

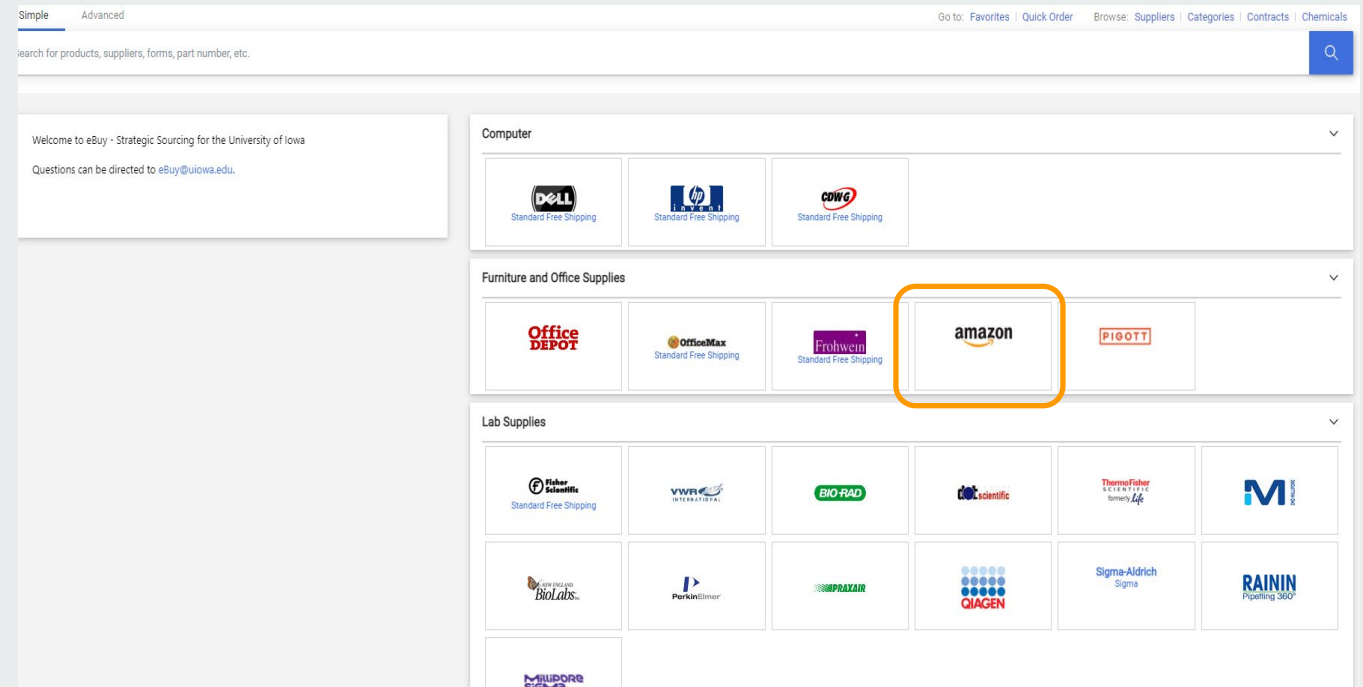


eProcurement Tips and Facts

How to Access Amazon Business

Amazon Business is integrated into University of Iowa's eBuy application. All users will access Amazon Business through eBuy regardless of how they have previously accessed Amazon.

- All registration flows start when the buyer clicks on the Amazon eBuy for the first time
- End users must have access to the Amazon Business punchout in eBuy order to access Amazon Business
- End users should NOT access Amazon Business directly (i.e. trying to sign in from the Amazon.com home page)



NOTE: you may receive a pop-up page error message when punching out to Amazon. Please enable pop-ups to remedy this issue.

Amazon Ordering

Accessing Amazon

- Upon ordering you will need to enable popups in your browser. This can be done by going to browser settings and enabling popups.


Amazon Business Registration Scenarios

Depending on how an end user has used their work email on Amazon.com or Amazon Business in the past, they will be prompted through the corresponding registration flow.

Persona	Objective
New User	Has never used Customer email domain on any Amazon account
User to Convert	Amazon.com User (Customer email linked to Amazon) who's order history will be migrated to the Centralized Business Account
User to Split	Amazon.com User (Customer email linked to Amazon) who would like to transfer all previous order history and account information to a personal email address, freeing up the business email and starting with a clear profile in the Centralized Business Account
User to De-Register	Amazon Business User (Customer email currently linked to an Amazon Business account) who needs to convert account to a consumer account prior to joining the central account

New User

1.

