

# Amazon Business FAQs – MC One\$ource

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

## Getting Started

### How do I create my Amazon Business account?

Access Amazon Business by clicking the Amazon Business tile in MC One\$ource. The first time you access Amazon Business you will be prompted set up your account.

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

Please read the following instructions prior to accessing Amazon Business. This will ensure your account is set up correctly before making purchases. Contact Procurement Services at extension 6010 if you have questions or need assistance.

#### Scenario 1

##### **I have never used my [@messiah.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 [@messiah.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 [@messiah.edu](#) email address to make BUSINESS purchases on Amazon.com**

If your [@messiah.edu](#) email address is already associated with an Amazon.com account, you will have the option to convert your existing account and transfer any purchase history and pending orders to the central business account. **DO NOT CHOOSE THIS OPTION IF YOU HAVE MADE PERSONAL PURCHASES ON THIS ACCOUNT, CHOOSE SCENARIO 3.**

#### Scenario 3

##### **I already use my [@messiah.edu](#) email address to make PERSONAL purchases on Amazon.com**

If your [@messiah.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 or hotmail.com) that is NOT tied to another Amazon account.

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

If you previously used your [@messiah.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 existing Amazon 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, navigate to your eProcurement System and select the Amazon Business tile. Follow the steps in Scenario 2 above to merge your account.

### **I tried to deregister 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 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 [@messiah.edu](mailto:@messiah.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 merge your existing account or Scenario 3 to separate out your order history.

### **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 Messiah College purchasing policies. Procurement Services 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 calling 888-281-3847.

### **I already have an Amazon Web Services (AWS) account with my work email, so I can’t use the same email again for Amazon Business.**

Please contact Amazon Business Customer Service by clicking [Contact Us](#) or calling 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](#) from within your account or calling 888-281-3847.

## **Payment Method**

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

Select **Pay by Invoice**. Payment will be made by Accounts Payable after the buyer has received the items in MC OneSource. Please contact Procurement Services at extension 6010 with questions.

## Buying Policies

### Approvals

#### **How do I know if my order has been approved?**

You will receive an email copy of your MC One\$ource purchase order and an email confirmation from Amazon 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.

#### **Are there any category restrictions?**

There are product categories that may contain items not compliant with Messiah College's purchasing policies. You may see "Company Restricted" messaging throughout the shopping experience. Please read these messages and follow the instructions provided. Each employee is responsible for ensuring his/her purchases are compliant with Messiah College policies and guidelines. *Each employee is responsible for the purchases made under his/her account.*

#### **Are there any product categories that will not work for MC One\$ource?**

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, 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

## Sales Tax Exemption

#### **I was charged sales tax on my order even though the Messiah College 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 charge tax on a tax exempt purchases. Contact the Seller directly to request the refund.

1. Access Amazon Business by clicking the Amazon Business tile in MC One\$ource
2. From within your account, navigate to "Your Orders"
3. Find the item that was charged tax and click "Contact the Seller"
4. Enter subject as "Tax Exemption Refund Request"
5. Include the order number and amount charged
6. A copy of the Messiah College sales tax exemption form can be found [here](#).

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

### **How will I know when I will receive an order?**

The person who placed the order will receive a confirmation email with the item's estimated delivery date and shipping speed.

### **[How do I see the orders I placed after joining the Amazon Business Account?](#)**

Access Amazon Business by clicking the Amazon Business tile in MC OneSource. From within your Amazon account, navigate to **Your Orders**. 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. Access Amazon Business by clicking the Amazon Business tile in MC OneSource. From within your Amazon account, navigate to **Your Orders > Track Package**.

### **Can I save products I purchase frequently?**

Yes, you can create Lists. Access Amazon Business by clicking the Amazon Business tile in MC OneSource. 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

### **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 canceled 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 MC OneSource?**

No. Business purchases should only be made through MC OneSource. If you attempt to make a purchase outside of MC OneSource you will not be able to check out. **Amazon purchases should not be charged to Messiah College P-Cards. Please note, this does not apply to faculty members who are spending their faculty development funds. Faculty members will have a separate Amazon Business login that does not go through MC OneSource for this purpose.**

## Delivery

### **What address should I be using?**

When checking out in MC OneSource, buyers choose from pre-configured ship to addresses. These options can only be updated by Procurement Services. If you cannot find the address you are looking for, contact Procurement Services at extension 6010. When selecting your delivery address in MC OneSource, you will have the option to edit the **Attention** field if needed. Please use this field to indicate your name, suite number, building and office number.

### **My order will not process, what should I do?**

Please contact Procurement Services at extension 6010. .

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

Amazon will always fulfill your order based off of the ship-to address selected in MC OneSource. While in the Amazon Business experience, you may see a default address or choose from a list of default addresses that have been pre-configured by Procurement Services. You can ignore this address if you do not see the correct option available. Your order will only ship to the address selected in MC OneSource itself, not Amazon Business.

### **Does ordering through eProcurement System impact my delivery speed?**

MC OneSource has built-in approval queues. Your order will not be fulfilled until it is approved. Once approved, you will receive an email copy of the purchase order and an email confirmation from Amazon. 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 3<sup>rd</sup> 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
5. Email details to [purchasing@messiah.edu](mailto:purchasing@messiah.edu) so we can ensure that the proper credit is received.

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 3<sup>rd</sup> 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](#)).

### **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. Follow the steps below 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 be automatically calculated and issued to the original payment source
5. If you have questions please contact Procurement Services at extension 6010.

### **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 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.

## Other Amazon Programs

## Customer Service and Feedback

### **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, or by calling 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.

### **How do I share user feedback about my Amazon Business experiences?**

We value your input! We want to hear what's working well and what you would like to see improved. Email your feedback to [purchasing@messiah.edu](mailto:purchasing@messiah.edu) or call us at extension 6010.