Screenshot

Sorry to let you know that we are unable to open the screenshot at the moment due to some technical issues.

I'd request you to share the details manually.

No need to share the screenshot as I truly believe you.

Could you share the screenshot of the error that you are getting?

You can share the screenshot by using the attach icon available on the chat box.

Sorry to let you know that we do not have the option to share the screenshot on the chat box.

Share Order ID

Could you please share the Order ID of that product so that I can assist you better in this regard?

Please share the Order ID so that I can assist you in this regard.

Sorry to let you know that the above mentioned Order ID is incorrect.

Sorry to let you know that without the Order ID, we would not be able to look for any information.

Sorry to let you know that we would not be able to look for any information from the contact number.

Thank you for sharing the Order ID.

You can find the order ID of that respective order from the 'My Orders' section of your Flipkart account.

No need to be worried.

Get it easily by using three simple steps mentioned below:

1. Go to your Flipkart account

2. Click on 'My Orders'

3. Click on that product that you are discussing about

You will be then able to see the order ID starting with OD××××××××××××.

Let me check that for you.

Not to worry.

Let me check that from your order history.

Please confirm whether it is the product " with Order ID " that you ordered in May , 2023?

Thank you for the confirmation.

Not to worry.

Let me check with another one.

Is it this one "?

Confirm Product

May I know the exact product name that you are discussing about?

Or Alternative

As your order has multiple items, may I know the exact product name that you are discussing about?

Please confirm whether we are discussing about ‘’?

Please confirm whether we are discussing about ‘’, for which you have placed an order on May _, 2023?

As I can check, there were _ products with this name in your order.

Thank you for confirming the product name.

Multiple Queries

As you have multiple queries, may I know your exact concern so that I can assist you better?

Please elaborate your concern so that I can assist you better.

Unable To Place A COD Order

Tag:- Back To Discovery > Product Purchase Queries

Could you please share the product page link so that I can help you in this regard?

Thank you for sharing the link.

Please share the pin code at which you are planning to buy this product.

Thank you for sharing the pin code.

Let me check that for you.

I'd like to let you know that availability of cash on delivery in an area depends on many factors such as the seller's location, delivery address and the type of product.

Also, cash on delivery service is available only for orders worth Rs.50,000/- or lower.

In case your total order value is beyond Rs.50,000/-, you can choose a prepaid mode of payment such as the below to complete the order:

1. Net banking
2. Credit card
3. Debit card
4. PhonePe Wallet
5. Gift Card

Here's how you can check if ‘Cash on Delivery’ mode of payment is available at your preferred delivery address:

1. Visit the product page and use the ‘Check Availability’ feature by entering the pin code.
2. Cash on Delivery availability will be displayed on the individual product page.

Please be informed that the sellers and courier service providers are rapidly expanding their services and hope to deliver in your area soon with Cash On Delivery options.

No worries, I have another suggestion for you.

If you like, you can also try placing the order using a different pin code so that ‘cash on delivery’ might be available on that pin code.

Please do not worry, we are already working on this issue.

However, if you want to purchase this product on cash on delivery only then you can also use any of your friend or family area pincode.

Please do not get disheartened. We will take it as a feedback and the seller will improve their services in the future.

Your cooperation and understanding towards this will be appreciated.

Non Serviceable Pin Code

Tag:- Back To Discovery > Product Purchase Queries > Customer Wants To Know About Serviceability In His Area

Could you please share the product page link so that I can help you in this regard?

Thank you for sharing the link.

I'd like to let you know that serviceability in an area depends on many factors such as the seller's location, delivery address and the type of product.

Not to worry. I have another suggestion for you.

If you'd like, you can try placing the order using a different pin code such as your friends', relatives' or at your workplace.

Possibly, there might be a technical issue at the moment.

Please do not worry, we are already working on this issue.

Please be informed that the sellers and courier service providers are rapidly expanding their services and hope to deliver in your area soon.

Please do not get disheartened. We will take it as feedback and the seller will improve their services in the future.

Your cooperation and understanding towards this will be highly appreciated.

I'd request you to stay updated with the website for the availability of these products.

You can place an order as soon as they are available at your pin code.

Out Of Stock Enquiry

Tag:- Back To Discovery > Non Order > Suggested > Product Purchase Queries > Okay

Could you please share the product page link so that I can help you in this regard?

Thank you for sharing the link.

As I can check, the product is not available/Out of Stock

I'd suggest you to use the 'Notify Me' option available under the product image so that you will be notified via Email whenever this product gets back in stock.

