

# Managing Missing Orders

Tips for protecting your business



**DON'T**  
*do business*  
**WITHOUT IT™**

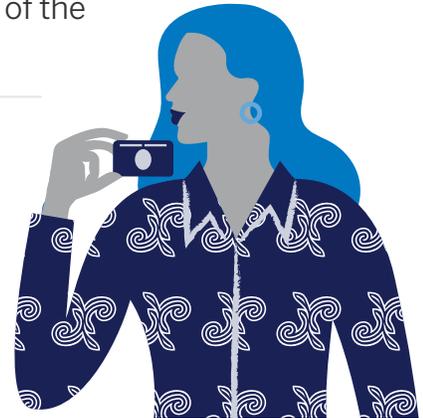
Missing orders can happen. Here is a common missing order scenario along with tips to help you protect your business and customer relationships — at every stage of the ordering process.

## Online Purchase

An American Express® Card Member makes a purchase from you online.

### TIP: //

Clearly display your return policy and require the Card Member to acknowledge your Terms and Conditions.



## Billing

When the order is placed, and the goods are shipped, the charge is billed to the Card Member.



### TIP: //

Send tracking information and confirmation once the order ships. Be sure to provide expected delivery dates and notice of any potential delays.



## Order Not Received

After waiting several weeks, the Card Member contacts you and informs you that the order has not been received.

### TIP: //

If a delay occurs, immediately send the Card Member a notification of the new expected date of delivery.

## Refund Request



The Card Member requests a refund and you agree to issue a credit.

### TIP: //

Issue the credit within 7 days of determining when the credit is due and clearly inform the Card Member when they may expect to receive it.



## Chargeback

American Express processes an upfront chargeback based on information provided by the Card Member.



### TIP: //

Make sure to give the Card Member a refund when one is due and save all documentation sent to the Card Member regarding order updates and delivery information.



## Credit Not Processed

If after 7 days the Card Member still does not receive the credit, they can contact American Express and dispute the charge.

For more guidance on preventing disputes, visit [americanexpress.com/managedisputes](https://americanexpress.com/managedisputes).