

## TABLE OF CONTENTS

### 目 录

**Service Recovery Effect of Online Retailing: An Empirical Research**

(网络零售业服务补救效果的实证研究)

Z. M. WANG, X. L. WANG, J. Y. QI.....65

**Cigarette Inventory Management Based on Stock-to-Sales Ratio in CPFR Framework**

(CPFR 下基于存销比的烟草库存管理)

Y. X. ZHANG, X. Y. ZHANG, Y. M. XU, W. GE, E. H. ZHANG, H. B. ZHOU.....72