

## Amazon Business FAQ Library

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

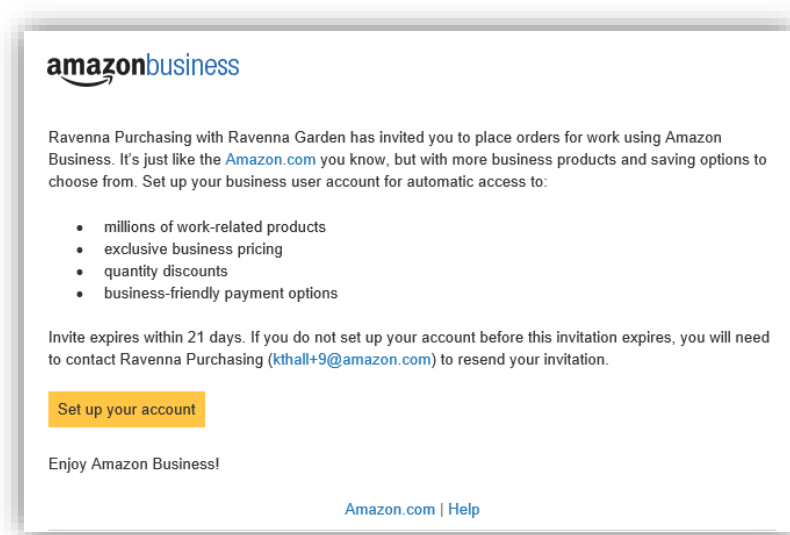
### Getting Started

#### Getting Started (Amazon Direct)

##### 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 [@essex.com](mailto:@essex.com) 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 [Procurement@essex.com](mailto:Procurement@essex.com) to have it resent.

##### How do I register as part of the company Amazon Business account?

Please read the following instructions prior to accessing Amazon Business.

###### Scenario 1

###### I have never used my [@essex.com](mailto:@essex.com) 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 [@essex.com](mailto:@essex.com) 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 [@essex.com](mailto:@essex.com) email address to make BUSINESS purchases on Amazon.com

If your [@essex.com](mailto:@essex.com) 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.

### Scenario 3

#### **I already use my [@essex.com](mailto:@essex.com) email address to make PERSONAL purchases on Amazon.com**

If your [@essex.com](mailto:@essex.com) email address 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.

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

If you previously used your [@essex.com](mailto:@essex.com) email address to register for an Amazon Business account, you will need to deregister 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 [procurement@essex.com](mailto:procurement@essex.com) to request an invitation to the central business 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 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 [@essex.com](mailto:@essex.com) 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 3 to separate out your order history or Scenario 2 to merge your existing account into the master for Essex.

#### **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 RPM’s, their Assistants and the Sourcing & Procurement 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?**

If you are a Community Manager, Maintenance Supervisor or an RPM, RPM assistant making a purchase on behalf of the communities a PO is required for the purchase. Upon clicking the checkout button you will be prompted to enter in a PO number, CM's and MS's are required to input a PO number, RPM's and their assistants can list "N/A".

RPM's, their Assistants and any other Corporate individuals will continue to make payments for the corporate offices with their P-Cards. Note: the system will still ask you to input a PO number prior to checkout; simply list "N/A".

## Approvals

**Why does my order need to be approved?**

Your administrators have set up workflow approvals for certain orders based on a dollar amount and/or buying policies. If your order exceeds the established threshold or contains a restricted item, it will require an approval.

*Note: Items such as digital products and gift cards do not go through approvals.*

**How do I know if my order has been approved?**

You will receive an email notification immediately after you place your order and again once your order has been approved. Please note, your order will not be fulfilled and shipped until it is approved.

## 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". 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?

When checking out on Amazon Business, buyers are able to choose from pre-configured shipping addresses. These options can only be updated by an account administrator. If you cannot find the address you are looking for, contact your account administrator. When selecting your delivery address, you will have the option to edit the **Deliver To** field. Please use this field to indicate a specific department, room number, or recipient if needed.

### My order will not process, what should I do?

If your order organization is utilizing a shared payment method, verify with your account administrator this has been configured and all payment information is accurate.

## 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.

## 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 with personal funds on my Amazon account?**

If you were using your business email for your personal Amazon account and purchased a 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 Hillary Fritch at [AB-Services+allegion@amazon.com](mailto:AB-Services+allegion@amazon.com).