

Amazon Business FAQ Library

The following document provides answers to commonly asked Amazon Business questions.

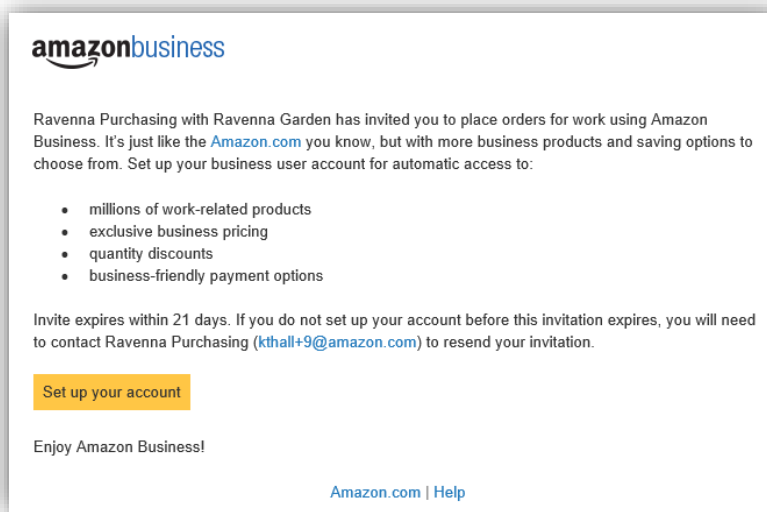
Getting Started

Getting Started (Amazon Direct)

How do I create my Amazon Business account?

Access Amazon Business by clicking the link directly from the registration email you received. The first time you access Amazon Business you will be prompted set up your account.

Use your [@acu.edu](#) email address and create a password.



What if I haven't received an invitation?

Be sure to check your spam or deleted email folders. The registration email is sent directly from Amazon.com ([no-reply@amazon.com](mailto:reply@amazon.com)). If you still cannot locate the email, contact your account admin to have it resent.

How do I register as part of the ACU Amazon Business account?

Please read the following instructions prior to accessing Amazon Business. This will ensure your account is set up before making purchases.

Scenario 1

I have never used my [@acu.edu](#) email address on Amazon.com

The first time you access Amazon Business, you will be prompted to set up an Amazon Business account. Use your [@acu.edu](#) email address and enter a password. (Please note: your password does not need to be the same as other internal systems).

Scenario 2

I already use my @acu.edu email address to make BUSINESS purchases on Amazon.com

If your @acu.edu email address is already associated with an Amazon.com account, you will have the option to convert your existing account and transfer any purchase history and pending orders to the central business account.

Scenario 3

I already use my @acu.edu email address to make PERSONAL purchases on Amazon.com

If your @acu.edu email address is already associated with an Amazon.com account, you will have the option to create a separate account for personal orders. You will be prompted to select “Create a separate business account” and will need to choose a new, personal, email address (e.g. gmail.com or hotmail.com) that is NOT tied to another Amazon account.

What if I previously used my @acu.edu email address to register for a verified Amazon Business account?

If you previously used your @acu.edu email address to register for an Amazon Business account, you will need to deregister that account. Your information and order history will still exist and will follow the user to the next Amazon Business account if you choose to convert your existing account when accepting the invitation. All previous, stand-alone, Amazon Business accounts will be consolidated under the new, centralized account.

How do I deregister my account?

1. Log into your Business Account
2. Download an order history report for the past 6-12 months
3. Click the following link to deregister your existing account:
<https://amazon.com/gp/b2b/manage/deregister>

NOTE: The terminology on this screen can be confusing. Rest assured your order history would not be lost; your account will be converted back to an Amazon consumer, allowing you to join the central Amazon Business account.

Once you are done, please email your account admin at to request an invitation to the central business account.

I tried to deregister my account but it says, “I don’t have permissions to close this account.” How should I proceed?

The reason you do not have permissions to close your account is that you are not the administrator of the account you are tied to. Please reach out to the administrator on the existing account and have them remove you. If you are unsure of who your account administrator is, please contact **Customer Service at 888-281-3847**.

When I access Amazon Business for the first time, I am prompted to log in with a password. I do not know my login information.

You are asked to enter a password because you have an existing account with Amazon with your @acu.edu email address. If you cannot remember the password, please select the “forgot password” button to reset. If you are, still having trouble resetting the password, please call **Amazon Business Customer Service at 888-281-3847** and ask them to reset it for you.

