

Amazon Business FAQ Library

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

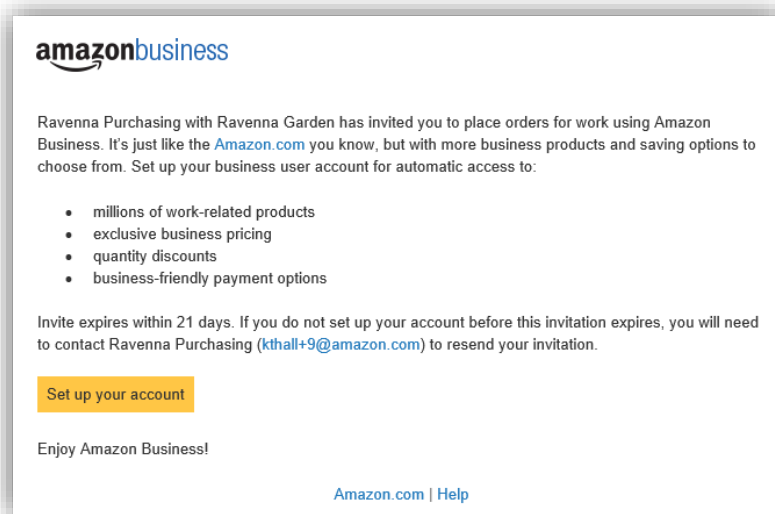
Getting Started

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 @rowan.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). If you still cannot locate the email, contact your account admin to have it resent.

How do I register as part of the Rowan 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.

Scenario 1

I have never used my @rowan.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 @rowan.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 @rowan.edu email address to make BUSINESS purchases on Amazon.com

If your @rowan.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 [@rowan.edu](#) email address to make PERSONAL purchases on Amazon.com

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

If you previously used your [@rowan.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.

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 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 [@rowan.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 can't 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.

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.

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

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. **Restricted items will not be approved because we have a vendor contract in place.**

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**

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

Delivery

What address should I be using?

When checking out on Amazon Business, buyers are able to choose from pre-configured shipping addresses. These options can only be updated by an account administrator. If you cannot find the address you are looking for, contact your account administrator. When selecting your delivery address, you will have the option to edit the **Deliver To** field. Please use this field to indicate a specific department, room number, or recipient if needed.

My order will not process, what should I do?

If your order organization is utilizing a shared payment method, verify with your account administrator this has been configured and all payment information is accurate.

Returns

How can I return or cancel an item?

To return an item, access your Amazon Business account. Navigate to "Your Orders" to find the item(s) you want to return. From Your Orders:

1. Select Return or Replace items
2. Choose a reason for return
3. Print label and authorization
4. Prepare package and return label

Items shipped and sold by Amazon.com can be returned within 30 days of receipt of shipment. Return policies, and timeframes, can vary if purchase was made from a 3rd party seller. **Your Rowan University budget line item will be credited within 45 days of return.**

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're 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.

Note: You should check with your administrator regarding the purchasing policies unique to your organization before setting up Smile donations.

Prime Pantry

Prime Pantry allows Prime and Business Prime Shipping members to shop a wide range of items including heavy and bulky items in regular pack sizes that are often costly to ship.

If you have a Prime membership purchased on your business user account, you can sign up for the Prime Pantry membership for an additional fee.

If you are an Amazon Business customer and have Business Prime Shipping, you can still order Prime Pantry items. You'll pay the flat shipping price per order and you can order as many Prime Pantry items as you need without the shipping price changing.

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.