

Amazon Business FAQ

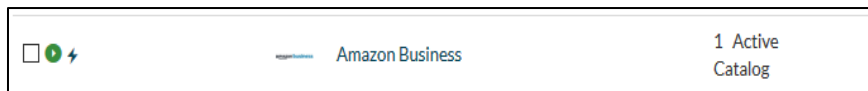
The following document provides answers to commonly asked Amazon Business questions.

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 iBuyNU. Simply login to iBuyNU, select Suppliers from the left navigation bar and click the green punchout circle for Amazon Business.



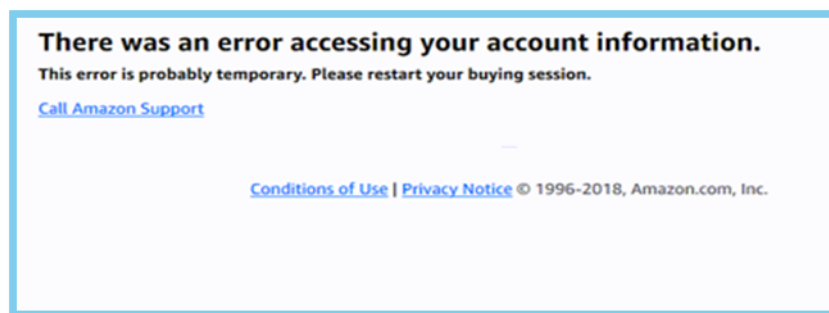
Can I access the Amazon Business items in the Federated Search without registering for the Amazon Business account?

Although you will see the search results from Amazon Business, there will be a note saying “Supplier Site Timed Out,” so you will not be able to add the items to your cart before registering.

Registering the User Account

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

Most likely, your @northwestern.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 Northwestern 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 @northwestern.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 @northwestern.edu email address on Amazon.com

The first time you access Amazon Business, you will be prompted to set up an Amazon Business account. It will simply ask you for your full name to enter and then you can click on “Start shopping.”

Note: You will not have to set up a password at this time. If you go to a non-shopping page with Amazon Business at a later time (tracking status of package, initiating a return, etc.), it will ask you to sign in. From the sign-in page, please click on “forgot your password,” and you can set a password for yourself from there.

Scenario 2

I already use my @northwestern.edu email address to make BUSINESS purchases on Amazon.com

If your @northwestern.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 @northwestern.edu email address to make PERSONAL purchases on Amazon.com

If your @northwestern.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 @northwestern.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 @northwestern.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. 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.

Navigate to iBuyNU and select the Amazon Business tile to Punchout. Follow the steps in Scenario 2 to convert your account (see above).

I was on the centralized Northwestern Amazon Business account previously. Do I need to re-register?

No. If you were already on the centralized account, you will be able to access Amazon Business through iBuyNU with your same credentials. You will no longer be able to access Amazon Business directly though.

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 @northwestern.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.

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 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 clicking [Contact Us](#) (preferred method) or at 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 888.281.3847.

Payment Method

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

There is only one form of payment on the centralized business account. It is an invoicing option and you will not be able to use another form of payment on the account.

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. You may see "Company Restricted" or "Company Blocked" 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.* "Company Blocked" means you will not be able to choose the item to add to your cart.

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, software, and games
- Electronic Gift Cards
- 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

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**.

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 rejected.
- **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?

Orders will not be fulfilled until a Purchase Order is received. After seven days of a Purchase Order not being received, set tolerances will be applied to your order. This means that if the item price has increased a significant amount, shipping is longer than expected, etc., the applicable items in that order will be cancelled. You will receive an email with the cancellations.

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

How do I indicate my Ship-To Address?

Amazon will always fulfill your order based off of the ship to address that's submitted on the Purchase Order. Like other suppliers available in iBuyNU, the address selections takes place after you have brought your cart back into NUFinancials. While shopping in Amazon Business, you may see a default address. This address can be ignored and is only available to assist with order processing. Again, your order will only ship to the address selected in your financial system and submitted on the Purchase Order.

Does ordering through iBuyNU impact my delivery speed?

All order are submitted for approval within your Financial System. Your order will be fulfilled and shipped until Amazon receives a Purchase Order from Northwestern. Once your Purchase Order is received you will receive an order confirmation email. Any delivery estimates you see upon checking your cart out of the Amazon punchout may not be applicable if your order is not quickly approved. This is applicable to Prime Eligible Orders as well.

Additionally, all items that are shipped and delivered through Amazon logistics will be delivered to the 2020 Ridge Mail Room on the Evanston Campus. The Evanston Mail room will deliver to your location. This may result in you not receiving our order until the following day.

Note: 3rd party sellers may not deliver through Amazon logistics. When ordering through 3rd party sellers you could receive your order via USPS, UPS or FedEx and delivery timelines 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.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 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.