

UNIVERSITY OF DELAWARE **EXCHANGE**

Amazon Business Punchout
Training

Revised 5/17/2024

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Joining the University of Delaware Amazon Business (AB) Account



How to Access Amazon Business

Amazon Business is integrated in UD Exchange. All users will access Amazon Business through UD Exchange regardless of how they have previously accessed Amazon.

The screenshot shows the UD Exchange interface. On the left is a navigation sidebar with icons for home, shopping, and various administrative functions. The main content area is titled 'Catalog & Forms Showcase' and is divided into sections: 'Procurement Forms' and 'Office/Misc Supplies'. The 'Procurement Forms' section contains eight tiles for different request types: Non-PO Payment Request, Honorarium Payment Request, Subaward Request, NIIMBL Subaward Request, UDX Access Request, NSB Customer Setup, NEW Waiver of Bid Request, and 2nd Party Supplier Request. The 'Office/Misc Supplies' section contains two tiles: 'Office Supplies' (with a W.B. Mason logo) and 'Misc. Supplies' (with an Amazon Business logo). The 'Misc. Supplies' tile is highlighted with a red border. A text box on the left side of the screenshot contains three bullet points explaining the registration process.

- All registration flows start when the user clicks on the Amazon Business tile in UD Exchange for the first time
- End users must have access to the Amazon Business punchout in UD Exchange in 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) unless otherwise directed

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

If you already have a profile in the University of Delaware AB account, you can disregard this and the next pages regarding registration.

Amazon Business Registration Scenarios

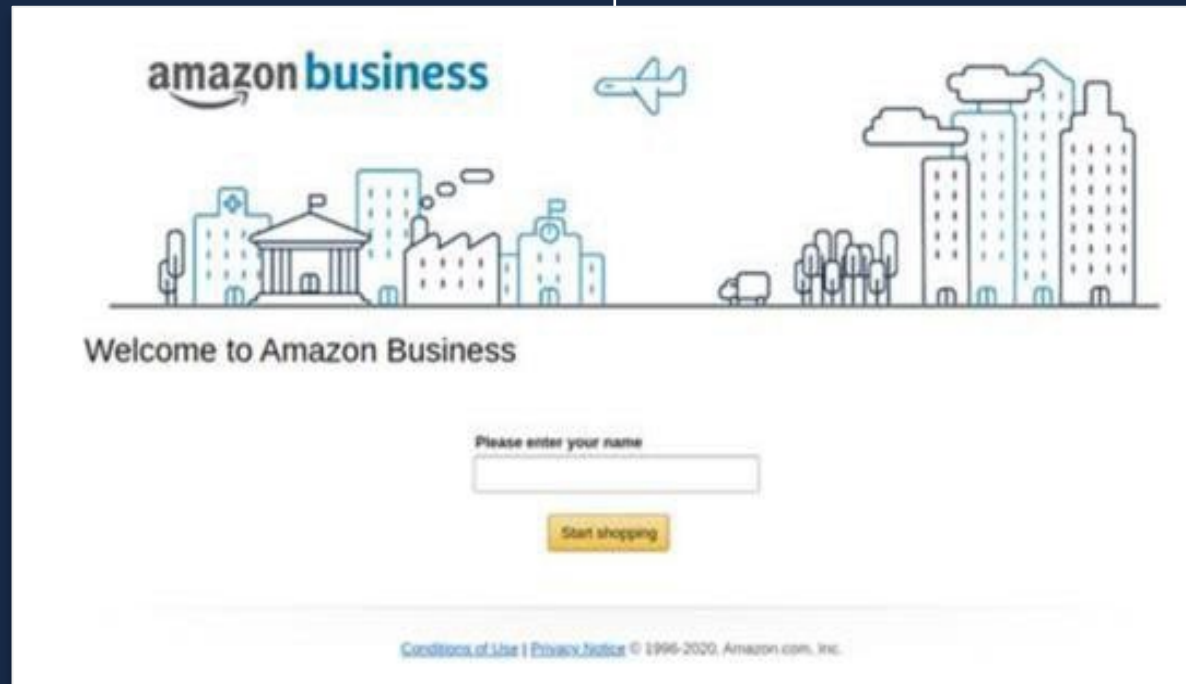
Depending on how an end user has used their work email on Amazon.com or Amazon Business in the past, they will be prompted through the corresponding registration flow.

Persona	Objective
New User	Has never used @udel.edu email address on any Amazon account
User to Convert	Amazon.com User (@udel.edu email address linked to an Amazon.com account) whose order history will be migrated to the central University of Delaware AB Account
User to Split	Amazon.com User (@udel.edu email address linked to an Amazon.com account) 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 central University of Delaware AB Account
User to Migrate	Amazon <u>Business</u> User (@udel.edu email address currently linked to an Amazon Business account) who needs to migrate account to the central University of Delaware AB account.



