

Amazon Punchout Catalog – Business Customer Service

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

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

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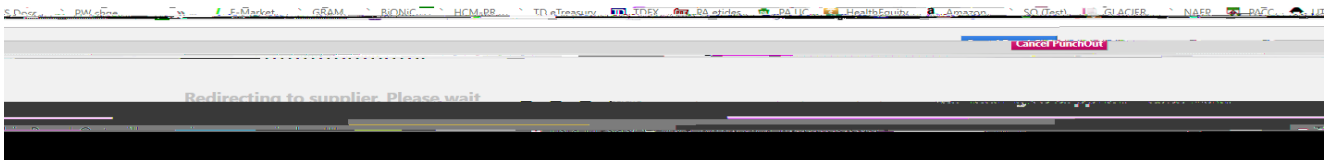
Punchout & Sign in to Amazon account

1. Login to E-Market.

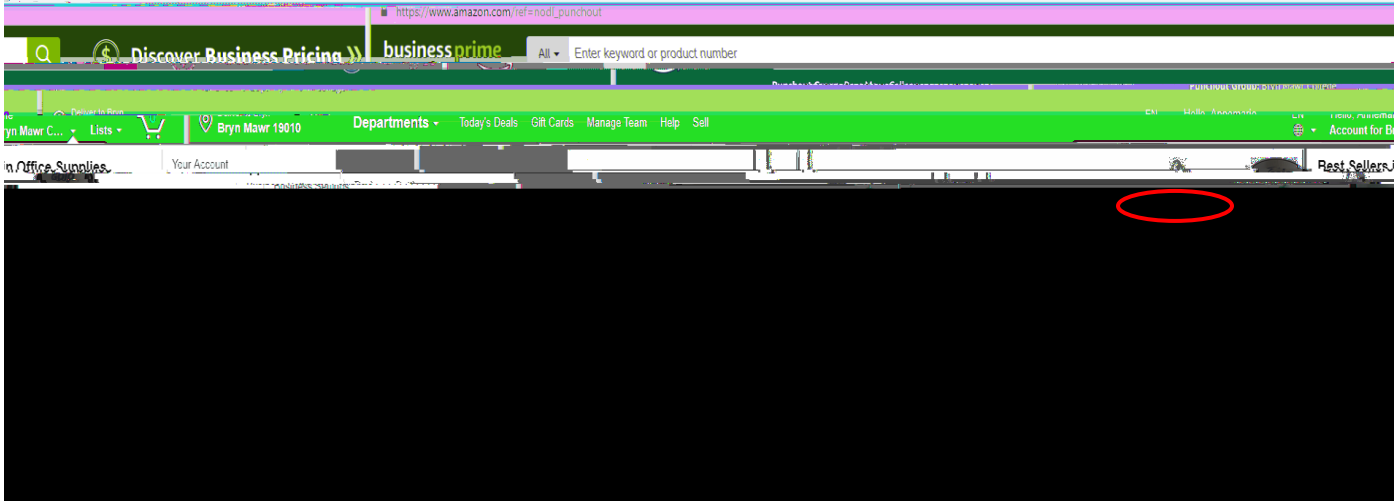
2. Catalog Suppliers – Punchout section of the Home menu, click on the amazon tile.



