



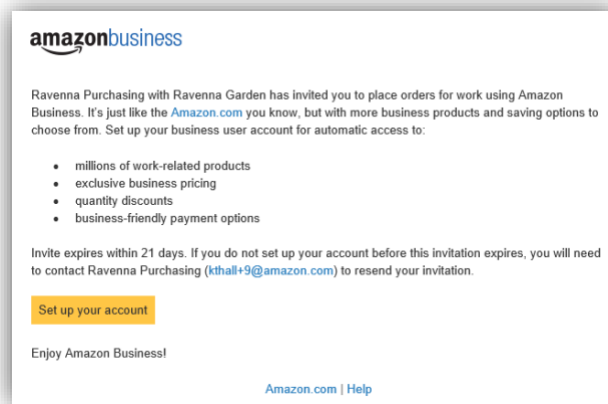
## Amazon Business | End User FAQ Library

### 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 [@valpo.edu](mailto:@valpo.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:reply@amazon.com)). If you still cannot locate the email, contact [vu.purchasing@valpo.edu](mailto:vu.purchasing@valpo.edu) to have it resent.

#### How do I register as part of the Valparaiso 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. For more information, please reference the Registration Guide at the bottom of the document.

- **Scenario 1** I have never used my [@valpo.edu](mailto:@valpo.edu) email address on Amazon.com
- **Scenario 2** I already use my [@valpo.edu](mailto:@valpo.edu) email address to make PERSONAL purchases on Amazon.com
- **Scenario 3** I already use my [@valpo.edu](mailto:@valpo.edu) email address to make BUSINESS purchases on Amazon.com

If you are unsure of how to activate your account or use Amazon Business, please reference the [Registration Guide link](#).

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

If you previously used your [@valpo.edu](mailto:@valpo.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. 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, please email [vu.purchasing@valpo.edu](mailto:vu.purchasing@valpo.edu) to request an invitation to the central Valparaiso Amazon Account.

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

No. The central Valparaiso 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.

**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](#) (preferred method) or at 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](#) (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?**

You should only use your Valparaiso provided purchasing card for Amazon purchases. If you have any questions on the Purchasing Policy, please contact [vu.purchasing@valpo.edu](mailto:vu.purchasing@valpo.edu).

**How do I reconcile my orders?**

You will have access to a Reconciliation report by going to [Business Analytics](#). You can select the Reconciliation report and control the view by Month, Quarter or Custom Date Range to view your purchases.

## 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?**

Currently, there are no blocked or restricted categories. However, you are responsible for ensuring your purchases are compliant with Valparaiso's Purchasing Policy.

If you have any questions regarding the Valparaiso's Purchasing Policy, please reference the [Purchase Policy page](#).

## 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 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

A tax refund cannot be completed until the item has been delivered. 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 that will state the items estimated delivery date and shipping speed. You can also view the shipping details on the [Your Orders](#) page.

### 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 you are an Admin, you will be able to see the orders made within your group. This can be found in both Your Orders and the Business Analytics page.

### 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**.

## Delivery

### What items are eligible for free Standard Shipping?

All orders over \$25 on items with the Prime Logo are eligible to receive free shipping. You'll be charged applicable shipping fees for items not eligible for free Standard Shipping ([Learn more](#)). [You will see the applicable shipping during Checkout.](#)

### What address should I be using?

If you are using a Purchasing Card, you will be able to enter the shipping address for your order. This can also be set as your default order for future orders. Your orders will continue to be shipped to the Mail Centers as they are today.

Please note, that all purchases made are to be in alignment with the existing [Valparaiso Purchasing Policy](#).

## Returns

### How can I return or cancel an item?

To return an item, access your Amazon Business account. You can initiate a return by clicking on the [Returns Center](#). Returns can only be initiated by the user who placed the order.

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. For more information, please see our [Return Policy](#) page.

## Customer Service and Feedback

### How do I contact Amazon Business Customer Service?

Amazon Business Customer Service can be reached by clicking [Contact Us](#) (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.