

# Amazon Business FAQ Library

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

## Getting Started

### How do I register as part of the Drexel University Amazon Business account?

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

Please first use Smart Source and click on the Amazon Business tile. Once you punchout, you will fall into one of the three scenarios below:

#### Scenario 1

##### I have never used my [@drexel.edu](mailto:@drexel.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 [@drexel.edu](mailto:@drexel.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 [@drexel.edu](mailto:@drexel.edu) email address to make BUSINESS purchases on Amazon.com

If your [@drexel.edu](mailto:@drexel.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 [@drexel.edu](mailto:@drexel.edu) email address to make PERSONAL purchases on Amazon.com

If your [@drexel.edu](mailto:@drexel.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 [@drexel.edu](mailto:@drexel.edu) email address to register for a verified Amazon Business account?

When you first punchout and receive an error message, this means you have an existing Amazon Business account. If you previously used your [@drexel.edu](mailto:@drexel.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 will not be lost, your account will be converted back to an Amazon consumer, allowing you to join the central Amazon Business account.*

Navigate to your eProcurement System and select the Amazon Business tile to punchout. Follow the steps in Scenario 2 to merge your account (see above).

**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 because 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 [@drexel.edu](mailto:@drexel.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.

**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.

**I’m receiving an error message. What should I do?**

1. *“There was an error accessing your account information. This error is probably temporary. Please restart your buying session.”*
  - a. This error is due to an existing Amazon Business account. Please follow the deregistration instructions on page 1 to deregister before punching out.
2. *“You are not authorized to access the action you selected.”*
  - a. Please reach out to the Smart Source administrator to help with your user profile.
3. *“Your organization is set up to place orders on Amazon using a procurement system.”*
  - a. You are currently not in a Smart Source buying session. Please navigate to Smart Source and punchout to start your buying session.

## Payment Method

**What form of payment should I be using to make Amazon Business purchases?**

You are able to choose from pre-configured payment methods. These options can only be updated by an account administrator. If you do not see your correct payment option, please reach out to your account administrator. Drexel University is using invoicing for the Amazon Business account.

## Buying Policies

### Approvals

#### Does my order have to go through the normal approval process in Smart Source?

The approval process is the same as it currently is in Smart Source. Once an order is placed, your shopping cart will stay locked for 7 days. This means that prices and quantities are locked and cannot change during this time. Once the 7 days is up and the approver hasn't approved your order, prices and quantities can fluctuate.

Approvers: Please make sure to approve orders within the 7 day period to avoid the cart from changing.

### Categories

#### What Product Categories are available to purchase?

Amazon Business includes all items that are available on Amazon.com, plus additional business-specific products. Your account administrator is enabling you to make the right buying decisions for your business needs.

#### Are there any category restrictions?

There are several product categories that may contain items that are not compliant based on our organization's purchasing policies. You may see "Company Restricted" messaging throughout the shopping experience. Product pages marked as "Company Restricted" are available for purchase; **however**, you are responsible for ensuring your purchases are compliant with company policies and guidelines. *You are responsible for the purchases made under your account.*

### 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**

#### Are there any product restrictions that will not work for punchout?

Digital-related products, subscriptions, and Amazon Services (such as Amazon Web Services and Amazon Fresh) are not available for purchase.

Unsupported purchases include:

- Digital downloads, including: eBooks, audio books, movies, videos, music, software, games,
- Electronic Gift Cards
- Credit Cards
- Alcoholic Beverages
- Wireless Devices and Services
- Subscriptions, including Subscribe & Save

- Other Amazon services not found on Amazon.com such as Amazon Web Services, Amazon Fresh, and subsidiaries

## 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**.

**Why is it telling me an item in my cart is coming from a restricted seller?**

Restricted sellers are only for sellers that do not participate in the tax exemption program. You may proceed with your purchase, but you will have to handle the tax refund from the seller directly.

## 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

**Is the URL for a product the same in Amazon Business as it is in the consumer site?**

No, the URLs are different. You can search for the product in both sites by the Amazon Standard Identification Number (ASIN) in the product description details. ASINs start with “B0”.

### **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**.

### **What if I have pending orders appearing under “Your Orders” even though they have not been approved and sent to Amazon?**

Any order subject to an approval workflow will not be processed until final approval. The order will remain in your order history for up to 7 days as “pending” until Amazon receives approval confirmation. Once approved you will receive an email confirmation. If the order is not approved within 7 days, the order will be cancelled and you will be notified via email. If the cart was canceled and you still need the items, you will need to submit the order again for approval.

### **Am I able to make purchases through Amazon Business without accessing the eProcurement System?**

No. Business purchases should only be made through the eProcurement System. If you attempt to make a purchase outside of the eProcurement System you will not be able to check out.

## **Delivery**

### **How do I indicate my Ship-To Address?**

Amazon will always fulfill your order based off of the ship-to address selected in your eProcurement system. Like other suppliers, this address selection takes place after you have brought your cart back into your eProcurement system. While in the Amazon Business experience, you may see a default address or choose from a list of default addresses that have been pre-configured by your Administrator. You can ignore this address if you do not see the correct option available. Your order will only ship to the address selected in your eProcurement System itself, not Amazon Business.

### **Does ordering through eProcurement System impact my delivery speed?**

Your purchasing system may have built-in workflow approvals. If this is the case, your order will not be fulfilled until it is approved. At that time you will receive an email confirmation. Any delivery estimates on the checkout screen may not be applicable if the order is not quickly approved. This is applicable to Prime Eligible Orders as well.

*Note: the delivery timeline for 3<sup>rd</sup> party sellers may vary.*

## **Returns**

### **Why can't I return my product for replacement?**

At this time, product returns are limited to refunds only, and can only be initiated by the punchout user or administrator. To replace the item, please re-order.

## **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'll 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.

## Customer Service and Feedback

**How do I contact Amazon Business Customer Service?**

Amazon Business Customer Service can be reached by clicking [Contact Us](#) (preferred method) from within your Amazon Business account. Or, by phone at 888-281-3847 (you will be required to provide additional information to validate your account by phone). Please use this team for anything relating to an order, transaction, shipment, and general Amazon related inquiries as well.