



California State University
SAN MARCOS

Amazon Business | End User FAQ Guide

Getting Started

How do I register as part of the Campus Marketplace Amazon Business account?

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

Scenario 1

I have never used my @csusm.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 @csusm.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 @csusm.edu email address to make PERSONAL purchases on Amazon.com

If your @csusm.edu email address is already associated with an Amazon.com account, you will have the option to split off and transfer any purchase history to a separate account. You will be prompted to enter a new, personal, email address (e.g. gmail.com or hotmail.com) that is NOT tied to another Amazon account.

Scenario 3

I already use my @csusm.edu email address to make BUSINESS purchases on Amazon.com

If your @csusm.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. You will want to click the small blue writing that states "I want to convert my existing Amazon account into a business account"

What if I previously used my @csusm.edu email address to register for a verified Amazon Business account?

If you previously used your @csusm.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. Go to Amazon.com and log into your Business Account
2. Download an order history report for the past 6-12 months by going to Business Analytics
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.

Navigate to Campus Marketplace and select the Amazon Business tile to punchout. Follow the steps in Scenario 3 to merge your account (see above).

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 @csusm.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 separate out your order history or Scenario 3 to merge your existing account into.

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 ProCard procedures. The ProCard Administrator 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.

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 use to make Amazon Business purchases?

Enter your ProCard information. The first time you place an order in Campus Marketplace you will be required to enter your payment information twice, however, the next time you will only need to enter it once during the checkout.

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?

There are several product categories that may contain items that are not compliant based on our organization’s purchasing policies. You may see “Company Restricted” messaging throughout the shopping experience. You are responsible for ensuring your purchases are compliant with company policies and guidelines. Should you need an item that is restricted, contact pcard@csusm.edu to discuss options.



Company restricted

This item may not comply with the purchasing standards for your organization.

Are there any product restrictions that will not work for punchout?

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 – This includes any item that requires the ITR process
- Subscriptions, including Subscribe & Save
- Other Amazon services not found on Amazon.com such as Amazon Web Services, Amazon Fresh, and subsidiaries

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.

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”.

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**.

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 the eProcurement System?

No. Business purchases should only be made through the eProcurement System. If you attempt to make a purchase outside of the eProcurement System you will not be able to check out.

Delivery

My order will not process, what should I do?

If your order will not go through please validate that your ProCard is not expired and your billing address is correct. Check with your ProCard Administrator regarding any ProCard transaction limits.

How do I indicate my Ship-To Address?

Amazon will always fulfill your order based off the ship-to address selected in your Campus Marketplace. Like other suppliers, this address selection takes place after you have brought your cart back into your Campus Marketplace. 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 your Administrator. You can ignore this address if you do not see the correct option available. Your order will only ship to the address selected in your Campus Marketplace itself, not Amazon Business.

Does ordering through Campus Marketplace impact my delivery speed?

Your purchasing system may have built-in workflow approvals. If this is the case, your order will not be fulfilled until it is approved. At that time you will receive an email confirmation. 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 3rd 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

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.

Why can't I return my product for replacement?

At this time, product returns are limited to refunds only, and can only be initiated by the punchout user or administrator. 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. You must follow the below steps 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

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 or Student 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 or Student 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](#) (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.

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 marketplace@csusm.edu.