

# Amazon Business FAQ Library

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

## Getting Started

### Accessing Amazon Business (Punchout)

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

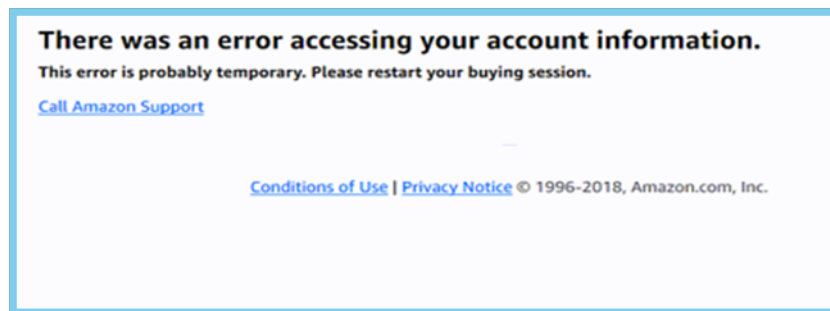
Your user account is established the first time you “Punchout” to Amazon Business from within your e-Procurement system (ESM Campus Marketplace). Simply login to your e-Procurement system and select the Amazon Business logo to get started.



### Registering the User Account

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

In the event that your [@sjsu.edu](mailto:@sjsu.edu) email address is already attached to a separate Amazon Business account, you will need to “deregister” your email address before you use Amazon Business in ESM Campus Marketplace. Please proceed to the deregistration instructions on page 2.



#### How do I complete registration as part of the SJSU 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 scenario applies to you. Note, the scenarios pertain ONLY to your [@sjsu.edu](mailto:@sjsu.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 [@sjsu.edu](mailto:@sjsu.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 [@sjsu.edu](mailto:@sjsu.edu) email address and enter a password. (Please note: your password does not need to be the same as your OneSJSU password).

#### Scenario 2

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

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

If your @sjsu.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.

## Amazon Prime Membership

### **Do I need to buy Prime Membership to get 3-Day Shipping?**

Our Amazon Business account has Business Prime Shipping that covers all ESM Campus Marketplace users, so Amazon Prime Membership is not necessary for business purchases. If there is an Amazon Prime Membership associated with your @sjsu.edu email, it will be cancelled upon merging into our new central account and a prorated refund will be credited back to your original form of payment.

### **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.

## Deregistering your User Account

### **What if I previously used my @sjsu.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 @sjsu.edu email address to register for an Amazon Business account, you will need to deregister that account. Your existing 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.*

Once you are done, 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.

**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 Amazon account with your [@sjsu.edu](mailto:@sjsu.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. Once your password has been reset, you will either want to follow Scenario 3 to separate your order history or Scenario 2 to convert your existing account into a Business account.

**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 use to make Amazon Business purchases?**

Enter your university ProCard information. This can be entered ahead of time in ‘Your Account’ or during the checkout process. Payment instruments are visible to your account administrator and can be audited.

## Buying Policies

### 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 may not be compliant based on our organization’s purchasing polices. 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:

- Gift Cards/Store 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

## 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 at **888.281.3847**.

#### **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

#### **What address should I be using?**

Your default address will automatically be provided via ESM Campus Marketplace. When you check out, and your order is pulled back into ESM Campus Marketplace prior to submission – please make sure to check your address. Amazon will always ship to the address provided on the purchase order.

#### **My order will not process, what should I do?**

If your order will not go through please validate that your purchasing card is not expired and your billing address is correct. Check with your account administrator regarding any purchasing card transaction limits.

**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.

## 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.

## 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 FinanceConnect at [financeconnect@sjsu.edu](mailto:financeconnect@sjsu.edu) .