

# VLE training for Amazon Easy

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- Training Objectives and order
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- FAQs

# Training Objectives



What is Amazon and Amazon easy



Benefits of Amazon easy to both the VLE and the end customer



Earning potential through Amazon easy



Commission and incentive model



Ordering process with emphasis on ordering through Dost app



Explain about the stores app



The importance of marketing and share tips on how to increase earnings

# Training Step by Step Detail

# 1. What is Amazon and Amazon easy

- Amazon is one of world's most powerful brand
- Biggest E commerce portal in India with delivery all over India
- Known for very good customer service, great variety of stock, and on time deliveries
- Very prestigious name worldwide
- Amazon easy is an initiative to help people in rural India with low computer/mobile knowledge and poor internet to shop from amazon

## How does Amazon Easy help the customer?



Physical Touch point



Simplified with Assistance

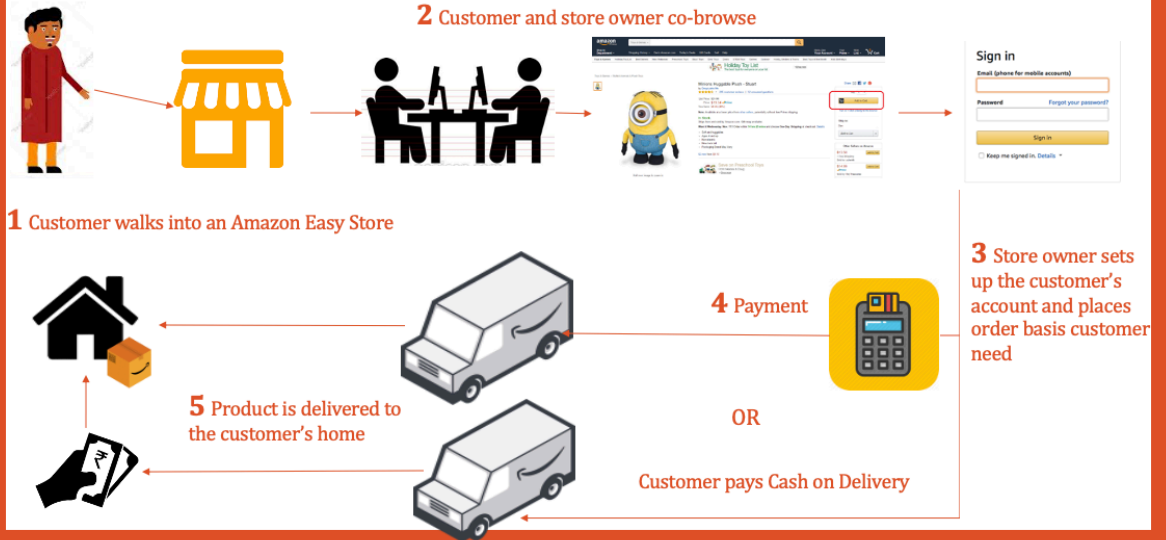


Guidance in Local Language



Store Owner Expertise

## Amazon Easy Customer Journey



## 2. Benefits of Amazon easy to the VLE and the customer

### Customers

- Get access to crores of products at great prices
- Get assistance for shopping on Amazon at a known location from a trusted person
- Get information on great deals and upcoming sales

### VLE

- Higher earnings
- Increased business transactions with existing clients
- Additional walk-ins due to the Amazon Easy service, thus benefitting existing store business as well

# 3. Earning Potential Through Amazon Easy

- **No limit to the earnings.** Amazon easy stores have earned PROFITS (Not sales/revenue, pure profit) on upto INR 20,000 per week
- **The more you sell, the more you earn.** You get commission on every product sold through your associate page
- **More new customers buy from you, more you earn.** New customers mean their amazon account is created by you and first transaction done through your store
- **More people come back and buy through your store, the more you earn**

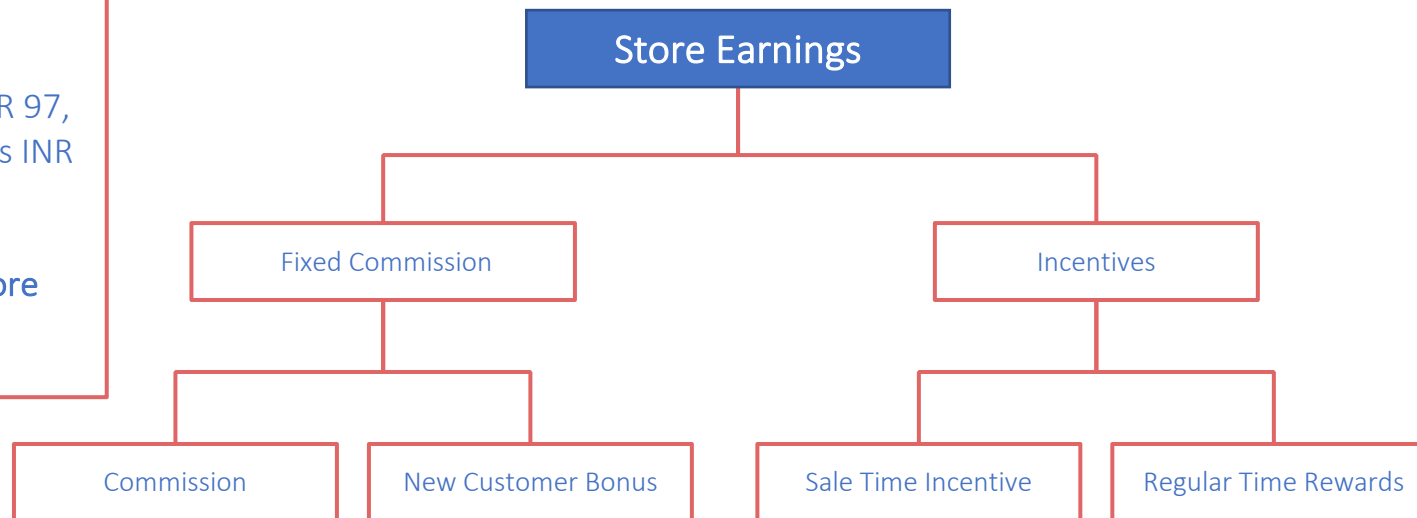


# 4. Earning Model with Amazon Easy

New customer bonus is paid when a customer purchases something for the first, second and third time from your store.

Incentive for first time is INR 97, 2<sup>nd</sup> time is INR 37, 3<sup>rd</sup> time is INR 37.

**More new customers, more money**



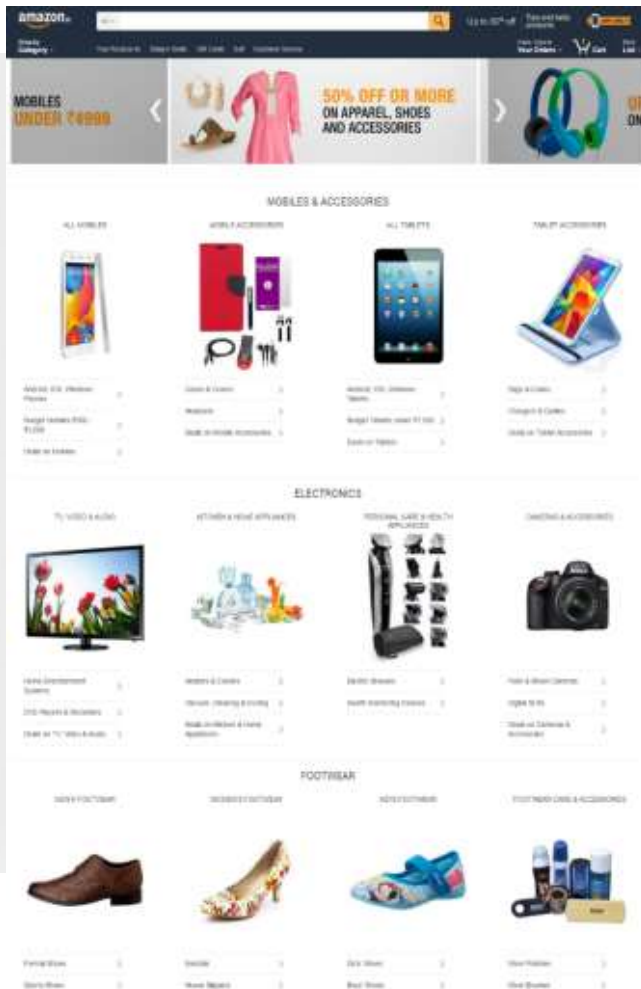
## Remember!

Bonus/commission only for orders placed through your store associates page.

Not if the customer places on his own.

So its important you make the customer come back to you by giving great customer service and keeping them engaged

# 4. Ordering Process with Amazon Easy – Laptop/Desktop



- **store.amazon.in is the homepage for AmazonEasy(Udaan) program**
- Ensure that the product “add to cart” action is done within store.amazon.in. If a product already exists in the customer’s account when he logs in, please delete and re-add the same
- Download and install Chrome Extension to ensure the purchase is always redirected through store.amazon.in  
<https://chrome.google.com/webstore/detail/associate-store/obbbdandoejbbimhnlfokihemkjlaiim>

**Note : Always use Dost App for Store login and purchase on Mobile**

**You can download Dost App from App store.**

**If you are ordering through Mobile/Tablet, make sure you are ordering through the App or you will not get the commissions**

## Amazon.in Associates

Login using your Associate ID

Email or mobile phone number

radhika.83@gmail.com

Password

[Forgot Password](#)

\*\*\*\*\*

Login

[New to Amazon?](#)

[Create your Amazon account](#)

[Conditions of Use](#) [Privacy Notice](#) [Help](#)