Hub Details

Specific Delivery

Normal Product / Non-Large

Tag: Suggested > Status Check

I understand your concern but sorry to inform you that currently, the courier partner does not have an option to schedule delivery at a particular time frame due to courier constraints.

No worries, I have another suggestion for you.

In case you'd not be available at the time of delivery, you could have a friend, a family member or your neighbor to collect the package on your behalf.

Share Complete Order Status

Grocery/Large

Tag: Suggested > Schedule Delivery

I’m really sorry, due to limited slot availability, couriers are currently unable to accept a change in the delivery slot.

No worries, I have another suggestion for you.

In case you’d not be available at the time of delivery, you could have a friend, a family member or your neighbor to collect the package on your behalf.

Share Complete Order Status

Delivery After Promised Date

Tag: Suggested > Status Check

I’m sorry to let you know that the seller does not have the option to schedule the delivery for a later date **after the promised** date.

No worries, I have another suggestion for you.

In case you’d not be available at the time of delivery, you could have a friend, a family member or your neighbor to collect the package on your behalf.

Share Complete Order Status

Extra Assurance Templates

There is a possibility that you may receive the order today.

However, we would not be able to commit for that as it depends upon the courier service provider.

While I understand that you'd like to get **all items in your order at the same time**, I'm really sorry to let you know that it isn't possible as the sellers are spread across different locations which is why you receive them on different dates.

Priority Delivery

Tag: Suggested > Priority Delivery

I'd like to let you know that the delivery date of an item depends on many factors like the seller's location, your delivery address and the type of product ordered.

Based on that, a definite date for the delivery of your order is given to you.

Although the seller would love to surprise you with an early delivery, it's not something they can promise as the delivery of the product depends on many things.

Share Complete Order Status

Not to be worried.

The courier partner will ensure to deliver your order on or before May _, 2023.

Faster delivery request on the promised day when the order is OFD.

As I can check, your order is out for delivery.

I am sorry to inform you that the delivery of your order depends on the distance to your doorstep from the hub, traffic in your area, and the mode of transport used by the Delivery Executive.

Hence, we are unable to schedule the delivery for a particular time frame.

Please be assured that the Delivery Executive will try their best to deliver your order at or before 7 PM today.

Slot Change / Delivery Date Change

NON LARGE

Shipped

You can change the delivery date of your order until it is Out For Delivery by following the below steps.

Visit 'Orders' section of your Flipkart account.
Select the order for which you wish to change the delivery date.
Click on the 'Change Date' option.
Select the preferred date for delivery.

Out For Delivery

We see that your order is ‘Out For Delivery’.

You can change the delivery date of your order by reaching out to the Delivery Executive using the contact details shared with you via SMS.

Large

Before Shipping

You can change the delivery date of your order until it is shipped by following the below steps.

Visit 'Orders' section of your Flipkart account.
Select the order for which you wish to change the delivery date.
Click on the 'Change Date' option.
Select the preferred date for delivery.

After Shipping

I understand that you wish to change the delivery date of your order.

Since your order has been shipped, you can change the delivery date of your order by calling the Delivery Executive once your order is ‘Out For Delivery’.

You will receive Delivery Executive’s details via SMS once your order is Out For Delivery.

Out For Delivery

We see that your order is ‘Out For Delivery’.

You can change the delivery date of your order by reaching out to the Delivery Executive using the contact details shared with you via SMS.

Schedule Delivery

Tagging: Schedule Delivery

I'm happy to inform you that the delivery date can be scheduled.

Please be informed that the delivery date cannot be earlier than the promised delivery date.

It can only be scheduled for any available dates after the promised delivery date.

Please share the desired date for the delivery of your order.

I would like to inform you that the delivery date of your order has been scheduled for May , 2023.

Assurance Templates

However, it is the maximum delivery time frame shared with you.

Orders get delivered much before the given time frame.

Rest assured, the courier partner will do their best to deliver your product at the earliest.

I do understand that you have been waiting for many days for your order.

I'd also like to inform you that the courier partner also needs appropriate time to deliver your product.

If they don't get that time, they will not be able to fulfill your requirement.

Rest assured. Your order is on track and will be delivered to you at the earliest.

Order Status

Self Serve (Share in end After Resolution Before Further Assistance)

Your order details are available at your fingertips.Just log in to your Flipkart account and visit the ‘Orders’ page on our app, website or msite.

Order Status On Hold

I'd like to let you know that your order has not yet been approved by the seller.
This is because of some technical issues faced by the seller.

