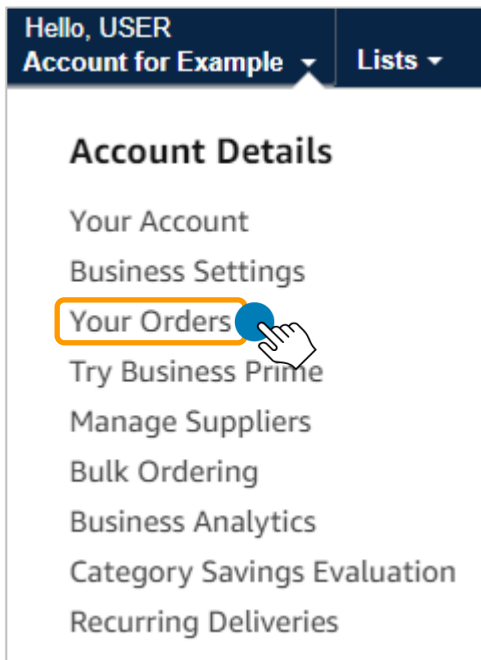


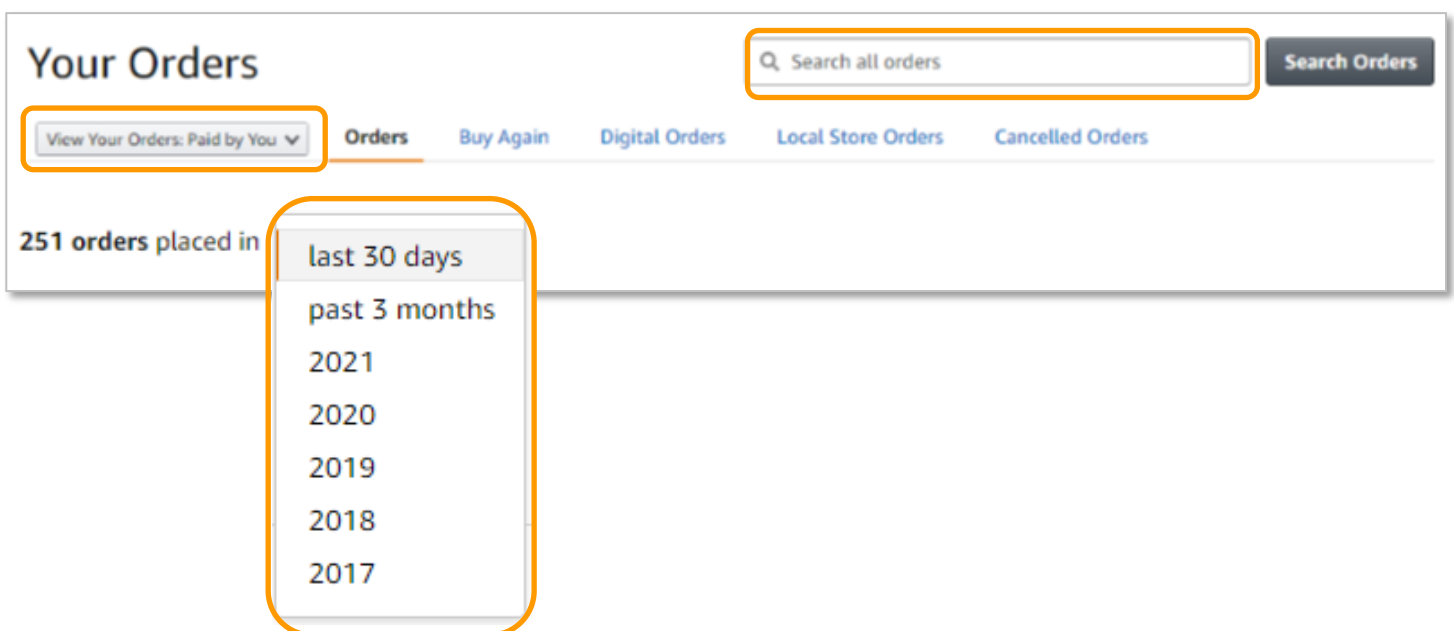
Your Orders

The Your Orders page within your Amazon Business account will allow you to review, change, cancel, return, and/or track orders that you have placed within the account.

1. Hover over "Hello, NAME" in the upper right hand corner of your home page.
2. Click **Your Orders** from the drop down menu.



3. Select **View Your Orders: Paid by You** and choose the date range in which your orders were placed. You can also search for an order using the **Search all orders** bar. Administrators can also select to **View All Orders: Company** to see all orders placed on the Amazon Business account within the date range that is chosen.