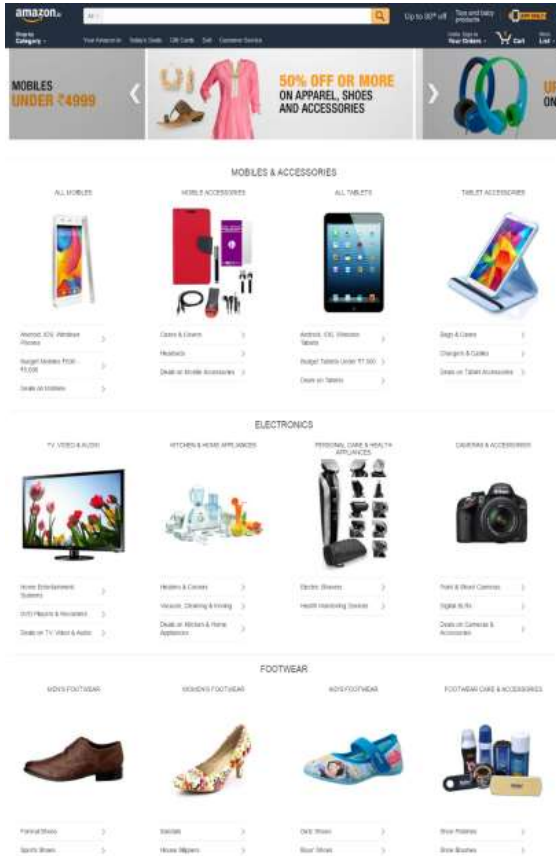
© 1996-2016, Amazon.com, Inc. or its affiliates

# Logging in for the first time

- Associate needs to use his Amazon.in ID/Password. This is to access the Udaan portal. **Please note that this login page says – Amazon.in Associates**
- This is the same ID/PW that he is using currently for all transactions.
- **Please note: This login says “Amazon.in Associates” which means that the store associate needs to use his credentials. This is different from the customer sign in flow.**

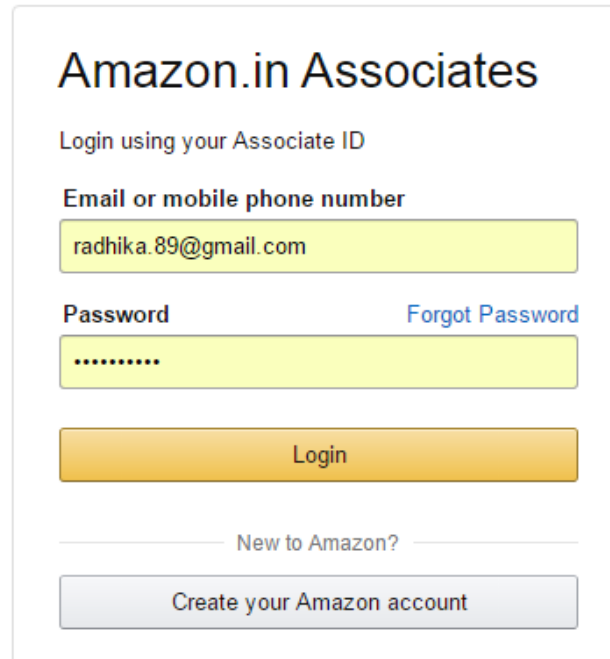
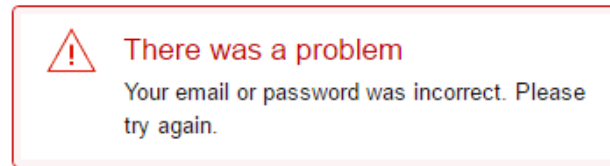
# Success – Logged in

Once you login with the right credentials, you will be able to access all links to the Easy store page.



# Error – “Incorrect email/password”

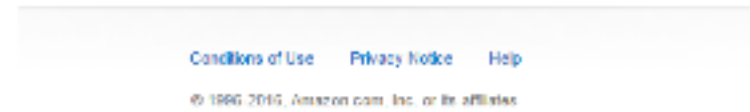
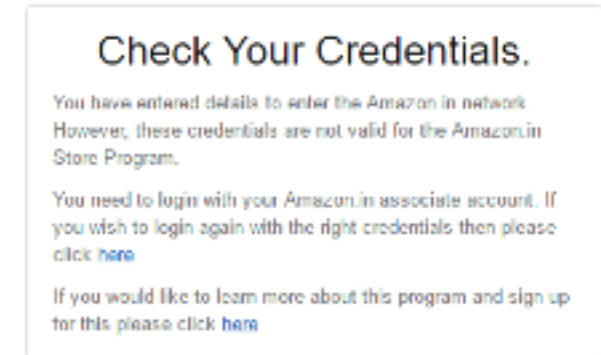
Please check the user ID and password if you get this error. It may be that you are typing it incorrectly.



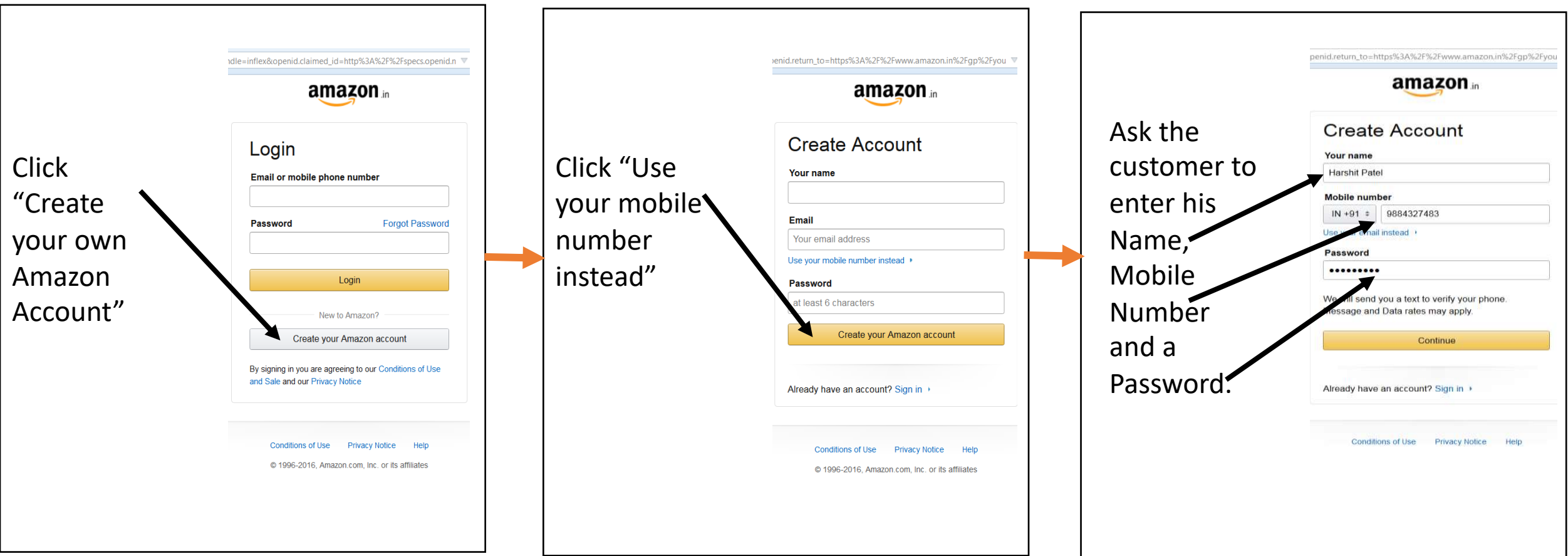
# Error – “Check your credentials”

If you're getting this error, Please reach out to someone from the team

**This will also occur if a customer logs in here by mistake. Please note that the ASSOCIATE ALONE logs in**



# New Customer



- Note:
1. The name has to be the same as what is mentioned in the customer's Government ID Card. The customer's full name has to be entered.
  2. Do not ask the customer for his password. The customer has to enter the password on his own. Ask the customer to remember the name and the password entered.



## Verify mobile number

A text with your code has been sent to your mobile number: **9884529633** [Change](#)

Enter code:

[Resend code](#)

709229

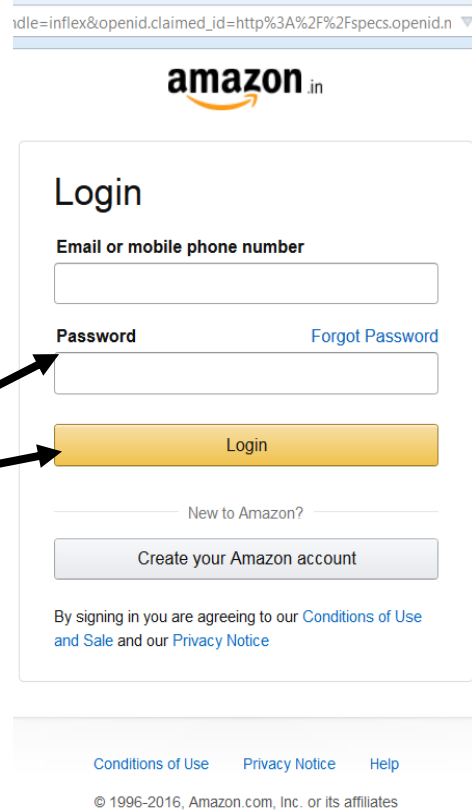
Verify

Enter the verification code that the customer will receive in his/her phone and select Verify.

If the customer hasn't received the code, then select Resend Code.

# Existing Customer

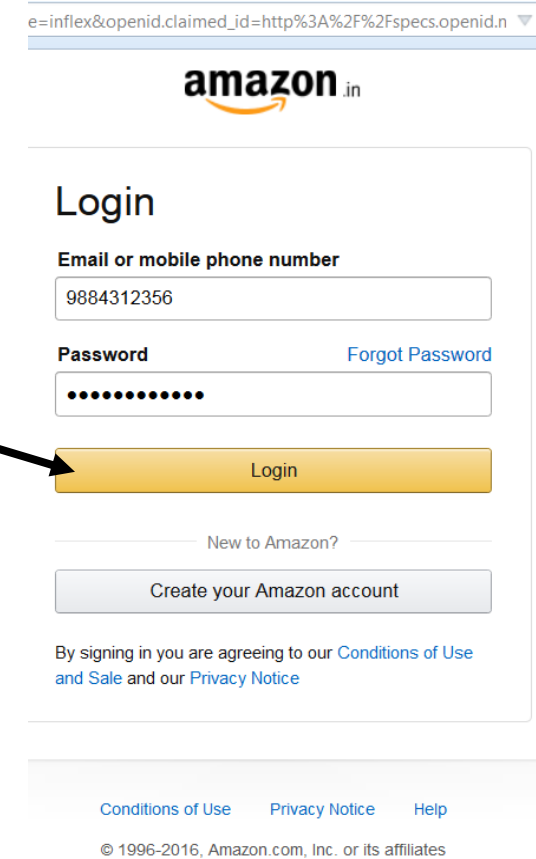
If the customer already has an Amazon account, ask him/her to enter their mobile number and password.