Rest assured, you will get an update on the status of your order through an email and SMS within 24 hours from the time when the transaction is made.

Either the order will be confirmed or you will receive a refund notification for this amount.

If the order is confirmed, you will receive the details of the order and expected delivery date.

In case the order is not confirmed, you will receive a refund notification for this amount.

Hence, I'd request you to wait for 24 hours for any confirmation.

Approved

Tag: Suggested > Status Check

I'd like to inform you that your order has been **approved** by the seller.

Please be informed that your order will be delivered to you by May _, 2023.

Once the order is shipped, you will get the tracking details by SMS.

Ready To Be Shipped

Tag: Suggested > Status Check

I'd like to inform you that your order is **ready to be shipped** by the seller.

Please be informed that your order will be delivered to you by May _, 2023.

Once the order is shipped, you will get the tracking details by SMS.

Shipped

Your order has been shipped by the seller via _ courier service provider on May _, 2023.

You'll be happy to know that your order is on track and you can expect the delivery by the promised date which is May 14, 2023.

I'd like to let you know that your order will be delivered to you by May _, 2023.

Your order is in _ as per the last tracking update.

Here is the Tracking ID:

----- Copy Tracking Link From Courier Website------- Do not copy from here

You can track your order anytime through the above tracking link.

Unable To Track

I'm sorry to let you know that the tracking details are not available at the moment.

I'm sorry to let you know that we are unable to track the order at the moment due to some technical issues.

There might be a technical issue from the courier end.

The tracking details would be updated very soon.

Line only for Ekart Logistics:-

You will get the Delivery Executive's details by SMS, once your order is out for delivery.

If the order reaches to the nearest hub (use only when cx is saying that my order reaches to the nearest hub)

I completely understand your concern, but it totally depends on the courier service provider.

I understand that your order reaches your nearest hub, but the courier service provider delivers the product according to their planned delivery schedules.

I hope you understand.

(share complete order status also)

Promised Date

I’m happy to inform you that your order will be delivered to you today by 7 PM.

I'd like to inform you that your order has been shipped by the seller via __ courier service provider on May _, 2023.

Your order is in _ as per the last tracking update.

Here is the tracking ID: _

----- Copy Tracking Link From Courier Website------- Do not copy from here

You can track your order anytime through the above tracking link.

Line only for Ekart Logistics:-

You will get the Delivery Executive's details by SMS, once your product is out for delivery.

Extra Line After 4 PM:-

The courier service providers will do their best to get the order delivered as per the promised timeline.

However, in the unlikely event of the order getting delayed, the courier service providers will be intimated about this and they will attempt the delivery within the next business day.

You can check your order status here: http://fkrt.it/bqWLi~NN

CX saying is still shipped not OFD

As today is the promised date, I would request to wait till 7 PM today.

Please be informed that sometimes the product is in transit but the status has not been updated yet.

Hence I’d request you wait today till 7 PM.

Resolution Templates

The order has already been reached at your **nearest hub**.
* (Only If Order reached nearest hub)

You will be notified via Email and SMS once the order is out for delivery.

Rest assured, your order is on track and will be delivered to you by

The courier partner will do their best to deliver your product at the earliest.

Hence, I'd request you to wait till 7 PM for the order to get delivered.

If the order is still not delivered by 7 PM, you can get back to us and we will be more than happy to assist you further.

Promised Date After 7 PM

I'm sorry to let you know that your order could not be delivered by the promised timeline.

This is because of some unforeseen issues faced by the courier service provider.

Do not worry.

The courier service partner will attempt to deliver the order within the next business day.

Your order is _ as per the last tracking update.

----- Copy Tracking Link From Courier Website------- Do not copy from here

You can track your order anytime through the above tracking link.

Rest assured, the courier service provider will try their best to deliver your order at the earliest.

Tag in Status Check or as per 1st VOC

Out For Delivery

I'm happy to inform you that your order is out for delivery and will be delivered to you today by 7 PM.

Your order is in _ as per the last tracking update.

Here is the tracking ID: _

----- Copy Tracking Link From Courier Website------- Do not copy from here

You can track your order anytime through the above tracking link.

Line only for Ekart Logistics If Order is Out For Delivery

Here are the details of the Delivery Executive from Ekart Logistics who will deliver your order:

Bridge Number:
Pin:

You can contact the Delivery Executive from your order registered contact number using the above mentioned bridge number and pin.

Extra Line After 4 PM:-

However in the unlikely event of order getting delayed, the courier service provider will be intimated about this and they will attempt the delivery within the next business day.