The image shows the Amazon Business login page. At the top, the 'amazon business' logo is displayed in blue. Below the logo is a stylized line-art illustration of a city skyline with various buildings, a factory with smoke, a truck, and an airplane flying in the sky. The text 'Welcome to Amazon Business' is centered below the illustration. Underneath this, there is a prompt 'Please enter your name' followed by a text input field. Below the input field is a yellow button with the text 'Start shopping'. At the bottom of the page, there is a small link for 'Conditions of Use | Privacy Notice' and a copyright notice '© 1996-2020, Amazon.com, Inc.'

amazon business

Welcome to Amazon Business

Please enter your name

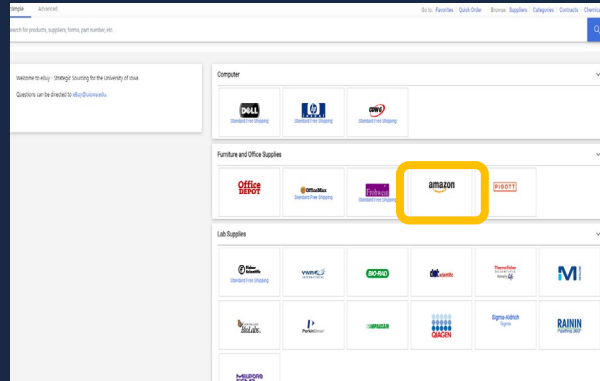
Start shopping

[Conditions of Use](#) | [Privacy Notice](#) © 1996-2020, Amazon.com, Inc.

On your first punchout to Amazon Business from eBay, you may have to enter your name and then start shopping

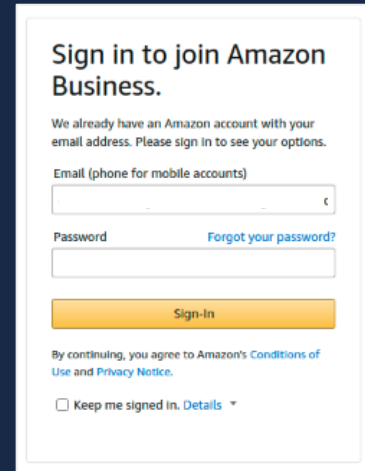
User To Convert

1.



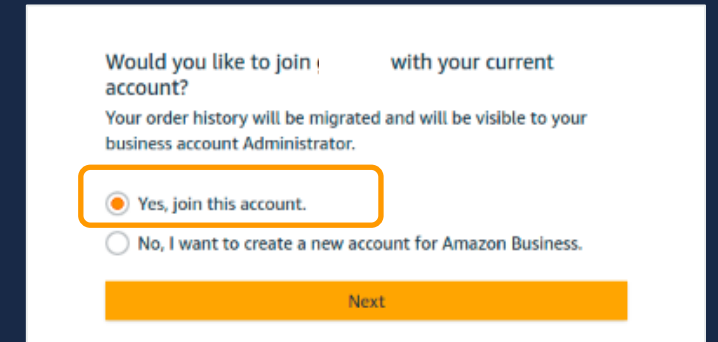
Begin the registration process from the welcome screen

2.



The system recognizes the email. Sign in with existing password

3.



Choose 'Yes, join this account' in order to keep the same log in info and order history

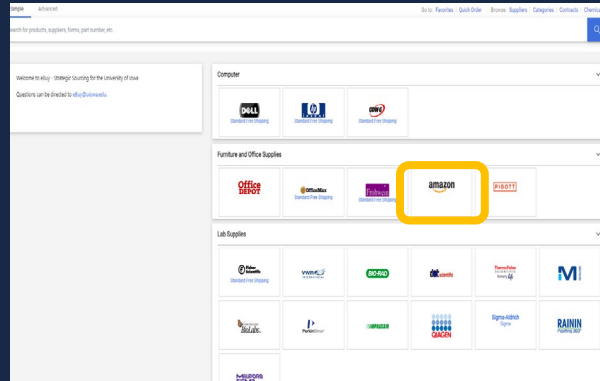
4.



Review that the log in information is now an Amazon Business account and start shopping

User To Split

1.



Begin the registration process from the welcome screen

2.

The system recognizes the email. Sign in with existing password

3.

Choose 'No, I want to create a new account for Amazon Business'

4.

Choose a new email for your existing Amazon account. Your password stays the same.

- You'll have two separate accounts at Amazon.
- Your existing Amazon orders history, payment methods, and addresses stay out of your business user account.
- You'll sign into Amazon Business with

Enter the personal email address you want to split your account off to. Once complete, your previous order history will be associated with the account tied to your personal email address

De-Registration

De-Registration

When the end user tries to access Amazon Business through the Punchout tile, they will encounter an error message. To resolve and get access, they must complete the following steps:

1. User must login to previously registered Amazon Business account outside of the eProcurement system by going to Amazon.com
2. Download an Order History Report to ensure all past group order history is available for future reference
3. Click De-registration link and follow all prompts (ignore account closure verbiage) - <https://amazon.com/gp/b2b/manage/deregister>
4. Follow “User to Convert” instructions

Note: If the Amazon Business account has more than 5 users, they will need to remove the users first. If they do not, they will receive the below error message and can work directly with Customer service for support

Your account is too large to close without the help of customer service

You can either have [business customer service](#) help you close the account, or you can reduce the number of members in your account to 5 or below. [Remove users from your account](#)

[Back to account settings](#)

Error Messages

Error Messages

This section of the account provides additional detail regarding the status of all orders placed