The screenshot shows the Amazon.in login page. At the top, there is a URL bar with a dropdown menu. Below it is the Amazon.in logo. The main content area is titled "Login" and contains two input fields: "Email or mobile phone number" and "Password". The "Password" field has a "Forgot Password" link to its right. Below the input fields is a yellow "Login" button. Underneath the button, there is a link for "New to Amazon?" and a grey button labeled "Create your Amazon account". At the bottom, there is a disclaimer: "By signing in you are agreeing to our [Conditions of Use and Sale](#) and our [Privacy Notice](#)".



Once the customer enters his/her details, select Login



The screenshot shows the Amazon.in login page with the input fields filled. The "Email or mobile phone number" field contains the text "9884312356". The "Password" field contains a series of dots. The "Forgot Password" link is still present to the right of the password field. The yellow "Login" button is now selected, indicated by a black arrow pointing to it from the text above. The rest of the page, including the "New to Amazon?" link, "Create your Amazon account" button, and disclaimer, remains the same as in the first screenshot.

Note:  
Only the customer should enter these details. **DO NOT ASK** the customer for his password

# Placing an Order

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# Home Page

This is your Udaan home page.

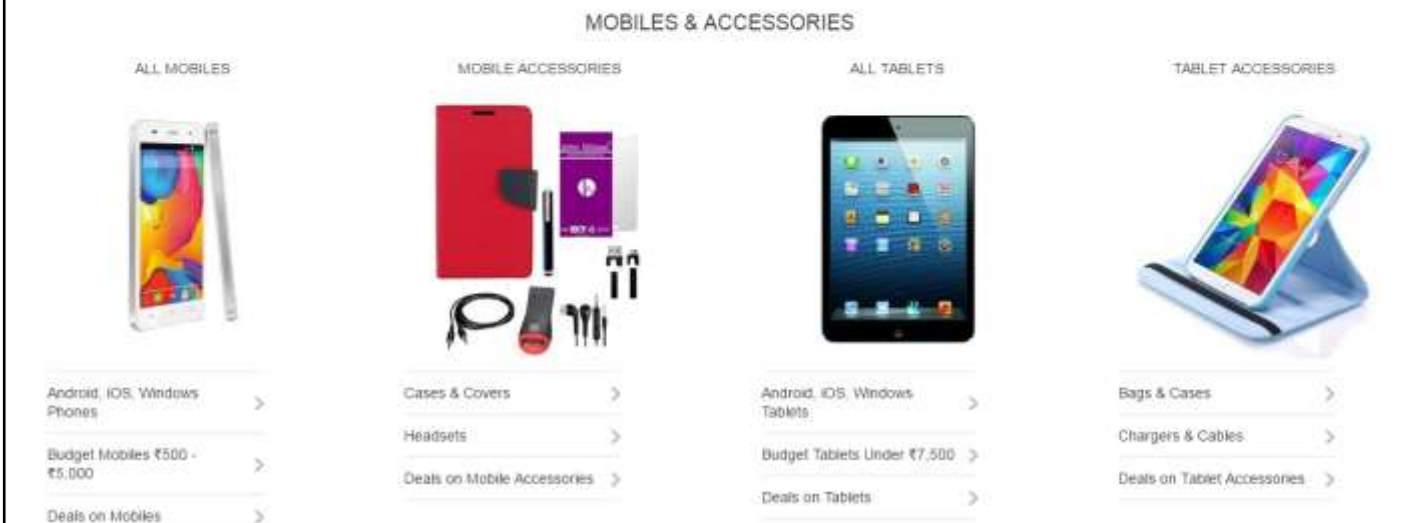
You can begin your purchase journey ONLY from this page – store.amazon.in



# Buying a product

You can shop like how you do now for a product.

You can search for a product on the search bar



When you search or shop category, you will always land on a page that has a bar on the left.

**Always** apply the “Fulfilled By Amazon” filter and the “Eligible for Cash on Delivery” filter immediately by clicking

Before you start looking at the page, **ALWAYS** apply “Fulfilled by Amazon” filter and “Eligible for Cash on Delivery” filter



#### Watches

- Men
- Women
- Girl's Watches
- + See more

#### Refine by

##### Fulfilled By (What's this?)

Clear

Amazon 

##### Cash On Delivery (What's this?)

Clear

Eligible for Cash On Delivery

##### Watch Movement

- Quartz
- Automatic
- Hand Driven

##### Watch Display Type

- Analogue
- Digital
- Analogue - Digital
- Chronograph



Related Searches: [fastrack watches for men](#), [titan watches for men](#), [watches for women](#).

Watch Movement: [Quartz](#) | [Automatic](#) | [Hand Driven](#)



**Espoir Analog Men's Watch - DZ-GR0401-BLK-BRW**

by Espoir

**₹375.00** 



**IIK COLLECTION Analog Black Round Dial Men's watch IIK034M**

by lik Collection

**₹475.00** ~~₹1,499.00~~ 

You Save: **₹1,024.00 (68%)**

# Find relevant products by applying filters

Use filters to find products that your customers want.

Show results for

## Computers & Accessories

- Accessories (8,027)
- Components (356)
- Desktops (42)
- External Devices & Data Storage (518)
- Keyboards, Mice & Input Devices (579)
- Laptops (312)
- Monitors (65)
- Networking Devices (451)
- PC Speakers (99)
- Printers (119)
- Scanners (18)
- Tablets (193)
- Webcams & VoIP Equipment (213)

Refine by

## Fulfilled By (What's this?)

Clear

Amazon  Fulfilled

## Cash On Delivery (What's this?)

Eligible for Cash On Delivery (12,072)


## Brands

- SanDisk (62)
- Samsung (47)
- TP-Link (78)
- WD (18)



See available choices

SanDisk Cruiser Blade 8GB USB 2.0 f (Black/Red)  
by SanDisk

₹199.00 ~~₹399.00~~  Fulfilled  
You Save: ₹200.00 (50%)

Cash on Delivery eligible.

**#1 Best Seller** in Computers & Accessories  
★★★★★ 14,274



TP-LINK TL-WR841N 300Mbps Wirel  
by TP-Link

- Strontium (33)
- D-Link (42)
- Toshiba (14)
- + See more

## Avg. Customer Review

- ★★★★★ & Up (2,878)
- ★★★★☆ & Up (4,321)
- ★★★☆☆ & Up (4,821)
- ★☆☆☆☆ & Up (5,240)

## New Arrivals

- Last 30 days (508)
- Last 90 days (1,407)

## Price

- Under ₹1,000 (6,895)
- ₹1,000 - ₹5,000 (4,031)
- ₹5,000 - ₹10,000 (552)
- ₹10,000 - ₹20,000 (262)
- Over ₹20,000 (430)

₹  to ₹

## Seller

- Cloudtail (928)
- AmzerEstore (890)
- BooyahChicago (882)
- Cart2India SLP (801)
- iDhaia (645)

₹980.00 ~~₹2,799.00~~  
You Save: ₹1,819.00

Cash on Delivery elig

**#1 Best Seller** in Roi  
★★★★★ 2,41



See available choi

Strontium 8GB M  
by Strontium

₹176.00 ~~₹230.00~~  
You Save: ₹54.00 (23)

Cash on Delivery elig  
★★★★★ 6,01

Filter by category

Filter by Brands

Filter by customer rating

Filter by Price

# Choosing a Product

- Once you choose a product, add to cart and proceed to checkout
- **Please remember to only buy FULFILLED BY AMAZON products.**

The screenshot shows the Amazon India product page for the Lenovo Vibe K4 Note (Black, 16GB). The page features a navigation bar at the top with the Amazon.in logo, a search bar, and various utility links. The product title is "Lenovo Vibe K4 Note (Black, 16GB)" by Lenovo K4 Note, with a 4.5-star rating and 12,590 customer reviews. A prominent badge indicates "Fulfilled by Amazon" with "FREE Delivery" and "Details". The price is ₹11,999.00. The page also displays delivery options, including "Guaranteed by Tomorrow 8pm with One-Day Delivery", and purchase options like "Add to Cart" and "Buy Now". A red arrow points from the text "FULFILLED BY AMAZON" to the "Fulfilled by Amazon" badge.

amazon.in

Electronics

Shop by Category

Your Amazon.in Today's Deals Gift Cards Sell Customer Service

Electronics Best Sellers Mobile Phones Mobile Accessories Laptops Tablets Computers & Accessories Television Audio & Home Entertainment Cameras Amazon Exclusives

Electronics > Mobiles & Accessories > Smartphones & Basic Mobiles > Smartphones

Lenovo Vibe K4 Note (Black, 16GB)

by Lenovo K4 Note

★★★★☆ 12,590 customer reviews

₹11,999.00 **Fulfilled by Amazon** FREE Delivery Details

Inclusive of all taxes

Cash on Delivery eligible.

EMI starts at ₹ 1,071.72 per month. Options

In stock.

Delivery to pincode 400001 - Mumbai Guaranteed by Tomorrow 8pm with One-Day Delivery — Order in the next 6 hours and 14 minutes Details

Sold by Cloudtail (4.4 out of 5 | 480,117 ratings) and Fulfilled by Amazon.

Colour: Black

₹11,999.00 ₹11,999.00

5.5" (13.97cm) full HD 1920 x 1080 pixels IPS screen Gorilla glass display with 401ppi resolution - 450 Nits brightness & contrast ratio of 1000:1

First phone with TheaterMax technology and Dolby Atmos® surround sound over speakers

13MP f2.2 primary camera with 5P lens element, dual LED dual tone flash, 5MP front camera with 4P lens element

Android v5.1 OS with 1.3 GHz Mediatek 6753 64-bit octa core processor, ARM Mali T720

100% Purchase Protection

Original Products | Easy Returns | Secure Payments

Include OnSiteGo 1-yr Comprehensive Screen Protection for Smartphones (Rs. 10,00... for ₹ 899.00)

Quantity: 1

Add to Cart

Buy Now

Add to Wish List

Leica Disto

https://store.amazon.in/electronics/0/ref=topnav\_storetab\_e?ie=UTF8&node=976...