New User

1.



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



User To Convert

1.



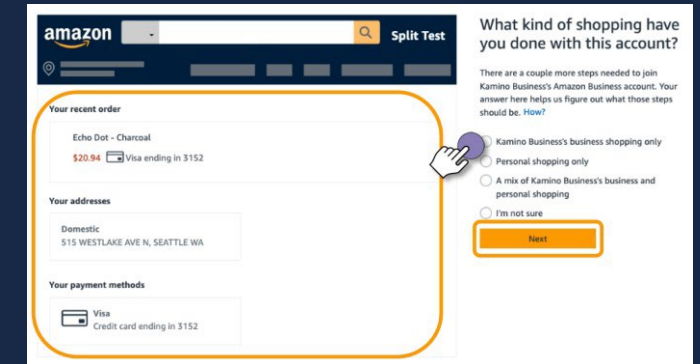
Punchout from UD Exchange to AB

2.



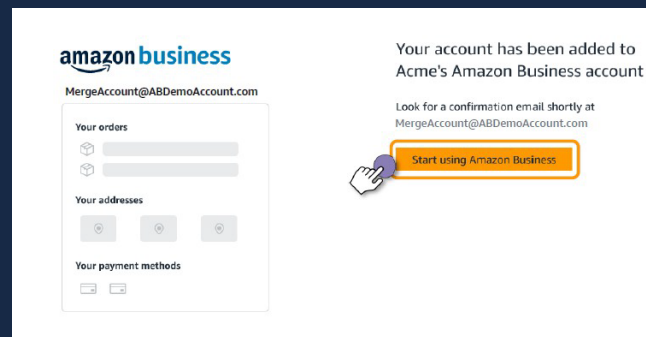
The system recognizes the email. Sign in with existing password

3.



Choose Organization Name business shopping only, join this account to keep the same log in info and order history

4.



Once completed with this process, you will be able to shop in the Amazon Business account



User To Split

1.



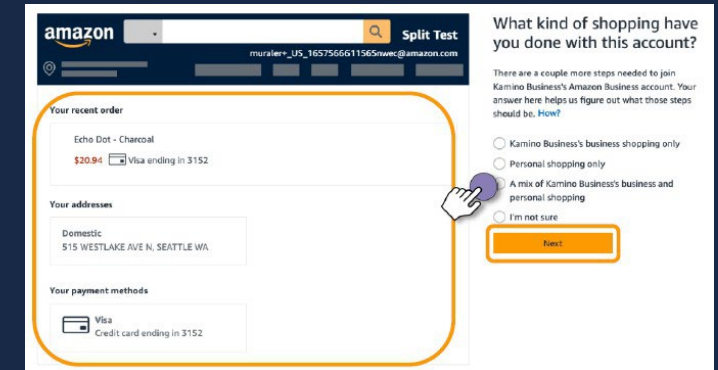
Punchout from UD Exchange to AB

2.



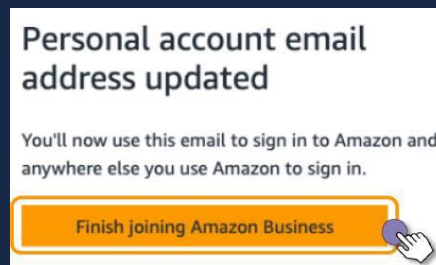
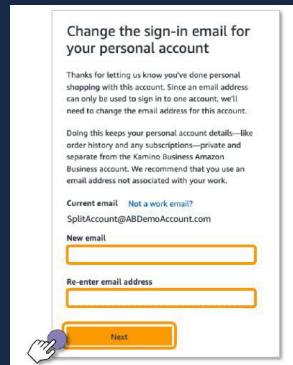
The system recognizes the email. Sign in with existing password

3.



Choose option depending on whether the order history is personal or a mix of personal and Business purchases.

4.



Complete the process of changing the email on your Amazon.com account to a personal email (e.g. Hotmail, Gmail, etc.) that is not associated with Amazon.



Error Messages



Error Messages

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

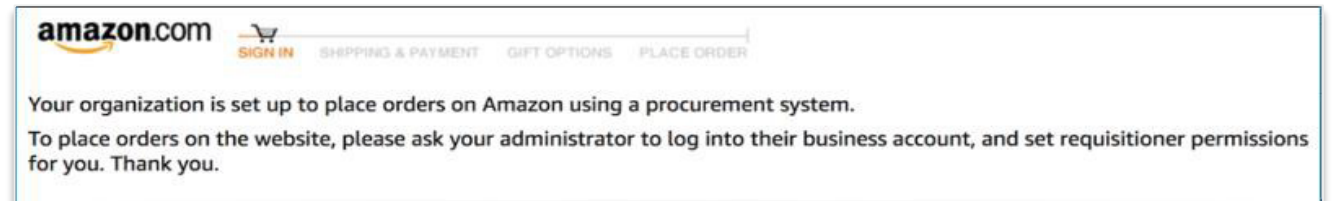
Amazon Error

- End User is receiving this message because they are attached to a separate Amazon Business account and need to be invited directly to the AB account before utilizing UD Exchange to punchout to AB.



