

Amazon Punchout Catalog – Business Customer Service

Contact business customer service to return item(s), cancel order(s) not shipped yet, for delivery questions, etc.


Following these steps will avoid the multi-step verification process required if you call customer service.

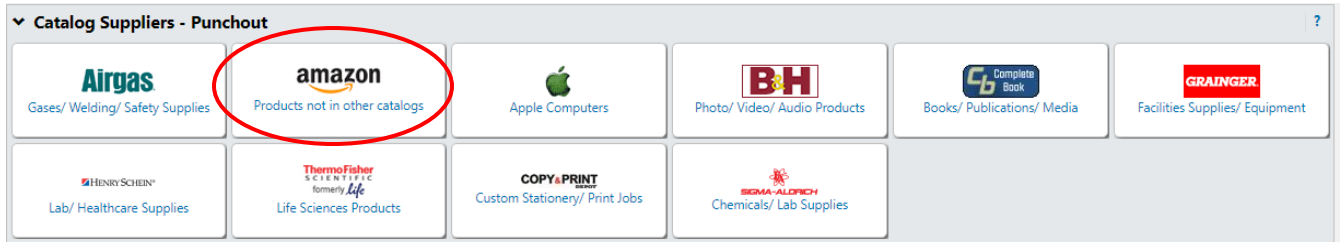
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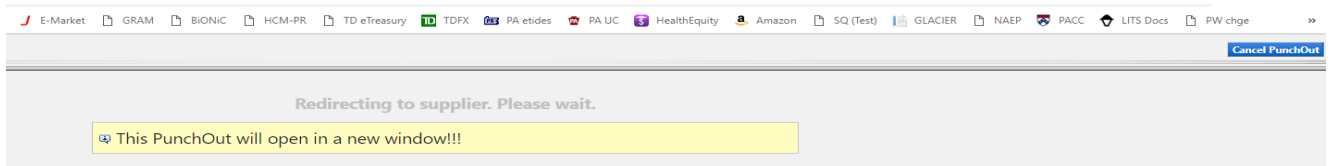
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Punchout & Sign in to Amazon account

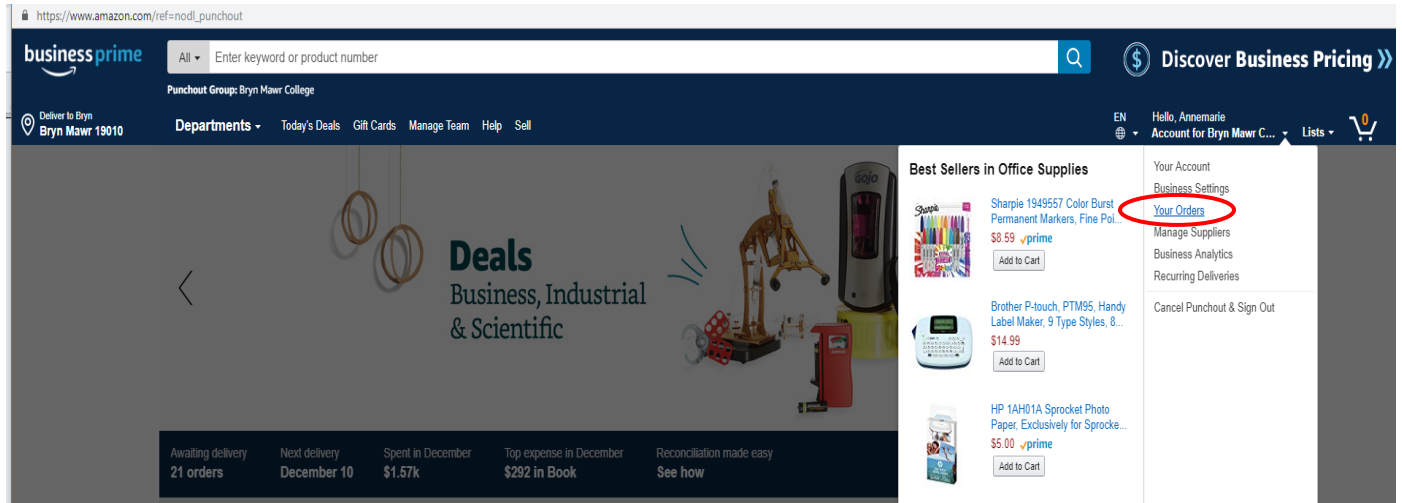
1. Login to E-Market.
2. In the *Catalog Suppliers – Punchout* section of the  Home menu, click on the *amazon* tile.



