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
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.
Customer Support Questions

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