Amazon Error

- End User is trying to place an order outside of UD Exchange 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.

Buying Policies

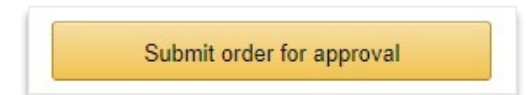
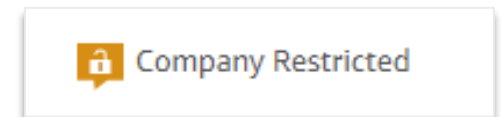
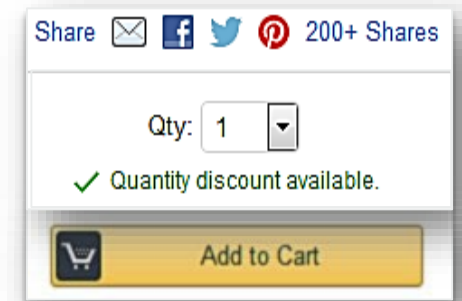
- Customized Amazon Business to our organization's buying standards and procedures. Features include approval workflows, negotiated pricing, and preferred suppliers and preferred products.

Business-Only Selection

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

Amazon Business Analytics

- Use Amazon Business Analytics to view data about your orders, create and filter reports based on your business needs, and view both charts and tables. [Click](#) to learn more.





Take Advantage of Amazon Prime Shipping Benefits

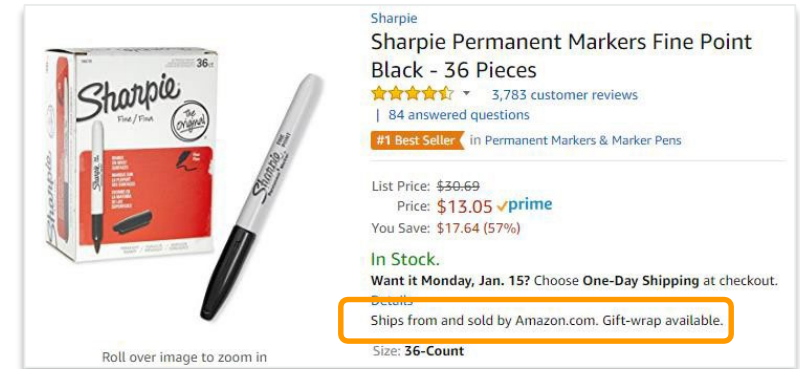
- An easy way to ensure that your products arrive on time and as expected, is to order products fulfilled directly from Amazon. All products clearly mark who the seller is on the product detail page.

Prime Eligibility – Fulfilled by Amazon

- Prime eligible items are fulfilled by Amazon. We recommend searching for prime eligible items.

What's not Included?

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



Ships from and sold by Amazon.com.



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 to find what you’re looking for.
- Recommended filters:
 - Business Sellers
 - Prime Eligible
 - Brand
 - Average Customer Review/Rating
 - Diversity Credentials

Navigate business-optimized categories to view featured departments and associated products

Back to Business
Balance your Business and Budget with Brother

Featured Professional Service Categories

- Office Products: Office Supplies, Packaging & Shipping, Paper, Envelopes & Ink, Writing Supplies
- Electronics & Computers: Computers, Networking, Office Electronics, Security & Surveillance, Telephones & Video
- Software: Business & Security, Business & Office, Networking & Servers, Tax Preparation, Utilities
- Books: Business & Money, Computers & Technology, Law, Management, Reference
- Industrial: Cleaning Supplies, Office Tools, Floor Care, Paper Products, Truck, Cases & Covers
- Industrial: 3D Printers, Adhesives & Labels, Industrial Inkjet, Maintenance, Tool & Equipment

Sort by highlighted items, price & customer reviews

Sort by: Avg. Customer Review |
Featured
Price: Low to High
Price: High to Low
Avg. Customer Review

Utilize recently viewed items & featured recommendations based on your browsing history

See more choices

Product recommendations: Paper, Office Supplies, Computers, etc.

