amazon business

FAQ

Accessing Amazon Business

How do I access my Amazon Business account?
Amazon Business is available in the UNI iProcurement stores. This is part of the Oracle eBusiness suite.

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.

How do I contact Amazon Business Customer Service?
Amazon Business Enterprise Customer Service – call 888-281-3847 or Click Here – for the ability to call, email, or live chat with a customer service member dedicated to Amazon Business customers. Please use this resource for anything relating to an order, transaction, shipment, and general Amazon related inquiries as well.

Payment Method

What form of payment should I be using to make Amazon Business purchases?
All payments are handled centrally by UNI Procurement. You will need to provide your account information at checkout. This is the same method that all iProcurement stores use.

My order will not process, what should I do?
Please contact Procurement Services to report the issue.

Buying Policies

Is Amazon the go to spot for all of my orders?
No, Amazon is available to UNI buyers as a tool. The University has restricted certain items in Amazon because it has other contracts that should be used to purchase those items, for example, office supplies and scientific supplies. Procurement staff will continually review restricted orders and notify a department if their purchasing approach is not following our guidelines.

Categories (If Applicable)

What Product Categories are available to purchase?
Amazon Business includes all items that are available on Amazon.com, plus additional business-specific products. Procurement Services 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 UNI's purchasing polices. 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. Procurement will be monitoring purchases and reserves the right to conduct buying reviews on a continual basis.*

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**

Punchout Specific
Are there any product restrictions that will not work for Punchout?
Digital-related products, subscriptions, and Amazon Services (such as Amazon Web Services and Amazon Fresh) are not available for purchase.

Unsupported purchases include:
* Digital downloads, including: eBooks, audio books, movies, videos, music, software, and games
* Electronic Gift Cards
* Alcoholic Beverages
* Subscriptions, including Subscribe & Save
* Other Amazon services not found on Amazon.com such as Amazon Web Services, Amazon Fresh, and subsidiaries

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". 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

Punchout Specific

Is the URL for a product the same in Amazon Business as it is in the consumer site?
No, the URLs are different. You can search for the product in both sites by the Amazon Standard Identification Number (ASIN) in the product description details. ASINs start with "B0".

Why did I receive an email indicating that my order has been halted?
Amazon Business provides a dynamic marketplace of products, with changing prices and quantities. Controls have been put in place to account for these fluctuations. Although the email instructs you to contact your Amazon Business Account Administrator, the best way to get more information on a halted order is to contact Amazon Business Customer Service HERE.

Are there any limitations to Punchout that would result in my order being cancelled?
Yes. There are three instances in which orders can be cancelled due to Amazon Business limitations:
- **Safeguards** – If the approval is not completed within the seven day cart lock, and the order falls outside of the safeguards at the time of approval, the item or order will be cancelled.
- **Multiple Punchout Sessions** – Multiple Punchout sessions can result in a cancelled order. When shopping on Amazon Business through Punchout, make sure to use one Punchout Session per order.
- **Changing or Modifying Cart** – If PO is sent with deleted line items or modified quantities, the order will be rejected.

What if I have pending orders appearing under "Your Orders" even though they have not been approved and sent to Amazon?
Any order subject to an approval workflow will not be processed until final approval. The order will remain in your order history for up to 7 days as "pending" until Amazon receives approval confirmation. Once approved you will receive an 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 cancelled and you still need the items, you will need to submit the order again for approval.

Am I able to make purchases through Amazon Business without accessing the iProcurement System?
No. Business purchases should only be made through the iProcurement System. If you attempt to make a purchase outside of the iProcurement System you will not be able to check out.

Delivery
What address should I be using?
When checking out on Amazon Business, buyers do not need to change the address. Shipping info is sent by our system. Please click on the Deliver to this Address button.

Punchout Specific
How do I indicate my Ship-To Address?
Amazon will always fulfill your order based off of the ship-to address selected in the iProcurement system. Like other suppliers, this address selection takes place after you have brought your cart back into iProcurement system. Your order will only ship to the address selected in your iProcurement System itself, not Amazon Business.

Does ordering through iProcurement System impact my delivery speed?
iProcurement has a built-in workflow approvals. If this is the case, your order will not be fulfilled until it is approved. At that time you will receive an email confirmation. Any delivery estimates on the checkout screen may not be applicable if the order is not quickly approved. This is applicable to Prime Eligible Orders as well.
Note: the delivery timeline for 3rd party sellers may vary.

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 3rd party seller.

Amazon Business Enterprise Customer Service – call 888-281-3847 or Click Here – for the ability to call, email, or live chat with a customer service member dedicated to Amazon Business customers. Please use this resource for anything relating to an order, transaction, shipment, and general Amazon related inquiries as well.

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.

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 Enterprise Customer Service – call 888-281-3847 or Click Here – for the ability to call, email, or live chat with a customer service member dedicated to Amazon Business customers. Please use this resource for anything relating to an order, transaction, shipment, and general Amazon related inquiries as well.