Please enter the customer's full name along with complete address with pincode and mobile number.



### Select a delivery address

On the move? Pick up your order from our pickup store.

**amazonpickup** Orders for select areas in [select cities](#) can now be delivered to Amazon pickup locations. [Search for a Pickup location near you](#)

#### Enter a new delivery address.

When finished, click the "Continue" button.

Full name:

Radhika Narayan

Address Line 1:  
(or company name)

26th Floor, Amazon Development Center,

Address Line 2:  
(optional)

World Trade Center, Brigade Gateway

Town/City:

Bangalore

State:

Karnataka

Pincode:

#### Search for a Pickup location near you

Amazon's new service allows you to have your orders delivered at pickup stores located at some convenient locations in [select cities](#). It's simple, safe and convenient. [Learn more](#)

Search by Address:

(e.g. 102, M.G. Road)

Search by Pincode:

e.g. 110049

Search by Landmark:

e.g. AIIMS Flyover



Please choose the standard free delivery option.



### Choose your delivery options

#### Shipment 1 of 1

Shipping from Amazon **9. Fulfilled** [\(Learn more\)](#)

Deliver to: Radhika Narayan, 26th Floor, Amazon Development Center., World Trade Center, Brigade Gateway, Bangalore, KARNATAKA, 560055 India

• **Zero to One: Notes on Startups, or How to Build the Future** - Peter Thiel  
₹1,932.00 - Quantity: 1  
Hardcover -  
Sold by: Cloudtail

[Change quantities or delete](#)

#### Also Available for Pickup

[Choose from 20 pickup locations near you](#)

#### Choose a delivery speed

Scheduled Delivery at Rs. 100

Thursday, 12/05/2016, 2:00 pm - 5:00 pm

Recipient phone number: 09632164899

[Learn more](#)

Free Delivery on eligible orders [\(See details\)](#)

Thursday — Two-Day Delivery at Rs. 50

Tomorrow by 8pm — One-Day Delivery at Rs. 100

# Select a payment method

## Another payment method

Credit card



Debit card

Choose a Bank ▾

Net Banking

Choose a Bank ▾

Cash on Delivery (COD)

## More Payment Options

### Gift Cards, Vouchers & Promotional Codes

▶ [Enter a gift card, voucher or promotional code](#)



Continue

You can review this order before it's final.

Continue

You can review this order before it's final.

Choose only 'Cash on Delivery' as the Payment method.

Please click on 'Place Your Order' once you check all the details in this page.

## Review your order

By clicking on the 'Place Your Order and Pay' button, you agree to Amazon.in's [privacy notice](#) and [conditions of use](#).

### Important message

Check this box to default to these delivery and payment options in the future.

Shipping address [Change](#)

Radhika Narayan

Bangalore, KARNATAKA 560055

India

Phone: 09632164899

Payment method [Change](#)

Cash on delivery

Gift cards, Voucher & Promotional codes

Also Available for Pickup  
20 pickup locations near this address [Choose](#)

Estimated delivery: 6 May 2016 - 9 May 2016



Zero to One: Notes on Startups, or How to Build the Future  
by Peter Thiel  
**₹1,932.00** Fulfilled  
Quantity: 1 [Change](#)  
Sold by: Cloudtail  
[Add gift options](#)

Choose a delivery speed:

Scheduled Delivery at Rs. 100

Free Delivery on eligible orders [\(See details\)](#)

Thursday — Two-Day Delivery at Rs. 50

Tomorrow by 8pm — One-Day Delivery at Rs. 100

Need help? Check our [help pages](#) or [contact us 24x7](#)

You will see an ORDER NUMBER once you place this order.

The customer will receive a SMS with the order details. Kindly share the approximate date range of arrival of package.

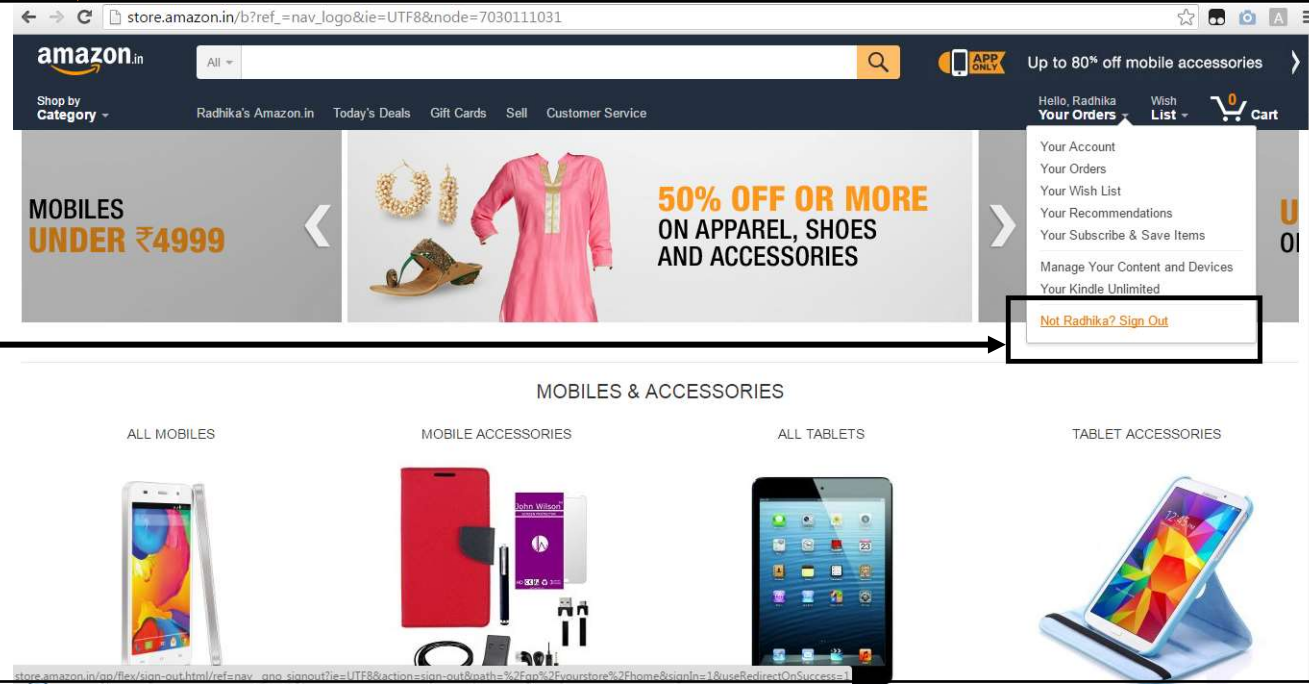
**Please inform the customer to check his SMS for delivery updates.**



The screenshot shows the Amazon.in order confirmation page. At the top, there is a navigation bar with the Amazon logo, a search bar, and promotional banners for mobile accessories. Below the navigation bar, the page displays a confirmation message: "Thank you, your order has been placed." It includes the order number "404-4245298-6986746" and states that the item will be delivered to Radhika Narayan on May 9, 2016. A social sharing section for the book "Zero to One" is also visible.

Logging out – Please note that once an order has been placed, you will need to log the customer out completely for security purposes.

Please click on the home page after you logout.



The screenshot shows the Amazon.in home page after the user has logged out. The navigation bar includes the Amazon logo, search bar, and promotional banners. A dropdown menu is open, showing the user's account information and a "Sign Out" link. Below the navigation bar, there are promotional banners for mobile phones and apparel. The page is categorized into "MOBILES & ACCESSORIES" with sub-sections for "ALL MOBILES", "MOBILE ACCESSORIES", "ALL TABLETS", and "TABLET ACCESSORIES".

---

Customer forgets  
Password

---



## Select "Forgot Password"

andle=inflex&openid.claimed\_id=http%3A%2F%2Fspecs.openid.n



### Login

Email or mobile phone number

Password

[Forgot Password](#)

Login

New to Amazon?

Create your Amazon account

By signing in you are agreeing to our [Conditions of Use and Sale](#) and our [Privacy Notice](#)

[Conditions of Use](#) [Privacy Notice](#) [Help](#)

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Enter the customer's mobile number and enter the characters in the box below and select "Continue"

ge=0&openid.return\_to=https%3A%2F%2Fwww.amazon.in%2Fg



### Password assistance

Enter the email address or mobile phone number associated with your Amazon account, then click Continue. We'll send you a link to a page where you can easily create a new password.

Email or mobile phone number

9463261747

Enter the characters you see

3n48eg

[Try a different image.](#)

Type characters

3n48eg

[Having trouble or sight impaired?](#)

Continue

Ask the customer to check if he/she has received an sms on their phone from Amazon with a code.

Please enter the code here



### Verifying it's you...

For your security, we need to verify your identity. We've sent a code to the mobile number +919711131479. Please enter it below.

Enter code

[Resend code](#)

Continue

Click continue

Please enter the customer's FULL NAME associated with Amazon when he created the Amazon account.



## Security questions

Please enter the name associated with your account

Manish Kumar|

Continue

► [Don't know the answers?](#)

Click continue

Ask the customer to enter his/her new password below and select "Save Changes"

19aa-8539-5a09a5bf70fb&openid.assoc\_handle=inflex&dcqSessionC



## Create new password

We'll ask you for this password when you place an order, check on an order's status, and access other account information.

New password

••••••••

Password again

••••••••

Save changes

### Secure password tips:

- Use at least 8 characters, a combination of numbers and letters is best.
- Do not use the same password you have used with us previously.
- Do not use dictionary words, your name, e-mail address, mobile phone number or other personal information that can be easily obtained.
- Do not use the same password for multiple online accounts.

The customer's password has been successfully updated. Select "Continue Shopping".



You have successfully changed your password.

