Troubleshooting SOP: SAFE-T Claim Template

10/09/2024 12:09 pm CDT

Who is this for? For individuals who need to make a Safe T claim.

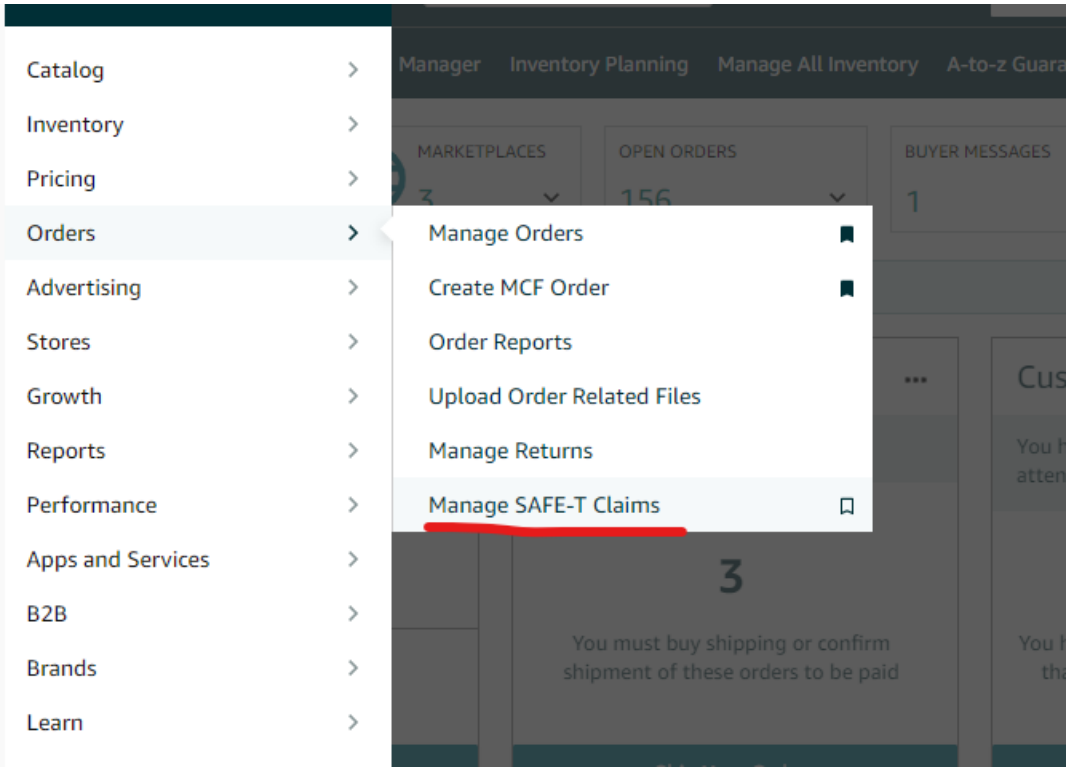
Objective: To help us learn the process of filing Safe T claims and ensure that all Safe T claims submitted are processed accurately and efficiently.

The Seller Assurance for e-Commerce Transactions (SAFE-T) process allows you to file a claim for reimbursement when Amazon manual payment is required for your order. At Amazon's sole discretion, you may be issued a reimbursement in cases where Amazon determines that you were not at fault.

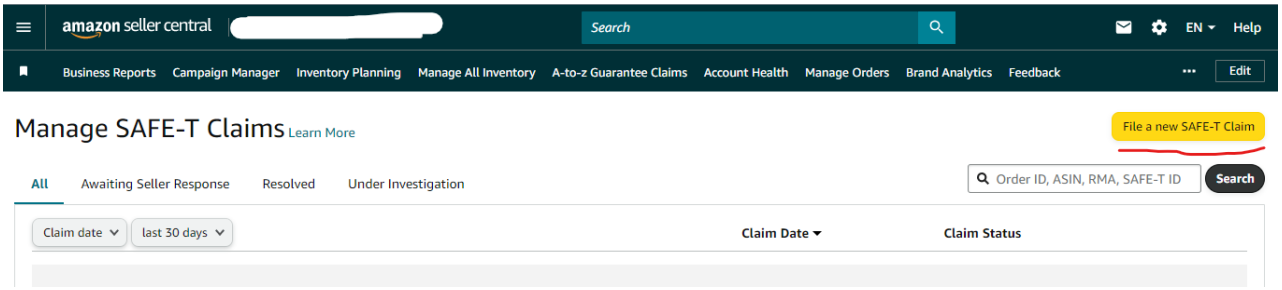
1. Access Seller-Central

2. Navigate to SAFE-T Claims by going to Orders → Manage SAFE-T Claims

NOTE: Safe-T Claims are ONLY For MFN Orders that used Amazon's auto returns program

