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 to your e-Procurement system and select the Amazon Business logo to get started.

What if I do not have access to eMarketplace?

Anyone with an @uncg.edu email address who needs to access eMarketplace can request approval as a Shopper. Click on the eMarketplace Sticker at purchasing.uncg.edu:


If you are not a current user, you will get a message that you are not registered, and a message will be sent to the eMarketplace administrator to approve your registration. If you receive a "rejected" message, you are most likely n inactivated user. Please contact purchase@uncg.edu to have your user profile re-activated.

Registering the User Account

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

Most likely, your **@uncg.edu** email address is already attached to a separate Amazon Business account and needs to be "deregistered". Please continue to the deregistration instructions below.
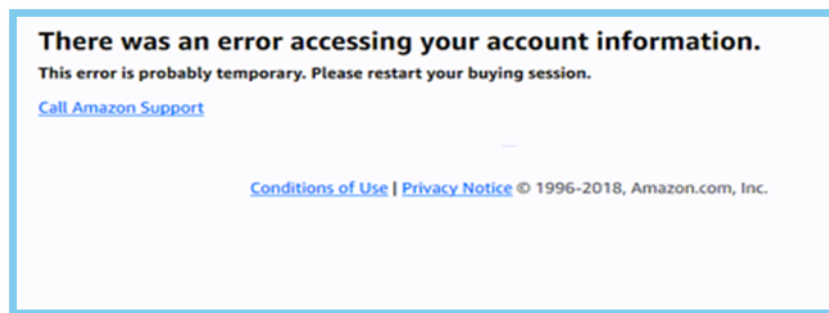
How do I complete registration as part of the University of North Carolina at Greensboro's Amazon Business account?

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 **@uncg.edu** email address. If you have a separate, Amazon.com personal account tied to a personal email address (*gmail*, *yahoo*, etc.), it will not be affected. Here is the Amazon User Registration Guide.

Scenario 1
I have never used my @uncg.edu email address on Amazon.com
The first time you access Amazon Business punchout and log in with SSO, you will <u>not</u> be prompted to set a password and will be able to start shopping right away.

Scenario 2
I already use my @uncg.edu email address to make BUSINESS purchases on Amazon.com
If your **@uncg.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 @uncg.edu email address to make PERSONAL purchases on Amazon.com
If your **@uncg.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. This will move your personal purchase history to a new Amazon account associated with a non-uncg.edu email address. Your @uncg.edu email address will then become part of the central business account.

What if I previously used an alias @uncg.edu email address to register for a verified Amazon Business account?
If your Jaggaer work email is not the one tied to your current Amazon Business account (for example, you have used an alias @uncg.edu email) you will need to switch your email address first:
> Your Account > Login & Security > Edit next to your @uncg.edu > enter the uncg.edu email address on your Jaggaer profile > Save

If Amazon recognizes your uncg.edu email from Jaggaer, you will receive a verification email. Follow the instructions in the email to verify your account.

What if I previously used my @uncg.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 **@uncg.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. If you want your Order History, download an order history report for the past 6-12 months via Business Analytics from your drop-down menu
> 3. If you have additional users on your business account, remove them from your account

4. 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 Jaggaer 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. 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 once you merge your account into our new central account. To contact Customer Service, punchout to Amazon Business, scroll to the bottom of the page to Let Us Help You/Contact Us. Upon contacting them, your previous individual membership will be cancelled, 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 purchased 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. Procurement Services will have access to all purchasing history made through the Amazon Business account.

How do I contact Amazon Business Customer Service?
Amazon Business Customer Service can be reached by punching-out to Amazon Business, scrolling to the bottom of the page to Let Us Help You/Contact Us (preferred method) or at **888.281.3847.**

Payment Method

What form of payment should I use to make Amazon Business purchases?
Currently, all Amazon Business purchases require that a UNCG PCard for payment be entered *in the punchout*. Enter your UNCG purchasing card information at checkout or ahead of time by going to the punchout/Your Account and scrolling down to Your Payments. Payment instruments are visible to your account administrator and can be audited.

The PCard is also required in the requisition for checkout in eMarketplace.

What if I do not have a UNCG PCard?
You have two options:

> **Create a List for a PCard holder to order**. In the Amazon Punchout, create a List instead of adding items to a cart. Share the list with your Department's business administrator. They can add the items to a cart and place the order using their PCard.

> **Become a UNCG PCard holder upon approval from your supervisor.** Complete the PCard or Works User Request Form (check the NEW PCard box) and submit to pcard@uncg.edu. The PCard Administrator will notify you with instructions for picking up your card.

What if I someone shares a cart with me to place the order using my UNCG PCard?
You will receive an email with the link to the cart, and you will have two options:

> **Log into the Amazon Business punchout through eMarketplace and click on "lists" and the "Shared with You".** Collapse the several Public Lists from Amazon shared with you and scroll down until you see the list that was shared with you under Amazon Requisitioner. Click on the list and add the items to your cart and proceed to checkout.