Promised Date Remaining:-

However in the unlikely event of order getting delayed, the courier service provider will be intimated about this and your order will be delivered to you by May , 2021.

Resolution Templates

Your order is out for delivery and will be delivered any **moment** from now.

If the order is still not delivered till 7 PM, you can get back to us and we will be more than happy to assist you further.

FE Details Available

Tag: Suggested > FE Details

Here are the details of the Delivery Executive from Ekart Logistics who will deliver your order:

Bridge Number:
Pin:

You can contact the Delivery Executive from the order registered contact number using the above mentioned bridge details.

Other Queries

May I know whether you are trying to **contact** the **Delivery Executive** from your order **registered contact numbe**r?

You can contact the Delivery Executive only from the order registered contact number.

May I know whether you are using the **'pin'** along with the **'bridge number'** to contact the Delivery Executive?

If the Delivery Executive is **not picking up your cal**l, no need to worry.

In case the Delivery Executive's **number is not reachable**, no need to worry.

The Delivery Executive may be **on his way** to deliver your order.

The Delivery Executive may **call** you if he is **unable to locate your address**.

The Delivery Executive will deliver the order at your **doorstep** only.

Your order is out for delivery and will be delivered to you **any moment from now**.

They are **professionally trained and expert enough** to find the address and deliver the order timely.

As you have selected doorstep delivery, the order will be delivered at your doorstep only.

FE Details Not Available

Tag: Suggested > FE Details

I'm sorry to let you know that the Delivery Executive's details are not updated by the courier service provider.

But not to be worried.

If the Delivery Executive is **not picking up your cal**l, no need to worry.

In case the Delivery Executive's **number is not reachable**, no need to worry.

The Delivery Executive may be on his way to deliver your order.

The Delivery Executive may **call** you if he is **unable to locate your address**.

The Delivery Executive will **deliver** the order at your **doorstep** only.

The Delivery Executive may call you on the alternate contact number.

Your order is out for delivery and will be delivered to you any moment from now.

They are professionally trained and expert enough to find the address and deliver the order timely.

As you have selected doorstep delivery, the order will be delivered at your doorstep only.

The Delivery Executive **works on all days** to deliver orders to our valuable customers like you.

Wishmaster Denied Doorstep Delivery

Tag: Suggested > Wishmaster Related Issues > Wishmaster Refused Doorstep Delivery

May I know the exact reason, the Delivery Executive shared with you for denying the delivery at doorstep?

<<<< Escalate The Issue >>>>

Wishmaster Took Extra Money

Tag: Suggested > Wishmaster Related Issues > Wishmaster Did Not Give Change

May I know the exact amount that the Delivery Executive took from you?

<<<< Escalate The Issue >>>>

Other Order Related Concerns:-

CX Deleted Delivery OTP:

May I know whether you are discussing about the OTP that is required at time of delivery?

You can look for the OTP on the order details page under 'My Orders' on the Flipkart app.

No need to worry. The Delivery Executive has the option to resend the OTP on the order registered contact number.

You can ask the Delivery Executive for the same and he will resend the OTP.

Delivery Date:

You can check for the estimated delivery promise date while placing the order.

An estimated delivery date is shown on the product page and it might change at the time of placing the order.

You will get a promised delivery date for your order once the order is placed.

Share Order Details

You can share the order details with the person you like.

Follow these simple steps to share the order details with someone:

1. Go to 'My Orders'

2. Click on 'Share Order Details'

That's It! You can easily share order details with your loved ones.

Sorry to let you know that these details are not updated with us.

Revised Promise Date:

I'm really sorry that the promised delivery date of your order has been **revised** due to an **unforeseen** issue faced by the seller.

I do understand that you were expecting the order to be delivered by May _, 2023.

Rest assured, the courier partner will ensure to deliver your order on or before May _, 2023.

However, it is the maximum delivery time frame shared with you.

Orders get delivered much before the estimated time frame.

Rest assured, the courier service provider will do their best to deliver your order at the earliest.

I'd like to inform you that your order has been shipped by the seller via __ courier service provider on May _, 2023.
.
Your order is in _ as per the last tracking update.

Here is the tracking ID: _

ekartlogistics.com/track/----Ekart Link------- Do not use this

You can track your order anytime through the above tracking link.

Line only for Ekart Logistics:-

I'd like to inform you that you will get the Delivery Executive's details by SMS, once your product is out for delivery.

Undelivered Attempt

Tag:- Suggested > As Per VOC

Before Promised Date

As per the update from the courier service provider, the Delivery Executive tried to deliver your order on May _, 2023.

