

Amazon Training Module 4 – One Day Course



Do you want to know how you can successfully sell your products on Amazon international marketplaces? Understand the secrets to listing correctly on international sites. Do you want to know the customer service secrets that will keep customers coming back for more? Also you will learn the best way to handle translations for the different markets and how to handle VAT and other taxes.

About the Course

This Amazon course is one day in duration and is delivered in person to audiences of 1 – 10 people. The prerequisites for the course are:

- ✓ You are already selling products on Amazon
- ✓ You have a basic ability to use computers and the Internet (searching, keyboard skills etc)

Course Objectives

- ✓ Discover the potential that the Amazon international market place has for your products
- ✓ Learn the best way to list your products on international Amazon sites
- ✓ Understand the value of having local support in different countries
- ✓ Find out how you can provide excellent customer service internationally
- ✓ Discover how to handle returns, refunds and reimbursements properly
- ✓ Learn how to translate listings properly for international sites
- ✓ Understand the tax implications, especially VAT, when you go international



Who Should Attend?

- ✓ People that are already selling on Amazon and want to expand internationally.
- ✓ People who want to know how to list their products in the right way on international sites
- ✓ People who want to provide the very best customer service to international customers.
- ✓ People who want to understand the different tax implications and how to handle them.

Course Content

- ✓ **Going International.** The Amazon global opportunity will be explained. What markets are right for your product and how to prepare for them.
- ✓ **How to list your Products on International sites.** Differences that you need to know about when listing on international Amazon websites.
- ✓ **Local support.** When you are operating internationally it is best to have local support. Why, how and when is explained.
- ✓ **Customer service.** Excellent customer service is a must if you are going to succeed with Amazon. What you really need to know.
- ✓ **Dealing with returns and refunds.** If you receive returns or demands for refunds this is how you need to handle them.
- ✓ **Reimbursements.** Getting reimbursements from Amazon and how to go about it.
- ✓ **Translations.** The best way to translate your product listings on Amazon international markets.
- ✓ **Tax Implications.** VAT and other tax implications that you need to consider when selling on Amazon.

For more information and pricing, please contact

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