3. This screen below will appear temporarily.



4. Under your name, click on Your Orders.

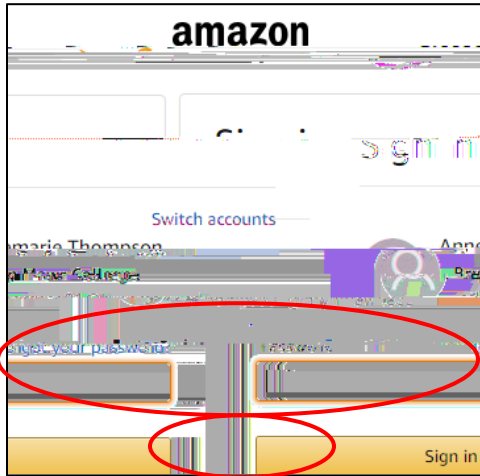


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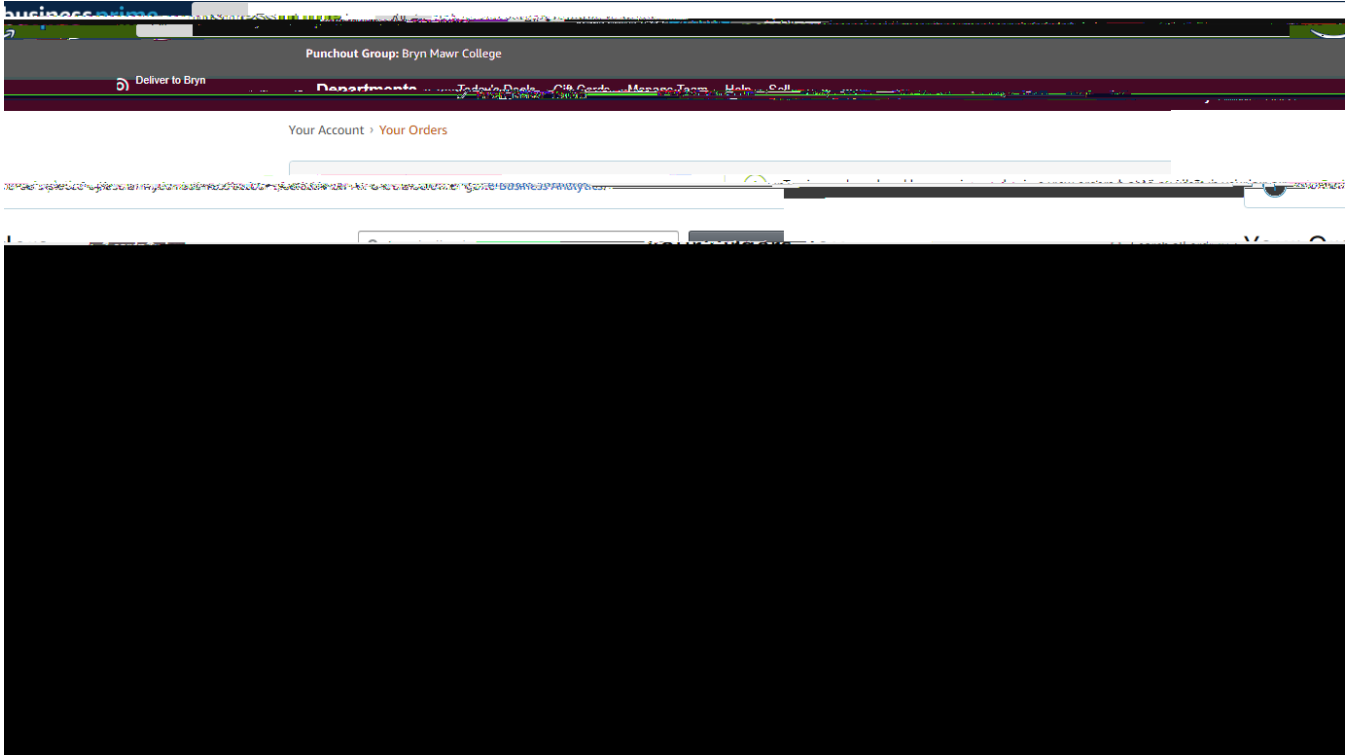
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5. You will be prompted to Sign in. In Password field, enter your Amazon account password that you created when you registered then click Sign in. If you forget your password, click on Forgot your password?. You will receive an email from Amazon to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



6. 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.



7. Follow the steps in the next section.

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

7. An Amazon Business customer service representative will call your phone.

8. You will receive a call from Amazon Business customer service. You will be able to speak to a representative who can help you with your order.