But could not do so due to some **unforeseen** issues.

But could not do so as you have **rejected** the order on the **doorstep** at the time of delivery.

But could not do so as the **address** mentioned by you while placing the order is **incomplete.**

No need to worry.

The courier service provider will make two more attempts to deliver your shipment by May , 2021.

Please be informed that the next delivery attempt will be made within 01/02 business days from the day of the previous attempt.

Your order is in (location) as per the last tracking update.

Ekart: 01 Business Day

3PL: 02 Business Day

https//------- Copy Link From Courier Website----------

You can track your order anytime through the above tracking link.

Rest assured, the courier partner will do their best to deliver your product at the earliest.

On Promised Date

Tag:- Suggested > As Per VOC

As per the update from the courier service provider, the Delivery Executive tried to deliver your order on May _, 2023.

But could not do so due to some **unforeseen** issues.

But could not do so as you have **rejected** the order on the **doorstep** at the time of delivery.

But could not do so due as there was a **mismatch** in the pin code and address given by you at the time of placing order.

No need to worry. The courier service provider will make two more delivery attempts to deliver your shipment.

Please be informed that the next delivery attempt will be made within 01/02 business days from the day of the previous attempt.

Ekart: 01 Business Day

3PL: 02 Business Day

Your order is in (location) as per the last tracking update.

https//------- Copy Link From Courier Website----------

You may track your order anytime through the above tracking link.

Rest assured, the courier partner will do their best to deliver your product at the earliest.

Reattempt (IVR)

Tag: Suggested > Status Check

As per the update from the courier service provider, the Delivery Executive tried to deliver your order on May _, 2023

But could not do so as you have not responded to the verification call.

Not to be worried. I'd like to inform you that you will get an IVR call within 48 hours from the time of the previous call.

Please confirm the order on the call.

Once you confirm your order, they will make a reattempt for delivery within 48 hours.

Please be informed that they will call you three times.

If you are unable to pick your call, your order will get cancelled automatically.

Hence, I'd request you to pick the IVR call so that you may get your order.

Your order is in (location) as per the last tracking update.

https//------- Copy Link From Courier Website----------

You can track your order anytime through the above tracking link.

Misroute

Tag:- Suggested > Status Check

I'm really sorry to let you know that the delivery of your order has been delayed due to a mismatch in the address and the pincode that you have mentioned while placing the order.

Do not worry. The courier partner will ensure to deliver your order on or before May _, 2023.

I'd like to inform you that your order has been shipped by the seller via __ courier service provider on May _, 2023.

Your order is in _ as per the last tracking update.

Here is the tracking ID: _

https://ekartlogistics.com/track/_____

You may track your order anytime through the above tracking link.

Line only for Ekart Logistics:-

You will get the Delivery Executive's details by SMS, once your product is out for delivery.

Amount Debited Order Not Confirmed

Within 24 Hours

1.) Payment Successful

If Refund Details Are Not Available:

Tag:- Suggested Issues > Amount Debited Order Not Confirmed

CX asked for order status. Payment is successful. Requested the CX to wait for 24 hours for any confirmation. Informed that either the order will be confirmed or they will receive a refund notification for this amount.

As I can check, you have made a payment of Rs._/- for this order today itself.

I'd like to inform you that the payment is successful but the order has not been yet confirmed by the seller.

Rest assured, you will get an update on the status of your order through an email and SMS within 24 hours from the time when the transaction is made.

Either the order will be confirmed or you will receive a refund notification for this amount.

If the order is confirmed, you will receive the details of the order and expected delivery date.

In case the order is not confirmed, you will receive a refund notification for this amount.

Hence, I'd request you to wait for 24 hours for any confirmation.

Resolution

Sometimes the conditions go unexpected, but we are working closely to make your shopping experience a delightful one.

I would like to inform you that 24 hours is the maximum time, it may update in a few hours as well.

Order gets approved instantly, however, sometimes it may take up to 24 hours to get updated.

Please do not worry. It rarely happens that the transaction is successful but the order is not confirmed.

I can totally understand that you are worried about your hard-earned money.

Please do not worry; if your order does not get approved, the seller will initiate the transfer of the full amount to your source account.

If you still face any issues after 24 hours, you can get back to us, and we will take immediate action to resolve the issue at the earliest.

Your money is always safe and secure when you shop on Flipkart.

If Refund Details Are Available:

Tag:- Suggested Issues > Refund Related
Notes:-
Nearest tag.Payment was successful but order was not confirmed. Informed about refund and shared refund sla.

