

FAQ Library

**FAQ’s associated to the University of Houston System**

Table of Contents

[Accessing Amazon Business 2](#_Toc67400788)

[Payment Method 3](#_Toc67400789)

[Buying Policies 4](#_Toc67400790)

[Manage Suppliers 4](#_Toc67400791)

[Tax Exemption 4](#_Toc67400792)

[Orders 4](#_Toc67400793)

[Delivery 5](#_Toc67400794)

[Returns 5](#_Toc67400795)

[Business Prime 5](#_Toc67400796)

[Single Sign On (SSO) 6](#_Toc67400797)

[Customer Service 6](#_Toc67400798)

[Amazon Business Resource Center 6](#_Toc67400799)

# Accessing Amazon Business

**How do I access my Amazon Business account?**View step by step instructions on how to access your Amazon Business account on the [UHS Amazon Business Prime](https://uh.edu/office-of-finance/ap-p-card/amazon/) site, under Training Materials - User Registration Guide.

**If directed by my administrator, 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 administrator to request an invitation to the central business account. Then, you will follow the steps in Scenario 2 on the User Registration Guide (see above). See “Who is my Account Administrator?” in the Customer Service section of this FAQ.

**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. See “Who is my Account Administrator?” in the Customer Service section of this FAQ.

**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 **@uhv.edu, @uhcl.edu, or @cougarnet.uh.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 1-888-281-3847

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. See the [UHS Amazon Business Prime](https://uh.edu/office-of-finance/ap-p-card/amazon/) site, under Training Materials - User Registration Guide.

**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 so your individual Prime Membership is no longer necessary. If the membership was purchased after April 2019, 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 the membership was purchased before April 2019, you will need to join our new central account first, and then contact Amazon Business Customer Service at 1-888-281-3847. Once contacting them, a prorated refund will be credited back to your original form of payment. If your original form of payment was not your UHS Procurement Card (P-Card, Pro-Card), and you were reimbursed by UHS for the payment, write a check back to your UHS institution (UHCL, UH, or UHV) for the amount returned.

**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 business email on a personal Amazon.com account and purchased Amazon Prime, please follow the instructions in Scenario 3 on the [UHS Amazon Business Prime](https://uh.edu/office-of-finance/ap-p-card/amazon/) site, under Training Materials - User Registration Guide to separate your accounts. You will need to designate a new personal 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 accounts payable/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.**
If you are at UHCL or UHV, please contact Amazon Business Customer Service at 1-888-281-3847. If you are at UH, Amazon Business uses your Cougarnet credentials with your @cougarnet.uh.edu email address originally used for your invitation.

**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 Serviceby clicking [Contact Us](https://www.amazon.com/gp/help/customer/contact-us?ie=UTF8&ref=bfooter_cu) 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 1-888-281-3847. For all other questions related to Amazon Business, Amazon Business Customer Service can be reached by clicking [Contact Us](https://www.amazon.com/gp/help/customer/contact-us?ie=UTF8&ref=bfooter_cu) from within your account.

**Are there training videos for buyers and administrators?**

Yes, Procurement Card cardholders (requisitioners) can download and view a training video on the UHS Amazon Business Prime site under Training Materials-Requisitioner Training Video.

# Payment Method

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

Enter your P-card information. Payment instruments are visible to your account administrator and can be audited. Your personal credit card or other form of payment should not be used, as the UHS Amazon Business Prime account cannot be used for personal purchases. See “Who is my Account Administrator?” in the Customer Service section of this FAQ.

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

If your order will not go through please validate that your P-card is not expired and your billing address is correct. Check with your account administrator regarding any P-card transaction limits. See “Who is my Account Administrator?” in the Customer Service section of this FAQ.

# Buying Policies

**What Product Categories are available to purchase?**
Amazon Business includes all items that are available on Amazon.com, plus additional business-specific products. As a P-card cardholder, you are responsible for complying with P-card policies and guidelines.

**Are there any category restrictions?**

There are several product categories that may contain items that are not compliant based on our purchasing polices. You are responsible for ensuring your purchases are compliant with UH System and campus policies and guidelines. *You are responsible for the purchases made under your account.*

# 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**

# Tax Exemption

**Will the Amazon Business account remove tax from my purchases automatically?**

For 95% of the purchases, it will. However, as the P-card cardholder, you are responsible for ensuring that tax is not included on each purchase. When you go to check out, verify that tax is exempt. If not, provide the UH sales tax exemption form. As long as you are receiving the item to a Texas address, Amazon should exempt tax using the UH System’s Texas Sales and Use Tax Exemption form, found in our [Official Tax Documents](https://uh.edu/office-of-finance/tax-information/official-tax-documents/) site.

**I was charged sales tax on my order. 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](https://www.amazon.com/gp/help/contact-us/b2b-help.html)**.**

# 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”.

**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. See “Who is my Account Administrator?” in the Customer Service section of this FAQ.

# 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.

# 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](https://www.amazon.com/gp/help/customer/display.html?nodeId=202195950&language=en_US)).

**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.

# Single Sign On (SSO)

**This section is applicable to UH main users only.**

**How does SSO work with mobile?**

End users are able to access Amazon Business from their mobile devices via the mobile browser. End users should also be able to access Amazon Business from their mobile devices via the mobile Amazon app.

**Can I bypass SSO and directly access Amazon Business by logging in?**

An SSO user will be able to access Amazon Business directly without a password by navigating to amazon.com/business and still be redirected into an SSO authenticated session.

# Customer Service

**Who is my Account Administrator?**

* UH:
	+ Cassandra Lopez at clopez24@central.uh.edu, or
	+ Diana Iraheta at diraheta@Central.UH.EDU
* UHCL: UHCL Procurement at uhclprocurement@uhcl.edu
* UHV: Shawn Clark at clarksr@uhv.edu

**How do I contact Amazon Business Customer Service?**
Amazon Business Customer Service can be reached by clicking [Contact Us](https://www.amazon.com/gp/help/customer/contact-us?ie=UTF8&ref=bfooter_cu) 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.

# Amazon Business Resource Center

[Amazon Business Getting Started Resource Center](https://www.amazon.com/b/?node=18239577011&ref=sow_e_gsresource)

* [Benefits of Business Prime](https://www.amazon.com/b/?node=18262316011&ref=b2b_sow_lp_RC_bp)
	+ [Fast, FREE business delivery](https://www.amazon.com/businessprime/deliverybenefits?ref=b2b_sow_lp_RC_ship)
	+ [Member-Only Offers](https://www.amazon.com/b?node=19409896011&ref_=b2b_sow_lp_RC_moo)
* Resources for Amazon Administrators Only
	+ [Set Up Payment Methods](https://www.amazon.com/ab/manage/logout?requestedUrl=/bb/account/route/billing-shipping)
	+ [Amazon Business Analytics](https://www.amazon.com/b/?node=18262315011&ref=b2b_sow_lp_RC_ba)
	+ [Spend Visibility](https://www.amazon.com/b2b/aba/spend-visibility?ref=b2b_sow_lp_RC_sv)