Continue shopping

[Conditions of Use](#) [Privacy Notice](#) [Help](#)

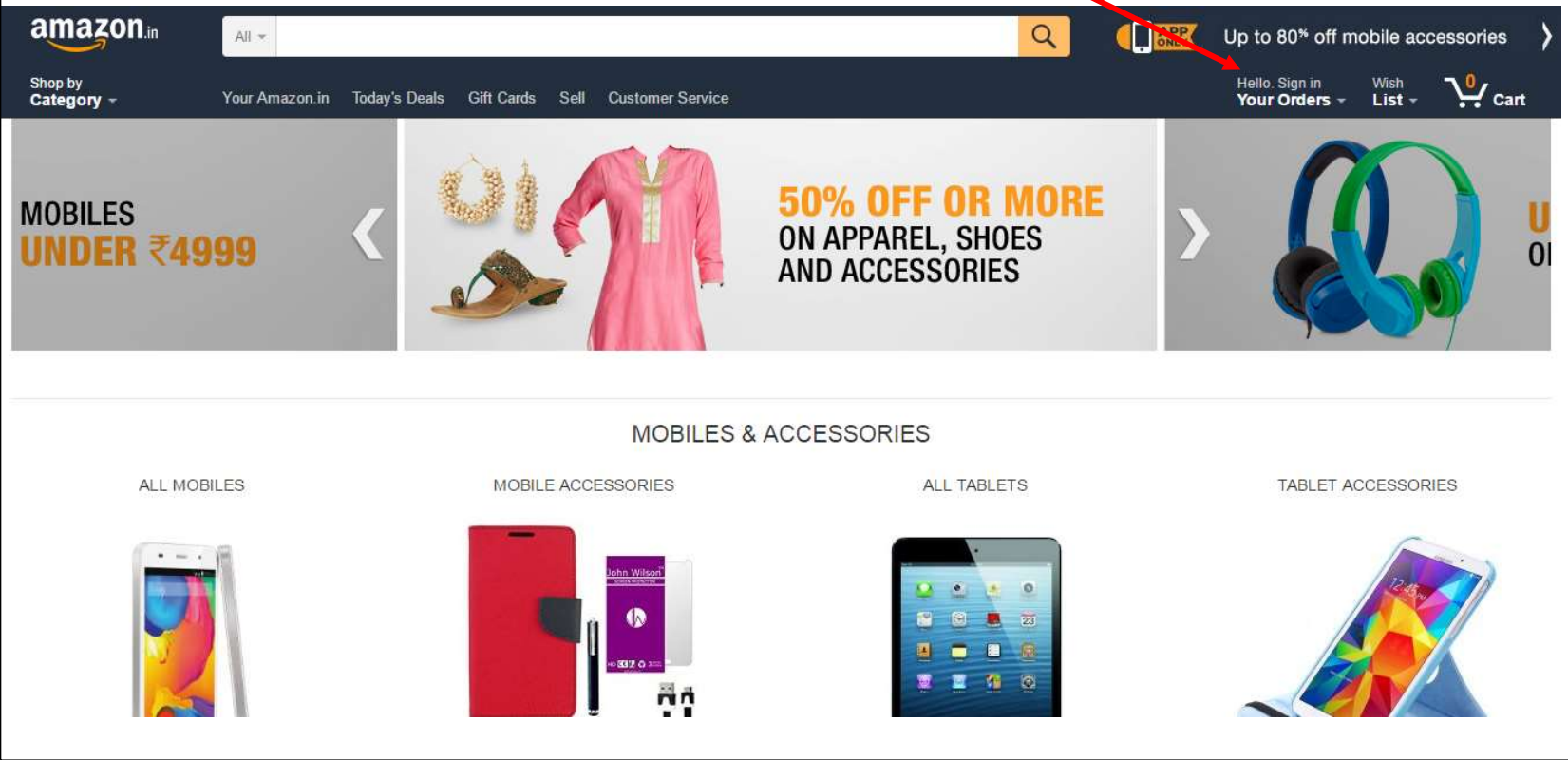
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NOTE: Do not ask the customer for his/her password. The customer has to enter it on his/her own

# Returning a Product

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Click on 'Your Orders' button at the top of the home page



Ask the customer to sign in using his Amazon registered mobile number and his Amazon Password.



### Login

Email or mobile phone number

Password [Forgot Password](#)

Login

New to Amazon?

Create your Amazon account

[Conditions of Use](#) [Privacy Notice](#) [Help](#)

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If the customer does not remember his password please follow the 'Reset password' from Slide 25

Once the customer logs in, you would need to update his bank details for returning items. Click on 'Your Account'

The screenshot shows the Amazon India homepage. At the top, there is a navigation bar with the Amazon logo, a search bar, and a promotional banner for mobile accessories. Below the navigation bar, the 'Your Account' section is visible. A dropdown menu is open under the 'Your Orders' link, listing various account management options. An arrow points from the text above to the 'Your Account' dropdown menu.

- Hello, Radhika
- Your Orders
- Your Orders
- Your Wish List
- Your Recommendations
- Your Subscribe & Save Items
- Manage Your Content and Devices
- Your Kindle Unlimited
- Not Radhika? Sign Out

Click on "Manage your Bank Accounts for Refunds"

The screenshot shows the 'Your Account' page on Amazon India. The page is divided into several sections: Orders, Payment, Settings, Order History, Payment Methods, Account Settings, More Order Actions, Gift Cards, and Address Book. The 'Manage your Bank Accounts for Refunds' link under the 'Payment Methods' section is highlighted with an orange arrow. Another arrow points from the text above to this specific link.

**Orders**  
See & Modify Recent Orders

**Order History**  
[View Open Orders](#)  
[View Kindle Orders & Charges](#)

**Payment Methods**  
[Edit or Delete a Payment Method](#)  
[Add a Credit or Debit Card](#)  
[Manage Your Bank Accounts for Refunds](#)

**Account Settings**  
[Change Account Settings](#)  
Name, e-mail, password and mobile phone  
[Forgot Your Password?](#)

Enter your bank details, in which you want to receive the refund money in case of returns of orders.

www.amazon.in/gp/css/account/bank-accounts/view.html/ref=ya\_add\_ba1.../UT788ref\_ox\_add\_ba8view0cmmanagebank

Business | PYMNTS.com | What's new

Your bank account information to enable refund credits for your Cash on Delivery orders. You are authorizing Amazon to share your bank account details with our banking partner to facilitate the refund.

### Bank Accounts

You currently have no bank accounts updated in our system. If you want to add a new bank account, enter your account information below.

#### Add a Bank Account

Enter New Bank Account Information

**Account Holder's Name:** khushbu [\(why can't I change the name?\)](#)

**Bank account number:**

**Reconfirm bank account number:**

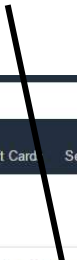
**IFSC code (??):**  [Find IFSC Code](#)

**Account Type:** -Select Account Type-

[Save and Add Bank](#)

Click on "Save and Add Bank".

Please click on 'Your Orders'



amazon.in

Shop by Category

radhika's Amazon.in Today's Deals Gift Card Sell Customer Service

Hello, radhika Your Orders Wish List Cart

### Your Account

**Orders**  
Track, Return or Cancel an Order  
See & Modify Recent Orders  
Your Orders

**Order History**  
View Open Orders  
View Kindle Orders & Charges

**More Order Actions**  
Return or replace items  
Manage Subscribe & Save Items  
Leave Seller Feedback  
Leave Packaging/Delivery Feedback

**Payment**  
Credit & Debit Cards

**Payment Methods**  
Edit or Delete a Payment Method  
Add a Credit or Debit Card  
Manage Your Bank Accounts for Refunds

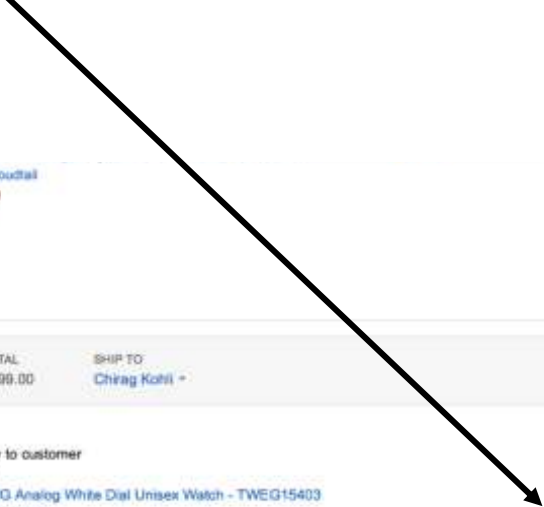
**Gift Cards**  
View Gift Card Balance  
Top-up your Gift Card Balance  
Purchase a Gift Card

**Settings**  
Password & E-mail

**Account Settings**  
Change Account Settings  
Name, e-mail, password and mobile

**Address Book**  
Manage Address Book  
Add New Address

Choose the order that the customer would like to return



Sold by: Cloudtail  
₹ 11,995.00

ORDER PLACED: 27 April 2016 TOTAL: ₹ 599.00 SHIP TO: Chirag Kohli

ORDER # 404-7218887-2368353  
Order Details Invoice

**Delivered Friday**  
Package was handed directly to customer

Track package

**Return or replace items**

Leave seller feedback  
Leave package feedback  
Write a product review

ORDER PLACED: 25 April 2016 TOTAL: ₹ 0.00 RECIPIENT: Chirag

ORDER # 001-1907886-8254810  
Order Details Printable Order Summary

The Lost Symbol: (Robert Langdon Book 3)  
Dan Brown  
Kindle Edition  
Sold by: Amazon Digital South Asia Services, Inc.