As I can check, you have made a payment of Rs._/- for this order today itself which is successful.

I'm sorry to let you know that your order was not confirmed as the seller was not able to fulfil the order.

Not to worry.

Please be informed that the refund of Rs._/- has been _ by the seller and it will be credited by May _, 2023 to your _.

In case the amount is still not credited by May _, 2023, you can get back to us and we will take immediate action to resolve this issue.

In the meanwhile, if you like, you can place a fresh order for this product using ‘Cash on Delivery’ as a payment method.

2.) Payment Pending

Tag:- Suggested Issues > Amount Debited Order Not Confirmed
Notes:-
CX asked about order status. Informed that payment is in pending state. Requested the CX to wait for 24 hours for any confirmation. If the transaction is successful, they will receive an order confirmation with the expected delivery date and in case the transaction is unsuccessful, the refund will be credited back to source.

As I can check, you have tried to make the payment of Rs._/- for your order on

I'd like to inform you that the order has not been yet confirmed by the seller as the payment is currently in pending state.

No need to worry.

You will get an update on the status of your order through an Email and SMS within 24 hours from the time when the transaction is made.

If the transaction is successful, you will receive an order confirmation with the details of the order and expected delivery date.

In case the transaction is unsuccessful, the refund will be credited back to source.

Hence, I'd request you to wait for 24 hours for any confirmation.

Please do not worry.

It rarely happens sometimes that the transaction goes in ‘Pending State'.

Your money is always safe and secure when you shop on Flipkart.

If you still face any issues after 24 hours, you can get back to us and will take immediate action to resolve the issue at the earliest.

3.) Payment Failed

Tag:- Suggested Issues > Amount Debited Order Not Confirmed
Notes:-
CX asked about order status. Payment status was failed. Informed the CX about this and also informed that in case, if there is any amount debited from your account, it will be reversed within 08 business days from the date of transaction.

As I can check, the payment of Rs._/- that you have made for this order on , has failed due to the reason '

Hence, the order was not approved by the seller.

No need to worry.

In case, if there is any amount debited from your _, it will be reversed within **08 business** days.

(EGV)
In case, if there is any amount debited from your Flipkart Gift Card, it will be reversed within **01 business day.**

If you'd like, you can place a new order and can also choose 'Cash on Delivery' as the payment mode.

Resolution

It rarely happens sometimes that the transaction fails and amount is still debited.

Please do not worry.

If any amount which has been debited from your account, it will surely be reversed to your account within 08 business days.

Hence, I'd request you to wait for that.

Your money is always safe and secure when you shop on Flipkart.

However, it is the maximum time frame shared with you for the reversal of the amount.

In most cases, the amount is reversed much before 08 business days.

After 24 Hours

1.) Payment Successful

If Refund Details Are Not Available:

Tag:- Suggested > Amount Debited Order Not Confirmed
Notes:-
CX asked for order status where payment is successful and order is not confirmed after 24 hours and refund also not initiated. Hence assigning.
ALT-

As I can check, you have made a payment of Rs._/- for this order on May _, 2023.

The payment was successful but I'm really sorry to let you know the order was not confirmed by the seller.

No need to worry.

I’m going to escalate this issue to the concerned team so that you may get the resolution at the earliest.

I'd like to inform you that I have escalated your issue to the concerned team.

Rest assured, you will get the resolution on or before May _, 2023 in this regard.

If Refund Details Are Available:

Tag:- Suggested > Refund Related
Notes:-
Payment was successful but order was not confirmed after 24 hours. Informed about refund and shared refund TAT.

As I can check, you have made a payment of Rs._/- for this order on May _, 2020, which was successful.

I’m sorry to let you know that your order was not confirmed as the seller was not able to fulfil the order.

Please be informed that the refund of Rs._/- has been _ by the seller and it will be credited by May _, 2023 to your _.

Hence, I'd request you to wait till May_, 2021 for the refund amount to reflect in your _.

In case the amount is still not credited by May _, 2023, you can get back to us and we will take immediate action to resolve the issue.

Please do not worry.

Your money is always safe and secure when you shop on Flipkart.

2.) Payment Pending

Tag:- Suggested > Amount Debited Order Not Confirmed
Notes:-
CX asked for order status where payment is pending and order is not confirmed after 24 hours. Hence assigning.
ALT-

As I can check, you have tried to make the payment of Rs._/- for your order on May _, 2023.

I’m sorry to let you know that the payment status is still showing as ‘Pending’.

