

# Amazon Business FAQ Library

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

## Getting Started

### The Why

#### Why am I receiving an invitation / deregistration request for this account?

IT and Campus Security have asked everyone to stop using departmental emails for personal sites. In an effort to help with this and reduce accidental purchases with P-cards on a personal Amazon account the invitation needed to be sent to all employees. The invitation is the only way to ensure departmental emails are not being used for personal Amazon.com or individual Amazon Business accounts as it locks them into our membership. The email list used by Amazon was generated by SUU and authorized to be used by our account representative only.

### Accessing Amazon Business

#### How do I access my Amazon Business account?

Your Amazon Business account Administrator must invite you to join the organization's central account. Once invited, you will receive a welcome registration email (below) Please click sign in and you will be prompted to setup a password when you first sign in.



Hello John,

Welcome to Amazon Business! Your Amazon account administrator created a business user account for you with email [ananva+jack@amazon.com](mailto:ananva+jack@amazon.com) as part of the giardia business account.

You will setup a password when you first sign in.

[Sign In](#)

#### 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.

#### 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.

### 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.

## 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 a refund?**

Because Amazon provides a marketplace made up of millions of sellers, there are instances when sellers may still charge tax on 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 order's 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

### 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 3<sup>rd</sup> party seller.

### Business 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.

#### **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. You are welcome to purchase an individual Prime membership for your separate personal Amazon.com 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.