



Retail Customer Service Issue Resolution Checklist

Issue Identification & Logging

Initial steps to accurately identify and document the customer's issue.

Customer Description of Issue

Write something...

Issue Category

- ☐ Returns
- ☐ Damaged Goods
- ☐ Payment Issue
- ☐ Product Question
- ☐ Shipping Delay
- ☐ Other

Order Number (if applicable)

Enter a number...

Reference/Ticket Number (Internal)

Write something...