No need to worry.

I’m going to escalate this issue to the concerned team so that you may get the resolution at the earliest.

I'd like to inform you that I have escalated your issue to the concerned team.

You will get the resolution by May _, 2023 in this regard.

3.) Payment Failed

Tag:- Suggested Issues > Amount Debited Order Not Confirmed
Notes:-
CX asked about order status. Payment status was failed. Informed the CX about this and also informed them that In case, if there is any amount debited from your account, it will be reversed within 08 business days from the date of transaction.

As I can check, the payment of Rs._/-, that you have made for this order on May _, 2023, has been failed due to

Hence, the order was not approved by the seller.

No need to worry.

In case, if there is any amount debited from your _, it will be reversed **within 08 business** days from the date of transaction.

EGV

In case, if there is any amount debited from your Flipkart Gift Card, it will be reversed within **01 business day from the date of transaction.**

If you’d like, you can place a new order and can also choose ‘Cash on Delivery’ as the payment mode.

Resolution Templates

It rarely happens sometimes that the transaction fails and amount is still debited.

Please do not worry.

If any amount has been debited from your account, it will be surely reversed to your account within 08 business days.

Hence, I'd request you to wait for that.

Your money is always safe and secure when you shop on Flipkart.

However, it is the maximum time frame shared with you for the amount reversal.

In most cases, the amount is reversed much before 08 business days.

Your money is safe and secure when you shop on Flipkart.

Customer Not Received The Product But Got Delivery Confirmation SMS

Product: Other Than Mobile

As I can check with the update from the courier service provider, the order was delivered at your address on May _, 2023/today itself.

May I know whether you have checked with your neighbors, relatives or friends if they may have received the order on your behalf?

Will Check:-

Tag:- Suggested > Customer Not Received The Product But Got Delivery Confirmation SMS
Notes:-
CX will check with neighbors and friends for the product.

Thank you for the confirmation.

Not to worry.

I'd request you to check with your friends, family or neighbors whether they may have received the order on your behalf.

In case you still face any issue, you can get back to us and we will be more than happy to assist you further.

Have Checked:-

1) Prepaid Order

Tag:- Suggested > Customer Not Received The Product But Got Delivery Confirmation SMS > Unresolved
Notes:-
CX checked with neighbors and friends and did not received the product.
ALT-

Thanks for the confirmation.

Please do not worry.

I'm going to escalate this issue so that you may get the resolution at the earliest.

I'd like to inform you that I've escalated this issue to the concerned team.

You will get the resolution by May _, 2023 in this regard.

2) COD Order

Tag:- Suggested > Customer Not Received The Product But Got Delivery Confirmation SMS
Notes:-
CX not received the product but got delivery confirmation SMS in COD order.
Requested to place a fresh order.

I'm sorry to let you know that the order status was wrongly updated as ‘delivered’ from the courier service end.

Not to worry.

I'd like to inform you that this order may not be delivered to you due to some unforeseen issues.

The order status either might have been wrongly marked as 'delivered' or may have been delivered at a wrong address.

Hence, I’d request you to place a fresh order for this item.

We are working closely with the seller community to make your shopping experience a delightful one.

The courier service provider will make sure that you do not face any problems from your next order.

I'd like to thank you for your patience and kind understanding towards this.

OTP Delivery Service Denial

I would like to let you know that, as per the latest update from the courier service provider, the delivery executive has already handed over your order after validating the secure code that was shared as an SMS on your registered phone number and also on the order details page.

Since the delivery was arranged through secure code based delivery, the code was sent only to your registered phone number and is visible on the order details page.

The seller will not be able to investigate this further as the delivery was done only after the code was provided to the delivery executive.

Product: Mobile

Tag:- Suggested > Customer Not Received The Product But Got Delivery Confirmation SMS > Unresolved
Notes:-
CX checked with neighbors and friends and did not receive the product.
ALT-

May I know whether you have checked with your neighbors, relatives or friends if they may have received the order on your behalf?

Thank you for the confirmation.

Please do not worry

I'll ensure to do my best to assist you in this regard.

I'm going to escalate this issue so that you may get the resolution at the earliest.

I'd like to inform you that I've escalated this issue to the concerned team.

You will get the resolution by May _, 2023 in this regard.

After 7 Days

Tag:- Suggested > Customer Not Receive The Product But Got Delivery Confirmation SMS > Will Check

Notes:-
CX came with an issue the they got delivery confirmation SMS but haven't received the product. Informed CX that the seller could have only helped if they had come to us within 7 days after the order status was updated as 'delivered'.