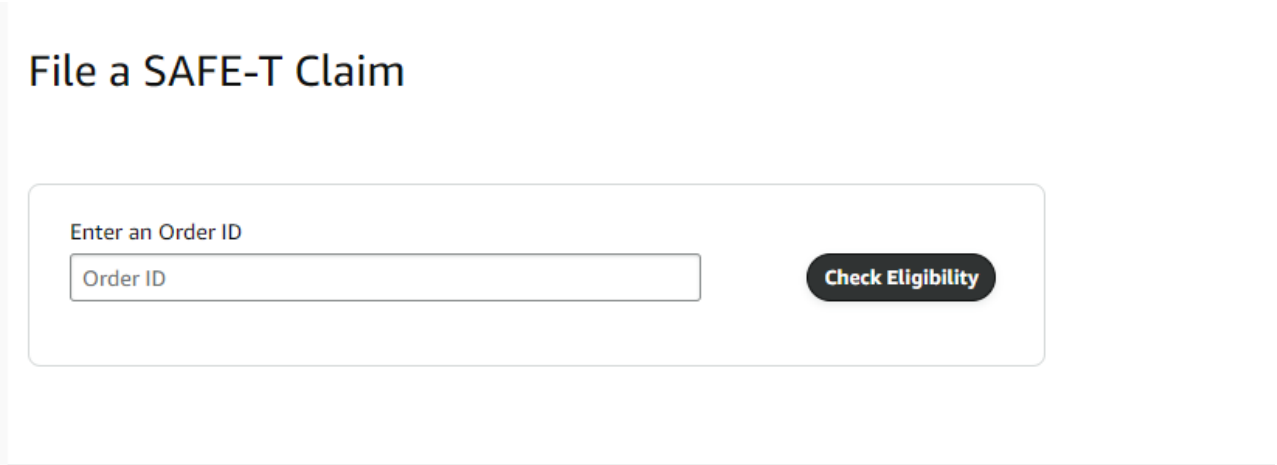


3. Click FILE a New SAFE-T Claim

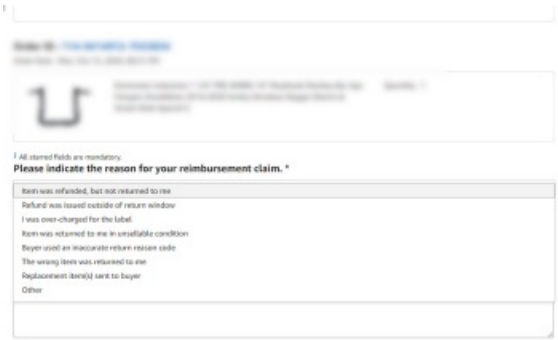


4. Next Enter the Order Number in question and click CHECK- ELIGIBILITY

NOTE: A REFUND MUST ALREADY BE FILED to be eligible.



5. Next Select your Claim Reason



6. Once you select your reason - provide proof and a description.

Example: Buyer returned a tub of rocks instead of my beautiful computer screen. Please reimburse and then show a picture of the tub of rocks and the order packing sheet, etc. (See Figure 4). Then click Submit a claim. (Figure 5)

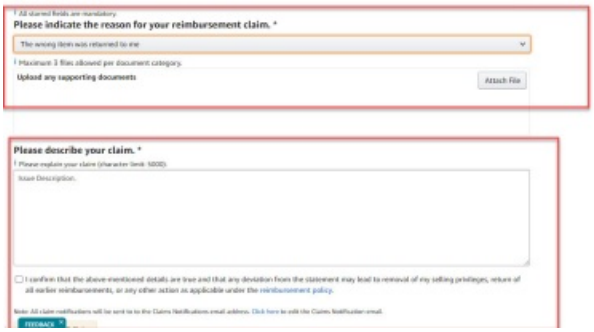


Figure 4

Figure 5

7. Review Claim Status

8. Next Review the Claim Status in the Safe-T Claim Dashboard.