

# Amazon Business FAQ Library

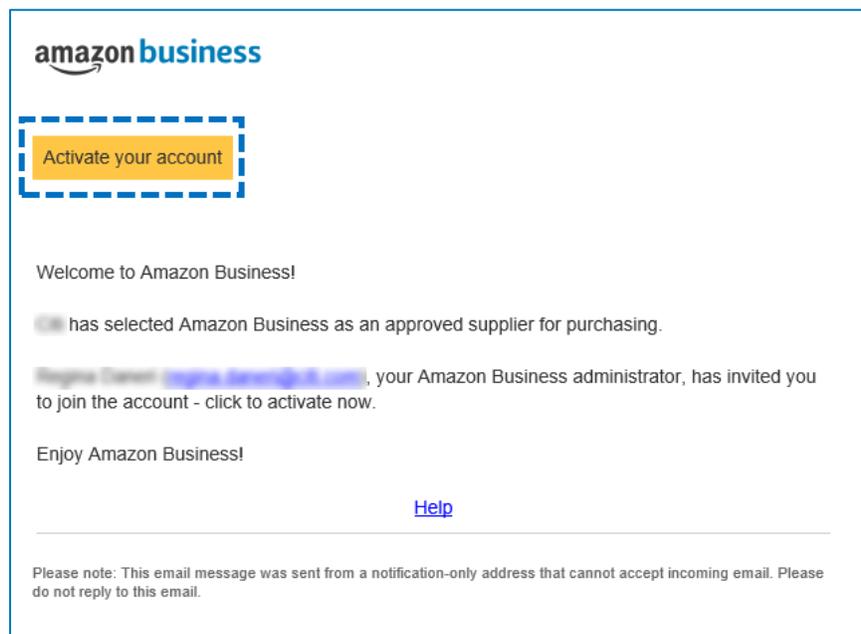
The following document provides answers to commonly asked Amazon Business questions.

## Getting Started

### Accessing Amazon Business

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

Your Amazon Business account Administrator must invite you to join the organization’s central account. Once invited, you will receive a welcome email to join (see below). Register by clicking the link (or copy and paste) at the “Activate your account” text. Note, if you are signed into any other Amazon account on your default web browser, you will need to sign out *before* clicking the link. The first time you access Amazon Business you will be prompted to set up your account via one of the three scenarios in the next section.



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

Be sure to check your spam or deleted email folders. The registration email is from [business@amazon.com](mailto:business@amazon.com). If you still cannot locate the email, contact [POC@wv.gov](mailto:POC@wv.gov) to have it resent.

#### How do I complete registration as part of the LANL 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 [@wv.gov](mailto:@wv.gov) 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 [@wv.gov](mailto:@wv.gov) email address on Amazon.com

The first time you access Amazon Business, you will be prompted to set up an Amazon Business account. Use your [@wv.gov](#) 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 [@wv.gov](#) email address to make BUSINESS purchases on Amazon.com**

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

If your [@wv.gov](#) 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 [@wv.gov](#) 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 [@wv.gov](#) email address to register for an Amazon Business account, you will receive an invitation to merge your existing account into the official 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](#).

**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?**

Amazon Business Customer Service can be reached by clicking [Contact Us](#) from within your account.

## Payment Method

**What form of payment should I use to make Amazon Business purchases?**

Enter your purchase card ahead of time in 'Your Account' or during the checkout process. Payment instruments are visible to your account administrator for auditing purposes.

## Buying Policies

### Approvals

**Why does my order need to be approved?**

Your administrators may 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 may require an approval.

*Note: Items such as digital products and gift cards do not go through approvals.*

**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 "Company Restricted" 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.*

### 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 the account, navigate to **Your Orders** in the drop-down menu under your name in the upper right corner of the main page.

**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.

## Amazon Business Resource Center

### [Amazon Business Getting Started Resource Center](#)

- [Feature Release Notes](#)
- [Benefits of Business Prime](#)
  - [Fast, FREE business delivery](#)
  - [Spend Visibility](#)
  - [Guided Buying](#)
  - [Member-Only Offers](#)
- [Set Up Payment Methods](#)
- [Amazon Business Analytics](#)