

Error Messages

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

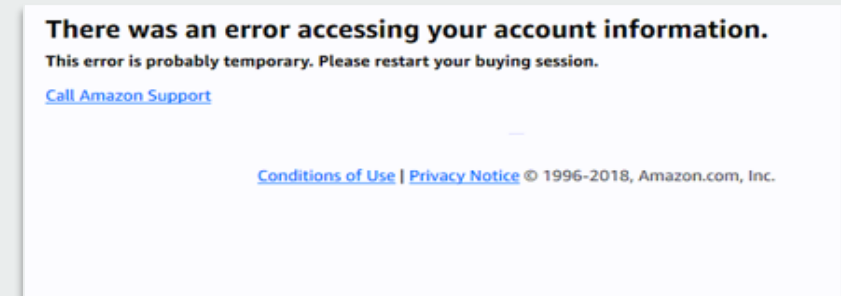
Application Error

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



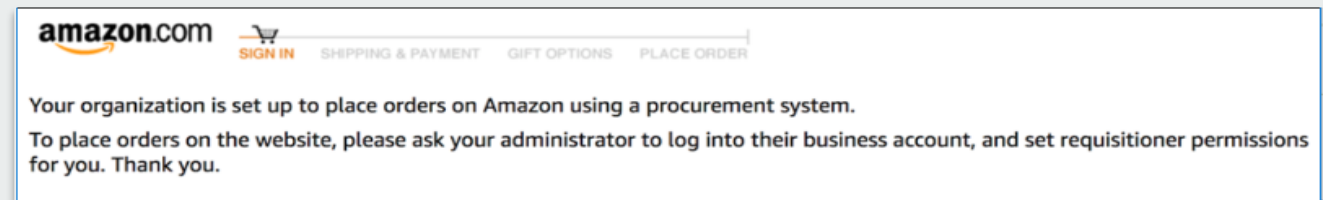
Amazon Error

- 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

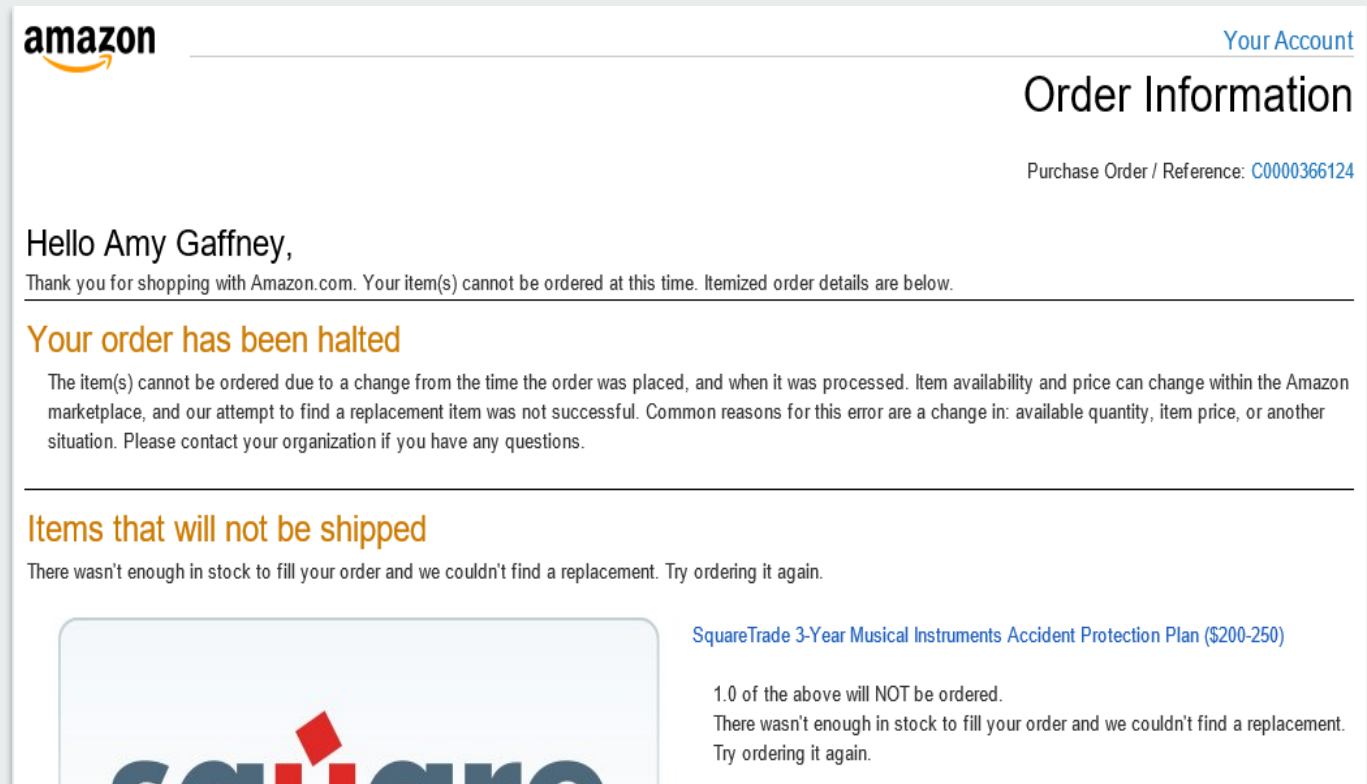
There are instances in which orders could be halted/cancelled

- **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.



The screenshot shows an Amazon email notification. At the top left is the Amazon logo, and at the top right is a link for "Your Account". The main heading is "Order Information", with a sub-heading "Purchase Order / Reference: C0000366124". The email is addressed to "Hello Amy Gaffney," and includes a thank you message: "Thank you for shopping with Amazon.com. Your item(s) cannot be ordered at this time. Itemized order details are below." The primary message is "Your order has been halted" in orange text, followed by an explanation: "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." Below this is a section titled "Items that will not be shipped" with the text: "There wasn't enough in stock to fill your order and we couldn't find a replacement. Try ordering it again." A specific item is listed: "SquareTrade 3-Year Musical Instruments Accident Protection Plan (\$200-250)". To the left of this item is a partially visible image of a red diamond-shaped object. The text states: "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."

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