

amazon business

FAQ Library

Table of Contents:

- [Accessing Amazon Business](#)
- [Payment Methods](#)
- [Approvals](#)
- [Product Categories](#)
- [Manage Suppliers](#)
- [Tax Exemption](#)
- [Orders](#)
- [Delivery](#)
- [Returns](#)
- [Business Prime](#)
- [Other Amazon Programs](#)
- [Amazon Smile](#)
- [Single Sign On \(SSO\)](#)
- [Customer Service](#)
- [Amazon Business Resource Center](#)

Accessing Amazon Business

How do I access my Amazon Business account?

View step by step instructions on how to access your Amazon Business account in the User Registration Guide (PDF) that we have provided.

If directed by my administrator, how do I deregister my account?

1. Log into your Business Account
2. Download an order history report for the past 6-12 months via Business Analytics from your drop-down menu
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.com consumer account, allowing you to join the new, central Amazon Business account.

Once you are done, please email your account admin to request an invitation to the central business account. Then, follow the appropriate steps in the registration guide linked above to convert 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 [HERE](#).

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 Amazon account with your [Company E-mail] 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 1-888-281-3847

Once your password has been reset, you will either want to follow Scenario 3 to separate your order history or Scenario 2 to convert your existing account into a Business account.

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 so your individual Prime Membership is no longer necessary. If the membership was purchased after April 2019, your previous individual membership will be cancelled upon merging into our new central account and a prorated refund will be credited back to your original form of payment. If the membership was purchased before April 2019, you will need to join our new central account first, and then contact Amazon Business Customer Service at 1-888-281-3847. Once contacting them, 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 my personal card and wish to keep my accounts and purchasing history separate?

If you previously used your business email on a personal Amazon.com account and purchased Amazon Prime, please follow the instructions to split your account within the Registration Guide linked above to separate your accounts. You will need to designate a new personal email for your personal account, your personal history and Prime membership will remain intact and you will be able to join the central Business account with your business email.

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 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 at 1-888-281-3847

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](#) and they will help troubleshoot this issue for you.

How do I contact Amazon Business Customer Service?

For questions regarding registration, contact Amazon Business Customer Service at 1-888-281-3847. For all other questions related to Amazon Business, Amazon Business Customer Service can be reached by clicking [Contact Us](#) from within your account.

Payment Method

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

Enter your purchasing card information. This can be entered ahead of time in 'Your Account' or during the checkout process. Payment instruments are visible to your account administrator and can be audited.

My order will not process, what should I do?

If your order will 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.

Manage Suppliers

How do I search for suppliers in Amazon Business?

For hard to find items sold by a specific supplier, you can search for suppliers by name and apply filters, such as star rating and business location of the supplier, to narrow down your search results. You can also use a combination of search and filters. Once you find a supplier, you can add them to your list of Saved Suppliers. The list makes it easy for you to learn more about your favorite suppliers -- you can visit a supplier's profile page (their storefront), or contact them by selecting **Ask a question**.

- To add a supplier to your Saved Suppliers list, do either of the following:

- Search for a supplier, then in the search results, select **Save for Later** from the Action menu – OR – Navigate to a seller's profile page by selecting the seller name, then selecting **Save for Later**
- To remove a supplier from your Saved Suppliers list, do either of the following:
 - Select **Remove from Saved** in your list of saved suppliers or on the seller's profile page, select **X Remove Supplier**

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 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

If you have issues contacting the seller, or other order related questions, please contact the Business Customer Service team [HERE](#).

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 order's estimated delivery date and shipping speed.

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 your organization is utilizing a central payment method (i.e. not your individual purchasing card), 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. From within your 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

Delivery

What address should I be using?

You are responsible for adding your **site 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 > Enter in Site name in "Full Name" section. When you check out, you will be able to add a user name, or department name, so that it is clearly labeled on the shipping label.

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

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.

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 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.

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.

Other Amazon Programs

Amazon Smile

Can I use Amazon Smile to donate to charity while making purchases on Amazon Business?

Yes, on your first visit to Amazon Smile (<https://smile.amazon.com/>), you are prompted to select a charitable organization from our list of eligible organizations. You can change your selection at any time. Every item available for purchase on Amazon Business is also available on Amazon Smile (<https://smile.amazon.com/>) at the same price. You will see eligible products marked "Eligible for Amazon Smile donation" on their product detail pages.

Note: You should check with your administrator regarding the purchasing policies unique to your organization before setting up Smile donations.

Amazon Business Mobile App

End users can access Amazon Business from their iOS or Android mobile devices through the Amazon Business Mobile App. Links to the Amazon Business Mobile app below:

If SSO is enabled, you will be prompted to login to your organization's Identity Provider (IdP) when you access the AB mobile app on a corporate network or if your organization's IdP is accessible over the Internet.



Customer Service

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. Please use this team for anything relating to an order, transaction, shipment, and general Amazon related inquiries as well.

Amazon Business Resource Center

- [Amazon Business Self-service Resource Guides](#)
- [Amazon Business Training Videos](#)
- [Invite Your Coworkers](#)
- [Create Approval Workflows](#)
- [Benefits of Business Prime](#)
 - [Fast, FREE business delivery](#)
 - [Spend Visibility](#)
 - [Guided Buying](#)
 - [Member-Only Offers](#)
- [Set Up Payment Methods](#)
- [Amazon Business Analytics](#)