

Amazon Business FAQ Library

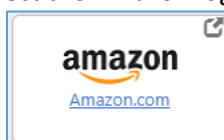
The following document provides answers to commonly asked Amazon Business questions.

Getting Started

Accessing Amazon Business

How do I access my Amazon Business account?

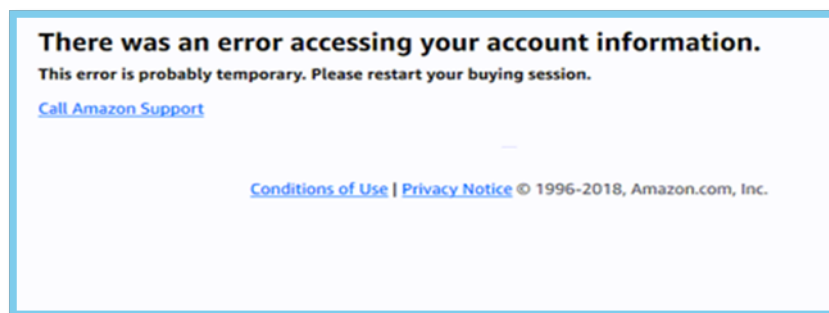
Your user account is established the first time you “Punchout” to Amazon Business from within the RU Marketplace. Simply login to your e-Procurement system and select the Amazon logo to get started.



Registering the User Account (if applicable)

Why do I see the following error message when I Punchout from the RU Marketplace for the first time?

Most likely, your @rutgers.edu email address is already attached to a separate Amazon Business account and needs to be “deregistered”. Please continue to the deregistration instructions below.

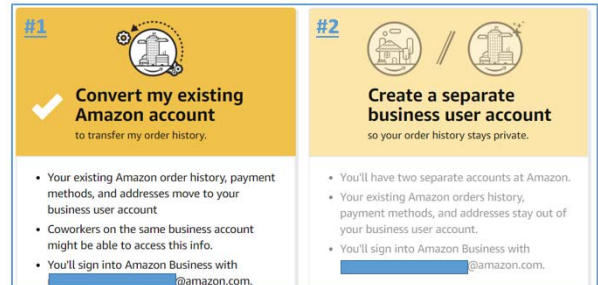


How do I register as part of the Rutgers Amazon Business account?

When you access Amazon Business from Rutgers Marketplace, your @rutgers.edu email is to initiate your Amazon Business account. You will be asked to create a password for your Rutgers Amazon Business account. This will not be needed when you Punchout to Amazon from Rutgers Marketplace in the future.

Note: If your @rutgers.edu email is being used for an Amazon.com account today, you will be asked to 1.) Log into your Amazon.com account and 2.) determine what should be done with your order history. Below is a screenshot of the options you have:

1. **Convert my existing account:** Select this option if you want to merge **ALL** of your order history over to your new Rutgers Amazon account. Only select if no personal purchases were made.
2. **Create a separate business account:** Select this option if your current Amazon.com account is a personal account or has any personal purchases associated with it.



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 **@rutgers.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.

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.

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.

Buying Policies

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.*

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
- Credit Cards
- Alcoholic Beverages
- Wireless Devices and Services
- Subscriptions, including Subscribe & Save
- Other Amazon services not found on Amazon.com such as Amazon Web Services, Amazon Fresh, and subsidiaries

Can an item be unblocked so I can buy it from Amazon?

Items are restricted on Amazon in cases where there is an existing supplier catalog available for that type of item. Please review existing RU Marketplace catalogs. If unable to find the needed item, then consult the University Procurement Services website (via this link: <https://procurementservices.rutgers.edu/>) or contact the Help Desk for further guidance, via email procure@finance.rutgers.edu with supplier name, part number, and item description.

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](#) or directly by phone at **888.281.3847**.

Orders

The price for the item from Amazon is cheaper than other punchout catalogs. Why can't I buy through Amazon?

Certain suppliers have been contracted for specific items. You can conduct a product search by using the RU Marketplace catalogs. Contracted suppliers typically offer Rutgers value in addition to pricing, items such as and not limited to dedicated sales support, free shipping and returns, rebates and other value add items. Should you need further support, please consult the University Procurement Services website (via this link: <https://procurementservices.rutgers.edu/>) or contact the Help Desk for further guidance, via email procure@finance.rutgers.edu with the supplier name, part number, and item description.

Can I still buy using Quick Orders?

No, Amazon is a restricted supplier and purchase can only be made via punch out.

Can I ship to another address at the University?

No, your name and location are linked in the Amazon database. If you use another location for shipping purposes, the requisition will fail and your order will not process.

Do I have Amazon Prime?

Yes, Prime is part of the free two-day delivery available for all Rutgers deliveries. If you request overnight shipping, the additional cost must be added on a separate line on your Purchase Order.

Is there a dollar limit to the amount I can order through Amazon?

No, there is no limit; however, the requisition must be approved by your department and purchasing in accordance with existing procedures prior to the order being fulfilled.

Why is the invoice amount different from the amount of the PO?

The PO amount is for the entire order, an invoice is created when items are shipped. A PO may consist of numerous invoices summing to the PO amount.

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?

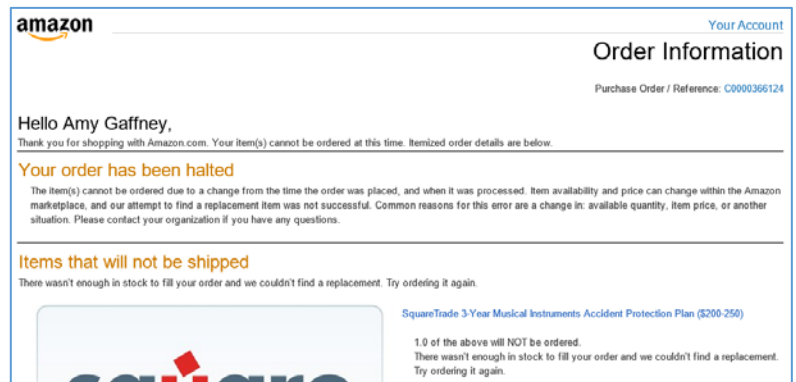
From within your account, navigate to **Your Orders**. The default view will display all orders "Paid For By You". If your organization is utilizing a central payment method (i.e. not your individual purchasing card), select "View All Orders" from the drop-down menu.

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 **888.281.3847**.



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 RU Marketplace?

No. Business purchases should only be made through the RU Marketplace. If you attempt to make a purchase outside of the RU Marketplace you will not be able to check out.

Delivery

My order payment

will not process, what should I do?

If payment is failing, contact cardservices@finance.rutgers.edu

How do I indicate my Ship-To Address?

Amazon will always fulfill your order based off of the ship-to address selected in the RU Marketplace before sending the Purchase Order back to Amazon. Like other suppliers, this address selection takes place after you have brought your cart back into the RU Marketplace. Your order will only ship to the address selected in RU Marketplace itself, not Amazon Business.

Does ordering through RU Marketplace impact my delivery speed?

Your purchasing system may have 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 the Amazon Business Return Center from your account. From the [Return Center](#) you will be able to start and track your return. Please reference our [Return Policy](#) for more information on return timeframes. To cancel an item, go to the Your Orders page and select to cancel the item in question.

Why am I unable to return my product for replacement?

At this time, product returns are limited to refunds only, and can only be initiated by the Punchout user or administrator. Exchanges for items are not available through the punchout. To replace an item, please re-order.