Amazon Business FAQ Library

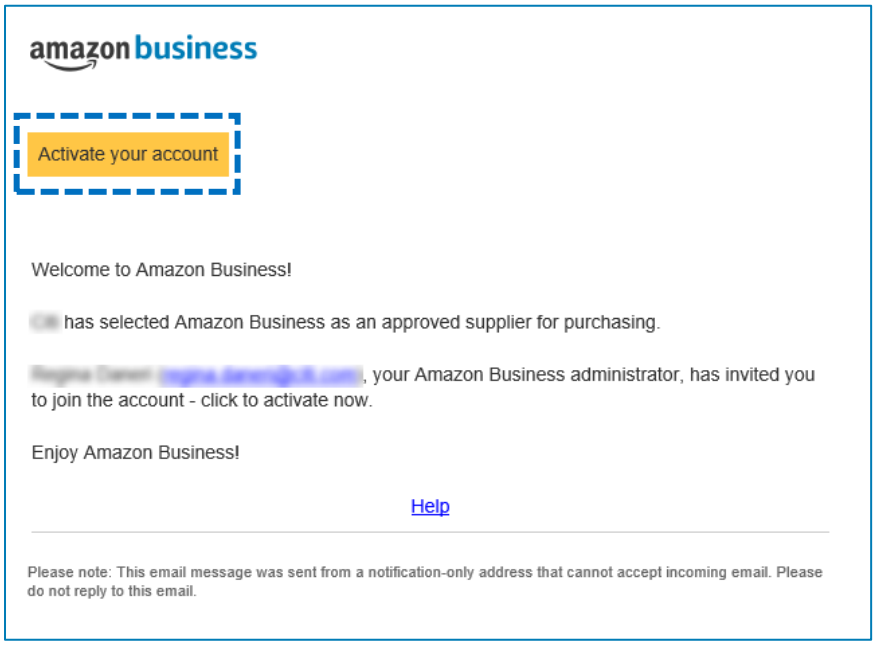
The following document provides answers to commonly asked Amazon Business questions.

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 invited, you will receive a welcome email to join (see below). Register by clicking the link (or copy and paste) at the "Activate your account" 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.com (noreply@amazon.com). If you still cannot locate the email, contact Kris Wishart, Purchasing Dept., kris.wishart@jordandistrict.org to have it resent.

How do I complete registration as part of the Jordan School District'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 **@jordandistrict.org** 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. Registration Guide

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Scenario 1

I have never used my @jordandistrict.org 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 **@jordandistrict.org** email address and enter a password. (Please note: your password does not need to be the same as other internal systems).

Scenario 2

I already use my @jordandistrict.org email address to make BUSINESS purchases on Amazon.com

If your **@jordandistrict.org** 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 @jordandistrict.org email address to make PERSONAL purchases on Amazon.com

If your **@jordandistrict.org** 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 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.

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 Amzon.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.

What if I previously used my @jordandistrict.org 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 **@jordandistrict.org** 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

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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, please email your account admin at kris.wishart@jordandistrict.org to request an invitation to the central business account. Then, you will follow the steps in Scenario 2 (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 **@jordandistrict.org** 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. Registration Guide

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.

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Payment Method

Administrative Assistants/Purchasing Asst.

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.

Teachers & Staff assigned to groups.

What form of payment should I be using to make Amazon Business purchases?

You are able to choose from pre-configured payment methods. These options can only be updated by an account administrator. If you do not see your correct payment option, please reach out to your account administrator.

Buying Policies

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.

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 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**

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

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Delivery

What address should I be using?

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You are responsible for adding your **site address** the first time you check out, or you can add it to your account settings prior to the first time you check out. Go to Your Account > Your Addresses > Add Address > Enter in Site name in "Full Name" section. When you check out, you will be able to add a user name, or department name, so that it is clearly labeled on the shipping label.

Teachers & Staff assigned to groups.

When checking out on Amazon Business, buyers are able to choose from pre-configured shipping addresses. These options can only be updated by an account administrator. If you cannot find the address you are looking for, contact your account administrator. When selecting your delivery address, you will have the option to edit the **Deliver To** field. Please use this field to indicate a specific department, room number, or recipient if needed.

My order will not process, what should I do?

Administrative Assistants/Purchasing Asst.

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.

Teachers & Staff assigned to groups.

If your order organization is utilizing a shared payment method, verify with your account administrator this has been configured and all payment information is accurate.

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 3rd 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.

Other Amazon Programs

Amazon Smile

Can I use Amazon Smile to donate to charity while making purchases on Amazon Business?
Yes, on your first visit to Amazon Smile (https://smile.amazon.com/), you are prompted to select a charitable organization from our list of eligible organizations. You can change your selection at any time. Every item available for purchase on Amazon Business is also available on Amazon Smile (https://smile.amazon.com/) at the same price. You will see eligible products marked "Eligible for Amazon Smile donation" on their product detail pages.

Note: You should check with your administrator regarding the purchasing policies unique to your organization before setting up Smile donations.

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 ab-services+jordandistrict@amazon.com