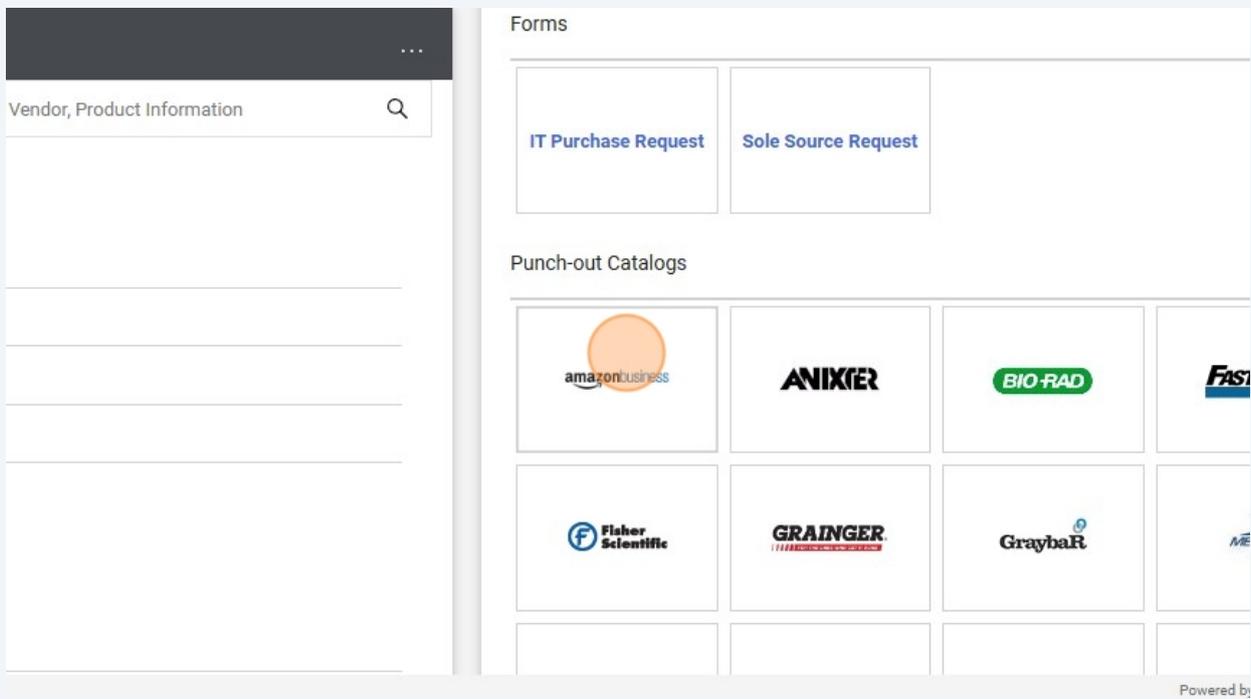


# Requesting a Return for Wrong Item Received



1 Navigate to [www.bullybuy.msstate.edu](http://www.bullybuy.msstate.edu)

2 Before going to amazon business punchout make sure you do a received receipt.  
Then come and select your amazon punchout



### 3 Click "Your Orders"

The screenshot shows the top navigation bar of an Amazon Business account. The user is logged in as 'Sasha' with the account name 'Account for Mississippi Stat...'. The main navigation area is divided into three columns:

- Office & School Supplies:** Lists items like 'Amazon Basics Multipurpose Copy Printer Paper' (\$7.41), 'HP Printer Paper' (\$6.99), 'The Original Little ELF Gift Wrap Cutter' (\$13.99), and 'Amazon Basics Wide Ruled Lined Writing Note Pads' (\$11.59). Each item has an 'Add to cart' button.
- Manage Your Business:** Includes links for 'Buying Policies & Approvals', 'Billing & Shipping', 'Members', 'Tax Exemption & Licenses', and 'System Integrations'. A 'Quick Actions' section lists 'Add People', 'Manage Budgets', 'Set Spending Limits', 'Track Receiving for 3WM', and 'Simplify Your Reporting'.
- Your Account:** Lists options like 'Cancel Punchout & Sign Out', 'Your Account', 'Your Orders' (highlighted with an orange circle), 'Business Settings', 'Amazon Business Card', 'Business Analytics', 'Business Prime', 'Manage Subscribe & Save', 'Bulk Ordering', 'Your Interactions', and 'Customer Service'.

### 4 Click "Your orders : Paid By Mississippi State University"

The screenshot shows the 'Your Orders' page. At the top, there is a search bar with the placeholder text 'Item, order or PO number...'. Below the search bar, there are several tabs: 'Orders', 'Buy Again', 'Not Yet Shipped', 'Digital Orders', 'Local Store Orders', 'Amazon Pay', and 'Cancelled O'. The 'Orders' tab is selected. Below the tabs, it says 'Viewing 0 orders placed in' and 'You have not placed any orders'. A dropdown menu is open, showing three options: 'Your orders : Paid By You', 'Your orders : Paid By Mississippi State University' (highlighted with an orange circle), and 'All orders : Mississippi State University'. At the bottom of the page, there is a 'for you' section with five product images: a black remote control, a black speaker, a white smart camera, a black smart camera, and a black smart camera.

5 Click "All orders : Mississippi State University"

Your Orders

Item, order or PO number...

Orders Buy Again Not Yet Shipped Digital Orders Local Store Orders Amazon Pay Can

Viewing 0 orders placed in

You have not placed any orders

Your orders : Paid By You

Your orders : Paid By Mississippi State University

All orders : Mississippi State University

Last 30 days

Devices for you

6 Click "Return or replace items"

112-1186936-6970637 Search Orders

ORDER BY Lifer Mayfield jaer PROD

TOTAL \$26.99

PO# JC0004223

ORDER # 112-1186936-6970637

View order details Printable Order Summary

Track package

Print packing slip

Return or replace items

Share gift receipt

Write a product review

Red Large Plush Xmas Tree Mat with Merry Decor for Home Party

Page 1 of 8

5G W-Fi | Bluetooth | 1080P Support

How to...

Turkey

## 7 Click "Choose a response"

### to return

#### LEKEY 48 Inch Christmas Tree Skirt

id...

Size: 48 inch

Color: Red&white

\$6.99

#### Why are you returning this? (required)

Selecting the most accurate reason for your return helps us gather essential feedback, that enables us to continuously improve our services and product quality.

[Learn more](#)

Choose a response

Continue

Return eligible through Jan

#### Items you're returning



## 8 Click "Wrong item was sent"

48 inch

Color: Red&white

\$6.99

#### Why are you returning this? (required)

Selecting the most accurate reason for your return helps us gather essential feedback, that enables us to continuously improve our services and product quality.

[Learn more](#)

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

#### Items you're returning



Have an idea

back >

Work with Amazon

Business Solutions

Business Settings

9 Click here.

white

Selecting the most accurate reason for your return helps us gather essential feedback, that enables us to continuously improve our services and product quality. [Learn more](#)

Wrong item was sent

Has the product been removed from its original packaging?

Choose a response



Items you're returning



Have an idea to help us improve? [Send feedback >](#)

10 Click "Choose a response"

white

Selecting the most accurate reason for your return helps us gather essential feedback, that enables us to continuously improve our services and product quality. [Learn more](#)

Wrong item was sent

Has the product been removed from its original packaging?

Choose a response



Items you're returning



Have an idea to help us improve? [Send feedback >](#)

11 Click continue.

Then go to bullybuy and create a return receipt. If you need assistance with this select the logo and it will take you to our bullybuy procurement page.

