

# Amazon Business FAQ Library

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

## Getting Started

### Accessing Amazon Business

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

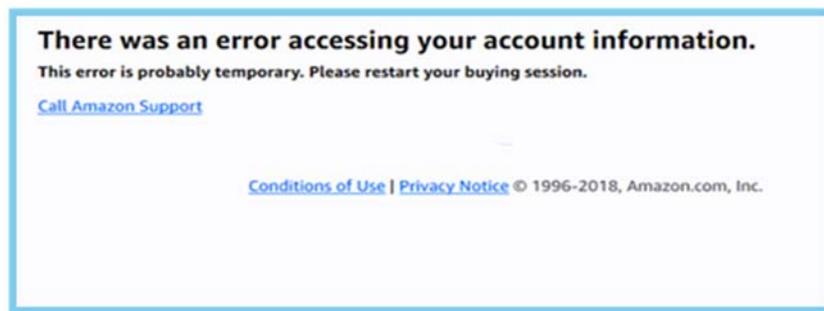
Your user account is established the first time you “Punchout” to Amazon Business from within your e-Procurement system (Jaggaer). Simply login Jaggaer and select the Amazon logo to get started.



### Registering the User Account

#### Why do I see the following error message when I Punchout from Jaggaer for the first time?

Most likely, your [@und.edu](mailto:@und.edu) email address is already attached to a separate Amazon Business account and needs to be “deregistered”. Please continue to the deregistration instructions below.



#### How do I complete registration as part of the University of North Dakota’s Amazon Business account?

Upon accessing Amazon Business for the first time, you will follow one of three scenarios as described below. Please read the explanations carefully to understand which applies to you. Note, the scenarios pertain ONLY to your [@und.edu](mailto:@und.edu) email address. If you have a separate, Amazon.com personal account tied to a personal (*gmail, yahoo, etc.*) email address, it will not be affected.

##### Scenario 1

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

The first time you access Amazon Business, you will not be prompted to set a password and will be able to start shopping right away.

##### Scenario 2

#### I already use my [@und.edu](mailto:@und.edu) email address to make BUSINESS purchases on Amazon.com

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

If your @und.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 @und.edu email address to register for a verified Amazon Business account?**

All previous, stand-alone, Amazon Business accounts will be consolidated under the new, centralized account. If you previously used your @und.edu email address to register for an Amazon Business account, you will need to deregister that account. For individual payment method accounts, your information (order history, payment methods, billing and shipping addresses) will follow you to the new Business account, assuming you follow Scenario 2 above.

#### **How do I deregister my account?**

1. Log into your Business Account
2. Download an order history report for the past 6-12 months via Business Analytics from your drop-down menu
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.com consumer account, allowing you to join the new, central Amazon Business account.*

Navigate to your eProcurement System and select the Amazon Business tile to Punchout. Follow the steps in Scenario 2 to convert 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.

#### **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 so your individual Prime Membership is no longer necessary. Your previous individual membership will be cancelled upon merging into our new central account and a prorated refund will be credited back to your original form of payment. (Scenario 2)

#### **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 during registration to split off your personal order history and Prime Membership to a personal account. Follow Scenario 3 above.

#### **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.

### **What should I do if I purchased an individual Prime Membership with my personal card and wish to keep my accounts and purchasing history separate?**

If you previously used your business email on a personal Amazon.com account and purchasing Amazon Prime, please follow the instructions in Scenario 3 above to separate your accounts. You will need to designate a new personal email for your personal account, your personal history and Prime membership will remain intact and you will be able to join the central Business account with your business email.

### **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?**

Payment will be handled by the UND Payment Service team.

## Buying Policies

### Approvals

#### **Why does my order need to be approved?**

Your administrators have set up workflow approvals for orders based on a dollar amount and/or buying policies inside Jaggaer.

#### **How do I know if my order has been approved?**

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

## Categories

### **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 a "Company Blocked" or "Company Restricted" messaging throughout the shopping experience. Any product where the seller is charging tax will have a Company Restricted message and you will need to find the item from a different seller.

## 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, and 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 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

### **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**.

### **Are there any limitations to PunchOut that would result in my order being cancelled?**

Yes. There are five instances in which orders can be cancelled due to limitations Amazon Business limitations:

- **Safeguards** – If the approval is not completed within the seven day cart lock, and the order falls outside of the safeguards at the time of approval, the item or order will be cancelled.
- **Multiple PunchOut Sessions** – Multiple PunchOut sessions can result in a cancelled order. When shopping on Amazon Business through PunchOut, make sure to use one PunchOut Session per order.
- **Changing or Modifying Cart** – If PO is sent with deleted line items or modified quantities, the order will be rejected.
- **Address on Final PO Differs from Address at Checkout** – If the checkout address is in the contiguous US, but the address on the PO is outside the contiguous US, the order will be cancelled.
- **Zip Code Change for Next Day Delivery** – If the zip code on the final PO differs from the zip code used for the address at checkout and the item is set for next day delivery, the order will be cancelled.

### **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 cancelled 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 Jaggaer. 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

### **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.

### **Why am I unable to 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.

## 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.

## Single Sign On (SSO)

**How does SSO work with mobile?**

End users can access Amazon Business from their mobile devices as long as their IdP is accessible over the internet. Cloud-based IdPs such as Okta are accessible over the internet.

**Can I bypass SSO and directly access AB by logging in?**

An SSO user will be able to access AB directly without a password by navigating to [amazon.com/business](https://amazon.com/business) and still be redirected into an SSO authenticated session.

## 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.

**How do I share user feedback about my Amazon Business experiences?**

We value your input! We want to hear what's working well and what you would like to see improved. Email your feedback to Brandon Wallace at [Brandon.Wallace@und.edu](mailto:Brandon.Wallace@und.edu).