

如何处理购买者投诉

1. 点击 **customers support** 查看购买者发给您的 **ticket**

2. 所有 **customers support ticket** 必须在 36 小时内回复完毕。不得敷衍客人。否则按自动退款条款进行无条件退款。如果某笔支付符合 GS 自动退款条例 (https://secure.gspay.com/merchants/Refund_policy.php 或者 <http://www.gspay.com/php/terms.php>), GS 将在操作退款后, 发一封通知的 **ticket** 到商户后台。商户可以点击查看。如果已经被退款, 请不要发货。退款原因可以另外发 **ticket** 咨询。

refund RF12795353XXXX was carried out on transaction TR127XXXXXX03 at 2010-07-19 14:28:21

3. 客服 **Customer support messages** 是买家和商户进行有效沟通的平台。GS 非常重视商户给买家提供的售后服务。因为商户的售后服务直接关系到商户账户的拒付率。回复客服 **Customer support messages** 请注意: 时间跨度不要过长, 争取在 2 到 3 天内彻底解决投诉问题。往来 **ticket** 数量不要过多, 要提供切实可行的解决方案, 不要相互推诿。除非是需要客人提供图片, 否则不允许将买家引导到商户个人邮箱里面调解投诉。所有 **Customer support messages** 必须要做到商户是最后一个回复的, 哪怕仅仅回复 “Thanks”。

4 每天必须至少登陆 **GSPAY** 两到三次, 回答 **Customer support messages**。 **Customer support messages** 请直接在 **GSPAY** 后台给客人回答问题, 解决投诉。投诉必须认真解决, 友好协商处理。客人的满意度直接关系到商户的拒付 (CB) 率。当拒付超过 2%, **GSPAY** 将根据使用条款 (<http://www.gspay.com/php/terms.php>) 给与商户相应经济惩罚甚至冻结账户和押金及当期货款支付。



Quick statistic

- 0 Sales (\$0.00)
- 0 Rebills (\$0.00)
- 1 Support messages
- 0 Customer support messages

My sites	Support	Transactions	Reports	Settlements	Preferences
Add site	Customers support Email center	Customers Scheduled rebills	Traffic Products	Holdback	Payout information

Customers support 客服邮件

Message:

[Open tickets](#) | [Answered tickets](#) | [Closed tickets](#) |

Customer Support keeping customer satisfaction high and chargeback levels low is easily achieved by answering support queries as quickly as possible. Customer Support handles all general queries from Customers; and questions our staff unable to answer due to their specific application to your business. These queries are then forwarded to you, the Merchant. Please note that if you do not answer support queries within 36 hours; the request is returned to us and a refund may automatically be issued.

ID	Last modified date	Subject	Message's count	Status	Time passed
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如果客服发给您的邮件，请及时回复，如果超过36小时无答复则自动退款给客户。

Search support ticket

Search string:



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