

Amazon Business Punchout Quick Reference Guide

Overview: This guide provides quick answers to common Amazon Business Punchout questions and outlines the actions required to properly manage returns, cancellations, credits, delayed shipments, and other order-related issues.

Before You Place an Order

Prime Shipping

1. **Selecting Prime Items:** Apply the Prime Items filter when searching in Amazon Punchout to identify items eligible for Prime benefits.
2. **If FREE Dedicated Delivery** appears during checkout, leave it selected. Montclair campus deliveries will be routed through Postal Services (Central Receiving) for distribution. This program does NOT apply to the Bloomfield campus because there are no loading docks capable of supporting palletized delivery.

Shipping Charges & Discounts

1. If you select a paid shipping option or the order includes discounts, those amounts will not transfer to Workday as separate line items. Amazon invoices shipping charges and discounts directly through electronic invoicing.
2. Do NOT add separate lines to your Workday requisition.

Delivery

1. **Delivery Estimates:** Delivery estimates begin once the requisition is fully approved and converted into a Purchase Order in Workday. The delivery date shown on Amazon Punchout may not reflect the actual delivery date due to the time required for requisition approval.
2. **14-Day Approval Window:** Orders that are “checked out” or “Submitted for Approval” out of the Amazon Punchout catalog and sent to Workday for approvals and processing, are held at the quoted price and quantity for up to 14 days from the date they are submitted to the Amazon shopping cart.
 - If the requisition is fully approved and converted into a Purchase Order within this 14-day period, the order will proceed as expected.
 - If approval is NOT completed within 14 days, the order may be automatically cancelled by Amazon, and a new requisition will need to be created.
 - It is the requester’s responsibility to monitor their requisition and ensure that all approvals are completed and the Purchase Order is issued within the 14-day timeframe.

Return Process Instructions

Important Reminder:

Returning an item in Amazon Business does not complete the University's return process. A corresponding Create Return transaction must also be completed in Workday. Credits cannot be processed until both steps have been completed.

Step 1 – Initiate the Return in Amazon & Process return

1. Navigate to My Orders.
2. Select the item to be returned.
3. Follow Amazon's return instructions.
4. Select a return option and proceed with processing the return.
 - When a USPS or UPS shipping label option is selected, you may contact Postal Services at 973-655-4189 to arrange shipment of the returned item.

Step 2 – Process the Return in Workday

1. Once you have physically received your item(s), you must complete the receipt in Workday. This step is required even if you plan to return the item(s).
2. After initiating the return in Amazon Business, a 'Create Return' in Workday must be created for all returned items.
3. Credit(s) in Workday must be approved for processing; otherwise, the credit will remain in a match exception.
 - **IMPORTANT:** Credits cannot be processed until the item has been received in Workday and a corresponding Create Return transaction has been submitted.

Common Issues

My Order Was Canceled

If Amazon cancels an item or order:

- If there are any items on the Purchase Order that have been fulfilled, ensure those items are received and paid
- Close the Purchase Order.
- Closing the Purchase Order releases encumbered funds back to your budget.
- Why this matters: Closing the Purchase Order releases encumbered funds associated with the canceled item(s). If the Purchase Order remains open, those funds may remain unavailable for other purchases.

My Order Has Been "In Transit" for More Than Two Weeks

1. Contact Amazon Customer Service.
2. Request cancellation of the delayed item.
3. After all other items are paid and received, close the Purchase Order. Closing the Purchase Order will ensure that any funds associated with the canceled items are released back to your budget.
4. Re-order the item if still needed.
5. Why this matters: Closing the Purchase Order after cancellation releases any remaining encumbered funds and helps ensure accurate budget reconciliation.

My Item Never Arrived

- Check order status in Amazon.
- Contact Amazon Customer Service.

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- Request a credit for missing items.
- Why this matters: Promptly reporting missing items helps ensure credits are issued and properly reconciled.

Gift Card Orders

- Do not use Amazon Punchout to purchase gift cards.
- To purchase gift cards, contact the either Cheri Jefferson or Patricia Moyston in the Accounts Payable Department for further instructions.
- Why this matters: Gift card purchases require a different process and cannot be processed through the Amazon Business Punchout catalog.

Additional Support Resources

University Support

- Please contact Maria Davis at davismar@montclair.edu or 973-655-4402 for guidance.

Contact Amazon Business Customer Support: [Click Here](#) or call 866-486-2360

- Provides support for order, shipment, return, transaction, and account-related issues. Available contact methods may include phone, live chat, and other online support options.

Amazon Support when Joining the Account: [Click Here](#) or call 844-428-3060

- Provides end users the option to contact a dedicated support team for assistance with end-user issues when joining the account.