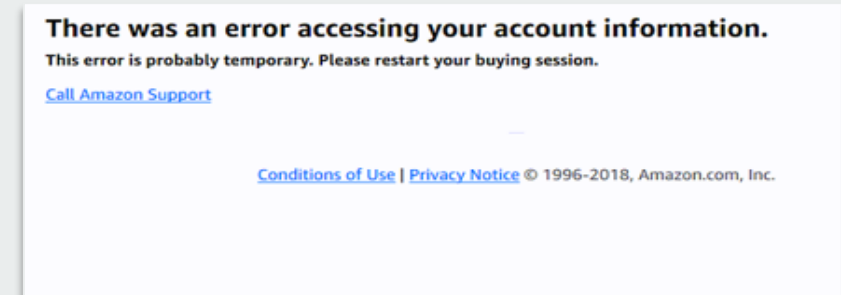
Application Error

- End User will need assistance from an **eBuy** Admin to assist with their user's profile



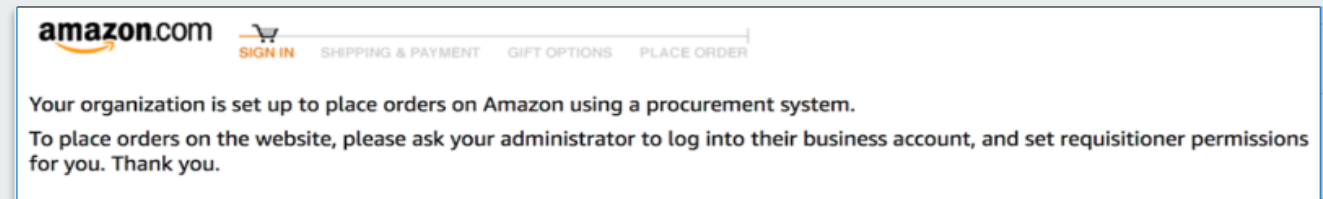
Amazon Error

- End User is receiving this message because they are attached to a separate Amazon Business account and need to de-register, and/or have their Admin remove them from the existing Amazon Business account they are tied to



Amazon Error

- End User is trying to place an order outside of **eBuy** after they registered their account



Shopping on Amazon Business

Amazon Business Benefits

Business Pricing & Quantity Discounts

- Business pricing and quantity discounts are only available to registered business account customers on Amazon. [Click](#) to learn more.

Business Prime Shipping

- Once Business Prime Shipping has been purchased, it provides Free Two-Day Shipping on eligible items for all users in the business account. There are multiple pricing tiers to meet the needs of businesses of all sizes. [Click](#) to learn more.

Business-Only Selection

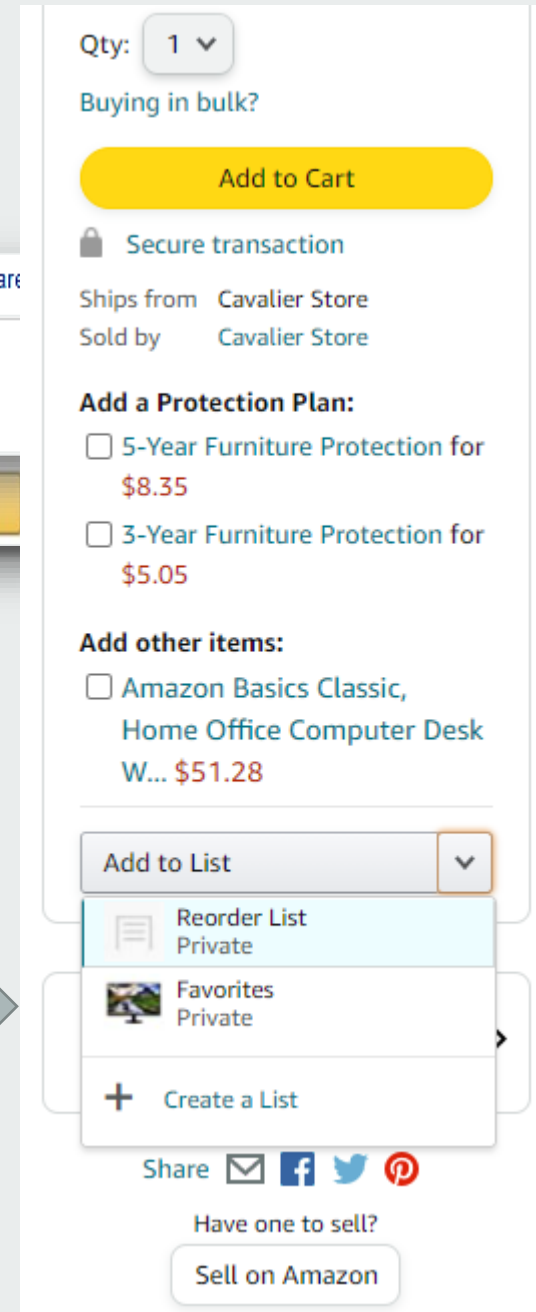
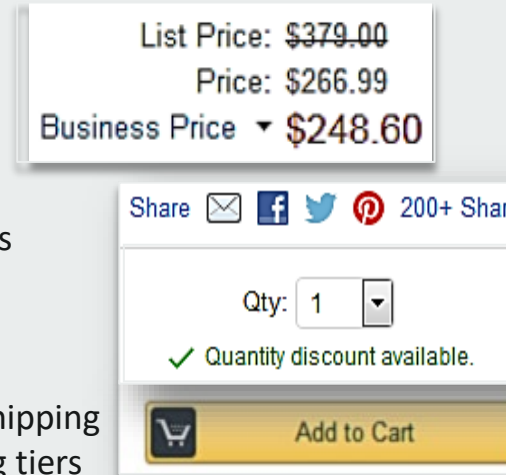
- Business-only selection refers to items and offers that are only available for purchase by Amazon Business customers.