As I can check, the order status was updated as delivered on May _, 2021.

I'm sorry to let you know that the seller would not be able to help you in this case.

The seller would have helped you in case you have come to us regarding this issue within 7 days after the order status was updated as 'delivered'.

Order Value Above 700/-

Tag:- Suggested > Customer Not Receive The Product But Got Delivery Confirmation SMS
Notes:-
CX asked about product marked as delivered but they didn't received. Informed CX that the order was delivered through secure code and the seller would not be able to investigate this. Requested CX to check with friends, neighbors and relatives.

As I can check with the update from the courier service provider, the order was delivered at your address on May

May I know whether you have checked with your neighbors, relatives or friends if they may have received the order on your behalf?

I'd request you to check with your friends, family or neighbors whether they may have received the order on your behalf.

I'd like to let you know that the order was delivered at your address after successful OTP authentication.

The secure code which was delivered on your order registered contact number, had been shared with the Delivery Executive at the time of delivery.

Since the order was delivered through secure code based delivery, the seller will not be able to investigate this further.

Order Modification

Tag:- Suggested > Policy Related
Notes:-
CX wanted to change the color/size of the product. Politely denied and suggested CX to cancel this order and place a fresh order with the desired size/color.

I truly understand that you want to change the color/size of your product.

I'm really sorry to let you know that once the order is placed, the seller will not be able to modify the order.

No worries, I have another suggestion for you.

If in case you want to modify your orders, I would like to inform you that you have to cancel your order and place the fresh order for the same with updated details.

Share product lin-

Alternative messages if required according to the scenario-

If you'd like, you can place a fresh separate order for this item with the desired size/color.

I'd also like to let you know this product has _ days return/replacement policy.

In case you face any issue with the product after the delivery, you can get back to us and we will be more than happy to assist you further.

-------- Share Order Status Also ----

Extra:-
I'd recommend placing a separate order as variety is always better.

Delivery Charges

Shipping charges vary based on sellers and products.

That being said, you get free delivery for purchases made from sellers with a 'Plus' tag for purchases above ₹ 500.

Also, a few products like the wide range of books listed on our website and app come to you at zero delivery fees.

I'd like to inform you that if you place an order for Flipkart Assured products, there will be no delivery charges as you are a plus member.

I'd also like to let you know that if you place an order for Non-Flipkart Assured products, there will be delivery charges set by the seller.

As I can check that you have selected a Non-Flipkart assured product.

Hence, there are delivery charges with the product.

You can check for the delivery charges while placing the order.

Do not worry, if you do not want to pay the delivery charges, you may select any Flipkart Assured product.

Approval On Hold BNPL

Tag:- Suggested > Policy Related
Notes:-
No exact tag. Cx asked about order which is approval on hold due to BNPL. Informed CX that they may need to clear dues of Flipkart Pay Later and then the order will be approved by the seller.

I'd like to let you know that your order has not yet been **approved** by the seller.

This is because you have not yet cleared the dues of Flipkart Pay Later.

I'd request you to pay the dues of Flipkart Pay Later.

Your order will be approved by the seller once you pay the dues of your Flipkart Pay Later account.

Once the order is approved and shipped, you will get the tracking details by SMS.

Approval On Hold TNS Reseller

Tag in Status Check and share only CPD and assurance templates for delivery.

Covid-19 Query

Delivery

Yes, we would like to assure you that the couriers will strive to deliver your order as per the scheduled date.

Safe To Accept Orders

We at Flipkart, are committed to safe deliveries and continue to follow the highest safety standards developed and institutionalized over the last several months.

We are ensuring that appropriate safety equipment such as masks, sanitisers are available with employees as they follow covid-appropriate behaviour during delivery of your orders.

In view of the Maharashtra State Government's new guidelines, we are taking definitive steps to ensure our frontline workers, including delivery, product installation executives and kirana partners, are tested for COVID-19 as expected while delivery.

Delivery Executive Vaccinated?

All delivery executives will be tested for COVID-19 and will also carry a negative COVID-19 test report during delivery for your easy reference.

Safe delivery of your order is our priority and you can collect your order without any worry.

Basic chat Format

Opening by bot

Took hold <Please give me a minute or two while I look up the details around your previous chat so that I can assist you without asking any questions that you may have already answered.>

Unhold the cx

Apology if needed//Aknowledgement//empathy//hold if required

Unhold

Resolution

(Email ID steps if not mentioned)
After 50 to 70 sec

CSAT if mail id mentioned

Closing