4. Review your order queue.

Your Orders

Search all orders

Search Orders

View Your Orders: Paid by You

Orders

Buy Again

Digital Orders

Local Store Orders

Cancelled Orders

251 orders placed in

past 3 months

ORDER PLACED

June 3, 2021

SHIP TO

0001Nile Test

PLACED BY

USER Name

Example


TOTAL

\$0.00

ORDER #

111-6587990-8185017

Cancelled



Sharpie Tank Highlighters Assorted Colors | Chisel Tip Highlighter Pens, 12 Count

Sold by: Amazon.com Services LLC

\$0.00

Business Price

ORDER PLACED

June 2, 2021

SHIP TO

SEAN

PLACED BY

USER Name

Example

TOTAL

\$207.20

ORDER #


114-8751230-0549846

View order details

Printable Order Summary

This order is pending approval. View details

Arriving Jun 9 - Jun 14



Tripp Lite HDMI to DVI Cable, Digital Monitor Adapter Cable (HDMI to DVI-D M/M) 6-ft. (P566-006)

Sold by: Bargain_R_Us2

\$4.89

Track package

Request cancellation

ORDER PLACED

June 2, 2021

SHIP TO

SEAN

PLACED BY

USER Name

Example

TOTAL

\$4,288.50

ORDER #


114-2073770-6560265

View order details

Printable Order Summary

Out for delivery

Estimated arrival 12:45 PM - 3:45 PM



Flower Pots, 6 Inch Succulent Pots with Drainage, Indoor Round Planter Pots with Saucer, White Cactus Planters with Hole, Outdoor Garden Pots 4 Pack

Sold by: Brajttt

\$28.99

Track package

Print packing slip

Cancel this delivery

Provide delivery instructions

Return or replace items

Share gift receipt

amazonbusiness

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Tracking an Order

1. To track an order, locate the order within your order queue and click **Track package**.


ORDER PLACED June 4, 2021	SHIP TO USER Name ▾	PLACED BY USER Name ▾ Example	TOTAL \$15.93	ORDER # 112-2946049-2288224 View order details Invoice ▾
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This order is pending approval. [View details](#)



Arriving tomorrow by 10pm

Amazon Basics Hickory Wood Handle Claw Hammer - 16 oz.
Sold by: Amazon.com Services LLC
\$14.99
Business Price



Track package

2. Review delivery status and tracking information. If you have additional questions about your order you can contact [Amazon Business Customer Service](#) .

[Your Account](#) › [Your Orders](#) › [Order Details](#) › [Track Package](#)

Arriving tomorrow by 10 PM

☒

Ordered Friday, June 4

☐

Shipped

☐

Out for delivery

☐

Arriving tomorrow


amazon business

Return an Order

An order return/replacement can be initiated by the requisitioner who placed or submitted the order for approval, or by an account administrator.

1. To return an item, locate your order from your order queue and select **Return or replace items**.

Delivered May 12, 2021



Flower Pots, 6 Inch Succulent Pots with Drainage, Indoor Round Planter Pots with Saucer, White Cactus Planters with Hole, Outdoor Garden Pots 4 Pack
Sold by: Brajttt ▾
\$28.99

Track package

Print packing slip

Cancel this delivery


Provide delivery instructions

Return or replace items

Share gift receipt

2. Select the item(s) you wish to return and then select a reason as to why you are returning the item from the drop down menu.

Choose items to return

☒

Flower Pots, 6 Inch Succulent Pots with...
\$28.99
[Details ▾](#)

Why are you returning this?

- Bought by mistake
- Better price available**
- Product damaged, but shipping box OK
- Item arrived too late
- Missing or broken parts
- Product and shipping box both damaged
- Wrong item was sent
- Item defective or doesn't work
- Received extra item I didn't buy (no refund needed)
- No longer needed
- Didn't approve purchase
- Inaccurate website description

3. Click **Continue**.

Continue

Return by Jul 4, 2021

Items you're returning



4. Choose an option for **How can we make it right** and select **Continue**.

Why are you returning these?

See Details

How can we make it right?

Details

FREE Shipping

Why?

Replace with the exact same item

Refund to your original payment method

Estimated refund timing: within 7 days of receiving the item.

Details

Suggested

Why?

Talk to the manufacturer

Refund to your original payment method

Estimated refund timing: within 7 days of receiving the item.

Items you're returning

amazonbusiness

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5. Review and select an option for **How you will mail your return.**

How will you mail your return?