What's not Included?

- Business Prime Shipping does not include additional Prime benefits such as Amazon Fresh, Pantry, Video, or Music.

Favorites

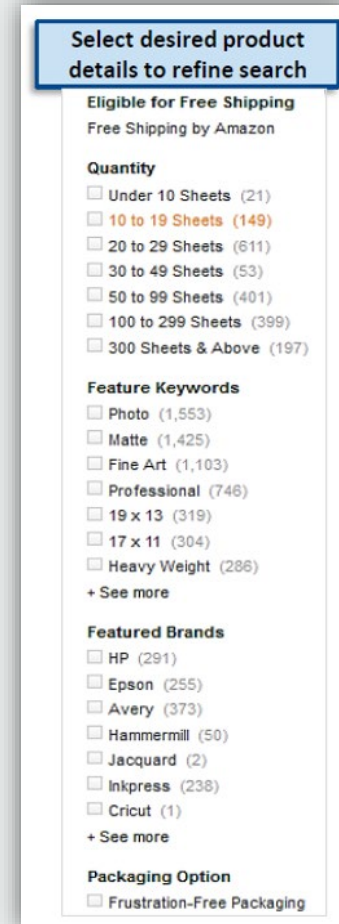
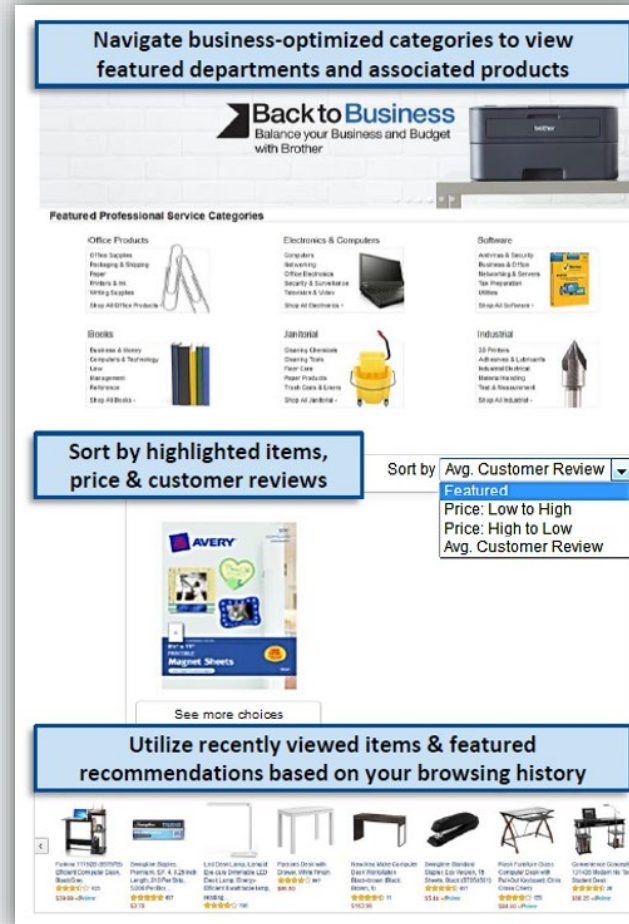
- Amazon allows you to collect favorites and to share with others. Ebuy does not have sharing of favorites with others.



Search & Browse Optimization

Optimizing search functions in Amazon Business allows you to find the best products to meet your needs and compare prices to find the best value

- Amazon is the “everything store.” With such a large selection, we do our best to make it easy for you and your end users to find what you’re looking for.
- Recommended filters:
 - Business Sellers
 - Prime Eligible
 - Brand
 - Average Customer Review/Rating
 - Diversity Credentials



Search Optimization

Optimizing search functions in Amazon Business allows you to find the best products to meet your needs and compare prices to find the best value

1. **Maximize Savings!** Search All Departments & try using **generic descriptors instead of brand names**
2. Consider refining search results with filters available of left side of your screen, such as **Prime** or **Business Seller**
3. Sort results by options listed on the top left of your screen, such as Price: Low to High
4. In many cases, you can also Select **Quantity Discounts** to review quantity discounts and purchasing options
5. To compare offers, scroll down & select **Used & new** to pull up the **Offer Listing** page

Amazon Prime
☐ prime

Eligible for Free Shipping
☐ Free Shipping by Amazon
All customers get FREE Shipping on orders over \$25 shipped by Amazon

Seller Type
☐ Business Seller

Department
< Any Department
Arts, Crafts & Sewing
Scissors
Art Knives & Blades
Decorative Craft Paper
Craft Supplies
Craft Shears
Cutting Tools
See more

Avg. Customer Review
★★★★★ & Up
★★★★☆ & Up
★★★☆☆ & Up
★★☆☆☆ & Up

Brand
☐ Fiskars
☐ Westcott
☐ Scotch Brand
☐ Stanley Scissors
☐ AmazonBasics
☐ Scissors
☐ CCB

Other Sellers on Amazon

\$9.02 + Free Shipping Sold by: xssential	Add to Cart
\$11.32 + Free Shipping Sold by: ZipperStop	Add to Cart
\$11.71 + Free Shipping Sold by: BestSource OfficeSupplies	Add to Cart

Used & new (87) from \$7.37 & FREE shipping on orders over \$25.00.
[Details](#)

Quantity discounts



10+	\$5.65 each
-----	--------------------

Item for as low as **\$5.65**
Quantity discounts ▾
Add to Cart

Bulk Orders / Quotes

If you are needing to order items in bulk, Amazon Business enables to you to do that in addition to requesting quantity discounts from sellers. Please make sure to check with other contracted suppliers to make sure you are getting the best price.