Manage Your Content and Devices  
Write a product review

ORDER PLACED: 24 April 2016 TOTAL: ₹ 0.00 RECIPIENT: Chirag

ORDER # 001-5941746-7994030  
Order Details Printable Order Summary

amazon.in


Shop by Category

Chinag's Amazon.in Today's Deals Gift Cards Sell Customer Service

Hello, Chinag Your Orders List Cart

### Choose items to return

Ordered on Apr 27, 2016 (a04-7218887-2368353)



**Timex OMG Analog White Dial Unisex Watch - TWEG15403**  
Sold by: Cloudtail  
Shipped: Apr 28, 2016  
Quantity to return: 1

**Why are you returning this?**

- Wrong size: too small/short
- Wrong size: too large/long
- Dead battery/does not work
- Missing paperwork/manual/warranty
- Inaccurate website description
- Available at a cheaper price
- Item arrived too late
- Ordered in error
- Different from what was ordered
- Defective/Does not work properly
- Arrived in addition to what was ordered
- No longer needed

Continue

Returnable until May 30, 2016

Back to top

Get to Know Us: About Us, Careers, Press Releases, Facebook, Twitter, Instagram

Make Money with Us: Refer & Earn Rs.200, Sell on Amazon, Become an Affiliate

Let Us Help You: Your Account, Delivery Speeds & Charges, Returns Center

Choose the reason why you would like to return and add comments if any.

amazon.in


Shop by Category

Chinag's Amazon.in Today's Deals Gift Cards Sell Customer Service

Hello, Chinag Your Orders List Cart

### Choose items to return

Ordered on Apr 27, 2016 (a04-7218887-2368353)



**Timex OMG Analog White Dial Unisex Watch - TWEG15403**  
Sold by: Cloudtail  
Shipped: Apr 28, 2016  
Quantity to return: 1

**Why are you returning this?**

Wrong size: too large/long

Comments (optional):  
Size issue

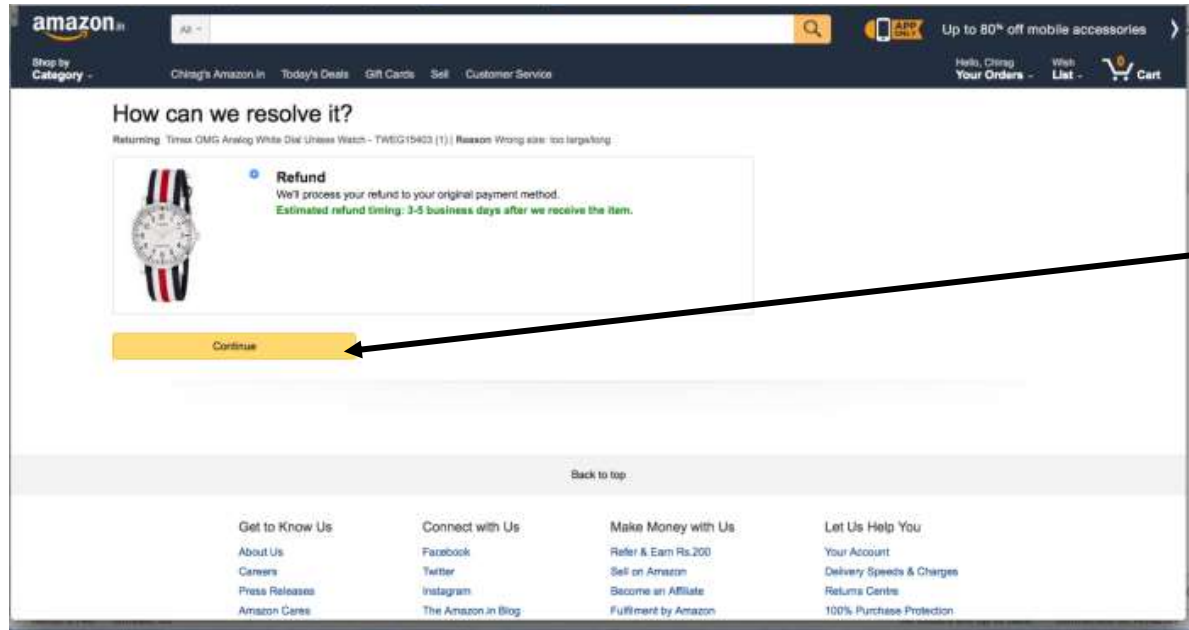
170 characters remaining.

NOTE: We aren't able to offer policy exceptions in response to comments. Do not include personal information as these comments may be shared with external service providers to identify product defects.

Continue

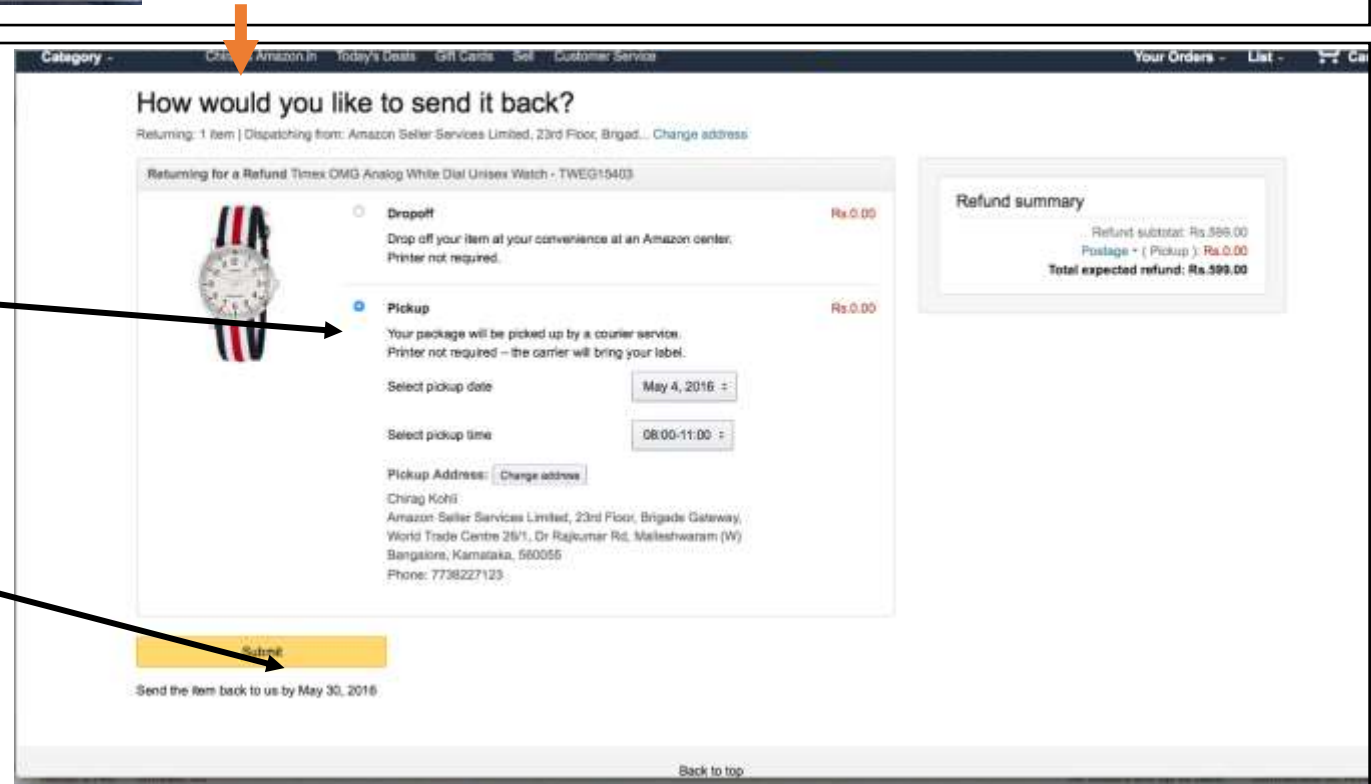
Returnable until May 30, 2016





Click on refund and then click on continue

Please choose 'Pickup' Option and verify if the address mentioned is correct and click on submit.



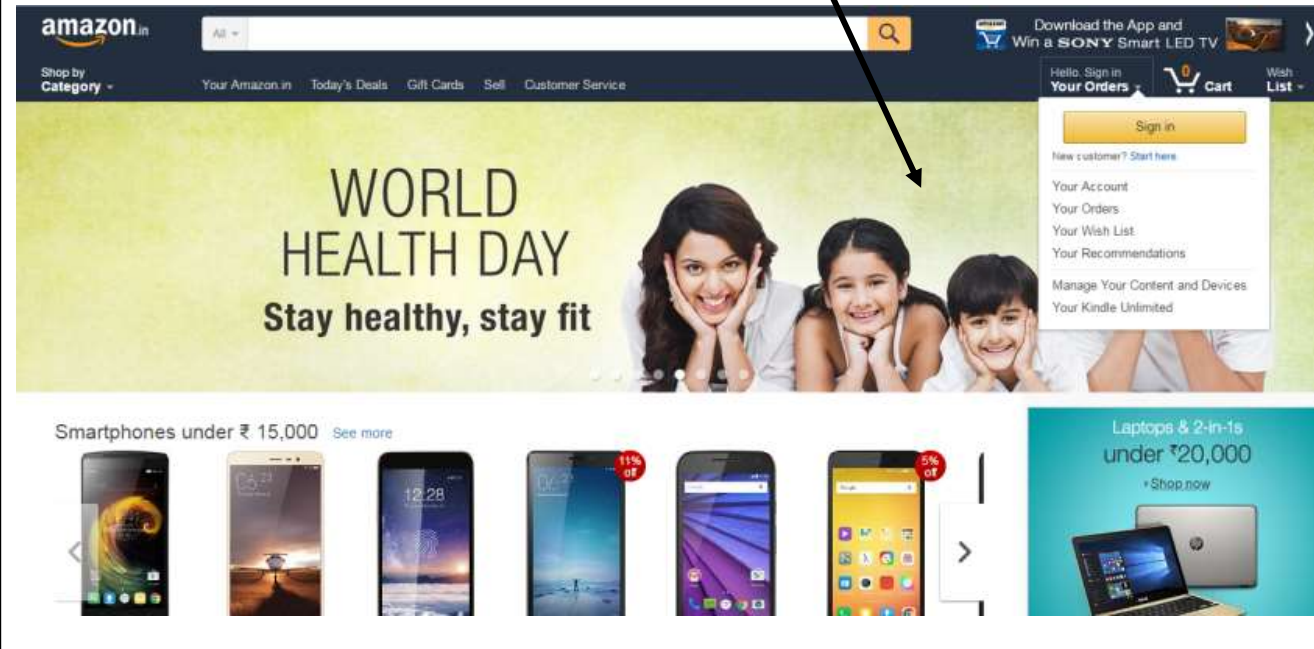
Your returns is now complete.

