

Managing Missing Orders

Tips for protecting your business



DON'T
do business
WITHOUT IT™

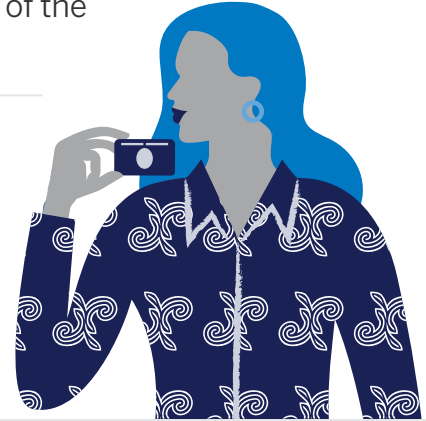
Missing orders can happen. Here is a common missing order scenario along with tips to help you protect your business and customer relationships — at every stage of the ordering process.

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 date 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.



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.

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.

For more guidance on preventing disputes, visit americanexpress.com/us/disputesmanagement.