Back to results



Logitech B100 Corded Mouse – Wired USB Mouse for Computers and laptops, for Right or Left Hand Use, Black

Visit the Logitech Store

★★★★★ 15,479 ratings | 109 answered questions

Amazon's Choice for "mouse"

List Price: \$9.99 Details
Price: \$8.79 ✓prime & FREE Returns
You Save: \$1.20 (12%)

Buy now, pay later with 30-day terms. Select Pay by Invoice at checkout.

May be available at a lower price from other sellers, potentially without free Prime shipping.

Style: B100

Product Packaging: Standard Packaging

Connectivity Technology: Wired

Color: Black

Movement Detection Technology: Optical, Laser

Brand: Logitech

Hand Orientation: Ambidextrous

Share

\$8.79 ✓prime & FREE Returns

FREE delivery: Wednesday, June 23

Order within 6 hrs and 15 mins



Details

Select delivery location

In Stock.

Qty: 1

Buying in bulk?

Product	Quantity
 <p>Logitech B100 Corded Mouse – Wired USB Mouse for Computers and laptops, for Right or Left Hand Use, Black</p> <p>★★★★★ 15479 ratings</p> <p>ASIN: B003L62T7W</p> <p>Condition: New</p> <p> Similar items available from \$3.15</p>	<div>1</div> <div>Request a new discount</div> <div>started</div>

Request a quantity discount

In some cases, sellers may be able to offer additional quantity discounts.

Quantity

1

Need response by

06/21/2021

Submit request

Checkout Experience

Begin Checkout Flow

Shopping Cart



TWONE 3 Packs Soft Cover Notebook with Lined Paper Black Spiral Notebooks with 100 Ruled Pages 50 Sheets Memo Notepads for Home School Travel, 8.25 x 5.55 inch

In Stock
✓prime & FREE Returns ▾
☐ This is a gift Learn more
Size: A5 Ruled
Color: Black Cover
Qty: 1 ▾ Delete Save for later

Price

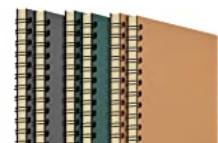
\$14.98



Amazon Basics Legal/Wide Ruled 8-1/2 by 11-3/4 Legal Pad - White (50 Sheet Paper Pads, 12 pack)

#1 Best Seller in Letter & Legal Ruled Pads
In Stock
✓prime & FREE Returns ▾
☐ This is a gift Learn more
Color: White
Size: 8.5-Inch by 11.75-Inch
Style: Writing Pad
Qty: 1 ▾ Delete Save for later Compare with similar items

\$13.99
Business Price ▾



Zealor 6 Pack Soft Cover Notebook with Lined Paper 8.3 inch x 5.5 inch, Spiral Notebooks -120 Pages, 60 Sheets - Memo Notepads for Office School Travel (Kraft, Green, Gray)

Only 13 left in stock - order soon.
✓prime & FREE Returns ▾
☐ This is a gift Learn more

\$18.99

Subtotal (3 items): **\$47.96**

☐ This order contains a gift

Proceed to checkout

Sponsored Products related to items in your cart



Premium Economy,...
★★★★☆ 28
\$23.99 ✓prime

See all buying options



Kraft Notebook - 48...
★★★★☆ 81
\$49.99 ✓prime

See all buying options



STORi Clear Plastic 50...
★★★★☆ 1,533
\$19.99 ✓prime

See all buying options



Cook with Color 10 Pc...
★★★★☆ 1,677

Choose your shipping options

amazon.com

SIGN IN  SHIPPING & PAYMENT GIFT OPTIONS PLACE ORDER

Choose your shipping options

NOTE: the ship to address in Amazon Business is defaulted and can't be changed. Users should select their shipping address in ePro prior to the order being submitted to Amazon for fulfillment.

Continue

Shipment 1 of 1

Shipping from Amazon.com [\(Learn more\)](#)

Shipping to: The University of Iowa, 125 S DUBUQUE ST PCO-202, IOWA CITY, IA, 52242-2500 United States

- **Amazon Basics Narrow Ruled 5 x 8-Inch Writing Pad - White (50 Sheet Paper Pads, 12 pack)**
\$8.99 - Quantity: 1
[Business Price](#) ▾
Sold by: Amazon.com Services LLC

[Change quantities or delete](#)

Choose your Prime delivery option:

- ☒ **Tomorrow, June 25**
FREE One-Day Delivery
- ☐ **Monday, June 28**
FREE Amazon Day Delivery
Get your orders in fewer boxes.
Some orders may arrive a day early.

