



NOZAMA

Case of success



Type of customer:

Manufacturer

Product category:

**Beauty / Pharma
/ Infant feeding**

SERVICES:

Vendor management
Operations management
Market consulting
Account consulting

Objectives:

**Control daily order entry effectively,
control delayed sales and volume purchases
and manage after-sales of the Seller account
successfully**

Initial situation:

Ferrer started with us in **April 2022**. An **audit** was first carried out complete of your activity on Amazon, both in the Seller and Vendor accounts and were detected several problems to be resolved:

- They needed to have greater **control** in relation to the **daily entry of orders** and their correct follow-up
- They did not have sufficient knowledge to manage **delayed sales** and **volume purchases**
- They received **AtoZ claims** affecting **Seller** account ratios



Action plan:

After carrying out an **analysis** of the operations in both the **Seller** and **Vendor** accounts, a series of **actions** were defined to meet the objectives that Ferrer set for us:

Orders management



After-sales service



Planning for delayed sales
and volume purchases



Orders management

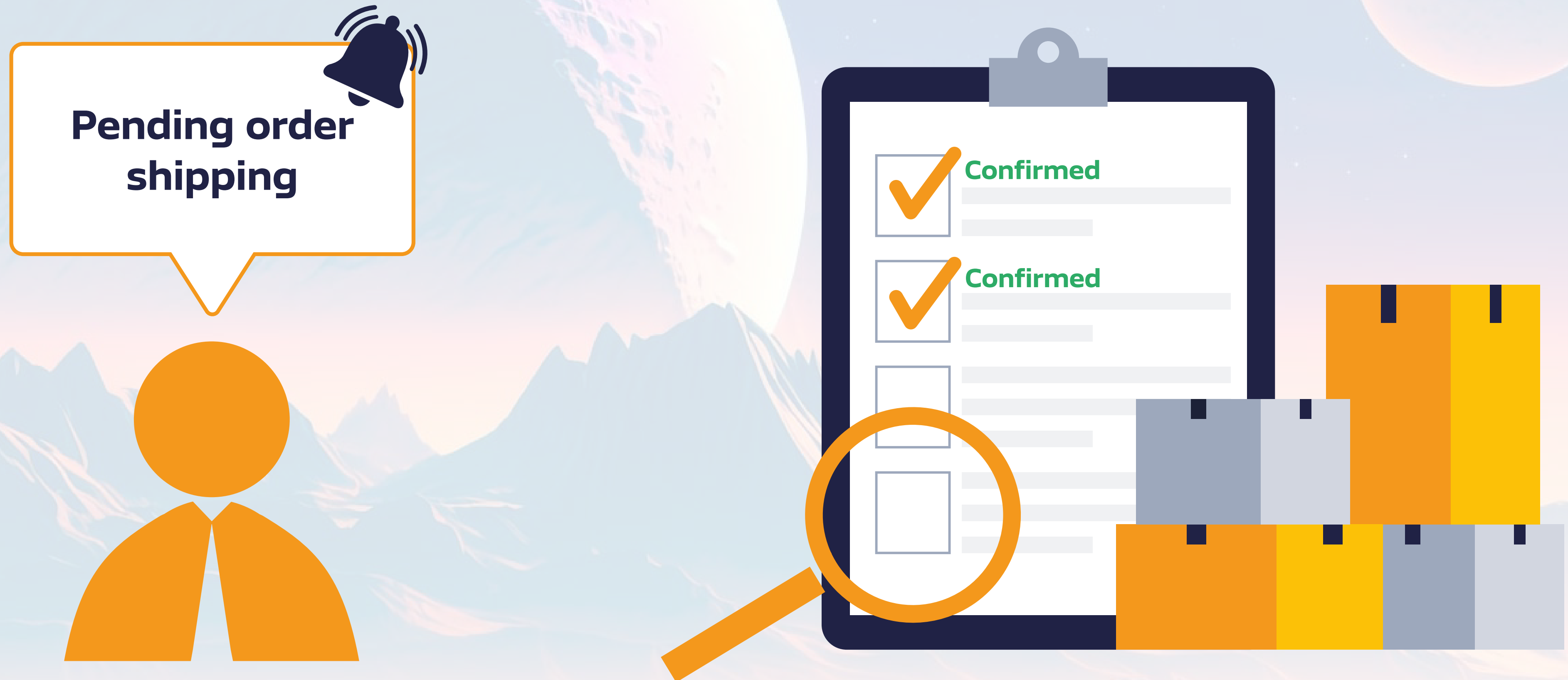
A **daily order report** was carried out with all the information related to them, indicating deadlines/quantities so that Ferrer can accept and serve them in a timely manner, with the objective of having **100% of orders confirmed** within 24 hours of entering Vendor, thus avoiding a loss of sales



Planning for delayed sales and volume purchases

A system was planned to send **notifications** to Ferrer when the deadline to serve this type of orders (delayed sales) begins and thus avoid penalties for delivering the order after the deadline

Additionally, rigorous **tracking** of volume purchases was implemented, ensuring that all orders were confirmed within the deadlines established by Amazon



After-sales service

A **daily reporting system** was created in which Ferrer was informed about the **current status of his account**, including **AtoZ** claims received in your **Seller account**. All of them were managed by **Nozama**

A process was also established to manage **messages from end customers** directly, ensuring responses in **less than 24 hours**



Results:

- **Orders:** thanks to the **management of Nozama Ferrer**, you receive a **daily report** that includes all the information necessary to accept and deliver 100% of the orders within the correct deadlines and obtain **100% of those orders confirmed within 24 hours** of their entry into Vendor
- **Delayed sales and volume purchases:** thanks to the daily monitoring of these purchases, **100% of the orders have been confirmed** within the established deadlines, thus avoiding any type of **penalty**
- **After-sales Seller:** Ferrer receives daily **reports about the status of his account**, **90% of AtoZ claims have been managed** in less than a year and thanks to the optimization of **communication between the company and the end customer**, the messages are answered in **less than 24 hours**



A stylized graphic of a globe on the left side of the slide. The globe is composed of a blue wireframe mesh with orange dots. It is partially covered by a large orange curved shape that sweeps from the bottom left towards the center. The background is a dark blue gradient with faint white lines and dots.

NOZAMA

MAKES AMAZON WORK

We are your strategic partner

This is just one example of the help we can provide to
manufacturers, wholesalers or distributors
who want to be successful on Amazon

Thanks to our **more than 12 years of experience** managing
accounts, our **team of experienced professionals** and the
proprietary tools and methodology we have at our disposal,
we are the **strategic partner** to consider for any seller who
wants to meet their goals within the marketplace

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