435 SUMMIT AVE E, SEATTLE, WA, 98102-4885 [Change address](#) ▾



[Details](#) ▾



The UPS Store Dropoff - no box or label needed

\$0.00

You do not need to package your return or print a shipping label. The UPS Store will pack, label, and ship your return for free. We'll email you a return shipping code. Print out or show it on your smartphone to a store associate at The UPS Store.

Store hours are subject to change due to COVID-19 precautions, please confirm opening hours before proceeding. [Find The UPS Store](#)

Printer not required.



UPS Drop-off Points

\$5.99

Please package and label your return and bring it to any UPS drop off location of your choice. UPS offers variety of drop off locations like: The UPS Store, UPS Drop Box, UPS Access Point, Retail Chains, Customer Service Points, Authorized Shipping Outlet.

Return at any UPS drop off location. You can find them on [the UPS website](#)

Return shipping cost will be deducted from your refund.

Print the return shipping label anytime from Your Orders or your email.



Amazon Dropoff

\$0.00

Choose a dropoff location for your return.

Print the return shipping label anytime from Your Orders or your email.

Dropoff location:

Amazon Hub Locker+ (Bellevue)

15350 SE 37th StBellevue, WA, 98006

[Change Location](#) ▾

Hours:

Mon - Sun: 10:00 - 20:00



Amazon Locker

\$5.99

Drop off at an Amazon Locker of your choice. We'll guarantee space for one business day.

[How does it work?](#) ▾

Return shipping cost will be deducted from your refund.

Print the return shipping label anytime from Your Orders or your email.

[CHOOSE LOCKER](#) ▾



UPS Pick up

\$11.99

Please package your return and UPS will bring a printed label. UPS will pick up your return package on the next business day; ensure that you have selected a non-PO Box address for your pickup location. An adult (21+) must be present. Due to COVID-19 social distancing guidelines, drivers are not permitted to enter the home for any reason.

Return shipping cost will be deducted from your refund.

Printer not required.

Pickup Address [Change address](#) ▾

Christopher McCabe, 435 SUMMIT AVE E, SEATTLE, WA, 98102-4885



I'll Ship & Pay

Varies

6. Click **CONFIRM YOUR RETURN**.


CONFIRM YOUR RETURN

Return by Aug 11, 2021

Refund summary

Refund subtotal	\$9.89
Shipping ▾ (UPS Pick up)	-\$11.99
Total estimated refund	\$0.00

Items you're returning



Cancelling an Order


An order cancellation can be initiated by the requisitioner who placed or submitted the order for approval, or by an account administrator. An order may only be cancelled prior to shipment.


1. To cancel an order, locate your order from your order queue and select **Cancel Items**.

ORDER PLACED June 22, 2021	SHIP TO User Name ▾	PLACED BY Admin Name ▾ Example	TOTAL \$19.79	ORDER # 111-2528647-0332211 View order details Printable Order Summary
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This order is pending approval. [View details](#)

Arriving Friday



iPhone Charger, 2Pack iPhone Charger MFi Certified to USB Fast Charging Data Sync Transfer Cable with USB Wall Charger Travel Plug Compatible iPhone 12/11/11 Pro/Xs/XR/X/8/8Plus and More
Sold by: [jinka](#) ▾
\$12.99
 Buy it again

[Track package](#)
[Change shipping speed](#)
[Cancel items](#)
[View or edit order](#)

2. Select the **Cancellation Reason** and then click **Cancel Items**.

[Your Account](#) > [Your Orders](#) > [Order Summary #111-2528647-0332211](#) > [Cancel](#)

Are you sure you want to cancel this order?


Items Ordered	Price
1 of: iPhone Charger, 2Pack iPhone Charger MFi Certified to USB Fast Charging Data Sync Transfer Cable with USB Wall Charger Travel Plug Compatible iPhone 1 <small>Condition: New Sold by: jinka (seller profile)</small>	\$12.99 <input checked="" type="checkbox"/>

Reason for cancellation (optional):

Select Cancellation Reason ▾
Select Cancellation Reason
Order Created by Mistake
Item(s) Would Not Arrive on Time
Shipping Cost Too High
Item Price Too High
Found Cheaper Somewhere Else
Item Sold by Third Party
Need to Change Shipping Address
Need to Change Shipping Speed
Need to Change Billing Address
Need to Change Payment Method
Other

[Cancel selected items in this order](#)
[Return to order summary](#)

3. You will receive a notification that your order has been cancelled. .

 **This order has been cancelled.**
[Continue shopping](#)