TO: Professor Sean Maddox

FROM: Ariel Raley

DATE: October 25, 2014

SUBJECT: Work Pack 5

**Chapter 20 Response**

The three words I chose to make parenthetical definitions are: label, UPS, and preferred shipping method. I chose these terms because they do not require a long definition to clarify any confusion. The parenthetical definitions are: label (shipping label), UPS (United Postal Service), and preferred shipping method (UPS drop-off, UPS pickup, or Self Return).

The two terms I chose to make sentence definitions are: return authorization and submit for approval; I chose these terms because a reader not part of the Amazon.com-friendly discourse will not understand these terms. A return authorization is a piece of paper that has a barcode that the company will scan to process the return. A submit for approval is when you want to return an item from a third party seller and they have to review the request before provides a label or instruction on how to return your items.

When packaging the item to be returned, place the product into a box or envelope. Then, place the return authorization inside the box/envelope. A return authorization is a piece of paper that has a barcode that the company will scan to process the return. If you do not include the return authorization with the package, the company may not be able to process the return. Lastly, seal the package and affix the shipping label on the outside.

**Claim Letter Packet Technical Review Response**

Positive comment: Good use of asterisks

Negative comment: add more graphics (definitely for step 5 but for other steps as well)

Negative comment: change the direction of steps because eyes have to move down and right and back a lot

The positive and negative comments tell me what I am doing well in and what aspects of my technical document I need to improve. The comment on my use of asterisks shows that I am able to dictate where specific little details are necessary. By adding the asterisk, I let the reader know that there are occasions in which you have to pay for the return shipping of products. However, the comments negative comments about the adding of more graphics and the layout suggest that I need to improve the overall display of the instructions. It was pointed out that by having the reader constantly move their eyes down and right a lot, confusion can be induced. Then by not having enough graphics, the reader may not understand what I am trying to dictate in my steps without having a visual to look at.

Revised areas:

|  |
| --- |
| 1. You will then be brought to a new window where you will have to select the item you want to return. Enter the quantity of the items, select an option from the **Reason for return menu**, and then add any additional information in the **Comments** box |
|  |
| 1. To continue, do one of the following:  * If the item was sold by Amazon.com, select your return option * If the item was sold by a seller, click **Submit for Approval** |
| 1. Select you preferred shipping method\*   \* Depending on the reason for return, you may have to pay for shipping |
|  |

These revisions improve the technical document by making it more visually appealing to the reader. Before, my steps went from left to right and up and down, but now it flows from top to bottom, making it easier for the reader to follow. By adding more graphics, I am able to visually show the reader what I am referring to without adding additional confusion.

**Sequence 2 – Claim Letter Packet:**

TO: [**Amazon.com**](http://amazon.com/), Inc.

1200 12th Ave. South, Ste. 1200

Seattle, WA 98144-2734

FROM: Ariel Raley

1496 Canyon Circle

San Luis Obispo, CA 93410-1710

DATE: October 25, 2014

SUBJECT: Refund on Damaged Product: Order # 104-7742940-2104253

To Whom It May Concern:

As a valued customer of Amazon of more than five years with Amazon Prime membership, I am very disappointed of the service I have received. Not once in the five years have I had a problem with receiving my order; so when placed my order for two graphing composition notebooks, I was expecting them arrive on time and in good condition.

I originally placed my order on October 1, 2014 and according to Amazon’s estimated date of arrival, it was supposed to arrive on October 3, 2014 with the free two-day shipping. However, they did not arrive on the expected date, but on Monday October 6, 2014, which is more than two business days after placing the initial order. Annually, I pay about $42 for Amazon Prime so that I can utilize the two-day shipping, so I do not appreciate being given misleading information and not only did it arrive late, but they quality of the products was undesirable.

Two graphing composition notebooks were ordered and I did receive both of them, but the conditions of them both were extremely different. One notebook was perfectly fine, but the other was downright waterlogged. I opened it up to see that the majority of the pages contained watermarks and that the blue lines were smearing; the condition was absolutely unacceptable. What I cannot comprehend is that the packaging appeared completely unharmed by any damage related to water, yet one of the products was, indeed, damaged.

Next time someone orders this product, I suggest that they be given an accurate estimated date of delivery, especially when it says Amazon Prime. Also, I recommend that all products be checked of any defects before being packaged and sent off to the customer to prevent this issue from occurring again in the future.

As for now, I would greatly appreciate a refund on my order and I will think twice before buying a graphing composition notebook on Amazon. You can contact me a (916) 690-5334 or arielraley@yahoo.com.

Yours truly,

Ariel Raley

|  |
| --- |
| How to Return |
| 1. Go to the [Online Returns Center](https://www.amazon.com/returns), and click **Return Items** |
|  |
| 1. Find the order you want to return and click **Return or Replace Items** |
|  |
| 1. You will then be brought to a new window where you will have to select the item you want to return. Enter the quantity of the items, select an option from the **Why are you returning this?** menu, and then add any additional information in the **Comments** box |
|  |
| 1. To continue, do one of the following:  * If the item was sold by Amazon.com, select your return option * If the item was sold by a seller, click **Submit for Approval** |
| 1. Select you preferred shipping method\*   \* Depending on the reason for return, you may have to pay for shipping |
|  |
| 1. Print your label and return authorization.   \* Make sure to keep a copy of the shipping label so that you can track the package to make sure it gets to its destination |
|  |
| 1. Find a box or envelope big enough to fit the item you want to return |
| 1. Place the product into the box or envelope with the return authorization inside |
| 1. Seal the package and attach the label to the outside |
|  |
| 1. To complete the return, drop the package off at any UPS. To find the UPS closest to you, go to <https://www.ups.com/dropoff> |
| Amazon.com and most sellers on Amazon.com offer returns for items within 30 days of receipt of shipment. |
| You will be notified once your return has been processed. |