Can I use the new Amazon Business account for PERSONAL use?

No. The central Amazon Business Account must be used for business purchases only, in accordance with our purchasing policies. The purchasing team will have access to all purchasing history made through the Amazon Business account.

I forgot my password for my Business account and am unable to reset the password.

Please contact Amazon Business Customer Service by clicking [Contact Us](#) (preferred method) or at 888-281-3847.

I already have an Amazon Web Services (AWS) account with my work email, so I cannot use the same email again for Amazon Business.

Please contact Amazon Business Customer Service by clicking [Contact Us](#) (preferred method) or at 888-281-3847 and they will help troubleshoot this issue for you.

How do I contact Amazon Business Customer Service?

Amazon Business Customer Service can be reached by clicking [Contact Us](#) (preferred method) from within your account or at 888-281-3847.

Amazon Business Account Set-up Requirements

- Amazon Business is strictly for business use only
- You must use your ACU email for the account. All other types of emails are prohibited
- You cannot change your email address or credit card information in Amazon Business for personal use at any time.
- If you are using your ACU email for personal Amazon use, and you will be making business purchases for ACU, you will need to change your personal account to a personal email (Gmail, yahoo, etc.)
- If you are currently paying for an Amazon Prime membership using your ACU pcard, you must cancel the membership immediately.
 - You will continue to have access to Prime through the new Business Prime membership.

Payment Method

What form of payment should I use to make Amazon Business purchases?

Enter your purchasing card information. This can be entered ahead of time in 'Your Account' or during the checkout process. Payment instruments are visible to your account administrator and can be audited.

Buying Policies

Approvals

Why does my order need to be approved?

Your administrators have set up workflow approvals for certain orders based on a dollar amount and/or buying policies. If your order exceeds the established threshold or contains a restricted item, it will require an approval.

Note: Items such as digital products and gift cards do not go through approvals.

How do I know if my order has been approved?

You will receive an email notification immediately after you place your order and again once your order has been approved. Please note, your order will not be fulfilled and shipped until it is approved.

Categories

Although Amazon Business is an approved vendor, there are a number of items that should NOT be purchased on Amazon.

Restricted Items	
Food and Beverages	Alcohol Beverages or Tobacco Products
Jewelry	Furs
8.5 x 11 White Copy Paper, 20Lb.	Computers
Phones	iPads
Printers and Copiers	Apparel and Clothing
Gift Cards/Gift Certificates	Firearms, Ammunition, Weapons
Furniture	Light Bulbs
Paint	Personal Prime Memberships or any Personal Purchases

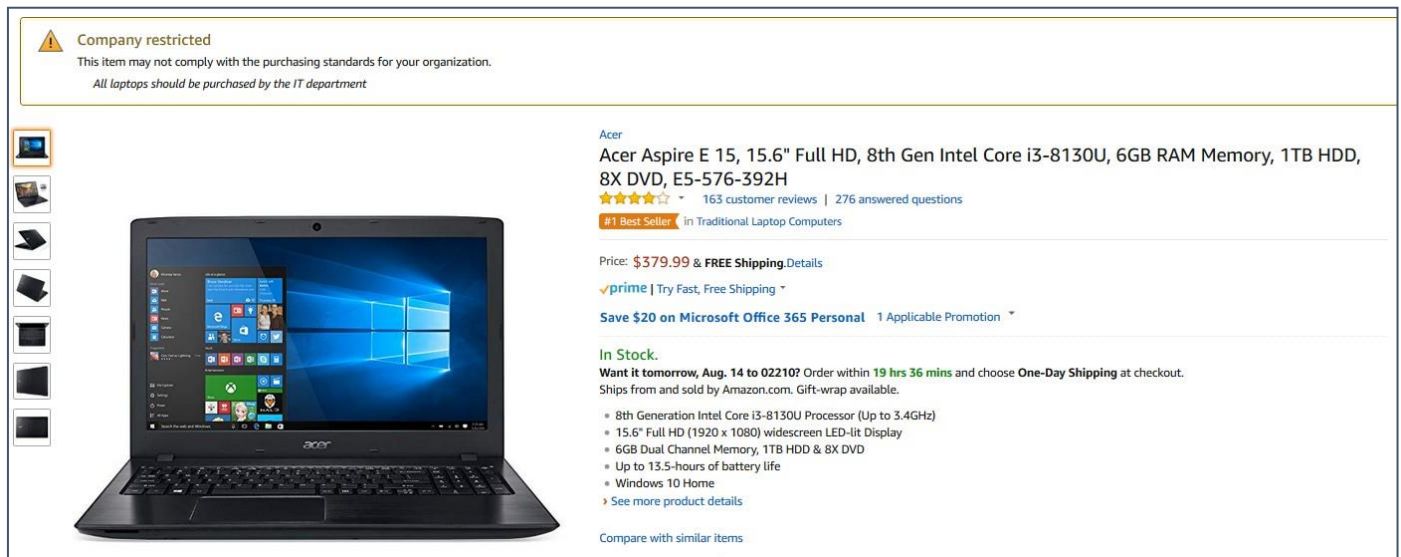
Purchasing Amazon Prime Memberships are prohibited with ACU funds for business or personal use. If an individual Amazon membership is purchased with ACU funds moving forward, you will be expected to return the funds to the university.

