

RESOURCES AND SUPPORT

Resources for departments related to the Enterprise Amazon Business Account:

- Amazon Business [Information Page](#) on the Purchasing website
- FAST Amazon course (myUK Learning), 25 mins, available on demand
- Dedicated section (C) on the Purchasing [Learning and Training Resources page](#), including Help Guides and Quick Reference Cards
- Amazon Business [Frequently Asked Questions \(FAQs\)](#)
- Amazon web forms on the Purchasing website – use for inquiries or assistance including requests for placement into a departmental group
- Assistance/support email: amazon@l.uky.edu
- Package delivery escalation: Email amzl-address-info@amazon.com / ph. (844) 370-7615

Purchasing provides support for general inquiries related to an order until placement with Amazon Business. This could include Business Account access, group assignments and workflow, restricted (soft- and hard-blocked) items, cart approval status, etc.

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Departments should contact Amazon Business Customer Support order placement for assistance related to delivery, shipping status, returns, pricing discrepancy, etc.

- Dedicated U.S. based [Business Customer Support](#) can be reached via email, chat, and phone.
- Provides end users the option to call, email, or live chat. Use this method for anything relating to an order, transaction, charge, or shipment.
- Help is available through the top menu of Shopper's home page.
- Phone: (888) 281-3847

