

How to Return or Replace Items Ordered through Jaggaer Punchouts

For non-catalog orders, you will contact the company directly. This guide shows how to cancel a punchout order, focusing on Amazon. Each vendor's website will have a different procedure; some may only provide an email or phone number for customer service.

1 Click here as if you were "punching out" to place an order.

The screenshot displays the Jaggaer Punchout web application interface. On the left is a dark blue sidebar with navigation links: Orders, Contracts, Accounts Payable, Suppliers, Reporting, Administer, and Setup. The main content area is divided into three sections. The top section, titled 'Shop', contains a search bar with the text 'Search for products, suppliers, forms, part number, etc.' and a magnifying glass icon. Below this is a 'Showcases' section with a dropdown arrow, followed by a 'PunchOut Catalogs' section displaying a grid of 18 vendor logos: Amazon Business, Anixter, BH, CDW, Dell, Fisher Scientific, Medline, ODP, Staples, Grainger, Henry Schein, The Home Depot, MCK, VWR International, Brady Plus, and Home Depot Retail. The bottom section is labeled 'Forms' with a dropdown arrow. On the right side of the interface, there are two panels. The top panel, 'Action Items', shows 'UNASSIGNED APPROVALS' with a 'Requisitions' link and a notification badge. The bottom panel, 'My Resources', lists 'My Resources *', 'Product Release Library' with a red icon, and 'Site Map'. At the bottom right, there is a logo for 'Powered by JAGGAER | Private'.

2 Click "Your Orders."

The screenshot shows the Amazon Business homepage. At the top, there's a navigation bar with the Amazon logo, delivery location (Diana, Lewiston 83501), a search bar, and user information (Hello, Diana, Account for Lewis-Clark Sta...). Below the navigation bar, there's a main content area with a large banner for 'Beat the heat with a tech upgrade'. To the right of the banner, there's a sidebar with 'Best sellers in Office & School Supplies', 'Manage Your Business', and 'Your Account'. In the 'Your Account' section, 'Your Orders' is highlighted with an orange circle. Below the sidebar, there's a 'Summary' section showing the order status (Awaiting delivery) and a 'Shop and Reorder' button. At the bottom, there's a 'Continue shopping deals' section.

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Punchout Group: Jaggaer Punchout Te

Labor Day Sale Buy Again Today's Deals Business Savings

You are connected to test

Best sellers in Office & School Supplies

- Amazon Basics Multipurpose Copy Printer Paper, 8.5 x 11 Inches, 20 lb, 1 Ream, (500...
\$6.65 (\$0.01/Sheet)
✓prime
Add to cart
- EXPO Low Odor Dry Erase Markers Fine Tip Black 4 Count
\$3.74 (\$0.94/count)
✓prime
Add to cart
- Elmer's Disappearing Purple School Glue Sticks, Washable, 6 Grams, 12 Count - Bac...
\$4.47 (\$1.77/ounce)
✓prime
Add to cart

Manage Your Business

- [Buying Policies & Approvals](#)
- Billing & Shipping
- Users
- Tax Exemption & licenses
- System Integrations

Quick Actions

- Add Users
- Manage Budgets
- Set Spending Limits
- Track Receiving for 3WM
- Get the new B2B mobile app
- Simplify Your Reporting

Your Account

- Cancel Punchout & Sign Out
- Your Account**
- Your Orders**
- Business Settings
- Business Analytics
- Business Prime
- Manage Subscribe & Save
- Manage Quotes
- Your Interactions
- Start a Selling Account
- Customer Service

Summary

7 Aug 25

Awaiting delivery Next delivery

\$8.39K \$0

Aug : Total spend Past due balance

Shop and Reorder

Shop deals

Shop now

Continue shopping deals

3 Click "Return or replace items."

The screenshot shows the Amazon Business 'Delivered today' page. At the top, there's a header with order details: Order placed (August 22, 2025), Total (\$19.99), Ship to (Jaimee Lee, Bldg/Rm: Talkington Hall), Placed by (Jaimee Lee), and Order # (112-8896282-1274635). Below the header, there's a section titled 'Delivered today' with a message: 'Your package was handed to an agent for final delivery'. To the left of this message, there's a product image of 'FIXWAL Canvas Boards for Painting 24pcs, with 8x10, 9x12, 11x14, 5x7 Canvases for Painting Art Paint Canvas Panels Gesso Primed Acid-Free Blank Canvas Boards Acrylics Oil Watercolor Paints'. To the right of the product image, there's a list of actions: 'Get product support', 'Print packing slip', 'Track package', 'Return or replace items' (highlighted with an orange circle), 'Write a product review', 'Mark as received', 'Share gift receipt', 'Ask Product Question', and 'Chat with us'. Below the 'Delivered today' section, there's another order summary for a different order: Order placed (August 21, 2025), Total (\$442.99), Ship to (Attn: Angie McClain, Bldg/Rm: Physical Plant, ...), Placed by (Angie McClain), and Order # (112-8068470-1593846).

Order placed August 22, 2025 Total \$19.99 Ship to Jaimee Lee, Bldg/Rm: Talkington Hall Placed by Jaimee Lee Order # 112-8896282-1274635

This order was approved in your purchasing system.

Delivered today

Your package was handed to an agent for final delivery

FIXWAL Canvas Boards for Painting 24pcs, with 8x10, 9x12, 11x14, 5x7 Canvases for Painting Art Paint Canvas Panels Gesso Primed Acid-Free Blank Canvas Boards Acrylics Oil Watercolor Paints

Return or replace items: Eligible through September 24, 2025

\$19.99

Buy it again

Get product support

Print packing slip

Track package

Return or replace items

Write a product review

Mark as received

Share gift receipt

Ask Product Question

Chat with us

Order placed August 21, 2025 Total \$442.99 Ship to Attn: Angie McClain, Bldg/Rm: Physical Plant, ... Placed by Angie McClain Order # 112-8068470-1593846

This order is pending approval in your purchasing system.



Note the other options that may be available to you, depending on the status of the order. You can track your package from here, get product support, write a review, etc. If none of these options quite fit your situation, you will often have the ability to initiate a chat.