Restricted items will be marked on the ACU Amazon Business account to inform you of what you can and cannot buy. When buying items on Amazon, you will notice that an item will be marked in a number of ways:

1. When browsing, the item will be marked as “company restricted.” When you see this, there is no need to click into the item to view further.



- If you do click into an item that is restricted, the below image shows a banner that will appear saying it is restricted. The italicized messaging on the banner also will give you an explanation as to why you cannot be purchasing on Amazon and if you should turn somewhere else to procure the item.
- If you have any questions about payment methods or restricted items, please email purchasing@acu.edu.



Manage Suppliers

How do I search for suppliers in Amazon Business?

For hard to find items sold by a specific supplier, you can search for suppliers by name and apply filters, such as star rating and business location of the supplier, to narrow down your search results. You can also use a combination of search and filters. Once you find a supplier, you can add them to your list of Saved Suppliers. The list makes it easy for you to learn more about your favorite suppliers -- you can visit a supplier's profile page (their storefront), or contact them by selecting **Ask a question**

- To add a supplier to your Saved Suppliers list, do either of the following:
 - Search for a supplier, then in the search results, select **Save for Later** from the Action menu – OR – Navigate to a seller's profile page by selecting the seller name, then selecting **Save for Later**
- To remove a supplier from your Saved Suppliers list, do either of the following:
 - Select **Remove from Saved** in your list of saved suppliers or on the seller's profile page, select **X Remove Supplier**

Tax Exemption

I was charged sales tax on my order even though my Amazon Business account is setup for tax exempt purchasing.

How do I get refund?

Because Amazon provides a marketplace made up of millions of sellers, there are instances when sellers may still charge tax on a tax exempt purchases. Contact the Seller directly to request the refund.

1. From within your account, navigate to “Your Orders”
2. Find the item that was charged tax and click “Contact the Seller”
3. Enter subject as “Tax Exemption Refund Request”
4. Include the order number and amount charged

If you have issues contacting the seller, or other order related questions, please contact the Business Customer Service team [HERE](#) or directly by phone at **888.281.3847**.

Orders

How will I know when I will receive an order?

The person who placed the order will receive a confirmation email that will state the items estimated delivery date and shipping speed.

How do I see the orders I placed after joining the Amazon Business Account?

From within your account, navigate to **Your Orders**. The default view will display all orders “Paid For By You”. If your organization is utilizing a central payment method (i.e. not your individual purchasing card), select “View All Orders” from the drop-down menu.

How do I track my Amazon Business delivery?

You can view real-time delivery details for all pending orders, including estimated delivery date and carrier information. From within your account, navigate to **Your Orders > Track Package**.

Can I save products I purchase frequently?

Yes, create Lists! To begin, hover over **Lists** in upper right corner of your screen and select **Create a List**

1. Select **This list is for: you** from the dropdown menu
2. Select list type: **Shopping List** or **Reorder List**
3. Name the list
4. Privacy: **Private**
6. Create List

Why did I receive an email indicating that my order has been halted?

Amazon Business provides a dynamic marketplace of products, with changing prices and quantities. Controls have been put in place to account for these fluctuations. Although the email instructs you to contact your Amazon Business Account Administrator, the best way to get more information on a halted order is to contact Amazon Business Customer Service **888-281-3847**.

Delivery

What address should I be using?

