

# 線上客服

# 開始註冊但尚未完成註冊:

在註冊過程中遇到任何問題，可在註冊頁面點擊左下方“獲取支持”與賣家支持取得聯繫。



# 已註冊完成並可進入賣家後台

進入賣家後台, 語言切換為 “English” 並點擊右上角 “Help”

The screenshot shows the Amazon Seller Central interface. At the top left is the 'amazon seller central' logo. Below it is a navigation bar with links: Catalog, Inventory, Pricing, Orders, Advertising, Stores, Reports, Performance, Appstore, B2B. In the top right corner, there is a language dropdown menu set to 'English', a search bar, and links for Messages, Help, and Settings. Two red arrows point to the 'English' dropdown and the 'Help' link, which are also enclosed in red boxes. The main content area is divided into several sections: 'Your Orders' (with sub-sections like Pending, Premium unshipped, Unshipped, Return requests), 'News' (with a 'Spotlight: Amazon Launchpad Program' article), 'Amazon Selling Coach' (with a 'What type of products would you like to sell?' section), 'Payments Summary' (showing a balance of \$0.00), 'Manage Your Case Log', and 'Sales Summary' (showing ordered product sales for Today, 7 Days, and 15 Days).

# 點擊新視窗最下方中間 “Contact Us”

Help [Rate this experience](#) [Case log](#)

### Top solutions

#### Check your account status

Find out the current status of your account

#### Determine why a listing is not displaying

Troubleshoot why a listing is inactive or not searchable by customers.

#### Manage Customer Feedback

Learn when and how to request removal of customer feedback

#### Request a product detail page change

Update the title, description, bullets, image, etc.

#### Troubleshoot product feed upload issues

Resolve issues with inventory file feed uploads

#### Find Product IDs or request exemption (UPC, EAN, JAN, ISBN, etc.)

Find Product IDs or request to list without a Product ID

### Tell us how we can help

*Describe your issue and we will look for a quick solution.*

[Get help](#)

#### Seller Forums

Ask questions or find answers from our community of sellers.

[Launch Seller Forums](#)

#### Need more help?

Get help by selecting your issue.

[Contact Us](#)

#### Case Log

View or review open cases.

[Launch Case Log](#)

# 進入 "Contact us" 點擊 "Selling on Amazon"

amazon seller central 



www.amazon.com ▼

English ▼

Catalog Inventory Pricing Orders Advertising Stores Reports Performance Appstore B2B

## Contact us

### What service can we help you with?

Selling on Amazon

Listing and selling on Amazon.com >



Advertising and Stores

Sponsored Products, Sponsored Brands and Stores >

# 打開問題列表, 開設相應客服案件

amazon sellercentral

CATALOG INVENTORY PRICING ORDERS ADVERTISING STOREFRONT REPORTS PERFORMANCE

www.amazon.com English Search Messages | Help | Settings

## Contact us

What can we help you with?

- View case log
- Customers and orders >
- Fulfillment by Amazon v
- Products and inventory v
- Your account v
- Other issues v
- Seller Fulfilled Prime and Same-Day Delivery v

Please select a language from the drop-down menu

English

### Top Solutions

- Why is there a charge on my credit card for a small amount?
- How are referral fees determined by Amazon?
- Why do I have an unavailable balance?
- How do I update my shipping settings?
- Why didnt I get paid?

Provide or select a recent Easy Ship/ Self-Ship Order:

Order ID

No order number

Next

Rate this page | Get support | Policies and Agreements | English

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# 例: 點擊“ Issue listing products”

## < Selling on Amazon issue

<a href="#">View case log</a>
<b>Customers and orders</b> ▼
<b>Fulfillment by Amazon (FBA)</b> ▼
<b>Products and inventory</b> ▲
Product page issue
<b>Issue listing products</b>
Product Reviews
No Listing Error
<b>Your Account</b> ▼
<b>Other</b> ▼

### Top Solutions

- ▼ [How do I use an inventory file upload to perform partial updates for price, quantity, and shipping settings?](#)
- ▼ [How do I use the shipping confirmation template?](#)

