End User FAQ for Amazon Business

Getting Started

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 to set up your account. **Use your @rowan.edu email address and create a password.**

What if I haven't received an invitation?
Please check your spam or deleted email folders. The registration is sent directly from Amazon.com (**no-reply@amazon.com**). If not in your email folders, contact the University's P-Card administrator to have it resent.

How do I register as part of the Rowan University Amazon Business account?
Please read the following instructions prior to access Amazon Business. This will ensure your account is set up correctly.

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. (This password does not need to be your Rowan network password, but it CAN BE if you so desire.) You are now able to place orders through the Rowan business portal.

Scenario 2
I already use my @rowan.edu email address to make PERSONAL purchases on my personal Amazon account
If your @rowan.edu email address is already associated with an Amazon.com account, you will have the option to split off and transfer purchase history to a separate account. You will be prompted to enter a new, personal email address (gmail, yahoo, Comcast, etc.) that is NOT tied to another Amazon account.

Scenario 3
I already use my @rowan.edu email address to make BUSINESS purchases on Amazon
If your @rowan.edu email address is already associated with an Amazon.com account, you will have the option to merge accounts and transfer purchase history and pending orders to the Rowan central business account. You will be prompted to enter your same password. Click "I want to convert my existing account and transfer my order history" when prompted to merge your account.

What if I already used my @rowan.edu email address to register for a separate Amazon Business account?

You will need to de-register your previously created Amazon Business account. Your information and order history will still exist and will follow the user choosing to convert the existing account when accepting the invitation. **All stand-alone Amazon Business accounts must be consolidated under the new, centralized account.**

How do I de-register 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.

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. 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. What should I do?

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 request a password reset. Once your password has been reset, if applicable, follow Scenario 2 to separate your order history and accounts or Scenario 3 to merge your existing account information.

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 **Help** or **Contact Us** (preferred method) or by phone 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 **Help** or **Contact Us** (preferred method) or by phone 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 reached by clicking Contact Us (preferred method) from within your account or at **888-281-3847**.

Payment Method

What form of payment should I select for Amazon purchases?
When prompted to select a payment method, you should choose the first option, "Rowan University credit and debit cards." This is pre-populated with the Purchasing Department's credit card number. **Do not select Pay by Invoice.**

Buying Policies

Approvals
The Office of Contracting & Procurement has set up workflow approvals for Amazon Business orders. Some items are restricted based on current vendor contracts and/or awarded bids while other items are restricted based on Rowan purchasing rules and regulations. It is still possible to order restricted items through Amazon. All orders are reviewed before approved and placed.

Restrictions
Technology items that are currently excluded from the Information Technology Acquisition Process (ITAP) process, are not strategically sourced, and **cannot store data** are allowed without additional vetting. *Keyboards, mice, cables and adapters, projectors, digital cameras and camcorders are allowed purchases.* **Prohibited items include:**

FLASH DRIVES • EXTERNAL HARD DRIVES • SD CARDS
DESKTOP COMPUTERS • LAPTOP COMPUTERS • TABLETS • PHONES
MONITORS • PRINTERS • SOFTWARE

***PLEASE NOTE THAT ALL ELECTRIC DEVICES & EQUIPMENT
MUST BE UL LISTED FOR CAMPUS USE!!!***

Ordering Notes

Why are so many items classified as Company Restricted?
While Amazon offers a vast array of products and services, only those products and services that comply with Rowan University purchasing policies are allowed. Many categories are restricted, which means the requested item(s) will require further review before the order is approved. Additionally, customized messages appear when a restricted item category is selected. Please read the message, which will help you understand why the restriction appears and also help you prepare additional documents, if necessary (e.g. Entertainment Form, ITAP, etc.).

Why do I have to enter a FOAPAL to make a purchase?
Because all Amazon orders are paid via the Purchasing Department's credit card, you must enter your department's **FUND - ORG - ACCOUNT - PROGRAM** for correct allocation. Each transaction will be debited (or credited in case of refunds and returns) on the 11th day of the month following the transaction posting month. E.g., for Amazon transactions that post to the credit card in January, FOAPALs are debited (or credited) on February 11th. **Orders that do not include the entire FOAPAL may be rejected.**

What if I choose the wrong payment method?
If you inadvertantly select "Pay by Invoice," and the order does not get rejected, then you will need to enter a requisition for a Purchase Order so the invoice will be paid on time. Amazon terms are Net 30. The correct Vendor ID for Amazon is **916307054 Amazon Services LLC.**

Do I need to complete receiving on Amazon orders?
Because Amazon orders are paid via credit card, there is no way to complete receiving. However, if your order was inadvertantly placed with "Pay by Invoice" selected as the payment method, then you will need a Purchase Order. Once you receive the PO, you will need to complete receiving in order for your invoice to pay.

Why was my order returned?
All orders must have an individual's name entered in the Deliver To field BEFORE THE SHIPPING LOCATION IS SELECTED. Orders delivered to Central Receiving (regardless of campus) will be rejected if there is not an identifying name and/or university location noted.