NOTE: the estimated delivery selected here is based on the default address. Delivery may change if shipping to a different state

Continue


Review Order Details + Submit for Approval


- Selecting “Submit order for approval” transfers your shopping cart to ePro.
- This is the default address if you would like this address changed please add your business address here.

amazon.com

SIGN INSHIPPING & PAYMENTGIFT OPTIONSPLACE ORDER

Review your order

 This order requires approval.

 Important message
If tax exemption is applied to this order, you acknowledge your tax exemption certificate may be provided to any marketplace seller you purchase from when applicable.

Group
University of Iowa Jaggaer Punchout
(The University of Iowa)
[Change](#)

Payment method [Change](#)
VISA ending in 3587


Promotional Codes:

Shipping address [Change](#)
The University of Iowa
125 S DUBUQUE ST PCO-202
IOWA CITY, IA 52242-2500
United States
Phone: 555-555-5555

Order Summary
Items: \$8.99
Shipping & handling: \$0.00
Total before tax: \$8.99
Estimated tax to be collected: \$0.00
Order total: \$8.99

[How are shipping costs calculated?](#)
Prime shipping benefits have been applied to your order.

Estimated Delivery: Depends on Approval
(For example, if approved now, tomorrow, June 25, 2021)



Amazon Basics Narrow Ruled 5 x 8-Inch Writing Pad - White (50 Sheet Paper Pads, 12 pack)

\$8.99

✓prime & FREE Returns

[Business Price](#) [View larger image](#)

Quantity: 1 [Change](#)

Sold by: Amazon.com Services LLC

Item arrives in packaging that shows what's inside. To hide it, choose Ship in Amazon packaging.

Choose your Prime delivery option:

☒ Tomorrow, June 25
FREE One-Day Delivery

☐ Monday, June 28
FREE Amazon Day Delivery
Get your orders in fewer boxes.
Some orders may arrive a day early.

By placing your order, you agree to the [Amazon Business Accounts Terms and Conditions](#) and Amazon's [privacy notice](#).

NOTE: Estimated delivery depends on the timeliness of workflow approvals.

Cart returned to Jaggaer for approvals

- Once the cart is transferred from Amazon Business to eBuy, the normal approval process will start and complete before the Purchase Order is sent to Amazon for fulfillment
- You will then receive an email shipping confirmation once Amazon has shipped the item.

Shopping Cart

Simple

Advanced

Search for products, suppliers, forms, part number, etc.

Cart Name

2021-06-24 cleichty 05

Description

Original Submitter

Christine L Leichty

Requester/Initiator

Christine L Leichty

Internal Note

1000 characters remaining

expand | clear

Note to all Suppliers (Note: These comments are often discarded by supplier and may slow down the processing of this order).

1000 characters remaining

expand | clear

1 Item

Amazon.com · 1 Item · 8.99 USD

SUPPLIER DETAILS

Fulfillment Address 1

Item	Catalog No.	Size/Packaging	Unit Price	Quantity	Ext. Price	
1 Amazon Basics Narrow Ruled 5 x 8-inch Writing Pad - White (50 Sheet Paper Pads, 12 pack)	B00QSR9PRI	EA	8.99	Qty: 1 EA	8.99	...

ITEM DETAILS

Manufacturer Name

Amazon Basics

Contract:

External Note

Manufacturer Part Number

NJ12720350-12W

Commodity Code

14111500 / Printing or writing paper

Details

For

Christine L Leichty

Estimate (8.99 USD)

Subtotal

8.99

Shipping

0.00

Total

8.99 USD

Proceed To Checkout

Assign Cart

Do you need to add External Notes or change the Submitted/Requester? If so, click here to add that information.

Halted Orders

Halted Orders


There are instances in which orders could be halted/cancelled

- **Safeguards** – If the approval is not completed within the seven day cart lock, and the order falls outside of the safeguards (set by your organization) at the time of approval, the item or order will be halted and a new order will need to be created and submitted.
- **Multiple PunchOut Sessions** – Multiple PunchOut sessions can result in a cancelled order. When shopping on Amazon Business through PunchOut, make sure to use one PunchOut Session per order.
- **Changing or Modifying Cart** – If PO is sent with deleted line items or modified quantities (modifications occur in Jaggaer (ePro) after cart is transferred from Amazon Business), the order will be rejected and a new order will need to be created and submitted.
- Changes to cart quantities are not allowed in punchout, this will need to be done while in Amazon/ebuy.
- **Address on Final PO Differs From Address at Checkout** – If the checkout address is in the contiguous US, but the address on the final PO is outside the contiguous US, the order will be cancelled and a new order will need to be created and submitted with the correct shipping address.
- **Zip Code Change for Next Day Delivery** – If the zip code on the final PO differs from the zip code used for the address at checkout in Amazon Business and the item is set for next day delivery, the order will be cancelled and a new order will need to be created and submitted.

Halted Orders

Things to note:

- Refer to details provided in the email. Or, contact Customer Service for more information.
- If an Amazon Business order has been halted, the end user will need to start over and place a new order.



