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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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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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.
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. Next to Select an issue, choose the reason you need help from the dropdown choices.

3. Next to Select issue details, choose the detailed reason from the dropdown choices.
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4. Click **Phone**.

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

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

7. If you are not checking out, when finished with your phone call do the following to go back to E-Market.
   a. In the bottom right hand corner of the screen, click **Cancel Session**.
   b. In the top right hand corner of the screen, click **Cancel Punch-out**.

December 2018  Questions? Contact bmcemarket@brynmaur.edu  Page 4 of 4