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**International Journal of Productivity and Performance Management - IJPPM-05-2021-0273.R1**

1 message

**International Journal of Productivity and Performance Management**

&lt;onbehalf@manuscriptcentral.com&gt;

Reply-To: jeniwebster123@gmail.com

To: yunus.erlinda@gmail.com

Mon, Sep 6, 2021 at

7:11 PM

06-Sep-2021

Dear Dr. Yunus,

Your revised manuscript entitled "Would Compensation be Necessary? The Importance of Service Recovery Strategy on E-Retail Delivery Problems" has been successfully submitted online and is presently being given full consideration for publication in the International Journal of Productivity and Performance Management.

Your manuscript ID is IJPPM-05-2021-0273.R1.

Please be aware that due to the current pandemic the editorial team are experiencing a significant rise in submissions, whilst also accommodating additional work from their respective institutions. We kindly request your patience with the review process at this time. Thank you.

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Thank you for submitting your manuscript to the International Journal of Productivity and Performance Management.

Yours sincerely,  
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