[Your Account](#)

Order Information

Purchase Order / Reference: [C0000366124](#)

Hello Amy Gaffney,


Thank you for shopping with Amazon.com. Your item(s) cannot be ordered at this time. Itemized order details are below.

Your order has been halted

The item(s) cannot be ordered due to a change from the time the order was placed, and when it was processed. Item availability and price can change within the Amazon marketplace, and our attempt to find a replacement item was not successful. Common reasons for this error are a change in: available quantity, item price, or another situation. Please contact your organization if you have any questions.

Items that will not be shipped

There wasn't enough in stock to fill your order and we couldn't find a replacement. Try ordering it again.



[SquareTrade 3-Year Musical Instruments Accident Protection Plan \(\\$200-250\)](#)

1.0 of the above will NOT be ordered.
There wasn't enough in stock to fill your order and we couldn't find a replacement.
Try ordering it again.

Buying Policies

Restricted Policies



Restricted items are created based on University and Regent policies.

⚠ Noncompliant item

This item does not comply with the purchasing standards for your business. For more information, contact your business administrator.

ABCDEF - Level Test Group employees: Defer to our existing IT contracts before purchasing consumer electronics

[Show other admin messages](#)

Considerations:

- Because restrictions are created at the category level, some items may be unintentionally restricted. If you feel an item has been restricted and should not be please reach out to purchasing

⚠ Your cart contains noncompliant items

One or more items in your cart do not comply with the purchasing standards of your business. For more information, contact your business administrator.

Test, get a **\$50 Amazon.com Gift Card** instantly upon approval for the Amazon Rewards Visa Card

Current Total:	\$ 49.99
Savings:	- \$ 50.00
Cost After Savings:	\$ 0.00
Savings Remaining:	\$ 0.01

[Apply now](#)

Shopping Cart

	Price	Quantity
Fire Tablet with Alexa, 7" Display, 8 GB, Black - with Special Offers by Amazon	\$49.99	1
<p>In Stock</p> <p>⚠ ABCDEF - Level Test Group employees: Defer to our existing IT contracts before purchasing consumer electronics</p> <p>Show all admin messages</p> <p>Eligible for FREE Shipping</p> <p><input type="checkbox"/> This is a gift Learn more</p> <p>Delete Save for later</p>		

Note: Not actual example from University of Iowa

Business Account Navigation

Business Account Navigation


Page	Functionality	
Your Account	Standard Amazon account information	<div>Switch Accounts</div> <div>Sign Out</div>
Your Orders	View and track your orders. Administrations can view orders others have placed on behalf of the organization	
Business Analytics	Create and filter custom reports based on your business needs to view your organization’s orders	
Recurring Deliveries	Have essential items delivered automatically, based on a schedule you choose. Learn More .	

Your Orders

Your Orders

This section of the account provides additional detail regarding the status of all orders you have placed within the Business Account.

Your Account > Your Orders

 To view orders placed by users in your business account, select View All Orders below or go to [Business Analytics](#).

Your Orders

[Search Orders](#)


[View All Orders: Ravenna Garden](#)

16 orders placed in [past 6 months](#)

ORDER PLACED May 15, 2018	SHIP TO Third Floor	PLACED BY Katherine Approval Demo 2	TOTAL \$0.00
------------------------------	--	---	-----------------

This order was approved. [View details](#)


Cancelled





AmazonBasics 92 Bright Multipurpose Copy Paper - 8.5 x 11 Inches, 10 Ream Case Sheets)
Sold by: Amazon.com Services, Inc.
\$0.00

Take a variety of actions on your orders such as initiating returns or tracking the delivery of a package.

Arriving August 16 - August 20

 Ordered Sunday, August 12

 **Shipped today**
[See all updates](#)

 Out for delivery

[Track package](#)


[Return or replace items](#)

[Write a product review](#)

Return an Item

Navigate to Your Orders from the dropdown

Your Account > **Your Orders**

 To view orders placed by users in your business account, select View All Orders below or go to [Business Analytics](#).

Your Orders

Search Orders


View All Orders: **Ravenna Garden** ▾

16 orders placed in **past 6 months** ▾

ORDER PLACED May 15, 2018	SHIP TO Third Floor ▾	PLACED BY Katherine ▾ Approval Demo 2	TOTAL \$0.00	PO# test ORDER # 112-6552303-9003448
------------------------------	---------------------------------	--	-----------------	---

This order was approved. [View details](#)

Cancelled



AmazonBasics 92 Bright Multipurpose Copy Paper - 8.5 x 11 Inches, 10 Ream Case (5,000 Sheets)
Sold by: Amazon.com Services, Inc.
\$0.00

Track package

Return or replace items


Write a product review

Gift Cards Help **Contact Us**

Fixing things is quick & easy

The bot quickly fixes your problem or connects you to someone who can.

