

# amazon business


## FAQ Library

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## Accessing Amazon Business


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

View step by step instructions on how to access your Amazon Business account [here](#). You can access the centralized Amazon Business account in GSuite (Google) again by clicking the  Icon in the top right corner and selecting Amazon Business.

### If directed by my administrator, 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.*

Once you are done, please access the centralized Amazon Business account in GSuite (Google) again by clicking the  Icon in the top right corner and selecting Amazon Business.

### 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 [HERE](#).

### 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 [@needham.k12.ma.us](mailto:@needham.k12.ma.us) 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

[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. If the membership was purchased 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. If the membership was purchased before April 2019, you will need to join our new central account first, and then contact Amazon Business Customer Service at 1-888-281-3847. Once contacting them, a prorated refund will be credited back to your original form of payment.

### 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 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. 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 at 1-888-281-3847

**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](#) and they will help troubleshoot this issue for you.

**How do I contact Amazon Business Customer Service?**

For questions regarding registration, contact Amazon Business Customer Service at 1-888-281-3847. For all other questions related to Amazon Business, Amazon Business Customer Service can be reached by clicking [Contact Us](#) from within your account.

## Payment Method

**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.

**My order will not process, what should I do?**

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.

## 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 subscriptions and digital products do not go through approvals. Please review the [Approval Policy Restrictions](#) for additional information.*

**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 policies. You may see "Organization Restricted" messaging throughout the shopping experience. Product pages marked as "Organization 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](#).

## 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

## Delivery

### **What address should I be using?**

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.

## 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 3<sup>rd</sup> 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.

## Single Sign On (SSO)

**How does SSO work with mobile?**

End users can access AB from their mobile devices as long as their IdP is accessible over the internet. Cloud-based IdPs such as Okta are accessible over the internet.

**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](https://amazon.com/business) and still be redirected into an SSO authenticated session.

**Does SSO work with Amazon Smile**

A user with consumer account with Smile on it will get the same split/convert experience while authenticating with SSO. However, SSO will not direct users to Smile outside of AB.

## Customer Service

**How do I contact Amazon Business Customer Service?**

Amazon Business Customer Service can be reached by clicking [Contact Us](#) from within your Amazon Business account. Please use this team for anything relating to an order, transaction, shipment, and general Amazon related inquiries as well.

## Amazon Business Resource Center

Amazon Business Getting Started Resource Center

- [Invite Your Coworkers](#)
- [Create Approval Workflows](#)
- [Benefits of Business Prime](#)
  - [Fast, FREE business delivery](#)
  - [Spend Visibility](#)
  - [Guided Buying](#)
  - [Member-Only Offers](#)
- [Set Up Payment Methods](#)
- [Amazon Business Analytics](#)