### What kind of issue are you having?

- Inventory file upload issue
- Trouble adding or viewing a product

# 點選 "Inventory file upload issue"

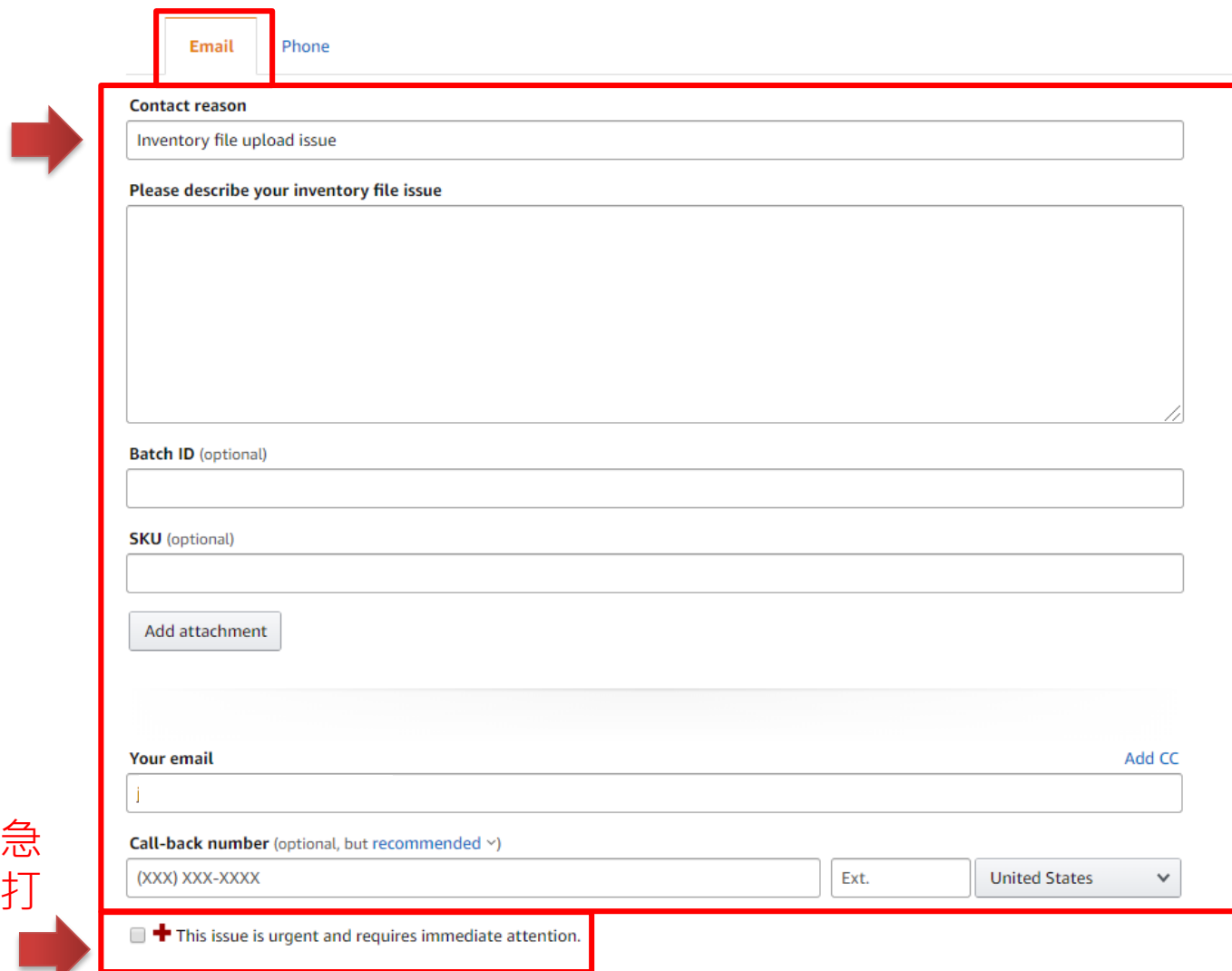
Contact Us

< Selling on Amazon issue

<a href="#">View case log</a>		<b>What kind of issue are you having?</b>
Customers and orders		<input checked="" type="radio"/> Inventory file upload issue <input type="radio"/> Trouble adding or viewing a product
Fulfillment by Amazon (FBA)		Please select a language from the drop-down
Products and inventory		English
Product page issue		Email Phone
<b>Issue listing products</b>		<b>Contact Reason</b>
Product Reviews		Inventory file upload issue
No Listing Error		Please describe your issue. <i>Required</i>
Your Account		
Other		
Amazon Business Selling		
Marketplace Web Services		
Seller Fulfilled Prime		batch ID (optional)



# Email: 填入所有資訊並發送電子郵件



The screenshot shows a contact form with the following fields and elements:

- Tab Selection:** 'Email' (highlighted with a red box) and 'Phone'.
- Contact reason:** A text box containing 'Inventory file upload issue'.
- Please describe your inventory file issue:** A large text area for detailed description.
- Batch ID (optional):** A text box.
- SKU (optional):** A text box.
- Add attachment:** A button.
- Your email:** A text box with 'j' entered and an 'Add CC' link.
- Call-back number (optional, but recommended):** A text box with '(XXX) XXX-XXXX', an 'Ext.' box, and a 'United States' dropdown menu.
- Urgent checkbox:** A checkbox with a red plus sign and the text 'This issue is urgent and requires immediate attention.' (highlighted with a red box).
- Send:** A yellow button at the bottom.

Red arrows point to the 'Email' tab and the 'Urgent' checkbox.

針對緊急  
問題可打  
勾此欄

# Phone: 填入電話號碼直接聯繫客服

Email Phone ←

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## Talk with an Amazon associate

Country

Your number  
 Ext.

+ This issue is urgent and requires immediate attention.

Please provide a short description of your issue

Call me now

# 後續問題處理流程—其他

1. 參考上述步驟, 於後台尋找答案
2. 若問題仍無法解決, 則依照適合路徑, 開立客服案件

The screenshot shows the Amazon Seller Central interface. The top navigation bar includes the Amazon Seller Central logo, a search bar, and links for Messages, Help, and Settings. Below the navigation bar, there are tabs for CATALOG, INVENTORY, PRICING, ORDERS, ADVERTISING, STOREFRONT, REPORTS, and PERFORMANCE. The main heading is 'Contact us' with the sub-heading 'What can we help you with?'. On the left, a sidebar menu is highlighted with a red box, containing options like 'View case log', 'Customers and orders', 'Fulfillment by Amazon', 'Products and inventory', 'Your account', 'Other issues', and 'Seller Fulfilled Prime and Same-Day Delivery'. On the right, there is a language selection dropdown set to 'English', a 'Top Solutions' section with several questions, and a form to provide a recent order ID. A red text box with the Chinese text '可依照您的問題選擇' (You can choose according to your problem) has a red arrow pointing to the language dropdown.

亞馬遜 全球開店  
amazon global selling