



## Amazon Business | Pacific Lutheran University FAQ Library

### Getting Started

#### Getting Started

#### **How do I register as part of the Pacific Lutheran University Amazon Business account?**

Please read the following instructions prior to accessing Amazon Business. This will ensure your account is set up before making purchases. (reference graphic depiction on page 2)

##### Scenario 1

#### **I have never used my [@plu.edu](#) email address on Amazon.com**

The first time you access Amazon Business will be through a welcome email, you will be prompted to “sign in” and set up an Amazon Business Password. Please enter a password and begin shopping.

##### Scenario 2

#### **I already use my [@plu.edu](#) email address to make BUSINESS purchases on Amazon.com**

If your [@plu.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 [@plu.edu](#) email address to make PERSONAL purchases on Amazon.com**

If your [@plu.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.

# amazon business

Use the below scenarios to understand how to take appropriate action for creating an Amazon Business user account.

## Scenario 1

### Create a new business user account

If you have not previously used your work email address on Amazon.com, account set up is simple!

Enter your full name  
and choose your  
business password



Next step



Start shopping

## Scenario 2

### Convert your existing Amazon Account

Sign in to the existing account that you use for business purchases on Amazon.com.



If you already have an Amazon account tied to your work email address and use this account solely for business purchases, you will migrate this existing account to your organization's Amazon Business account. Do not choose this option if you have made personal purchases on this account.

Start shopping



## Scenario 3

### Separate Business and Personal Shopping

Sign in to the existing account you use for business/personal purchases on Amazon.com.



If you have an existing Amazon account tied to your work email and use this account for business and personal purchases, we will separate your personal order history from your work email.

Choose a new email for your existing Amazon account. Your password stays the same

The email designated here, will be used to access your previous account, including existing order history and saved payments or shipping addresses.



Contact Amazon Business Customer Service at [www.amazon.com/gp/help/contact-us](http://www.amazon.com/gp/help/contact-us) or (866) 486-2360



### **What if I previously used my @plu.edu email address to register for a verified Amazon Business account?**

If you previously used your @plu.edu email address to register for an Amazon Business account, you will receive an email to de-register 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 on my own?**

1. Log into 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.*

### **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 account with Amazon with your @plu.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 out your order history or Scenario 2 to merge your existing account into.

### **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.

### **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](#) (preferred method) or at 888-281-3847 and they will help troubleshoot this issue for you.

### **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 use 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 receive an order?**

The person who placed the order will receive a confirmation email that will state the items 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?**

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 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 should I do?**

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, 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.

## 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, or Music.

### 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. 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 set up your Amazon Business account, navigate to “Manage My Prime Membership”
2. Select “End membership”
3. Follow the prompts on the screen to cancel your Prime Membership without having to reach out to Customer Service.
4. A 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 with your business account

### 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 once you register to split off your personal order history and Prime Membership to a personal account.



## Other Amazon Programs

### Amazon Fresh

#### Is Amazon Fresh available on the Amazon Business account?

Amazon Fresh is available to Amazon Business account users who previously purchased an individual Prime Membership. Amazon Fresh add-on is not available on accounts that are utilizing Business Prime Shipping.

The following Amazon Business features are not supported with Amazon Fresh orders:

- Approvals
- Purchase orders
- Shared payments and addresses
- Pay by Invoice
- Business pricing
- PunchOut
- Recurring Deliveries
- Business Prime Shipping
- Amazon Tax Exemption Program (ATEP) for business. If tax is charged on an order meeting your Amazon tax exemption, [contact us](#) to request a refund.

If you use these features, signing up for Amazon Fresh requires the approval of your business account administrator. This is to ensure your business approves the use of Amazon Fresh with current limitations. If you're the administrator, please contact your Amazon Business Customer Advisor.

**Note:** Amazon Business customers who have extended Prime shipping from their personal account to their business user account can only sign up for Amazon Fresh on their personal account. They cannot sign up for Amazon Fresh, or share Amazon Fresh benefits, with their business user account.

### Prime Pantry

Prime Pantry allows Prime and Business Prime Shipping members to shop a wide range of items including heavy and bulky items in regular pack sizes that are often costly to ship.

If you have a Prime membership purchased on your business user account, you can sign up for the Prime Pantry membership for an additional fee.

If you are an Amazon Business customer and have Business Prime Shipping, you can still order Prime Pantry items. You'll pay the flat shipping price per order and you can order as many Prime Pantry items as you need without the shipping price changing.

## 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.