# Amazon Business FAQ Library

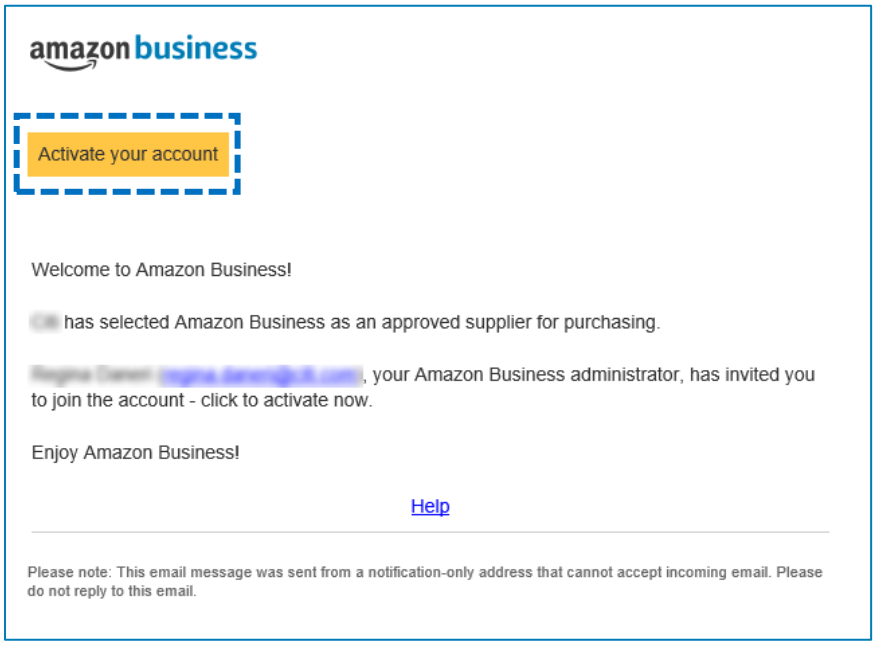
***The following document provides answers to commonly asked Amazon Business questions.***

## 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. Once invited, you will receive a welcome email to join (see below). 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. The first time you 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 email folders. The registration email is sent directly from Amazon Business (business@amazon.com). If you still cannot locate the email, contact jbryant@acep.org to have it resent.

**How do I complete registration as part of the American College of Emergency Physicians Amazon Business account?**

Upon accessing Amazon Business for the first time, you will follow one of three scenarios as described below. Please read the explanations carefully to understand which applies to you. Note, the scenarios pertain ONLY to the **email address ACEP has on file** for you. If you have a separate, Amazon.com personal account tied to a different personal email address, it will not be affected.

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## Scenario 1

**I have never used the email address ACEP has on file on Amazon.com**

The first time you access Amazon Business, you will be prompted to set up an Amazon Business account**.** Use the **email address ACEP has on file** and enter a password. (Please note: you must use the email address ACEP sent the invitation to).

## Scenario 2

**I already use the email address ACEP has on file to make BUSINESS purchases on Amazon.com**

If the **email address ACEP has on file** 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 the email address ACEP has on file to make PERSONAL purchases on Amazon.com**

If the **email address ACEP has on file** 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.

## Scenario 4

**What if I previously used the email address ACEP has on file to register for a verified Amazon Business account?**

If you previously used the **email address ACEP has on file** to register for an Amazon Business account, you will need to deregister that account in order to join the ACEP Amazon Business Account. For individual payment method accounts, your information (order history, payment methods, billing and shipping addresses) will follow you to the new Business account, assuming you follow Scenario 2 above.

**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 at jbryant@acep.org to request an invitation to the central business account. Then, you will follow the steps in Scenario 2 (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 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 the **email address ACEP has on file** . 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 HERE.
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 for the account tied to the email address ACEP has on file?**
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 (Scenario 2). If you select the option to 'create a separate Business Account '(scenario 3 above) your personal Prime Membership will stay with your previous account (now tied to a different email address).

**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 the email address ACEP has on file for you for a personal Amazon.com account and purchased Amazon Prime, please follow the instructions in Scenario 3 above to separate your accounts. You will need to designate a **new** 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 by clicking Contact Us.

**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 amazonbusinesscs@amazon.com. 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.

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## 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**

# 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.

## 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.*

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