Select desired product details to refine search

Eligible for Free Shipping
Free Shipping by Amazon

Quantity

- Under 10 Sheets (21)
- 10 to 19 Sheets (149)
- 20 to 29 Sheets (611)
- 30 to 49 Sheets (53)
- 50 to 99 Sheets (401)
- 100 to 299 Sheets (399)
- 300 Sheets & Above (197)

Feature Keywords

- Photo (1,553)
- Matte (1,425)
- Fine Art (1,103)
- Professional (746)
- 19 x 13 (319)
- 17 x 11 (304)
- Heavy Weight (286)

+ See more

Featured Brands

- HP (291)
- Epson (255)
- Avery (373)
- Hammermill (50)
- Jacquard (2)
- Inkpress (238)
- Cricut (1)

+ See more

Packaging Option

- Frustration-Free Packaging



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 on the 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
 C&S

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
-----	-------------

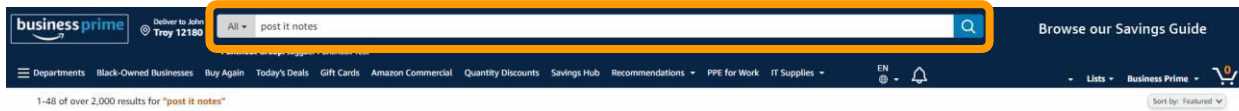
Item for as low as \$5.65
Quantity discounts

Add to Cart

Checkout Experience



Search for Items, Add Item to Cart and Proceed to Checkout



- Delivery
 - All Prime
- Recurring Delivery
 - Recurring Delivery Eligible
- Seller Type
 - Business Seller
- Department
 - Notebooks & Writing Pads
 - Self-Stick Note Pads
 - Industrial & Scientific
 - See All 11 Departments
- Customer Reviews
 - ★★★★★ & Up
 - ★★★★☆ & Up
 - ★★★☆☆ & Up
 - ★★☆☆☆ & Up
- Brands
 - Post-it
 - 3M
 - Mr. Pen
 - Vampad
 - YEECOK
 - EARLY BUY
 - Eastern Wolf
 - See more

PREFERRED BY YOUR ORGANIZATION



A screenshot of the Amazon Business Prime product page for "Post-it Super Sticky Notes, 3x3 in, 24 Pads, 2x the Sticking Power, Supernova Neons, Bright Colors, Recyclable(654-24SSMIA-CP)". The product image shows a large box of notes. The price is \$22.99 (50.01 / Count) with Prime One-Day delivery. The "Add to Cart" button is highlighted with an orange border. The page also shows a "Buy to bulk?" section and a "Quantity: 1" input field.



Roll over image to zoom in

A screenshot of the Amazon Business Prime product page for "Post-it Super Sticky Notes, 3x3 in, 24 Pads, 2x the Sticking Power, Supernova Neons, Bright Colors, Recyclable(654-24SSMIA-CP)". This view is a zoomed-in version of the product image, showing the top and side of the box. The "Add to Cart" button is highlighted with an orange border. The page also shows a "Buy to bulk?" section and a "Quantity: 1" input field.

Roll over image to zoom in

A screenshot of the Amazon Business Prime "Added to Cart" modal. The modal shows the product image and the text "Added to Cart" with a checkmark. Below the product image, there is a "Proceed to checkout (1 item)" button highlighted with an orange border. The modal also displays "Discover additional products" with three other Post-it products and their prices.

Submitting Cart to UD Exchange and Completing Requisition

The screenshot displays the Amazon checkout process for a University of Delaware (UD) account. The page is titled "Checkout (2 items)" and shows the following sections:

- 1 Group:** UD Punchout Group, Group under University of Delaware.
- 2 Business order information:** Disabled.
- 3 Shipping address:** University of Delaware, 222 S CHAPEL ST, NEWARK, DE 19716-5699. This address is highlighted with a red box and a red arrow pointing to a callout box.
- 4 Payment method:** Add a promotional code. Includes an "Enter code" field and an "Apply" button.
- 5 Review items and shipping:** Includes a warning "This order requires approval." and two important messages about the order.

The **Order Summary** on the right side of the page shows:

- Items (2): \$1,498.00
- Shipping & handling: \$0.00
- Total before tax: \$1,498.00
- Estimated tax to be collected: \$0.00
- Order total: \$1,498.00**

At the bottom of the page, there is a "Submit order for approval" button and a note: "By placing your order, you agree to the Amazon Business Accounts Terms and Conditions and Amazon's privacy notice."

Callout Box 1 (top right): Clicking the "Submit order for approval" will transfer the cart back to UD Exchange for you to complete the required steps to complete your requisition.

Callout Box 2 (middle right): Please note that the address that Amazon uses to ship the order is the ship to address that is added on the PO. Disregard the address that shows up in Amazon checkout as this is just a placeholder address.



Halted Orders



Halted Orders

There are five instances in which orders can be halted/canceled

- **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 canceled order. When shopping on Amazon Business through UD Exchange, 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 UD Exchange after cart is transferred from Amazon Business), the order will be rejected and a new order will need to be created and submitted.
- **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 canceled 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 canceled and a new order will need to be created and submitted.

