

Amazon Business FAQs

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

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Getting Started

Accessing Amazon Business

How do I access my Amazon Business account via UGAmart?

Your user account is established the first time you “Punchout” to Amazon Business from within UGAmart. Simply log in to UGAmart and select the Amazon Business punchout to get started.

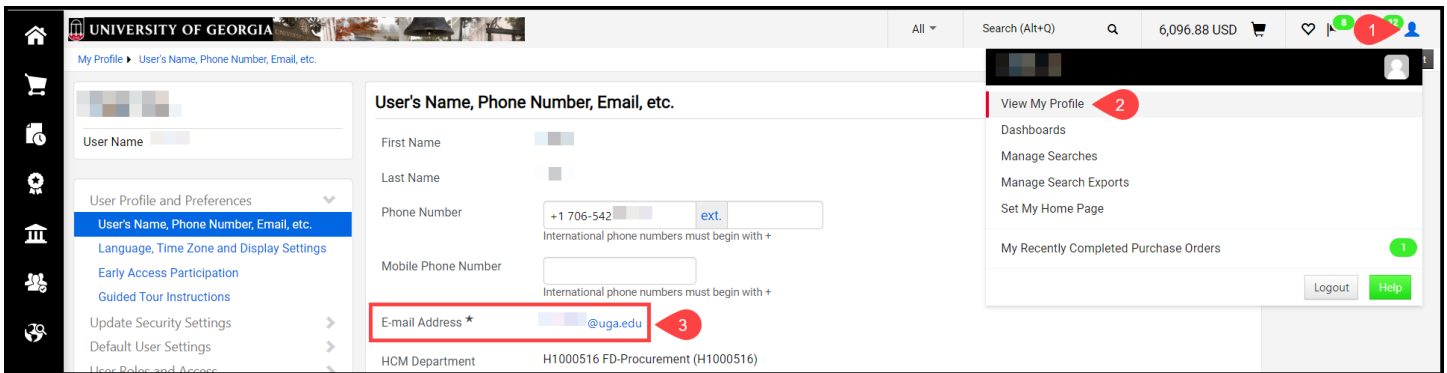


How do I access the Amazon Business account to use my purchasing card (PCard)?

Wait until you receive an invite via email to join the UGA Amazon Business account. Click on the link contained in the email and then use your UGA assigned MyID email to login, <MyID>@uga.edu. Do not use any other UGA established email address such as an alias or secondary email like XXX@georgiacenter.uga.edu. Your user account is established the first time you “Punchout” to Amazon Business from within UGAmart. Simply log in to UGAmart and select the Amazon Business punchout to get started.

Is there a way to confirm what my <MyID>@uga.edu email address is before I login as a pcard user at amazon.com?

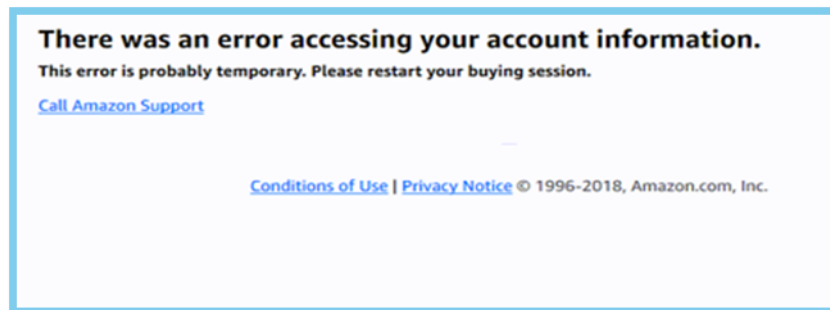
Yes, you can find this email stored in UGAmart under your user profile. Click the user icon and then select “View My Profile” from the drop down options. The email address shown in UGAmart is your MyID email address and is the same one that should be used at amazon.com for pcard holders.



Registering the User Account

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

Most likely, your UGA email address is already attached to a separate Amazon Business account and needs to be “deregistered”. Please continue to the deregistration instructions below and on page 2, “How do I deregister my account?”



How do I complete registration as part of the University of Georgia 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 [University of Georgia](https://www.uga.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 UGA 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 UGA email address and enter a password. (Please note: your password does not need to be the same as other UGA passwords).

Scenario 2

I already use my UGA email address to make BUSINESS purchases on Amazon.com

If your UGA 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 new UGA business account.

Scenario 3

I already use my UGA email address to make PERSONAL purchases on Amazon.com

If your UGA email address is already associated with a personal 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 personal 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 UGA 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 UGA 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 previous 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 UGAmart 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 Amazon Customer Service at 1-888-281-3847.

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 **UGA** 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 1-888-281-3847 and ask them to reset your password for you.

