



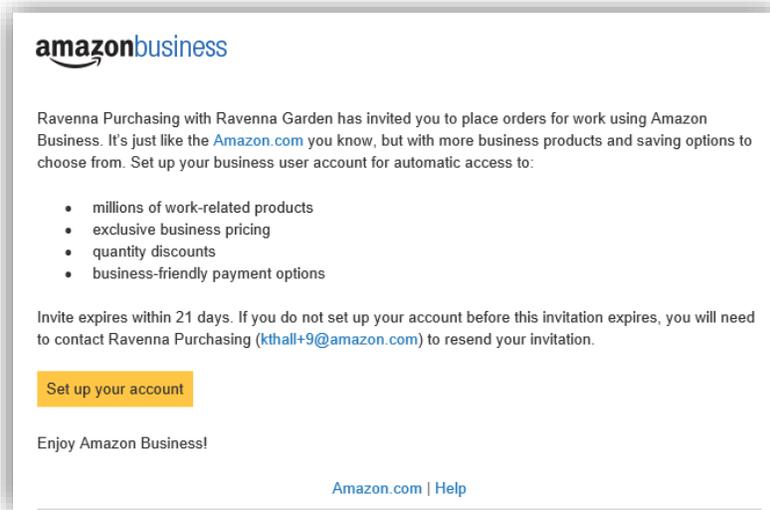
# Amazon Business | End User FAQ Library

## Getting Started

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

Access Amazon Business by clicking the link directly from the registration email you receive. The first time you access Amazon Business, you will be prompted to create an Amazon Business account.

Use your [@csun.edu](mailto:@csun.edu) email address and create a password.



### What if I haven't received an invitation?

Be sure to check your spam or deleted folder. The invitation email is sent directly from Amazon.com ([no-reply@amazon.com](mailto:no-reply@amazon.com)) If you still cannot locate the invitation please contact Denise Casanave x 5916 or email [denise.casanave@csun.edu](mailto:denise.casanave@csun.edu)

### How do I register to the CSUN Amazon Business account?

Please read the instructions below prior to accessing Amazon Business to ensure that your registration process runs smoothly before you begin making purchases. <https://www.csun.edu/sites/default/files/purch-amazon-1st-time-reg.pdf>

#### Scenario 1

##### I have never used my [@csun.edu](mailto:@csun.edu) email address on Amazon.com

The first time you access Amazon Business, you will be prompted to create an Amazon Business account. Use your [@csun.edu](mailto:@csun.edu) 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 [@csun.edu](mailto:@csun.edu) email address to make PERSONAL Amazon.com purchases.

If your [@csun.edu](mailto:@csun.edu) email address is already associated with an Amazon.com account, you will have the option to split off and transfer any purchase history to a separate account. You will be prompted to enter a new, personal, email address (e.g. gmail.com or Hotmail.com) that is NOT tied to another Amazon account.

#### Scenario 3

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

If your [@csun.edu](mailto:@csun.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. You will be prompted to check the box that states "I want to convert my existing Amazon account into a business account"

**What if I previously used my [@csun.edu](mailto:@csun.edu) email address to register for a verified Amazon Business account?**

If you previously used your [@csun.edu](mailto:@csun.edu) email address to register for an Amazon Business account, you will need to deregister that account. Your information and order history will still exist and will follow the user to the next Amazon Business account if you choose to convert your existing account when accepting the invitation. All previous, stand-alone, Amazon Business accounts will be consolidated under the new, centralized account.

**How do I deregister my account?**

1. Go to Amazon.com and log onto your Business Account
2. Download an order history report for the past 6-12 months
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 consumer, allowing you to join the central Amazon Business account.*

Once you are done please email your account admin at [denise.casanave@csun.edu](mailto:denise.casanave@csun.edu) to request an invitation to the central 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 that 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 log in credentials.**

You are asked to enter in a password because you have an existing account with Amazon with your [@csun.edu](mailto:@csun.edu) email address. If you cannot remember the password, please select the “forgot password” button to have it 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 2 to separate out your order history or Scenario 3 to merge your existing account into.

**Can I use this 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) or at 888-281-3847.

## Payment Method

**What form of payment should I be using 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.

## Orders

**How will I know when I will be receiving an order?**

The requisitioner who placed the order will receive a confirmation email that will state the items estimated delivery date and shipping speed.



### How do I see orders I placed after joining the Amazon Business Account?

To view order placed, navigate to the 'Your Orders' section of your Amazon Business account. 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 purchase card) please toggle the drop down menu on the left under 'Your Orders' to an alternate "View All Orders".

### How do I track my Amazon Business package?

Real time tracking details can be found for all pending orders in the 'Your Orders' section of your account. By clicking the "Track Package" button, you can see when your package will arrive as well as carrier information.

## Buying Policies

### Categories

#### What Product Categories are available to purchase?

The Amazon Business Marketplace 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 off of your organizations purchasing polices. You will see "Company Restricted" messaging throughout the shopping experience. Product pages marked as "Company Restricted" are available for purchase; **however**, the requisitioner should ensure the purchases are compliant with existing policies. *You are responsible for the purchases made under your account.*



#### Company restricted

This item may not comply with the purchasing standards for your organization.

## Delivery

#### What address should I be using?

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 go to check out, you will be able to add a user name or department name so that it is clearly labeled on the shipping label.

#### My order will not process, what do I do now?

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, you must be logged into Amazon Business. Once signed in, navigate to 'Your Orders' to view your complete order history.

- Select Return or Replace items at right of product
- Select reason for return
- Print label and authorization
- Prepare package and return label

Items shipped and sold by Amazon.com can be returned within 30 days of receipt of shipment. If shipped and sold by a 3rd party, policies can vary. If you have questions you can contact Amazon Business customer service.



## Prime

### **What items are eligible for Business Prime Shipping?**

Millions of products eligible for Business Prime Shipping are marked with the Prime logo. You'll be charged applicable shipping fees for any items not eligible for Business Prime Shipping ([Learn more](#)).

### **Are there any 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.

### **What do I do if I bought an individual Prime Membership with my purchasing card?**

The Amazon Business account has Business Prime Shipping that covers all users. You must follow the below steps in order to cancel your Prime Membership and receive a refund or pro-rated amount back to the original form of payment.

1. Once you have registered your Amazon Business account go to Manage My Prime Membership.
2. Select end membership.
3. Follow the prompts on the screen to cancel Prime Membership without having to reach out to customer service.
4. The refund or pro-rated refund will be automatically calculated and issued to the original payment source.

### **Can I use Business Prime Shipping benefits on my personal Amazon.com account, too?**

No. Business Prime Shipping benefits can only be used on your business account

### **What do I do if I bought a Prime Membership with personal funds on my Amazon account?**

If you are using your business email for your personal Amazon account and purchased a Prime Membership with personal funds, you will have the option once you register to split off your personal order history and Prime Membership to a personal account that is not already being used on Amazon.

## 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 policy 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) or at 888-281-3847. 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 [pcardhelp-l@csun.edu](mailto:pcardhelp-l@csun.edu).