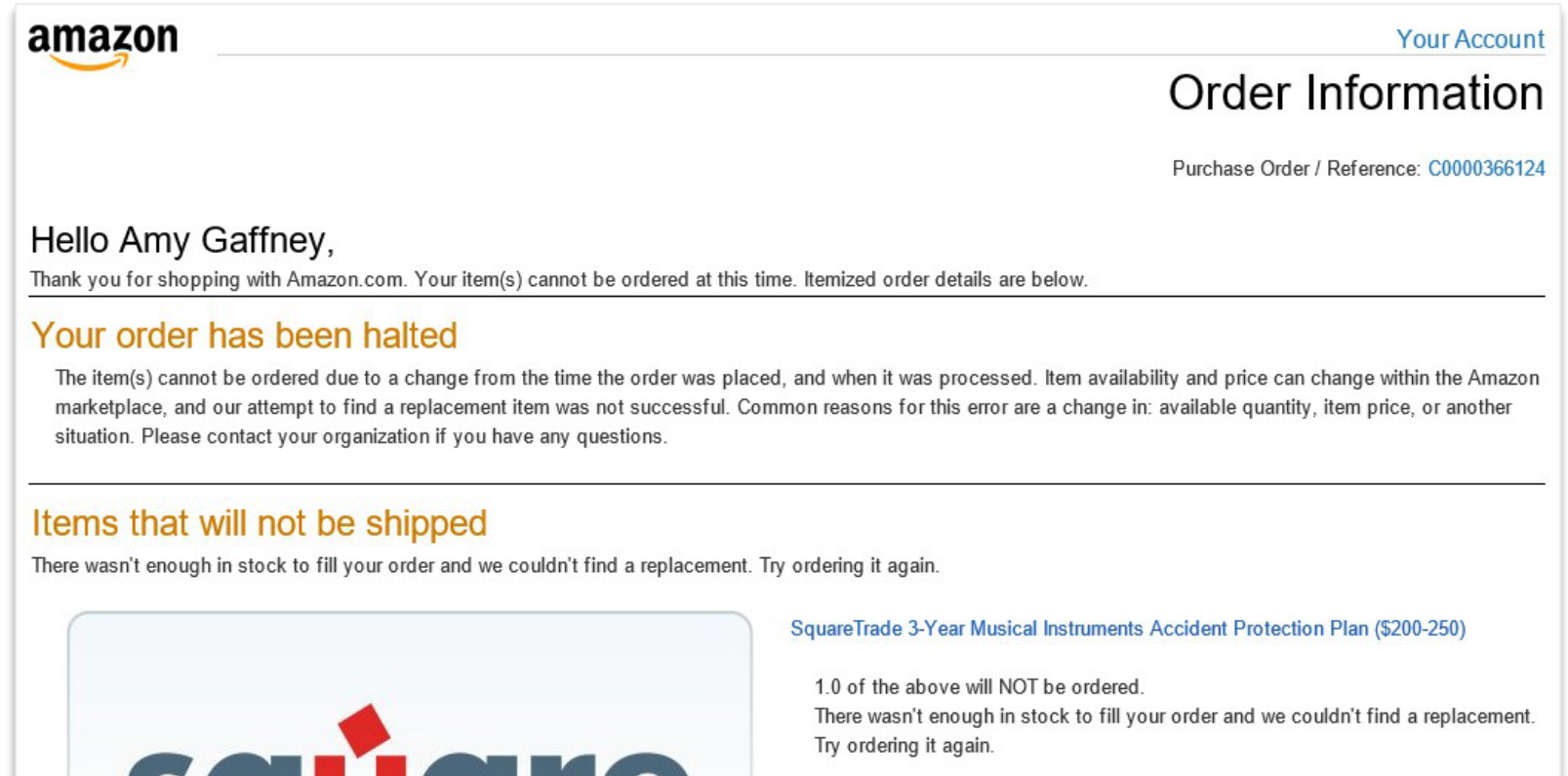


Halted Orders

Amazon Business sends this email if an order hits one of the business rules (called “Safeguards”) set by our organization.

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 Business 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 message is addressed to "Hello Amy Gaffney," and includes a thank you note: "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 partially visible table shows one item: "SquareTrade 3-Year Musical Instruments Accident Protection Plan (\$200-250)" with a quantity of "1.0". The text below the table 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."