- You are responsible for adding your **site address** the first time you check out, or you can add it to your account settings prior to the first time you check out. Go to Your Account > Your Addresses > Add Address > Enter in Site name in “Full Name” section. When you check out, you will be able to add a user name, or department name, so that it is clearly labeled on the shipping label.
- To stay within best business practices and policy all orders purchased with ACU funds should be shipped to the university’s warehouse rather than ACU mail box or to any home addresses. This only applies to the Abilene campus.
- The mandatory shipping address and format for all Amazon Business orders is as follows:

(For: Abilene Campus)

Your Name

1201 East Ambler

Building Name and Room Number, Department Name

Abilene, Texas 79699

(For: Dallas Campus)

Your Name

16633 Dallas Parkway, Suite 800

Department Name, Room Number

Addison, Texas 75001

**** Abilene: It is important to use the 1201 East Ambler Address****

My order will not process, what should I do?

If your order will not go through please validate that your purchasing card is not expired and your billing address is correct. Check with your account administrator regarding any purchasing card transaction limits.

Returns

- You are responsible for processing your own returns and exchanges
- You are responsible for taking your return packages to the ACU mail room for pick up by the respective shipping company.


Return Items You Ordered

You can return many items sold on Amazon.com. When you return an item, you may see different return options depending on the seller, item, or reason for return. Need to return an item?

1. Login to your Amazon Business account. From your account menu, go to **Your Orders**.
2. Locate the orders you wish to return and click **Return or replace items**.

ORDER PLACED November 16, 2019	SHIP TO Vishak Gopalan ▾	PLACED BY Vishak Gopalan ▾ SBCC Tier 2	TOTAL \$40.13	PO# SBCC-20191116-2 ORDER # 113-7650355-8837022 View order details Printable Order Summary
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Delivered Sunday
Your package was delivered. It was handed directly to a resident.




[Electronics Organizer, Jelly Comb Electronic Accessories Cable Organizer Bag Waterproof Travel Cable Storage Bag for Charging Cable, Cellphone, Mini Tablet \(Up to 7.9"\) and More \(Orange and Gray\)](#)
Sold by: [Jelly Comb Direct](#) ▾ | Product question? [Ask Seller](#)
Return eligible through Jan 31, 2020
\$13.99
Business Price

- Track package
- Print packing slip
- Return or replace items**
- Share gift receipt
- Write a product review

3. Choose the item(s) you wish to return and a reason you are returning.

Choose items to return


<input checked="" type="checkbox"/>	 <p>AmazonBasics Office Stapler with 1000... Size: 1-Pack \$6.84 Details ▾</p>	Why are you returning this? <input type="text" value="Choose a response"/> ▾
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4. When selecting return options, select **UPS Dropoff**. If you do not see this option at first, click on **Other Return Options**. Do NOT select the UPS Store drop off option. This will result in a QR code that your on campus mailroom cannot accept.

If your item is eligible for Free Returns, you will notice there is no charge for this option. See more about free returns below.

How will you mail your return?

445 RANCHO SIENNA LOOP, GEORGETOWN, TX, 78628-2001 [Change address](#) ▾



Kohl's Dropoff – no box or label needed \$0.00

Recommended [Why?](#)

[Find a participating Kohl's store](#)

Kohl's will pack, label, and ship your return for free.
Show the return shipping code on your smartphone at Kohl's.

Printer not required.

The UPS Store Dropoff - no box or label needed \$0.00

UPS Dropoff \$0.00

[2 OTHER RETURN OPTIONS](#) ▾

Prepare and ship your return

After you've followed the prompts in the Online Returns Center link above:

1. Prepare your package for return.

Pack your item securely, inserting any paperwork that was included when you requested your return from the Online Returns Center. If you don't have the original product packaging, use a sturdy box and include padding such as packing bubbles or newspaper. Attach your return label to the package.

2. Ship your return based on the return shipping option you selected.

For more information on the return shipping options, go to [About Return Shipping](#).

About Free Returns

Amazon.com offers free returns on most items delivered to an address in the 50 United States. Look for “Free returns” next to the price to confirm that the item qualifies for free returns.

- Only product(s) that say they are eligible for Free Returns on the product detail page are eligible for Free Returns.