3. This screen below will appear temporarily.



4. Under your name, click on *Your Orders*.

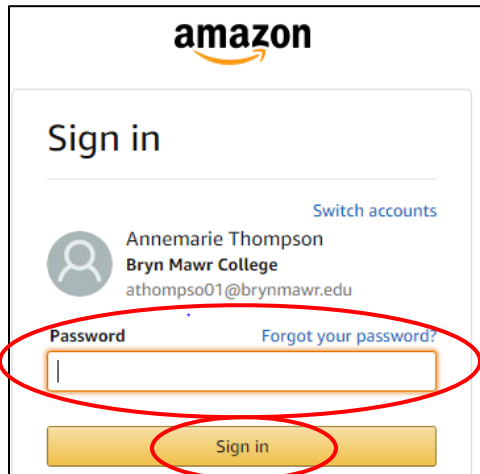


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- You will be prompted to *Sign in*. In *Password* field, enter your Amazon account password that you created when you registered then click *Sign in*. If you forget your password, click on *Forgot your password?*. You will receive an email from Amazon to re-set your password.



- Your screen should show a list of orders placed by you under this account. Please **DO NOT** click on the *Return or replace item(s)* or *Cancel items* buttons. These buttons do not currently work properly in the punchout.

A screenshot of the Amazon Business Prime 'Your Orders' page. The page header includes 'business prime' and a search bar. Below the header, it says 'Punchout Group: Bryn Mawr College'. The main content area shows 'Your Orders' with a search bar and a 'Search Orders' button. There is a dropdown menu for 'View Your Orders: Paid by Bryn Mawr College' and tabs for 'Orders', 'Open Orders', 'Digital Orders', and 'Cancelled Orders'. A notification says '1 order placed in past 6 months'. Below this, there is a table of orders. The first order is for a Samsung Galaxy View tablet computer, placed on December 4, 2018, for \$529.99. The order status is 'Pending Approval' and it needs to be approved in the purchasing system. There are buttons for 'Track package', 'Change shipping speed', 'Cancel items', 'View or edit order', and 'Buy it again'. At the bottom of the page, there is a dark blue bar with the text 'Have an idea to help us improve? Send feedback >'.

ORDER PLACED	PLACED BY	TOTAL	ORDER #
December 4, 2018	Annemarie Thompson Bryn Mawr College	\$529.99	112-9831268-5589016

- Follow the steps in the next section.