> **Click on the email link and add the items to your cart.** Then log out and log into the Amazon punchout through eMarketplace. The cart will still be available and ready for you to checkout.

Shipping & Delivery Information

How do I indicate my Ship-To Address?
Amazon will always fulfill your order based off 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 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.

Why does Amazon have my shipping address as 1400 Spring Garden St in the punchout?
Amazon Business punchout requires one default shipping address be loaded in the punchout for UNCG. When your cart is returned to eMarketplace, your department shipping address should be assigned to the requisition. Amazon will read the shipping address from your Purchase Order and they will not use the 1400 Spring Garden default address.

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 shipping options?
You can choose to have your items delivered on Amazon Day for Business. UNCG's Amazon Day is Thursday. This shipping option is available at checkout. An advantage of using Amazon Day is that multiple orders can arrive on the same day so that it is easier to have office staff to receive the items. For UNCG, items ordered by Tuesday are generally shipped to arrive on Thursday of the same week. Another advantage of using Amazon Day is that it is a more sustainable option for items that are not needed immediately. One driver to UNCG for all the week's packages!

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 3rd party sellers may vary.

Buying Policies

Approvals

Why does my order need to be approved?
Jaggaer workflow approvals are set-up for orders containing items that generally require additional documentation before being purchased. These items are denoted in the Amazon punchout as "restricted". If these items are added to your cart, please attach internal documentation for the business purpose of the purchase that includes the 5W's. Your requisition will be reviewed, and additional information may be requested.

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 Amazon receives the purchase order from Jaggaer. Amazon also sends order confirmations and shipping notices back into the Jaggaer purchase order, so that you can also track your order fulfillment in Jaggaer.

Categories

What Product Categories are available to purchase?
Amazon Business includes all items that are available on Amazon.com plus additional business-specific products sold only to business customers.

Are there any category restrictions?
There are several product categories that may contain items that are not compliant based on UNCG's purchasing polices. You will see "Organization Restricted" messaging throughout the shopping experience. Restricted items will require a business purpose that includes the 5 W's to be documented and attached in the Jaggaer internal attachments section of the requisition. Restricted items will be reviewed by the appropriate approver and you will be contacted if more information is needed.
Any product where the seller is charging tax will be blocked from purchase and you will need to find the item from a different seller.

What happens to my Amazon Business order if restricted items are not approved?
If your order or items are rejected in Jaggaer workflow, you should return to the punchout and cancel those items in Your Orders. Your order is held by Amazon for 7 days, so it is best to cancel any items from orders that will not be placed.

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, digital software, and games
- Physical gift cards with custom dollar amount (fixed denomination acceptable i.e. $25, $50, etc.)
- Credit Cards
- 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

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**

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. Also, order confirmations and shipping information are returned to the eMarketplace PO so that you can track your order from within Jaggaer.

Do I need to receive my items in eMarketplace when they arrive?
YES! Anyone who can see the PO and knows that the items have arrived can create the quantity receipt in eMarketplace.

How do I print the receipt I need to reconcile my PCard?
In Amazon Business, go to **Your Orders** and **Printable Order Summary** for a receipt showing the charge and the last 4 digits of the PCard. You can access Amazon Business through the punchout or through the link in your shipping confirmation email.

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".

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**.

How do I cancel my Amazon order?
Only orders that have not shipped can be cancelled in Amazon. Y**ou must cancel the order in Amazon Business directly**. Go to Your Orders and cancel the items you do not want. If the order has already shipped, you will need to conduct a return in Your Orders after your items are received.

How do I cancel my Amazon order in eMarketplace?
Only Amazon pending requisitions can be withdrawn in Jaggaer. If your requisition is pending in a workflow step, you can choose "withdraw entire order", but otherwise your PCard order will process so quickly that you will probably not be able to withdraw it. Any orders needing to be cancelled will need to be cancelled in the Amazon punchout prior to being shipped.

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 subject to order safeguards put in place by your account administrators and items could be cancelled.
- **Address on Final PO is outside the contiguous US** – 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 as "pending" until Amazon receives the purchase order. Once the PO is received, you will receive an email confirmation. If the order is not approved within 7 days, the order will be subject to the order safeguards put in place by your account administrator and items could be cancelled.

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.

Returns
How can I return 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.

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

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 with your personal credit card..

Single Sign On (SSO)

How does SSO work with mobile?
Currently, eMarketplace is not set-up for mobile use.

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 and still be redirected into an SSO authenticated session. A user can go to Amazon.com/business and even create carts; however, they will not have an option to checkout. The user will need to go back to Jaggaer and punchout through Amazon. The created cart will still be active and they can complete the checkout process.

Customer Service and Feedback

How do I contact Amazon Business Customer Service?
Amazon Business Customer Service can be reached by clicking Let Us Help You/Contact Us (preferred method) from within your Amazon Business punchout. 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 is working well and what you would like to see improved. Email your feedback to purchase@uncg.edu or emarket@uncg.edu.