To receive Free Returns on your eligible product(s)

- No minimum purchase is required to receive Free Returns.
- Free Returns is available to delivery addresses in the 50 states of the United States only, including Alaska and Hawaii. Free Returns is available to APO/FPO addresses when using a United States zip code only. Additional geographic shipping restrictions may apply to particular products.
- If you're not satisfied with your purchase, return the eligible product(s) in new and unworn condition in the original packaging for a full refund in accordance with our returns policy. We do not refund the original shipping fees, however.
- All product packaging and certificates of authenticity, grading, and appraisal must be returned with the product. Any product(s) returned without original documentation will be rejected. Any product(s) that have been resized, damaged or otherwise altered after delivery will not be accepted for return.
- Eligible product(s) must be returned using a trackable shipping method. Specific return options depend on your location. If you have any questions, contact our Customer Service and we will guide you through the process. Go to [About Return Shipping](#) for more information.
- Amazon will process your return and issue a full refund with no deduction for return shipping after receiving your return of the eligible product(s). If your return is not a result of an Amazon error, we will not refund the original shipping fees. In addition, some special product, order, or handling fees may still apply.

Return Shipping Costs

- Return shipping fees are communicated in the Online Returns Center when you choose the shipping method for your return. Delivery addresses in the 50 United States (U.S.) and APO/FPO addresses using a U.S. zip code are eligible for [Free Returns](#).
- If you return an item using a paid method (dropoff or pickup), the cost of return shipping as well as any restocking fees that may apply, will be deducted from your refund.
- If you choose to ship the item on your own, you'll pay the carrier at the time you ship your return. If the return is the result of an Amazon error, we'll refund your return shipping costs up to a maximum amount.

For more information about refunds and refund amounts, go to [About Refunds](#).

Prime

What items are eligible for Business Prime Shipping?

Millions of products are eligible for Business Prime Shipping and are designated with the Prime logo. You will be charged applicable shipping fees for items not eligible for Business Prime Shipping ([Learn more](#)).

Are there other benefits besides Free Two-Day Shipping with Business Prime?

Besides Free Two-Day Shipping on millions of eligible items, Business Prime Shipping provides all employees on your business account access to Prime Early Access and Prime Day deals. Business Prime Shipping currently does not include consumer programs such as Prime Pantry, Fresh, Music, or Video.

What should I do if I purchased an individual Prime Membership with my purchasing card?

Our Amazon Business account has Business Prime Shipping that covers all users. You must follow the below steps in order to cancel your Prime Membership and receive a refund or pro-rated amount back to the original form of payment.

1. Once you have set up your Amazon Business account, navigate to “Manage My Prime Membership”
2. Select “End membership”
3. Follow the prompts on the screen to cancel your Prime Membership without having to reach out to Customer Service.
4. A pro-rated refund will be automatically calculated and issued to the original payment source

Can I use Business Prime Shipping benefits on my personal Amazon.com account, too?

No. Business Prime Shipping benefits can only be used with your business account

What do I do if I bought a Prime Membership with personal funds on my Amazon account?

If you were using your business email for your personal Amazon account and purchased a Prime Membership with personal funds, you will have the option once you register to split off your personal order history and Prime Membership to a personal account.

Other Amazon Programs

Amazon Fresh

Is Amazon Fresh available on the Amazon Business account?

Amazon Fresh is available to Amazon Business account users who previously purchased an individual Prime Membership. Amazon Fresh add-on is not available on accounts that are utilizing Business Prime Shipping.

The following Amazon Business features are not supported with Amazon Fresh orders:

- Approvals
- Purchase orders
- Shared payments and addresses
- Pay by Invoice
- Business pricing
- PunchOut
- Recurring Deliveries
- Business Prime Shipping

- Amazon Tax Exemption Program (ATEP) for business. If tax is charged on an order meeting your Amazon tax exemption, [contact us](#) to request a refund.

If you use these features, signing up for Amazon Fresh requires the approval of your business account administrator. This is to ensure your business approves the use of Amazon Fresh with current limitations. If you are the administrator, please contact your Amazon Business Customer Advisor.

Note: Amazon Business customers who have extended Prime shipping from their personal account to their business user account can only sign up for Amazon Fresh on their personal account. They cannot sign up for Amazon Fresh, or share Amazon Fresh benefits, with their business user account.