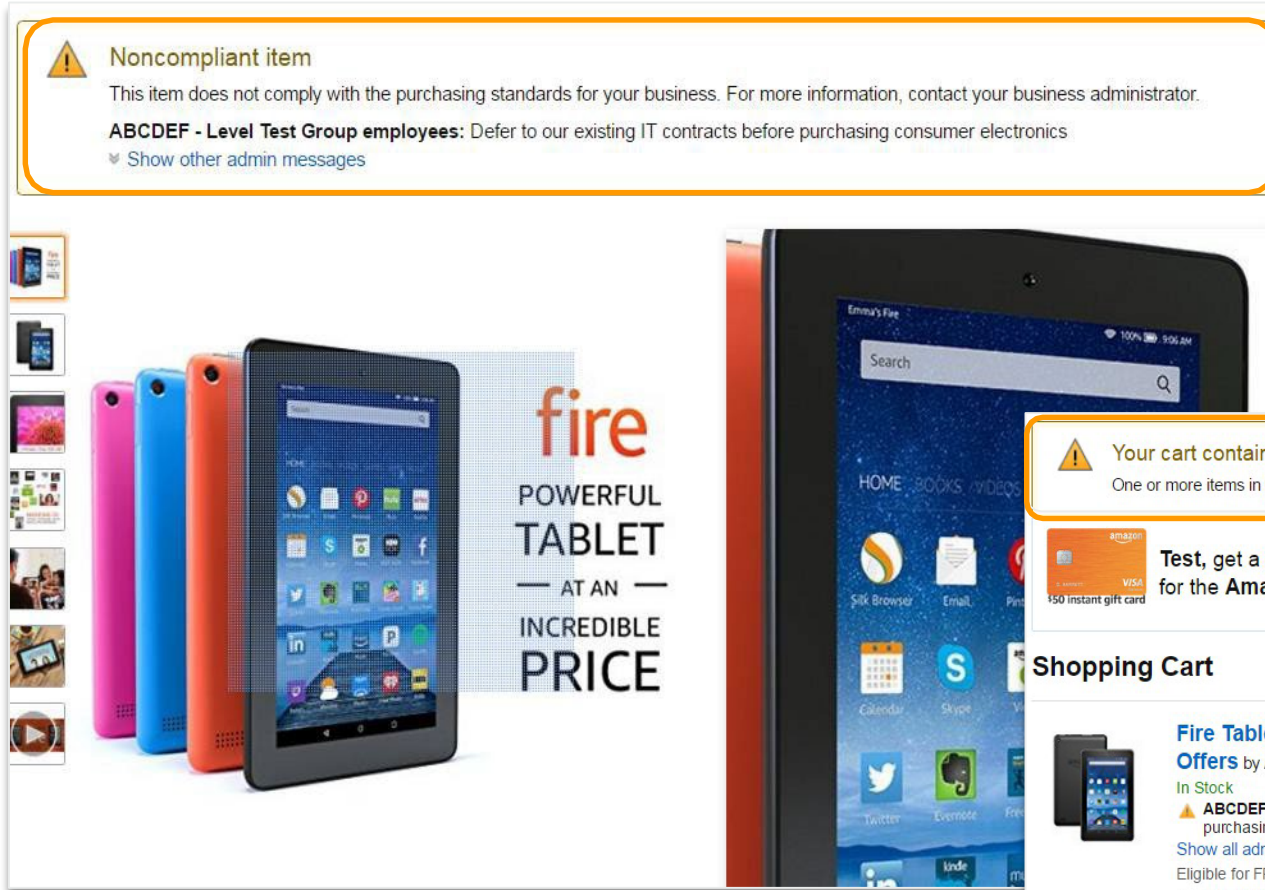


Buying Policies



Restricted Policies

Administrators can customize messaging (up to 120 characters) to let end users know IF and WHEN you can purchase certain categories on Amazon Business

