

# HOW to get the best from Amazon Seller Support

An overview of locations and times to call for the best results from Seller Support

9:00AM - 9:30AM CST	10AM - 2PM CST	2PM - 5PM CST	5PM - 6PM CST	7PM - 8PM CST	NIGHT
<b>SEATTLE</b>	<b>PHILIPPINES</b>	<b>NORTH DAKOTA</b>	<b>PUERTO RICO or COSTA RICA</b>	<b>SOUTH AFRICA</b>	<b>INDIA</b>
<ul style="list-style-type: none"><li>- for urgent matters</li><li>- one of the best ways to reach Executive Seller Relations</li><li>- they take action on issues</li><li>- don't do any "favors"</li><li>- can get you to feeds and catalog specialists</li></ul>	<ul style="list-style-type: none"><li>- provide standard, by-the-book answers</li><li>- not as helpful as other locations</li></ul>	<ul style="list-style-type: none"><li>- usually have to wait until they contact you, to get directly</li><li>- usually contacted through referrals from CR or PR</li><li>- can't usually get by request, but through FBA support cases</li><li>- problem solvers with a lot of power</li><li>- helpful with multiple issues if you have several ready</li><li>- they handle most difficult FBA issues</li></ul>	<ul style="list-style-type: none"><li>- will read you the notes on your account</li><li>- very friendly and relaxed</li><li>- VERY helpful and caring</li><li>- listen carefully and get things done</li><li>- will tell you what you need to do</li><li>- will write to Seller Performance for you</li></ul>	<ul style="list-style-type: none"><li>- can get you to Executive Seller Relations</li></ul>	<ul style="list-style-type: none"><li>- do a lot of legwork for you</li><li>- will research things on your account</li><li>- will create spreadsheets that could take hours of work</li><li>- will handle special programming requests</li></ul>



Reach out to us at [info@ecomsellertools.com](mailto:info@ecomsellertools.com) and we'll be happy to help further.

