

## Amazon Business FAQ Library

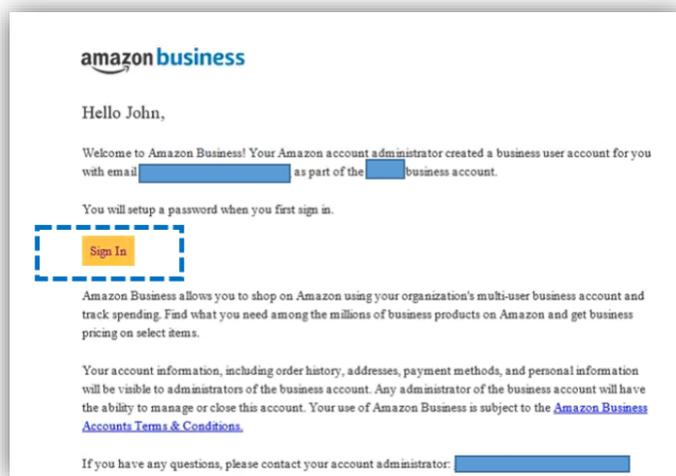
The following document provides answers to commonly asked Amazon Business questions.

### Getting Started

#### Accessing Amazon Business

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

Your Amazon Business account Administrator must invite you to join the organization's central account. Once added, you will receive a welcome email to join (see below). Click on the link (or copy and paste) at the "Sign in" text. Note, if you are signed into any other Amazon account on your default web browser, you will need to sign out *before* clicking the link. The first time you access Amazon Business you will be prompted to set up your account via one of the three scenarios in the next section.



##### 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 Business ([business@amazon.com](mailto:business@amazon.com)). If you still cannot locate the email, contact Bernell Bright, [bbright3-t@NCCU.EDU](mailto:bbright3-t@NCCU.EDU), to have it resent.

#### Registering the User Account

##### How do I complete registration as part of the North Carolina Central University 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 [@NCCU.EDU](mailto:@NCCU.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 [@NCCU.EDU](mailto:@NCCU.EDU) email address on Amazon.com

The first time you access Amazon Business, you will be prompted to set a password for your Amazon Business account. (Please note: your password does not need to be the same as other internal systems).

## Scenario 2

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

If your [@NCCU.EDU](mailto:@NCCU.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 [@NCCU.EDU](mailto:@NCCU.EDU) email address to make PERSONAL purchases on Amazon.com

If your [@NCCU.EDU](mailto:@NCCU.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 [@NCCU.EDU](mailto:@NCCU.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 [@NCCU.EDU](mailto:@NCCU.EDU) email address to register for an Amazon Business account, you will receive a welcome email to join the official account. Select “Get Started” and follow the prompts to merge your existing account and join the centralized 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. 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 [HERE](#).

### 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 [@NCCU.EDU](mailto:@NCCU.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 contact Customer Service at [amazonbusinesscs@amazon.com](mailto:amazonbusinesscs@amazon.com).

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.

### **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. If you purchased an individual Prime Membership **after** April 2019, 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). If you purchased an individual Prime Membership **before** April 2019, you must contact Customer Service [HERE](#). Once you merge your account into our new central account, contact them, and your previous individual membership will be cancelled 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.

### **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.

### **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 emailing [amazonbusinesscs@amazon.com](mailto:amazonbusinesscs@amazon.com).

### **How do I contact Amazon Business Customer Service?**

For questions regarding registration, contact Amazon Business Customer Service at [amazonbusinesscs@amazon.com](mailto:amazonbusinesscs@amazon.com). For all other questions related to Amazon Business, Amazon Business Customer Service can be reached by clicking [Contact Us](#) from within your account.

## **Payment Method**

### **What form of payment should I use to make Amazon Business purchases?**

Enter your purchasing card 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 not compliant based on our organization's purchasing policies. When you try to order from a restricted category you will see a Restriction banner with a message. If you would still like to order that item, please add the item to your cart with a justification and purchasing will review.

## 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](#).

## 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

## Delivery

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

All deliveries will go to the Campus Supply Warehouse at 625 George St, Durham NC 27707. When you check out, you will add a user name, or department name, so that it is clearly labeled on the shipping label. It is important that you provide accurate information in these fields to assist with last mile delivery.

#### **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.

## 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](#) from within your Amazon Business account. 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 Bernell Bright, [bbright3-t@NCCU.EDU](mailto:bbright3-t@NCCU.EDU).