#)

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

#### Performance Over Time [Leave Feedback](#)

This report provides a summary of orders that were cancelled, shipped late, or received negative feedback, an A-to-z Guarantee claim, or a chargeback claim over the past 12 months. Your Pre-fulfillment Cancel Rate, Late Shipment Rate, and Order Defect Rate (comprised of negative feedback, A-to-z Guarantee claims, and chargeback claims) are calculated based on these defects, which negatively affect the customer experience. Please visit your [Account Health Dashboard](#) to view how your business is adhering to the performance targets required to sell on Amazon. [Learn more](#)

Show orders between: 02/28/2018 to 02/28/2019
Update

Other options: Product Group: All Fulfilled By: All Aggregate By: Monthly Display As: Rate

Date Range	Total Orders	Pre-fulfillment Cancellations	Late Shipments	Order Defect Rate			
				Total Orders With Defects	Negative feedback	A-to-z Guarantee claims	Chargeback claims
Feb 1, 2019 - Feb 28, 2019	1,018	0%	0%	0%	0%	0%	0%

- Print the report as pdf.
- Save