



Amazon Business FAQ's

What Product Categories are available to purchase?

Through Amazon Business you will have access to all items available on the standard Amazon.com site, plus additional business-specific items and millions of items offering lower business pricing and quantity discounts. The Essex Purchasing Team is enabling you to make the right buying decisions for your business needs. [Watch this video](#) to learn how to buy in categories including office, janitorial, and IT.

Purchasing limits with Amazon will be based upon your P-Card amounts. Any restrictions set forth by our P-Card policies will also be upheld with the Amazon Business Accounts.

When should I use Amazon over my other purchasing options?

The Amazon Marketplace is meant to be used to order any and all items required for the communities day to day operations. It doesn't replace any existing contracts that we have (ie. Staples, HD Supply etc.) but works alongside those agreements to ensure the communities have access to these necessary items at the best rates.

After an initial review, Essex shows that Amazon has the most savings potential for our communities in these categories:

Office Supplies:

- Coffee and Supplies
- General Office Supplies
- Storage

Maintenance Supplies:

- Cleaning Supplies
- Small Tools
- Light Bulbs

Is there a PO purchasing option or do I have to use my P-Card?

At this time purchases made through Amazon Business can only be done utilizing your P-card and the limits applied to them. The Sourcing & Procurement are currently working with Amazon to come up with a viable PO option. Once we have determined a solution a separate communication will be broadcast with further instructions.

How do I create my Amazon Business account?

Access Amazon Business by clicking the link directly from the registration email you receive. The first time you access Amazon Business, you will be prompted to create an Amazon Business account. **Use your @essex.com email address and enter a password.** (Please note your password does not need to be the same as other Essex account passwords.)

I already use my @essex.com email address to make PERSONAL Amazon.com purchases.

If your @essex.com 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).

If you are unsure of how to activate your account or use Amazon Business, please see the reference guide located on the Sourcing & Procurement Buzz Page or the accompanying videos to [Get started with Amazon Business](#).

I previously used my @essex.com email address to register for a verified Amazon Business account.

If you previously used your @essex.com email address to register for a verified Amazon Business account, you will need to de-register that account. All previous, stand-alone, Amazon Business accounts will be consolidated under the new, centralized account. Visit <https://amazon.com/gp/b2b/manage/deregister> to complete the de-registration process before accessing Amazon Business for the first time.

Can I use the Essex Amazon Business account for personal use?

The central Essex Amazon Business Account must be used for business purchases only, in accordance with our purchasing policies. The Essex purchasing team will have access to all purchasing history made through the centralized Amazon Business account. If you are currently using your P-Card on a personal Amazon account please be sure to delete that payment information and assign your P-Card to your business account only.

Can I purchase an Amazon Prime membership?

There is no need for any cardholder to purchase an individual prime membership. The central Essex Amazon Business Account provides Free 2-day Prime shipping on all prime eligible orders. After registration you do not need to take any additional steps to activate this membership – it is built into the account from the start.

Why are some products flagged as “Company Preferred”?

Essex wants to make it easy and convenient for you to find what you need on Amazon Business. We have created shopping lists of some preferred items to encourage cardholders to follow design guidelines and central purchasing recommendations. In addition to shopping from a list, preferred products will surface at the top of all relevant search results.

Why are some products flagged as “Non-Compliant”?

Essex wants to make it easy and convenient for you to find what you need on Amazon Business. However, there are specific product categories that should not be purchased through Amazon Business. Due to existing contracts and company policy, certain products may be flagged as non-compliant.

How do I initiate returns to Amazon.com?

To return or exchange an item, hover over (User)'s Account for Business > Orders to view your complete order history.

- Select Return or Replace items at right of product.
- Select reason for return.
- Print label and authorization.
- Prepare package and return label.

Items shipped and sold by Amazon.com can be returned within 30 days of receipt of shipment. If shipped and sold by a 3rd party, policies can vary. If you have questions you can contact Amazon Business customer service.

How do I contact Amazon Business Customer Service?

Amazon Business Customer Service can be contacted [HERE](#) or reached directly by phone at (888) 281-3847