**Issue Reporting Form**

**1. Client Details**

* **Client Name:** *(Enter full name)*
* **Brand/Team:** *(Specify the brand or team associated)*

**2. Issue Details**

* **Details:** *(Provide a detailed description of the issue or concern)*

**3. Issues List *(Select all applicable options)***

* **Product/Deliverables Issues:**
  + Product/Deliverables Issue/Wrong
  + Product not as described/agreed
* **Agent-Related Issues:**
  + Agent Issue/Misbehavior/Fraud attempt/Manipulation/Threat
  + Agent pretending to be from another entity/organization
* **Communication Issues:**
  + Descriptor not communicated
  + Upsell attempted, Customer not Interested
  + Wrong TAT communicated/committed
  + Package details are not shared via email
  + No communication found
* **Customer Refund or Legal Issues:**
  + Chargeback/Refund/Legal threat
  + Customer asking for Refund
  + Chargeback/payment dispute Process guided to the customer
  + Customer has potential for chargeback
* **Service Delivery Issues:**
  + Delay in service delivery/deliverables
  + Forced/Unauthorized Sale or payment charged
  + Dissatisfied With Services
  + 100% Refund committed to contract
* **Operational Issues:**
  + Customer not created
  + Task not Created
  + Project not created
  + Task Pending
* **Financial Issues:**
  + Undercharged Product
  + Conflicting amount
  + Payment Debit/Credit Card Blocked
* **Special Case Issues:**
  + Fraud Client (previously had CB/Refund history)
  + Skeptical Client/Dissatisfied customer
  + Copyright Sales
  + ROI Commitment
  + Barnes & Nobles/Physical book store sales
  + Amazon Affiliation
  + Trademark & Copyright
* **Deliverables and Production Issues:**
  + Deliverables Issue
  + Printed Copies +100
* **Verification and Quality Assurance:**
  + QA Verified

**4. Severity Level**

* **Low**
* **High**
* **Critical**

**5. Submit**

*(Click to submit the form)*