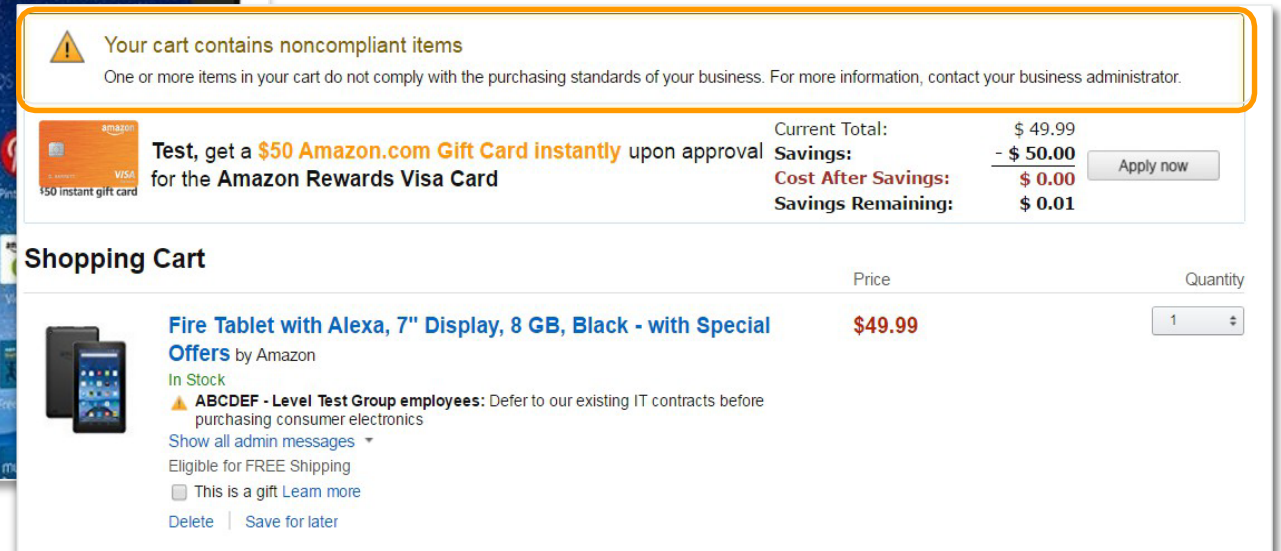


⚠ Noncompliant item
This item does not comply with the purchasing standards for your business. For more information, contact your business administrator.
ABCDEF - Level Test Group employees: Defer to our existing IT contracts before purchasing consumer electronics
[Show other admin messages](#)

fire
POWERFUL
TABLET
— AT AN —
INCREDIBLE
PRICE

Considerations:

- Because restrictions are created at the category level, some items may be unintentionally restricted.
- Be aware, restricting a category does not prevent a purchase but adds a warning.




⚠ 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

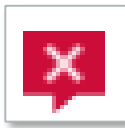
Shopping Cart

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

Note: Not an actual example from University of Delaware



Organization Blocked



Hard blocking product categories prevents an end user from adding these product to your cart. The add to cart option will appear greyed out for any product categories that are blocked.

Organization blocked

- **Admin note:** "(Company Name) employees-All computer requests/purchases must be made on Matrix42."

See more admin notes (1) Please contact IT for laptop acquisition.

**HP Chromebook 14-inch HD Laptop, Intel Celeron
GB RAM, 32 GB eMMC, Chrome (14a-na0010nr, Mi
Silver)**

Visit the HP Store

★★★★★ 3,524 ratings | 167 answered questions

Climate Pledge Friendly

List Price: \$279.99
Business Price **\$249.00**
You Save: \$30.99 (11%)

Not eligible for Amazon Prime.

Style: **HD Display**

FHD Display **HD Display**

Color: **Mineral Silver**

Qty: 1

Add to Cart

1-Click ordering is not available for this item.

Select delivery location

Organization blocked

**Samsung Galaxy Tab Active
T540NZKAXAR**

★★★★★ 137

\$515.63 ~~\$749.99~~
\$512.87 with quantity discounts

prime FREE Delivery **Mon, Mar 8**

More Buying Choices
\$489.90 (7 used & new offers)

Note: Not an actual example from University of Delaware



Preferred Products



Administrators may mark products as preferred to ensure you can easily find what you are looking for. This messaging is visible throughout the shopping experience, search results, and on product detail pages.

Organization preferred
Admin note: "Your organization identified this item as preferred and wants you to choose it over similar products."
[View policies affecting](#)

Amazon Basics 14-Inch Laptop Macbook and Tablet Shoulder Bag, Black, 1-Pack

Visit the Amazon Basics Store

★★★★★ 9,540 ratings

Amazon's Choice for "14 inch laptop bag"

Price: \$17.43
Business Price **\$16.92**
You Save: \$0.51 (2%)

Buy more, save more

5 units
\$16.30 **LOWEST PRICE**
Save 6%

May be available at a lower price with shipping.

Preferred by your organization

Product	Price	Rating	Organization preferred
Amazon Basics 15.6-Inch Laptop Computer and Tablet Shoulder Bag Carrying Case, Black, 1-Pack	\$22.46 \$21.81 with quantity discounts	★★★★★ 24,725	Yes
Amazon Basics 15.6-Inch Laptop and Tablet Bag, Black, 10-Pack	\$157.00 \$163.99	★★★★★ 65	Yes
Lenovo Professional Carrying Case (Briefcase) for 15.6" Notebook - Black	\$71.99	★★★★★ 12	Yes

Note: Not an actual example from University of Delaware



Business Account Navigation



Business Account Navigation

Page	Functionality
Your Account	Standard Amazon account information.
Your Orders	View and track your orders.
Business Analytics	Create and filter custom reports based on your business needs to view your organization's orders.



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.