# Customer Service

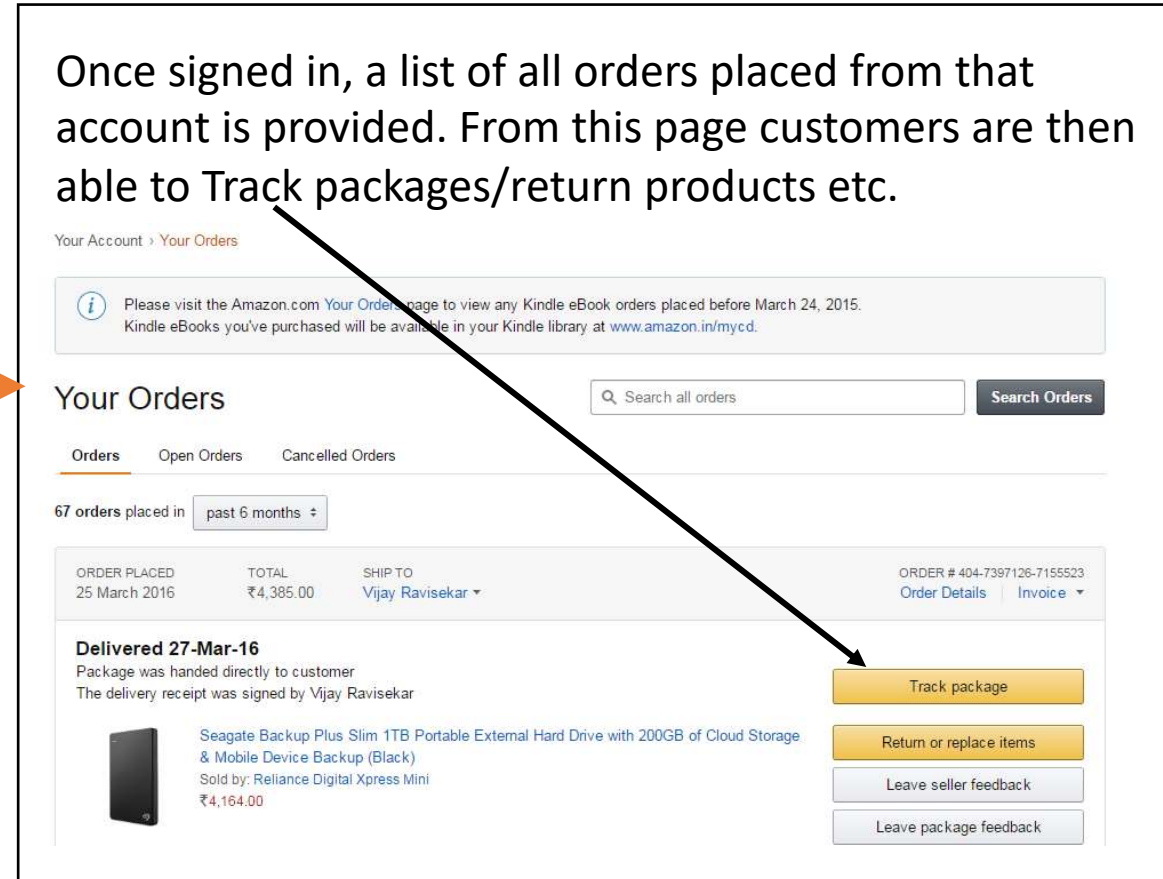
---

# If the customer is at the store or is able to come to the store

On the website, ask them to Click Your Orders and Sign-in with their Amazon username/password.



Once signed in, a list of all orders placed from that account is provided. From this page customers are then able to Track packages/return products etc.



# If the customer is unable to come to the store

- Ask them to check for SMS from Amazon.
- SMSs are sent for all the key events in the lifecycle of an order - When an order is placed, when an order has shipped (with the expected arrival date), when the order is ready for pickup from store, refund was initiated etc

# 5. Ordering Process with Amazon Dost App

- It is mandatory to use **Dost App** while using android mobile / tablet, under the Amazon Easy program
- All the processes related to placing an order/ tracking the order/ cancellation/ return and refund on the Dost App are same as the amazon.in web portal used on desktop/laptop.
- Link for Download: [https://drive.google.com/drive/folders/1BaUFnEG4dF\\_I1LNWD3JuvjmPfAZgjb6N](https://drive.google.com/drive/folders/1BaUFnEG4dF_I1LNWD3JuvjmPfAZgjb6N)

**Note : Always use Dost App for Store login and purchase on Mobile**

**You can download Dost App from App store.**

**If you are ordering through Mobile/Tablet, make sure you are ordering through the App or you will not get the commissions**

## Amazon.in Associates

Login using your Associate ID

**Email or mobile phone number**

abc@xyz.com

**Password**

[Forgot Password](#)

.....

Login

By continuing, you agree to Amazon's [Conditions of Use](#) and [Privacy Notice](#).

Keep me signed in. [Details](#) ▾

————— New to Amazon? —————

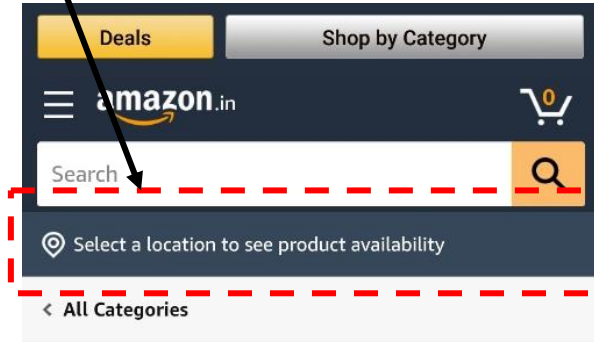
Create your Amazon account

# Logging in – Dost App

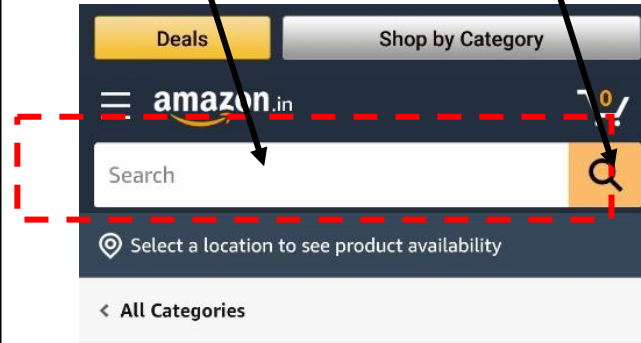
- Start the journey by opening Amazon Dost app on your mobile devices
- Log in with your store ID and Password
- This is the same ID/PW that he is using currently for all transactions.
- Enter OTP, if prompted and click Continue

After successful login, you will see the Amazon homepage

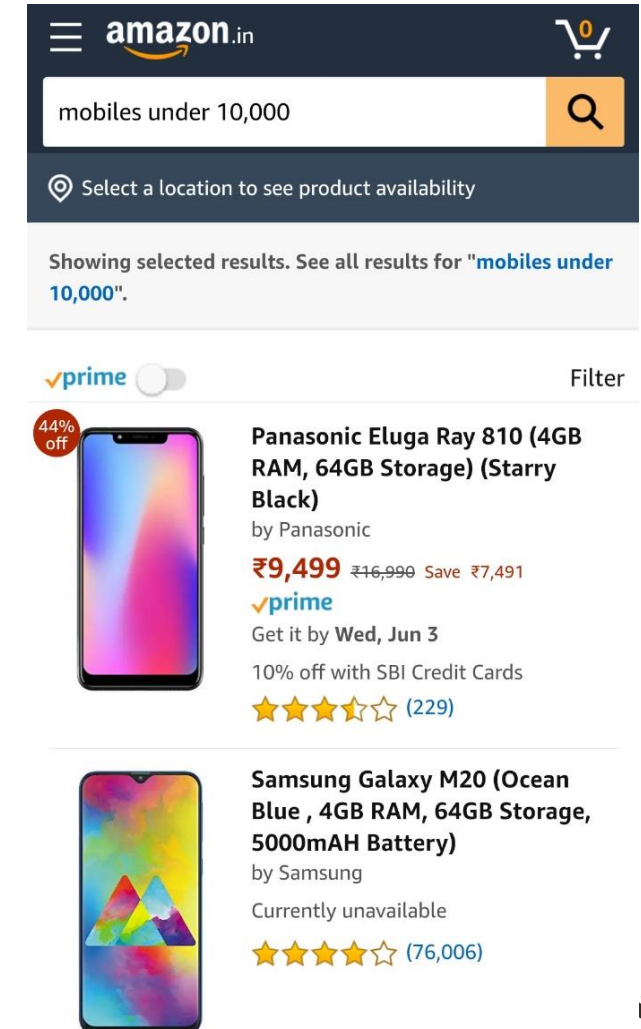
Enter the required pincode for delivery to check Product availability



Type the required product in "Search bar" and click



Browse through the available options and Click on the desired product



Click on Filter to sort the results and/or apply relevant filters to narrow the search result

The screenshot shows the Amazon India homepage with a search bar containing 'mobiles under 10,000'. Below the search bar, there's a location selection prompt. The search results are displayed with a 'prime' toggle and a 'Filter' button. Two mobile phone listings are visible: a Panasonic Eluga Ray 810 and a Samsung Galaxy M20. The Panasonic phone is on sale for ₹9,999 (44% off) and has a 4.5-star rating. The Samsung phone is currently unavailable and has a 4.5-star rating.

The 'Sort' menu is open, showing five options: 'Featured' (selected), 'Price: Low to High', 'Price: High to Low', 'Avg. Customer Review', and 'Newest Arrivals'. Each option has a radio button next to it.

The 'Filters' menu is open, showing a list of filter categories: 'Made for Amazon Brands', 'Pay On Delivery', 'Brands', 'Avg. Customer Review', 'New Arrivals', 'Item Condition', 'Price', 'Discount', and 'Seller'. Each category has a right-pointing arrow next to it.



Select the desired Product and click on "Add to cart" button

10 Days Replacement   Amazon Delivered   1 Year Warranty

**In stock.**  
Delivery by: **Wed, Jun 3**  
Fastest delivery: **May 31 - Jun 2** Details  
Select a location to see product availability

Sold by **Darshita Electronics** (4.5 out of 5 | 17,281 ratings) and Fulfilled by Amazon.

