

ALL INDIA ONLINE VENDORS ASSOCIATION

Email admin@aiova.org

TRADE ADVISORY NOTICE

Date : 10/07/17

To

Members of AIOVA,

Regional Chapter Heads.

Subject : Wrong Settlement Value being charged due to incorrect weight.

Marketplace : Flipkart

Dear Sellers,

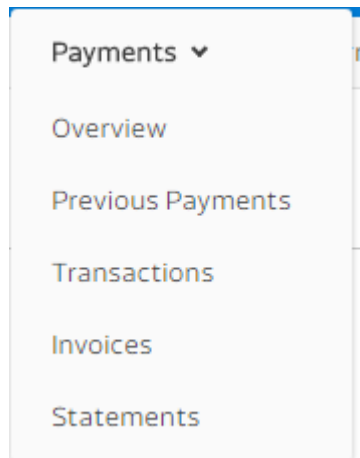
It has come to our notice that for orders between 20th June 2017 - 28th June 2017, Flipkart has charged incorrect weigh due to some technical fault in their system.

As a result of this, packets of 500 grams are being incorrectly recorded in higher labs like 15kg, 35 kg etc at random instances. Resulting higher charge of forward shipping and reverse shipping.

In this purview, it is suggested that sellers should reconcile order level weight charge data and escalate the same with Flipkart Support.

As Flipkart only gives 30 days time to escalate such issues, we request you to take following steps :

- Go to Payments > Transactions.



- Select Order Date 20 – 30 June 2017 and download the report.

Order / Item / Recall / Transaction / Listing / Claim ID



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- Check Column BE and find out orders where you have been charged higher weight:

BA	BB	BC	BD	BE
Seller Dead Weight	Length*Breadth*Height	Volumetric Weight(In Kgs)	Chargeable Weight Type	Chargeable Wt. Slab (In Kgs)
1.20	93.85*69.59*29.56	38.61	Volumetric	38.5-39.0
0.80	72.26*61.08*30.35	26.79	Volumetric	26.5-27.0
0.45	89.45*75.33*19.27	25.97	Volumetric	25.5-26.0
0.70	91.44*75.18*18.03	24.79	Volumetric	24.5-25.0
0.40	93.44*71.37*18.28	24.38	Volumetric	24.0-24.5
0.70	91.36*70.61*18.44	23.79	Volumetric	23.5-24.0
0.70	93.42*68.73*16.84	21.63	Volumetric	21.5-22.0
0.70	89.05*67.03*15.41	18.40	Volumetric	18.0-18.5
0.80	99.97*75.03*12.16	18.24	Volumetric	18.0-18.5
0.80	100.40*75.38*11.86	17.95	Volumetric	17.5-18.0
0.40	89.91*71.37*13.97	17.93	Volumetric	17.5-18.0
0.40	85.69*53.94*18.82	17.40	Volumetric	17.0-17.5
0.70	87.78*67.66*14.65	17.40	Volumetric	17.0-17.5
0.45	108.76*84.48*9.42	17.31	Volumetric	17.0-17.5
0.40	87.85*68.07*14.09	16.85	Volumetric	16.5-17.0
0.40	79.75*78.48*13.20	16.52	Volumetric	16.5-17.0
0.70	83.28*61.21*16.15	16.47	Volumetric	16.0-16.5
0.90	85.59*75.94*12.29	15.98	Volumetric	15.5-16.0
0.35	83.28*68.32*13.20	15.02	Volumetric	15.0-15.5
0.40	85.09*69.08*12.70	14.93	Volumetric	14.5-15.0

- Escalate the same to Seller Support with the Order ID immediately.

If problem remains unsolved please email to admin@aiova.org so that we can try to take this up with Flipkart.

Regular Reconciliation is always a suggested practice to mitigate the losses due to such unforeseen technical issues.

Regards,

AIOVA.