

UNL Amazon Business FAQ Library

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

Getting Started

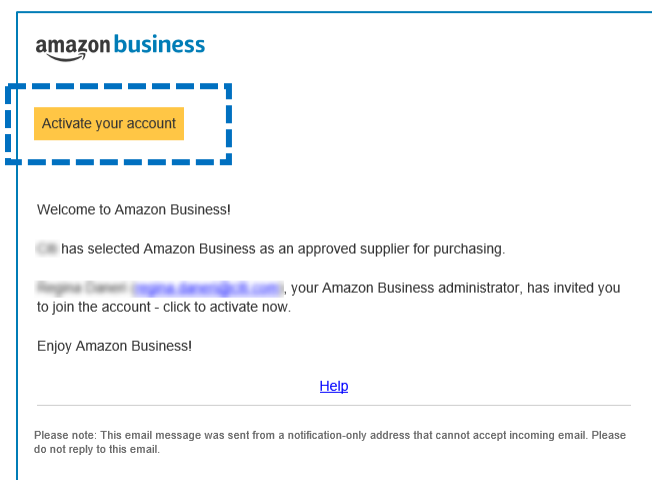
Accessing Amazon Business

How do I access my Amazon Business account?

Your Amazon Business account administrator must invite you to join the organization's central account. The University of Nebraska is currently only inviting PCARD holders into the Amazon business account.

Once invited, you will receive a welcome email to activate your account (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.



I already have an Amazon Business account with my work email address.

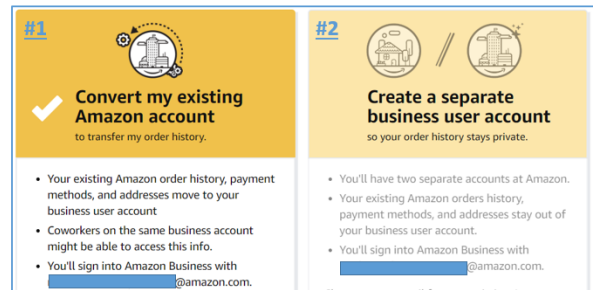
You will receive an email to transition your existing Amazon Business account into the University Account. Follow the instructions in the email to complete the University account registration. If you have trouble or questions, contact amazonbusinesscs@amazon.com assistance. You can also view de-registration instructions from a previous business account [here](#).

Complete the account registration.

The first time you access Amazon Business, you will be prompted to complete your registration. If you have an existing Amazon.com account connected to your work email, you will be asked to determine what to do with your order history.

Option 1: Convert my existing account Select this option if you want to merge **ALL** your order history over to your new UNL Amazon business account. Only select if no personal purchases were made.

Option 2: Create a separate account: Select this option if your current Amazon.com account is personal or has any personal purchases associated with it.



What if I haven't received an invitation?

Be sure to check your spam or deleted email folders. The registration email is sent directly from Amazon Business (business@amazon.com) If you still cannot locate the email, contact amazonbusinesscs@amazon.com to have it resent.

When I access Amazon Business for the first time, I am prompted to log in with a password. I do not know my log in information.

You are asked to enter a password because you have an existing Amazon account with your university employee 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, email amazonbusinesscs@amazon.com for help.

What name should be on my Amazon account?

The name on your account should match the name on your PCARD. You can put other information in the shipping address that can appear on the label.

What should I do if I purchased an individual Prime Membership with my purchasing card?

Our Amazon Business account includes Business Prime Shipping that covers all users. Your individual Prime Membership is no longer necessary. Your membership will be canceled upon merging into our new central account, and a prorated refund will be credited back to your original form of payment.

What should I do if I purchased an individual Prime Membership with a personal credit card and wish to keep my accounts and buying history separate?

If you previously used your employee email address on a personal Amazon.com account and purchased Amazon Prime, follow the instructions in Scenario 2 above to separate your accounts. Using a personal email for the account, your personal history and Prime membership will remain intact. You will be able to join the central University Business account with your employee email address.

Can I use the new Amazon Business account for PERSONAL use?

No. The central Amazon Business Account must be used for business purchases only, following 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](#) or email amazonbusinesscs@amazon.com.

Payment Method

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

The University of Nebraska Amazon Business account is for PCard use only. Enter your purchasing card information. Complete your account information ahead of time in 'Your Account' or during the checkout process. Payment instruments are visible to your account administrator and can be audited. The use of your personal credit card is not allowed.

Buying Policies

University purchasing card policies and contact information are located on the [Purchasing Card Program](#) webpage.

Does my order need to be approved?

The appropriate department personnel must authorize the purchase, and that all departmental procedures have been followed. The department approvals are completed within your department, not through the Amazon Business account. Only authorized personnel are able to purchase and approve Pcard purchases. Individual orders based on a dollar amount or buying policies may be reviewed for compliance. All PCard purchase policies and restrictions apply.

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. All PCard policies and restrictions apply. Exception requests for non-authorized purchases must still be submitted for consideration and approval

Are there any category restrictions?

Category restrictions are not implemented within the Amazon system at this time. You are responsible for ensuring your purchases are compliant with PCARD and other purchasing policies.

How do I make technology purchases?

Visit [IT Procurement](#) for assistance on the following:

Popular software and hardware purchases are managed by the University Procurement Services department via eSHOP. Adobe, ArcGIS, Microsoft, and SPSS and many other software titles can be purchased through eSHOP. Computers and additional standard equipment should be bought through eSHOP, a secure purchasing eCommerce site for the University of Nebraska. The following suppliers have contracts on IT defined standards

- DELL – Dell Computers and Peripherals
- Connections – Apple products and HP computers
- CDW – Lenovo

B&H Photo, also available in eSHOP, is an excellent resource for audio and visual technology

Orders

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 By You.”

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 the products I purchase frequently?

Yes, create Lists! To begin, hover over **Lists** in the upper right corner of your screen and select **Create a List**

1. Select **This list is for: you** from the drop-down menu
2. Select list type: **Shopping List** or **Reorder List**
3. Name the list
4. Privacy: **Private**
6. Create List

Do I need to submit a tax-exempt form?

No, tax-exempt status is already applied to the University business account. Because Amazon provides a marketplace of millions of sellers, there are some instances when sellers may charge tax on a tax-exempt purchase. You will be alerted that tax will be applied in the order summary at checkout. You can back out of the order and opt for a supplier who does not charge tax. If you were charged tax, contact the seller directly to request a refund. Get more help from Amazon on the [Tax Refund Page](#).

Delivery

What address should I be using?

Amazon shipments should be made to only an official University shipping addresses. Add your delivery address the first time you check out or in your account settings before the first time you check out. Go to Your Account > Your Addresses > Add Address > Enter in address name in the “Full Name” section. When you check out, you will be able to add another name, or department, so that it is clearly labeled on the shipping label.

Covid19 Note: shipping to home addresses is allowable only with a PCard exception. Use the [Request for Alternative Delivery Location Form](#) to request a shipping address exception during the work from home order. All other PCARD policies apply.

How to I add my address to my account?

Add your delivery address the first time you check out or in your account settings before the first time you check out. Go to Your Account > Your Addresses > Add Address > Enter in address name in the “Full Name” section. When you check out, you will be able to add another name, or department, so that it is clearly labeled on the shipping label.

My order will not process; what should I do?

If your order does 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 Amazon Business and then navigate to the [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.

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 you 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.

Contact Us – Benefits of Amazon Business

While logged into Amazon Business or in an order, use the contact us button. This is specifically oriented to business services and not the consumer call center. Depending on where you are in the system, customer support should already have your order or information pulled up.