**With Exchange**  
Up to ₹ 7,400 off

**Without Exchange**  
₹ 9,999

Acko 1-Year Total Damage Protection Plan for Phones Betwee...  
₹ 399

**Add to Cart**

Secure transaction

Add gift options

Click "DONE" to keep adding more products or Click "Proceed to Checkout"

Delivery by: **Wed, Jun 3**  
Fastest delivery: **May 31 - Jun 2** Details  
Select a location to see product availability

Sold by **Darshita Electronics** (4.5 out of 5 | 17,281 ratings) and Fulfilled by Amazon.

**With Exchange**  
Up to ₹ 7,400 off **DONE**

**Added to cart**  
Cart Subtotal (1 item): **₹ 9,999.00**

**Cart**   **Proceed to checkout**

**Extra discount on recommended accessories when purchased with the mobile**

Mobile cases & covers (3)

**Tarkan Shock Proof Protective Soft Back Case Cover for Redmi Note 8 Pro**  
₹ 224 ~~₹ 249~~ Save ₹25 (Extra 10%)  
★★★★☆ 441  
prime **+ Add**

**CEDO Silicon Soft Flexible Leather Textured Auto Focus Shock Proof**  
₹ 116 ~~₹ 129~~ Save ₹13 (Extra 10%)  
★★★★☆ 80  
prime **+ Add**

Enter customer mobile number to Create new customer account or Login for existing amazon customer

**amazon.in**

**Welcome**

**Create account.** New to Amazon?

**Login.** Already a customer?

Mobile number or Email

**Continue**

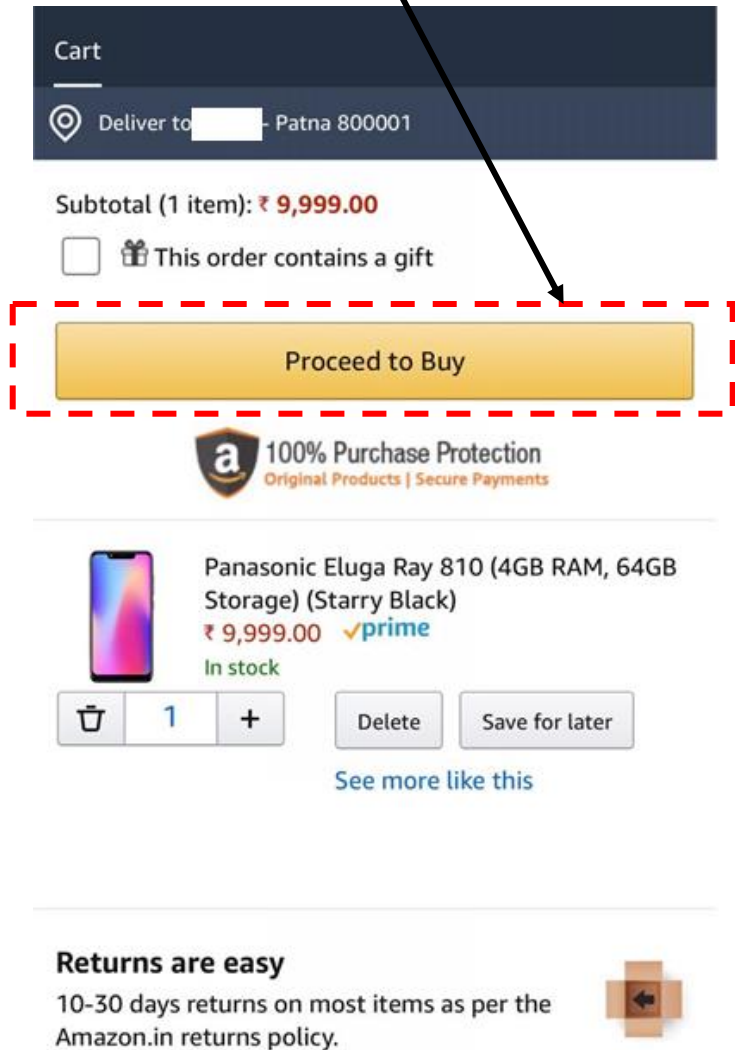
By creating an account or logging in, you agree to Amazon's [Conditions of Use](#) and [Privacy Policy](#).

[Conditions of Use](#)   [Privacy Notice](#)   [Interest-Based Ads](#)

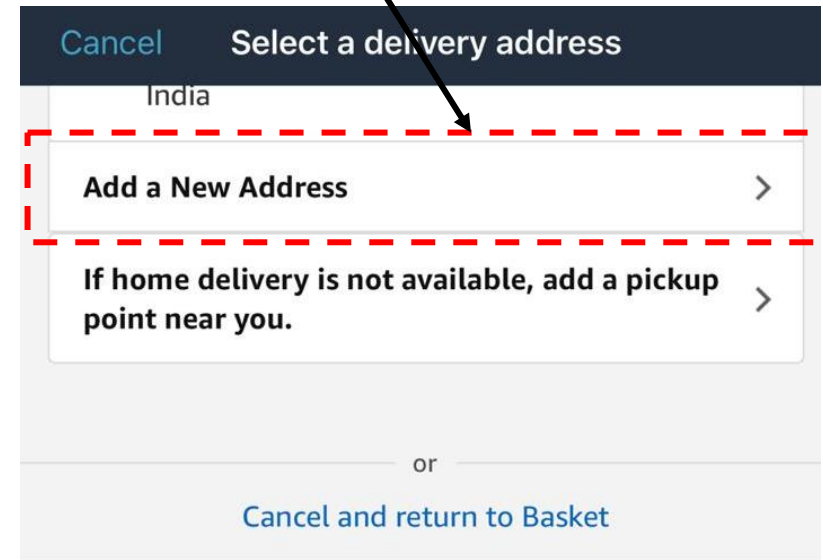
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MADDOX  
CONSULTANCY SERVICES

- Check the product details (Quantity/price etc) In the cart
- Click on “Proceed to Buy”



- Click on “Add a New Address” or
- Select from list of addresses for existing users as applicable



- Enter all the details for the required address
- Click on “Deliver to this address”

← Back Enter a shipping address

**Enter a shipping address**

Full name

Mobile number

Pincode

Town/City

State

Flat, House no., Building, Company, Apartment

Area, Colony, Street, Sector, Village

Landmark e.g. near apollo hospital

**Additional Address Details** ^

Preferences are used to plan your delivery. However, shipments can sometimes arrive early or later than planned.

Select an Address Type v

**Deliver to this address**

- Select the required payment method for completing the purchase
- Recommended mode of payment is “Pay on Delivery” or “UPI”

← Back Select a Payment Method

**Select a Payment Method**

MORE WAYS TO PAY

Other UPI Apps

Add Debit/Credit/ATM Card

Net Banking

EMI

**Pay on Delivery (Cash)**  
Due to high demand and to ensure social distancing, Pay on Delivery is not available.  
[Why?](#)

[Add Gift Card or Promo Code](#)

**Continue**

# 6. Stores App

- This program cannot function without the Store app. Amazon will not treat you like a partner unless you have downloaded this app. You will not get your commissions unless you download and use this app to complete your audits
- Store App can be downloaded from the app store
- You can look at your latest earnings and detailed earnings on your own, everyday, through this app
- You can look at special deals that amazon is offering everyday through this app
- All the store audits will be done directly through this app
- You can also revise your training through this app
- This app can also be used to report/complain about any issues you are facing
- Link for Download: [https://drive.google.com/drive/folders/1BaUFnEG4dF\\_I1LNWD3JuvjmPfAZgjb6N](https://drive.google.com/drive/folders/1BaUFnEG4dF_I1LNWD3JuvjmPfAZgjb6N)

# 6. Tips on How to increase Business

- Amazon is a big brand name and associating with it is a matter of pride. Show off that Amazon is your partner by displaying the branding collateral prominently
- On seeing this collateral, people will walk into your store, and be curious about how you are partners with Amazon. This will give you an opportunity to sell
- Explain to your customers how ordering from Amazon makes their life easy, and how they can get world class, fashionable, high quality products at their doorstep, and almost always on prices cheaper than in a shop. Convenience and discounts together
- Explain to your customers that during the Covid pandemic, this is the safest option for them, as they can get whatever they want delivered to their home without going out and meeting people and risking infection. It's the safest way to buy things
- Use your facebook and whatsapp to inform your customers of daily deals that you see in your store app. You can also print pamphlets to inform people of this deals
- Ask your family members and friends to spread the word about your Amazon easy store. Invite people to come and browse and look at the great stuff, and the great deals. People will slowly start appreciating and start buying
- If you know anyone who wants to buy anything from some time, tell them that they can get it through Amazon easy on their doorstep at a very good price
- Try and make the launch of store an event. Inform people and make it look festive

# FAQs

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- What is the difference between shopping on their app and coming to my store?
  - The program is not aimed at customers shopping on their own through the Amazon app. Majority of the customers do not shop online today, with internet usage being limited to social media interactions.
- Why is delivery to customer's address mandatory? Can I order the items at my store and ask the customer to collect?
  - The reasons we make the delivery to customer is mandatory are
    - Customer receives the product directly from Amazon and pays the money. This ensures that the ownership transfer happens seamlessly. In a situation where the store unofficially becomes a middle-man, the customer becomes liable for any damage that might happen at the store post-delivery, which is not a good customer experience. There can be scenarios where a store does not end up delivering the package to customer at all, while the Amazon systems will capture the status as delivered to customer
    - Multiple packages being delivered to the same address points to abuse, and gets flagged by the ground teams. Hence ordering packages in bulk at the store can cause all shipments to be marked as reseller abuse and returned to origin
- Do all products have COD?
  - No.
- Do I get paid for all orders that I place?
  - No. The order needs to be successfully delivered to the customer, without any return. Only such successful orders will get the payment as per the commercial terms. Order Value has to be above INR 300 for the NCB to be processed
- Should I contact the Amazon Easy representatives instead of going through Customer Service for any issues?
  - No. Please ensure that any issues are raised to Amazon Customer Service only. You should contact the Amazon representative only in cases where the issue remains unresolved even after raising it with CS
- When will I get my commission?
  - You will receive the commission 75 days after placing the order, if the ordered has been delivered and has not been returned. This is because Amazon allows returns for 30 days from the date of order. So if the order is not returned, they start the commission process by 31<sup>st</sup> day, and take that long to process payment