

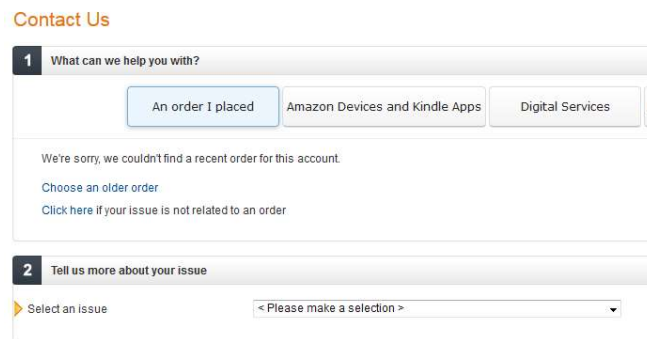


Contacting Amazon Business Customer Support

Amazon Business Customer Support is available seven days a week from 8 am to 12 am ET.

For Amazon Business End-User Purchasing Transaction Support (Ordering and Returns):

The best way to reach Amazon Business customer service is through **Contact Us** link is available at the bottom of every Amazon webpage (**Let Us Help You > Contact Us**) and provides email, phone, and Live Chat options. Simply click Contact Us link, identify the type of issue you need help with and select '**Email**' '**Phone**' or '**Chat**'.

A screenshot of the Amazon Business "Contact Us" form. The form is titled "Contact Us" in orange. It has two main sections. Section 1 is titled "1 What can we help you with?" and contains three buttons: "An order I placed", "Amazon Devices and Kindle Apps", and "Digital Services". Below these buttons, there is a message: "We're sorry, we couldn't find a recent order for this account." followed by two links: "Choose an older order" and "Click here if your issue is not related to an order". Section 2 is titled "2 Tell us more about your issue" and contains a dropdown menu labeled "Select an issue" with the text "< Please make a selection >" inside it.

By logging in and using the Contact Us form, Customer Service agents will be able to identify you as a member of the Johns Hopkins University Central Account.

If you are unable to log in and need to reach customer service, you can reach them by phone at 1-888-281-3847 or email at corporate-PunchOut@amazon.com

Looking for Amazon Business Specific Product Help?

Find additional product help and resources by navigating to **Let us Help You > Help > Amazon Business Accounts** from the bottom of any Amazon webpage.

Johns Hopkins University Central Account Questions

All Johns Hopkins University administrative questions should be directed to PurchasingAMZN@jhu.edu.