

# Amazon Business FAQ Library – DB Card Group

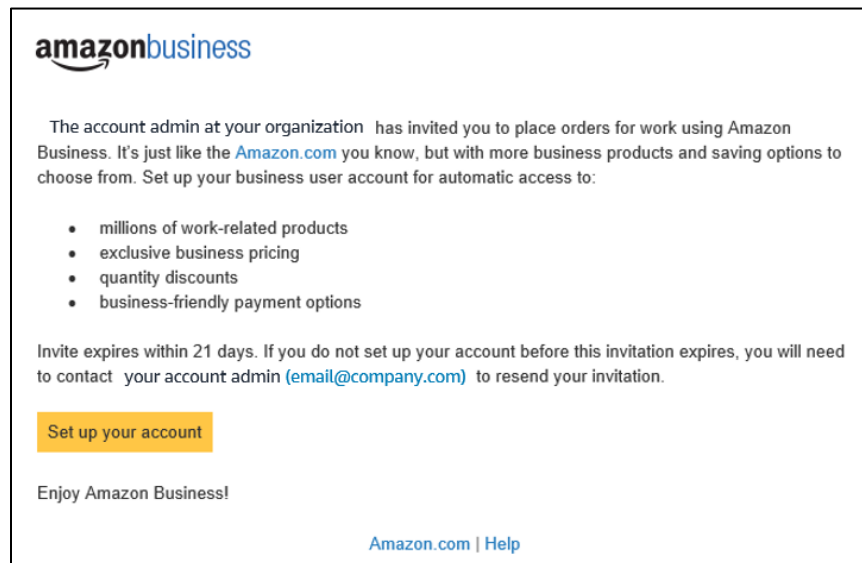
The following document provides answers to commonly asked Amazon Business questions.

## Getting Started

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

Access Amazon Business by clicking the link directly from the registration email you received. The first time you access Amazon Business you will be prompted set up your account.

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



### 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.com ([no-reply@amazon.com](mailto:no-reply@amazon.com)). If you still cannot locate the email, call extension 6010 or email [purchasing@messiah.edu](mailto:purchasing@messiah.edu) to have it resent.

### How do I register as part of the Messiah College Amazon Business account?

Please read the following instructions prior to accessing Amazon Business. This will ensure your account is set up correctly before making purchases.

#### Scenario 1

##### I have never used my [@messiah.edu](mailto:@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](mailto:@messiah.edu) email address and enter a password. (Your password does not need to be the same as other internal systems).

#### Scenario 2

##### I already use my [@messiah.edu](mailto:@messiah.edu) email address to make ONLY MESSIAH COLLEGE purchases on Amazon.com

If your [@messiah.edu](mailto:@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.

### Scenario 3

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

If your [@messiah.edu](mailto:@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](mailto:@messiah.edu) email address to register for a verified Amazon Business account?**

If you previously used your [@messiah.edu](mailto:@messiah.edu) email address to register for an Amazon Business account, you will need to close 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. Click Business Settings
3. Click Close Account and follow the prompts to close out the account.
4. You will have an option to download an order history report for the past 6-12 months if desired

*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, please call extension 6010 or email [purchasing@messiah.edu](mailto:purchasing@messiah.edu) to request a new invitation.

#### **I tried to close 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 use to make Amazon Business purchases?**

Enter your DB-Card information. This can be entered ahead of time by adding the card as a payment method in the Your Account section, or during the checkout process. Payment options are visible to your account administrator and can be audited.

## 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.

**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 through his/her account.*

## Sales Tax Exemption

**I was charged sales tax on my order even though Messiah College 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. 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
5. 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 listing the estimated delivery date and shipping speed for each item.

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

From within your Amazon account, navigate to **Your Orders**. 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. From within your Amazon 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

### 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**.

## Delivery

### What address should I be using?

**Delivery Address** - You are responsible for adding the Messiah College delivery address the first time you check out, or you can add it to your account settings prior to the first time you check out. Go to **Your Account > Your Addresses > Add Address >**

### Delivery Address

Messiah College  
1 College Avenue, Suite XXX (**you must use the number 1, do not spell it out**)  
Mechanicsburg, PA 17055

Telephone Number  
717-766-2511, extension XXXX

#### **Billing Address**

Messiah College  
1 College Avenue (DO NOT INCLUDE SUITE NUMBER) (**you must use the number 1, do not spell it out**)  
Mechanicsburg, PA 17055

Telephone Number  
717-766-2511 (DO NOT INCLUDE EXTENSION)

When you check out, you will be able to add your name and suite number, so that it is clearly labeled on the shipping label. **All orders should be delivered to the College.**

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

If your order will not go through please validate that your DB-Card card is not expired and your billing address is correct. Otherwise, check with your Purchasing Card Administrator by emailing [pcard@messiah.edu](mailto:pcard@messiah.edu) or calling extension 2211.

## 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. Mail
6. Ensure you receive the proper credit on your DB-Card

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.

## 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. When you register your account, you should be notified that you will receive a refund or pro-rated amount back to the original form of payment. In addition, you should receive an email stating the amount of the refund that will be received. If you have questions, please contact Procurement Services at [purchasing@messiah.edu](mailto:purchasing@messiah.edu) or 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.

## 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.