Orders

How will I know when I will receive an order?
The person who placed the order will receive a confirmation email that will state the order's estimated delivery date and shipping speed.

How do I see the orders I placed after joining the Amazon Business Account?
From within your account, navigate to **Your Orders**. The default view will display all orders "Paid For By You". If your organization is utilizing a central payment method (i.e. not your individual purchasing card), select "View All Orders" from the drop-down menu.

How do I track my Amazon Business delivery?
You can view real-time delivery details for all pending orders, including estimated delivery date and carrier information. From within your account, navigate to **Your Orders > Track Package**.

Can I save products I purchase frequently?
Yes, create Lists! To begin, hover over **Lists** in upper right corner of your screen and select **Create a List**
1. Select **This list is for**: **you** from the dropdown menu
2. Select list type: **Shopping List** or **Reorder List**
3. Name the list
4. Privacy: **Private**
6. Create List

Is the URL for a product the same in Amazon Business as it is in the consumer site?
No, the URLs are different. You can search for the product in both sites by the Amazon Standard Identification Number (ASIN) in the product description details. ASINs start with "B0".

Why did I receive an email indicating that my order has been halted?
Amazon Business provides a dynamic marketplace of products, with changing prices and quantities. Controls have been put in place to account for these fluctuations. Although the email instructs you to contact your Amazon Business Account Administrator, the best way to get more information on a halted order is to contact Amazon Business Customer Service HERE.

Are there any limitations to PunchOut that would result in my order being cancelled?
Yes. There are five instances in which orders can be cancelled due to limitations Amazon Business limitations:

- **Safeguards** – If the approval is not completed within the seven day cart lock, and the order falls outside of the safeguards at the time of approval, the item or order will be cancelled.
- **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, the order will be rejected.

- **Address on Final PO Differs from Address at Checkout** – If the checkout address is in the contiguous US, but the address on the PO is outside the contiguous US, the order will be cancelled.
- **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 and the item is set for next day delivery, the order will be cancelled.

What if I have pending orders appearing under "Your Orders" even though they have not been approved and sent to Amazon?
Any order subject to an approval workflow will not be processed until final approval. The order will remain in your order history for up to 7 days as "pending" until Amazon receives approval confirmation. Once approved you will receive an email confirmation. If the order is not approved within 7 days, the order will be cancelled and you will be notified via email. If the cart was cancelled and you still need the items, you will need to submit the order again for approval.

Am I able to make purchases through Amazon Business without accessing Oracle?
No. Business purchases should only be made through Oracle. If you attempt to make a purchase outside of Oracle you will not be able to check out.

Delivery

How do I indicate my Ship-To Address?
Amazon will always fulfill your order based off of the ship-to address selected in Oracle. Like other suppliers, this address selection takes place after you have brought your cart back into Oracle. While in the Amazon Business experience, you may see a default address or choose from a list of default addresses that have been pre-configured by your Administrator. You can ignore this address if you do not see the correct option available. Your order will only ship to the address selected in your Oracle itself, not Amazon Business.

Does ordering through Oracle impact my delivery speed?
Your purchasing system may have built-in workflow approvals. If this is the case, your order will not be fulfilled until it is approved. At that time you will receive an email confirmation. Any delivery estimates on the checkout screen may not be applicable if the order is not quickly approved. This is applicable to Prime Eligible Orders as well.
Note: the delivery timeline for 3rd party sellers may vary.

Returns
How can I return or cancel an item?
To return an item, access your Amazon Business account. Navigate to "Your Orders" to find the item(s) you want to return. From Your Orders:
1. Select Return or Replace items
2. Choose a reason for return
3. Print label and authorization
4. Prepare package and return label

Items shipped and sold by Amazon.com can be returned within 30 days of receipt of shipment. Return policies, and timeframes, can vary if purchase was made from a 3rd party seller.

Punchout Specific
Why am I unable to return my product for replacement?
At this time, product returns are limited to refunds only, and can only be initiated by the Punchout user or administrator. To replace the item, please re-order.