# Amazon Business | FAQ Library

# Getting Started

**How do I register as part of the Iowa State University Amazon Business account?**Please read the following instructions prior to accessing Amazon Business. This will ensure your account is set up before making purchases.

### Scenario 1

**I have never used my @iastate.edu 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 **@iastate.edu** 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 @iastate.edu email address to make PERSONAL purchases on Amazon.com**If your **@iastate.edu** email address is already associated with an Amazon.com account, you will have the option to split off and transfer any purchase history to a separate account. You will be prompted to enter a new, personal email address (e.g. gmail.com or hotmail.com) that is NOT tied to another Amazon account.

### Scenario 3

**I already use my @iastate.edu email address to make BUSINESS purchases on Amazon.com**If your **@iastate.edu** email address is already associated with an Amazon.com account, you will have the option to merge your existing account and transfer any purchase history and pending orders to the central business account. You will be prompted to enter in your same password, then click “I want to convert my existing account and transfer my order history and info to my business account” (this option appears in smaller, blue colored text) when prompted to merge your account.

If you are unsure of how to activate your account or use Amazon Business, please locate the Amazon Business reference guide

**What if I previously used my @iastate.edu email address to register for a verified Amazon Business account?**  
If you previously used your **@iastate.edu** email address to register for an Amazon Business account, you will need to de-register 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. If you need your order history, as a precaution download an order history report for the past 6-12 months by going to business analytics
3. Click the following link to de-register 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.*

Navigate to cyBUY and select the Amazon Business catalog to punch-out. Follow the steps in Scenario 3 to merge your account (see above).

**I tried to de-register my account but it says “I don’t have permissions to close this account.” How should I proceed?**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 Amazon Business 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 **@iastate.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 2 to separate out your order history or Scenario 3 to merge your existing account info.

**Can I use the new Amazon Business account for PERSONAL use?**No. The ISU Amazon Business Account must be used for business purchases only, in accordance with ISU procurement policies. Procurement Services will have access to all purchasing history made through the ISU 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](https://www.amazon.com/gp/help/customer/contact-us?ie=UTF8&ref=bfooter_cu) (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](https://www.amazon.com/gp/help/customer/contact-us?ie=UTF8&ref=bfooter_cu) (preferred method) from within your account or at 888-281-3847.

# Payment Method

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

The payment method is pre-configured on the Amazon account so there is no need for you to enter a form of payment. If you are prompted for a form of payment, contact [cyBUY@iastate.edu](mailto:cyBUY@iastate.edu).

# Buying Policies

## Categories

**Are there any category restrictions?**

There are product categories that may contain items that are restricted, some examples include office supplies, ink and toner, computers, and scientific supplies. You may see “Company Restricted” messaging throughout the shopping experience along with a message to check contracted cyBUY supplier catalogs before purchasing the item. To ensure items are purchased from the best source, Procurement Services will be reviewing all Amazon orders before they are submitted to Amazon.

**Are there any product restrictions that will not work for punch-out?**

Unsupported purchases are not available for purchase and include:

* Digital downloads, including: eBooks, audio books, movies, videos, music, software and games
* Electronic Gift Cards
* 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

These items may be purchased using a P-Card as long as they comply with P-Card guidelines. For assistance ordering these items, contact Procurement Services **cyBUY help desk** at [cybuy@iastate.edu](mailto:cybuy@iastate.edu) or 515-294-8577.

# 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 a tax exempt purchase. Contact Procurement Services **cyBUY help desk** with any questions at [cybuy@iastate.edu](mailto:cybuy@iastate.edu) or 515-294-8577.

# 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 items estimated delivery date.

**How do I see the orders I placed after joining the Amazon Business Account?**

Go to the Amazon Business catalog through cyBUY and navigate to **Your Orders** which is found in the drop-down located in the heading “Account for Iowa State University” on the top right side of the page. You will be prompted to enter your password. The default view will display all orders “Paid For 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. Go to the Amazon Business catalog through cyBUY and navigate to **Your Orders** which is found in the drop-down located in the heading “Account for Iowa State University” on the top right side of the page. You will be prompted to enter your password. Once you locate your order, choose **Track Package**.

**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 by Amazon 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 at **888-281-3847** or the Procurement Services **cyBUY help desk** at [cybuy@iastate.edu](mailto:cybuy@iastate.edu) or 515-294-8577.

**Am I able to make purchases through Amazon Business without using cyBUY?**

No. Business purchases should only be made through cyBUY.

## Delivery

**How do I indicate my Ship-To Address?**

Amazon will fulfill your order based on the ship-to address displayed in Workday. While in the Amazon Business catalog, you may see a default address but you can change the ship-to address after bringing the order back into Workday.

**Does ordering through cyBUY impact my delivery speed?**

Procurement Services will review each order before it is sent to Amazon. Once your order is approved and released to Amazon, you will receive an email confirmation from Amazon.

*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 through cyBUY. 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.

**Why can’t I return my product for replacement?**

At this time, product returns are limited to refunds only. To replace the item, please re-order.

## 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](https://www.amazon.com/gp/help/customer/display.html?nodeId=202195950&language=en_US)).

**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.

**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. You must follow the below steps in order to cancel your Prime Membership and receive a refund or pro-rated amount back to the original form of payment.

1. Once you have set up your Amazon Business account, navigate to “Manage My Prime Membership”
2. Select “End membership”
3. Follow the prompts on the screen to cancel your Prime Membership without having to reach out to Customer Service.
4. A pro-rated refund will automatically be calculated and issued to the original payment source

**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.

**What do I do if I bought a Prime Membership or Student 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.

# Customer Service and Feedback

**How do I contact Amazon Business Customer Service?**  
Amazon Business Customer Service can be reached by clicking [Contact Us](https://www.amazon.com/gp/help/customer/contact-us?ie=UTF8&ref=bfooter_cu) (preferred method) from within your Amazon Business account. Or, by phone at 888-281-3847 (you will be required to provide additional information to validate your account by phone). Please use this team for anything relating to an order, transaction, shipment, and general Amazon related inquiries as well.