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

The screenshot displays the 'Your Orders' section of an Amazon Business account. At the top, there is a breadcrumb 'Your Account > Your Orders' and an information icon with the text: 'To view orders placed by users in your business account, select View All Orders below or go to Business Analytics.' Below this is a search bar with the placeholder 'Search all orders' and a 'Search Orders' button. A dropdown menu shows 'View All Orders: Ravenna Garden'. The main content area shows '16 orders placed in past 6 months'. A table lists order details:

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


Below the table, it states 'This order was approved. View details'. A 'Cancelled' section shows a product image and details: 'AmazonBasics 92 Bright Multipurpose Copy Paper - 8.5 x 11 Inches, 10 Ream Case (Sheets)', 'Sold by: Amazon.com Services, Inc.', and '\$0.00'. A delivery timeline for 'Arriving August 16 - August 20' is shown with three steps: 'Ordered Sunday, August 12' (checked), 'Shipped today' (checked, with 'See all updates' link), and 'Out for delivery' (unchecked). To the right of the timeline are three buttons: 'Track package' (yellow), 'Return or replace items' (grey), and 'Write a product review' (grey).



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	SHIP TO	PLACED BY	TOTAL	PO# test
May 15, 2018	Third Floor	Katherine Approval Demo 2	\$0.00	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](#)

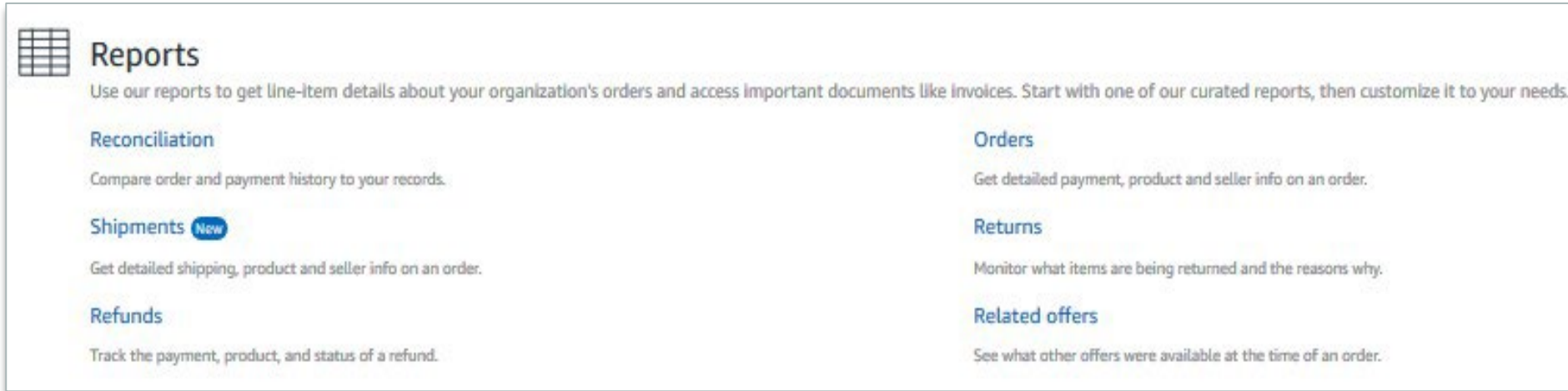
 Need help over phone? We can call you.



Business Analytics



Amazon Business Analytics



Reports
Use our reports to get line-item details about your organization's orders and access important documents like invoices. Start with one of our curated reports, then customize it to your needs.

Reconciliation
Compare order and payment history to your records.

Shipments New
Get detailed shipping, product and seller info on an order.

Refunds
Track the payment, product, and status of a refund.

Orders
Get detailed payment, product and seller info on an order.

Returns
Monitor what items are being returned and the reasons why.

Related offers
See what other offers were available at the time of an order.

Amazon Business Analytics provides the ability to:

- Aggregate purchases to compare and track spending 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 the required information

	<input type="checkbox"/>	Transaction Date	Payment Reference ID	Transaction Type	Payment Amount	Account Group
Filter	<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 in several ways including email, chat, and phone.

Not sure what you're looking for? Learn more about the features and benefits of Amazon Business [HERE](#).

Departments - Buy Again Savings Hub Quantity Discounts Today's Deals Business Plus Add People Gift Cards **Help** EN

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.](#)

Hey, I never received my Fire tablet

Messaging Assistant • Customer Service

So sorry it never showed up

I'll go ahead and send another one to the same address you had the last one sent, OK?

Yes, sounds good

Messaging Assistant • Customer Service

OK, we just put in the replacement order. It should arrive in a couple of days.

Gift Cards Help **Contact Us**

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.

You're on your way!

Here are a few things you can take care of on your own

- Check on an order
- Returns & Refunds
- Manage content & devices
- Get help with Prime
- Update payment info
- Account settings



Amazon Business Customer Support

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

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

Call Business Customer Support:

- (888)282-7853



Questions:

- procurement@udel.edu

Resources:

- [Procurement Services Website](#)
- [Shopping Using Punch-Out Catalogs](#)
- [Shipping to Home Addresses](#)
- [Amazon Best Practices & Troubleshooting Tips](#)
- [Amazon Gift Cards](#)
- [Amazon Registration](#)
- [Amazon Update Your Name](#)