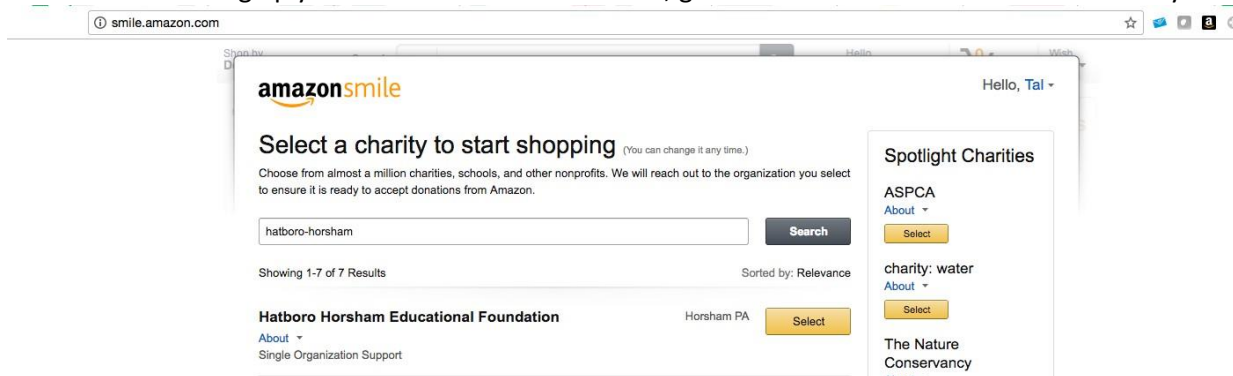
Amazon Smile

Can I use Amazon Smile to donate to charity while making purchases on Amazon Business?

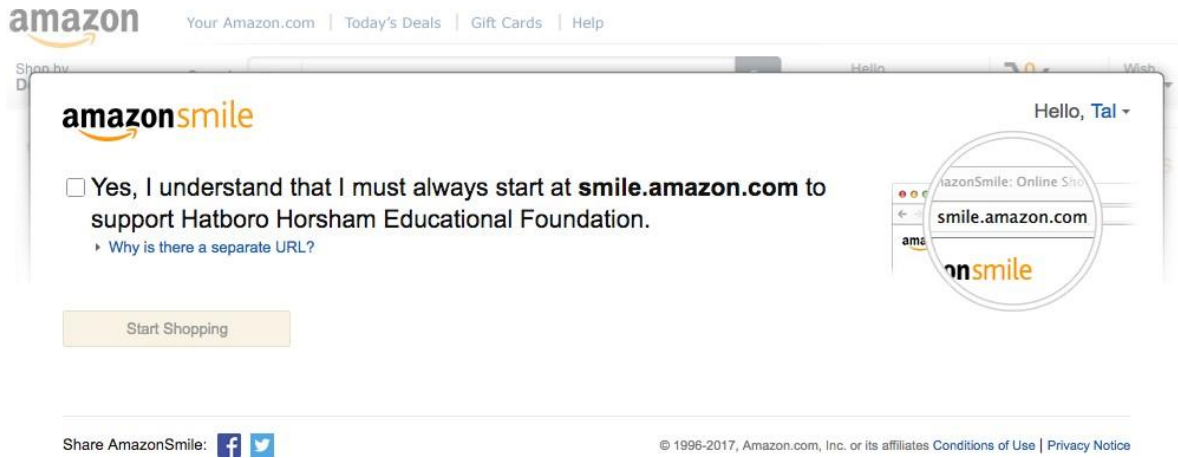
Yes, on your first visit to Amazon Smile (<https://smile.amazon.com/>), you are prompted to select a charitable organization from our list of eligible organizations. You can change your selection at any time. Every item available for purchase on Amazon Business is also available on Amazon Smile (<https://smile.amazon.com/>) at the same price. You will see eligible products marked "Eligible for Amazon Smile donation" on their product detail pages.

How to Set Up Amazon Smile

1. After setting up your Amazon Business account, go to smile.amazon.com. Search "<Charity Name>"



2. Click "Select" and check the box "Yes, I understand that..."



3. When you log into your Amazon Business account, be sure to log in through “**smile.amazon.com**” rather than the typical “**www.amazon.com**”.

Prime Pantry

Prime Pantry is a benefit of individual (consumer/Amazon.com) Prime membership. Business Prime currently does not include consumer programs such as Prime Pantry, Fresh, Music, or Video.

Reference and Training Guides

All reference and training guides will be available on the Purchasing office web site at acu.edu/purchasing.

Customer Service and Feedback

How do I contact Amazon Business Customer Service?

For Assistance in accepting your Amazon Business invitation: Call Amazon Business customer service at 888-281-3847.

Amazon Business Customer Service – [Click Here](#) – for the ability to call, email, or live chat with a customer service team dedicated to business customers only. Please use this team for anything relating to an order, transaction, shipment, and general Amazon related inquiries as well. (Please note you must already have an Amazon Business account to use this feature)