



Erlinda Yunus <yunus.erlinda@gmail.com>

Corrections received - [IJPPM_05-2021-0273]

5 messages

subha.emerald@tnq.co.in <subha.emerald@tnq.co.in>
To: yunus.erlinda@gmail.com

Mon, Nov 8, 2021 at 8:29 AM

Dear Yunus Erlinda,

Article Title: Would compensation be necessary? The importance of service recovery strategy in e-retail delivery problems**Article ID:** 05-2021-0273

Thank you for submitting your corrections for your article 'Would compensation be necessary? The importance of service recovery strategy in e-retail delivery problems' which will publish in *International Journal of Productivity and Performance Management*. These have now been received via our online proofing system and are being reviewed. We will let you know if we have any questions.

If you have any questions about the proof corrections you have submitted, please contact me as soon as possible. Please note that further communication cannot be sent via the author proofing system. We expect to have your article published within four working days and will not be able to make any further amendments after this point.

If you have any questions about the rest of the production process, please contact me and I'll be pleased to support you.

The PDF summary of your corrections, generated from Proof central, can be downloaded from the following link for your reference: [edit_report.pdf](#)

Kind regards,

Bharath Paulson
subha.emerald@tnq.co.in

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Erlinda Yunus <yunus.erlinda@gmail.com>
To: subha.emerald@tnq.co.in

Mon, Nov 8, 2021 at 8:34 AM

Dear Bharath Paulson,

noted and thank you.

Sincerely,
Erlinda

[Quoted text hidden]

Erlinda Yunus <yunus.erlinda@gmail.com>
To: subha.emerald@tnq.co.in

Mon, Nov 8, 2021 at 8:42 AM

Dear Bharath Paulson,

I noticed that there was a missing word in the second paragraph, Subsection 3.1 (currently on page 5). This is my mistake.

The last phrase in this second paragraph was "**(which are perishable and easier to package and carry).**"

It should be: (which are **not** perishable and easier to package and carry). >> missing the word "NOT".

I already made a comment in Query 7 (Q7).

I hope this request could be fulfilled. Thank you,
Erlinda

[Quoted text hidden]

Arounkumar, Subha (TNQ) <subha.emerald@tnq.co.in>
To: Erlinda Yunus <yunus.erlinda@gmail.com>

Mon, Nov 8, 2021 at 7:37 PM

Dear Dr Yunus,

I confirm receipt of correction for your article and made note on below point too.

We will check and get back to you in case of any queries.

Best wishes,

Subha Arounkumar

On behalf of the IJPPM Production team | Emerald Publishing

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Erlinda Yunus <yunus.erlinda@gmail.com>
To: "Arounkumar, Subha (TNQ)" <subha.emerald@tnq.co.in>

Tue, Nov 9, 2021 at 6:37 AM

Thank you very much!

[Quoted text hidden]