Start chatting now

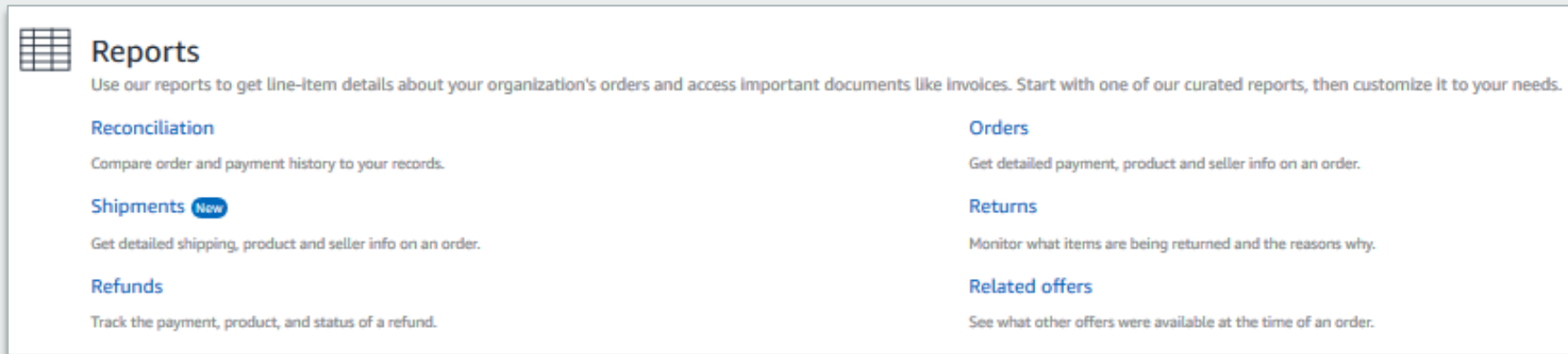
 Need help over phone? [We can call you.](#)

Business Analytics

Amazon Business Analytics

Amazon Business Analytics provides the ability to:

- Aggregate purchases to compare and track spend over time
- Monitor and track 60+ data fields including customer info, shipment info, payment info, and seller info
- Customize and save report templates to meet business needs
- Download CSV files to analyze your data in excel



Reporting & Reconciliation

Use the Reconciliation Report to view data including transaction info, customer info, and order info.

Simplify the reconciliation process by matching corporate credit card charges to each item in a shipment.

- Match the **Payment Reference ID** in the Reconciliation Report against your credit card statement
- Customize report columns and filters at the left to find required information

Business analytics Reports ▾						
Reconciliation			Time period			
Add title and save to your templates			Month to date ▾			
Filter	<input type="checkbox"/>	Transaction Date	Payment Reference ID	Transaction Type	Payment Amount	Account Group
	<input type="checkbox"/>	11/08/2018	K3TRZEKRUWL	Charge	\$13.47	Timberlands-Western
Adjust columns	<input type="checkbox"/>	11/08/2018	2FL26BHF590	Charge	\$357.88	Timberlands-Western
	<input type="checkbox"/>	11/08/2018	411MW1ZL1YS	Charge	\$51.62	Timberlands-Southern
Get order documents	<input type="checkbox"/>	11/08/2018	5HQ2R3I0KBKO	Charge	\$60.99	CorpFunc-GeneralCounsel&Corp
	<input type="checkbox"/>	11/08/2018	115KCMP9G09	Charge	\$27.92	WP-Mid South Region
	<input type="checkbox"/>	11/08/2018	0000001LOQ4L	Charge	\$18.59	Timberlands-Southern
	<input type="checkbox"/>	11/08/2018	2LNKETGK4AJJ	Charge	\$22.48	WP-Eastern Region
	<input type="checkbox"/>	11/08/2018	66JHB47PP1I	Charge	\$34.35	CorpFunc-CompBenefits&HR

Business Customer Service

Business Customer Support

Dedicated U.S. based Business Customer Support can be reached a number of ways including email and phone. *Not sure what you're looking for? Learn more about the features and benefits on Amazon Business HERE.*

The screenshot displays the Amazon Business Customer Support interface. The top navigation bar includes links for Departments, Buy Again, Savings Hub, Quantity Discounts, Today's Deals, Business Plus, Add People, Gift Cards, and Help. The 'Help' link is highlighted with an orange box. Below the navigation bar, the main content area features a large teal section titled 'Fixing things is quick & easy' with a 'Start chatting now' button. To the right, a chat window is open, showing a conversation with a 'Messaging Assistant - Customer Service' bot. The chat window has a dark blue header with 'Gift Cards', 'Help', and 'Contact Us' links, where 'Contact Us' is highlighted with an orange box. The chat history shows a customer asking about a missing Fire tablet, the bot apologizing and offering a replacement, and the customer confirming. Below the chat window, a dark blue bar contains three steps: 'The bot quickly figures out what you need help with.', 'It fixes your issue, or connects you with a human if you need more help.', and 'You're on your way!'. At the bottom, a white section titled 'Here are a few things you can take care of on your own' lists six categories: Check on an order, Returns & Refunds, Manage content & devices, Get help with Prime, Update payment info, and Account settings.

Customer Support Questions

For questions from users as well as contact information for a variety of support resources

Contact Business Customer Support: [CLICK HERE](#)

- Provides end users the option to call or email. Please use this method of contact for anything relating to an order, transaction, charge, or shipment

Call Business Customer Support:

- 888. 281. 3847

Request a Tax Exemption Refund:

- Your Orders > Locate Order > Contact Seller > Request refund through email
- Additional tax queries can be emailed to tax-exempt@amazon.com