

# Amazon Business FAQs

Lehigh University

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

## Getting Started

### Accessing Amazon Business

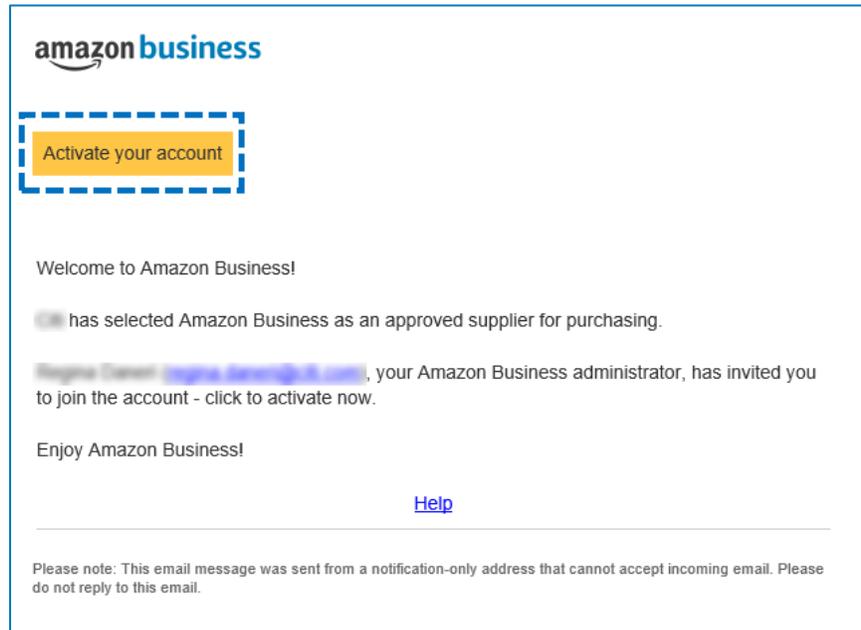
#### How do I access my Amazon Business account?

Your Amazon Business account Administrator must invite you to join the organization’s central account.

To request an account, please e-mail [inepro@lehigh.edu](mailto:inepro@lehigh.edu).

Once invited, you will receive a welcome e-mail to join (see below) from [business@amazon.com](mailto:business@amazon.com). Register by clicking the link (or copy and paste) at the “Activate your account” text.

- **Note:** If you are signed into any other Amazon account on your default web browser, you will need to sign out before clicking the link. When you first access Amazon Business, you will be prompted to set up your account via one of the three scenarios in the next section.



#### What if I haven’t received an invitation?

Be sure to check your spam or deleted e-mail folders. The registration e-mail is sent directly from Amazon Business ([business@amazon.com](mailto:business@amazon.com)). If you still cannot locate the e-mail, contact the Lehigh Purchasing Services E-Procurement Team ([inepro@lehigh.edu](mailto:inepro@lehigh.edu)).

## **How do I complete registration as part of the Lehigh University Amazon Business account?**

[2021 User Registration Guide \(via Lehigh Google Drive\)](#)

### **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 [@lehigh.edu](#) e-mail address. This existing account is the result of:

- An inactive account you created in the past using your lehigh.edu e-mail address
- An account auto-created by a community administrator in Purchasing Services

If you cannot remember the password, please select the “forgot password” button to reset. If you are still having trouble resetting the password, please contact Amazon Business Customer Service [HERE](#).

### **What should I do if I purchased an individual Prime Membership with my OneCard?**

Our Amazon Business account has Business Prime shipping that covers all users. Your individual Prime Membership is no longer necessary. 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.

### **What do I do if I bought a Prime Membership with personal funds on my Amazon account?**

If you were using your business e-mail for your personal Amazon account and purchased a Prime Membership with personal funds, you will have the option during registration to split off your personal order history and Prime Membership to a personal account. Follow Scenario 3 in the [User Registration Guide](#).

### **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 Lehigh e-mail on a personal Amazon.com account and purchased Amazon Prime, please follow the instructions in [Scenario 3](#) to separate your accounts. You will need to designate a new, non-Lehigh e-mail 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 Lehigh e-mail.

### **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](#).

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

Please contact Amazon Business Customer Service by clicking [Contact Us](#) and they will help troubleshoot this issue for you.

### **Is the Lehigh Business account for personal use?**

No. The central Amazon Business Account must be used for business purchases only. Purchasing Services will have access to all transaction history made through the Amazon Business account. Utilizing the Amazon Business Account for personal purchases jeopardizes Lehigh's tax exemption status and would be considered fraud. Amazon charges will be carefully audited to ensure compliance with the following Lehigh policies:

- [Purchasing Policies](#)
- [OneCard Policy](#)
- [Travel and Business Expense Policy](#)

**Due to the constantly changing nature of Amazon's commodity codes, we are always updating the list of restricted or blocked items.**

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

Only a Lehigh-sponsored payment method should be attached to your Lehigh business account. This includes:

- OneCard (physical card only)
- Amazon Gift Card (earned via Be Well Program)

Other reasons personal payment methods are not permitted:

- Misuse of Lehigh's tax exemption
  - For more info, refer to the [Tax section of the Controller's Office website \(Authentication Required\)](#).
- Misuse of Prime benefits funded by the Lehigh Valley Association of Independent Colleges (LVAIC)

**Summarized payment instrument details are visible to your account administrator and will be reviewed for compliance.**

### **Am I able to share my card information with a co-worker for use within Amazon Business?**

Per Lehigh's [OneCard Policy and OneCard/CCER System User Agreement](#), sharing card information is not permitted under any circumstance. In cases where unauthorized card usage results in fraud or transaction disputes, the cardholder is liable.

### **What does it mean when an item is Restricted or Blocked?**

In its current iteration, the Lehigh Amazon Business account has three possible scenarios when an item is flagged as Restricted or Blocked:

**1) Item Restricted, Add to Cart enabled**

**2) Item Restricted, Add to Cart enabled, approval routing to Purchasing**

**3) Item Blocked, Add to Cart disabled**

When approval is required, Purchasing will guide a user through any necessary internal steps before allowing the purchase. Due to the constantly changing nature of Amazon's commodity codes, we are always updating the list of restricted or blocked items.

## 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](#).

**Can I use Lehigh’s tax exemption on a personal Amazon purchase?**

No. Please refer to the [Tax section of the Controller’s Office website \(Authentication Required\)](#).

## Orders

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

The buyer will receive a confirmation e-mail 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?**

Due to continuing remote operations, Lehigh users are permitted to enter their desired shipping address (campus or otherwise).

### **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.

## 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 3<sup>rd</sup> 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.

## 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. Alternatively, you may e-mail [amazonbusinesscs@amazon.com](mailto:amazonbusinesscs@amazon.com). Please use this team for anything relating to an order, transaction, shipment, account registration, and general inquiries.