Once your password has been reset, you will either want to follow Scenario 3 above to separate your order history or Scenario 2 above to convert your existing account into a Business account.

What should I do if I purchased an individual Prime Membership with my purchasing card?

UGA’s Amazon Business account has Business Prime Shipping that covers all users so your individual Business Prime Membership is no longer necessary. Your previous Business 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 UGA Amazon Business account must be used for UGA business purchases only, in accordance with UGA purchasing policies. UGA will have access to all purchasing history made through the Amazon Business account for audit purposes.

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 1-888-281-3847.

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 1-888-281-3847.

Payment Method

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

Requisitions created and approved via UGAmart will result in creation of a PO which will be paid by invoice. Orders placed directly at Amazon.com must be paid via pcard.

Amazon Business Product Categories

What Product Categories are available to purchase?

Amazon Business includes most 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? (Updated 6/11/20)

There are several product categories that may contain items that are not compliant based on the State of Georgia and UGA's purchasing policies. You may see "Company Restricted" or "Company Blocked" messaging throughout the shopping experience. Product pages marked as "Company Blocked" cannot be added to the cart. Product pages marked as "Company Restricted" are available for purchase but have a reminder added to prompt the shopper to double check the product's compliance before adding to cart. If the shopper elects to add a "Company Restricted" product to their cart, the internal notes of the UGAmart cart should be used to explain the business purpose of the item. Note that these flags are applied to products based on how Amazon and its resellers code each product that they sell. If the product is incorrectly coded by Amazon or a reseller, the flag could be applied incorrectly.

UGAmart Shoppers, Requisitioners, and Approvers are responsible for ensuring that purchases made through Amazon Business are compliant with all UGA policies and guidelines.

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? (Updated 6/11/20)

Digital-related products, subscriptions, and Amazon Services (such as Amazon Web Services and Amazon Fresh) are not available for purchase.

Unsupported purchases also include:

- Digital downloads, including: eBooks, audio books, movies, videos, music, software, and games
- 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
- Gift Cards. This is an Amazon rule that UGA is not able to adjust. Gift cards will be displayed in the Amazon marketplace, but Amazon will not allow checkout with gift cards in the cart.

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 **1-888-281-3847**.

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

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 **1-888-281-3847**.

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

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

- **Safeguards** – If requisition approval is not completed within the seven day cart lock, and the order falls outside of the safeguards (Price increase of 10%) at the time of approval, the item or order will be cancelled.
- **Multiple PunchOut Sessions** – Using multiple PunchOut sessions to create carts and requisitions at the same time can result in a cancelled order. When shopping on Amazon Business via PunchOut, make sure to use one PunchOut Session per cart/requisition.
- **Changing or Modifying Cart** – Once the cart is created and submitted into UGAmart workflow approval, if the requisition is changed to delete/add line items or change quantities, the resulting PO will be rejected by Amazon.
- **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 requisitions appearing under “Your Orders” even though they have not been approved and sent to Amazon?

Any requisition subject to UGA approval will not be processed by Amazon until final approval. The request will remain in your order history for up to 7 days as “pending” until Amazon receives the purchase order. 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 create a new cart and submit for approval.

Should I Mark Amazon Requisitions ‘Urgent’? Will That Speed Up Processing of My Order? (Updated 6/11/20)

Similar to other UGAmart punchouts, Amazon requisitions normally do not flow to Procurement for review. However, if a requisition is marked ‘Urgent’ by the shopper or requisitioner, UGAmart will force the requisition to route to Procurement for review, thus increasing processing time for the requisition.

Am I able to make purchases through Amazon Business without accessing UGAmart?

Yes. Business purchases can be made through UGAmart’s Amazon Punchout or via pcard logging directly into Amazon.com with your UGA email associated with your Amazon Business profile.

Delivery

How do I indicate my Ship-To Address?

Amazon will always fulfill your order based off of the ship-to address selected in UGAmart. Like other suppliers, this address selection takes place after you have brought your cart back into UGAmart. Your order will only ship to the address selected in UGAmart.

Does ordering through UGAmart impact my delivery speed?

UGAmart has built-in workflow approvals. Your order will not be fulfilled by Amazon 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 within UGAmart. This is applicable to Prime Eligible Orders as well. *Note: the delivery timeline for 3rd 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 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.

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. 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.

How is Shipping Invoiced and Paid for Items Not Eligible for Business Prime Shipping? (Updated 6/11/20)

When shipping charges are applied, the charges will appear on the invoice and will not appear on the PO. Accounts Payable will pay those charges when the invoice is paid.

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 1-888-281-3847 (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 Harold Respass at rspssh@amazon.com.

Last Updated: 6/11/2020