

Amazon Business you will be prompted set up your account.

received. The first time you access

Use your [@shsu.edu](#) email address and create a password.

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Be sure to check your spam or deleted email folders. The registration email is sent directly from Amazon.com (no-reply@amazon.com)

Scenario 3

I already use my [@shsu.edu](mailto:shsu.edu) email address to make PERSONAL purchases on Amazon.com

If your [@shsu.edu](mailto:shsu.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 hotmail.com) that is NOT tied to another Amazon account.

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

If you previously used your [@shsu.edu](mailto:shsu.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. 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.

Once you are done, please email your account admin at ldfletcher@shsu.edu to request an invitation to the central business account.

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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 [@shsu.edu](mailto:shsu.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.



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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.

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 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 --





- ‡ 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 refund?

Because Amazon provides a marketplace made up of millions of sellers, there are instances when sellers may still 10.9(e) on se)-2



email confirmation. If the order is not approved within 7 days, the order will be cancelled and you will be notified via email. If the cart was canceled and you still need the items, you will need to submit the order again for approval.

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



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.

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