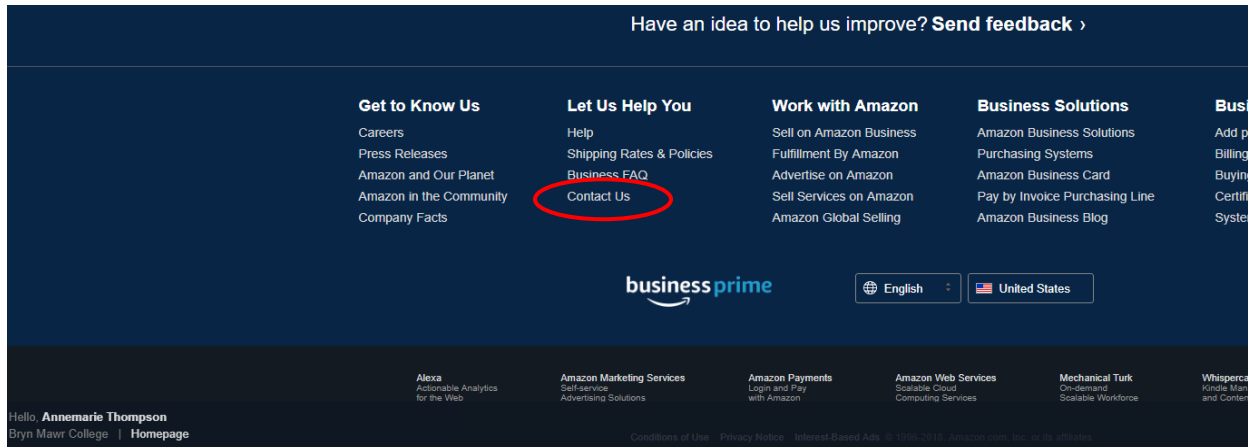
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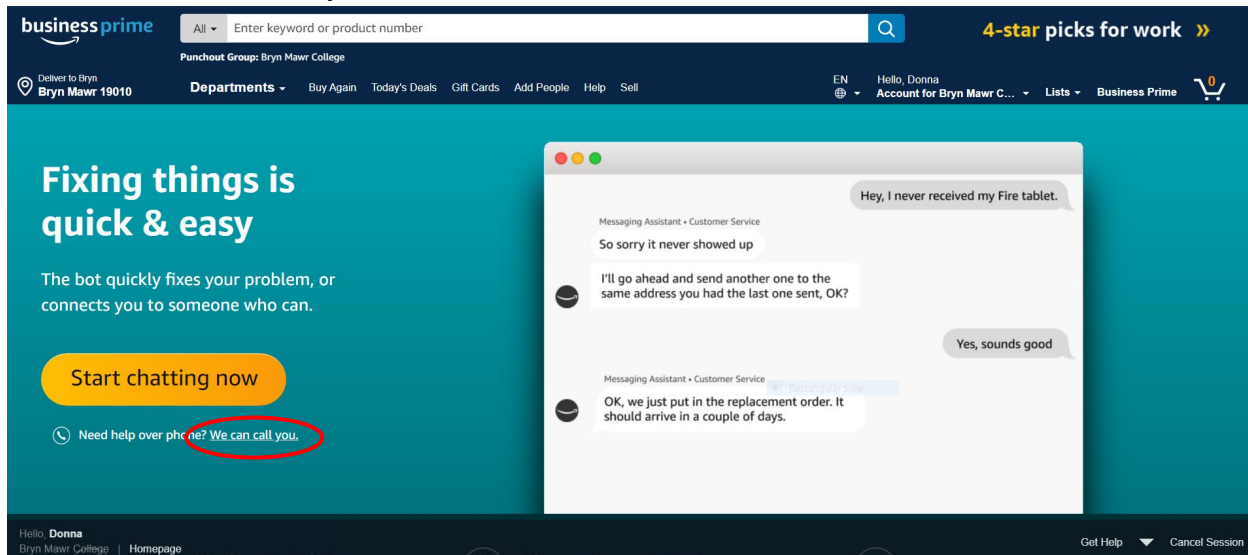
Following these steps will avoid the multi-step verification process required if you call customer service.

Request a customer service representative call you

1. After you are signed into your Amazon account through the punchout, scroll to the bottom of the page and click on *Contact Us*.



2. Click on the *We can call you* link.



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- Under *Tell us more*, choose the reason you need help from the dropdown choices.

- A second drop down opens, choose the detailed reason from the dropdown choices.

- Click *Phone*.

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- Next to *Your number*, enter the number you want them to call you at then click *Call me now*.

[Contact Us](#)

Talk with Amazon Customer Service

Have us call you right now about:

Order: Tuesday, October 30, 2018 / 112-8386092-2775439

Items: **NO ITEMS CHOSEN**
If your issue is not related to an order, click here

Issue: An Order I Placed
- Returns and refunds
- How to return an item
[Edit Issues](#)

Enter your number and click Call Me Now. (You'll need an open phone line.)
We'll call you and connect you to a customer service associate.

Country: Ext.

Your number: () -

[Call me now](#)

Click the "call me now" button to talk to a customer service associate. If your call is disconnected, we may use the number you are contacting us from to call you back immediately.
If you prefer, you can also call our [general help number](#).

- An Amazon Business customer service representative will call your phone.
- If you are not checking out, when finished with your phone call do the following to go back to E-Market.
 - In the bottom right hand corner of the screen, click **Cancel Session**.
 - In the top right hand corner of the screen, click **Cancel Punch-out**.