

Amazon Business FAQ's

Customer Service Phone # 866-486-2360

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.

Are there any category restrictions?

There are several product categories that may contain items that are not compliant based on the University's purchasing policies. You may see "Company Restricted" messaging throughout the shopping experience.

Product pages marked as

"Company Restricted" are available for purchase; **however**, you are responsible for ensuring your purchases are compliant with University policies and guidelines. **PLEASE REFER TO FIDUCIARY RESPONSIBILITIES POLICY AND THE PURCHASING POLICY:** <https://www.njit.edu/finance/finance-business-policies/>

Are there any product restrictions that will not work for punch-out?

Digital-related products, subscriptions, and Amazon Services (such as Amazon Web Services and Amazon Fresh) are not available for purchase.

Unallowable purchases include:

- Digital downloads, including: eBooks, audio books, movies, videos, music, software, games
- Electronic Gift Cards
- Alcoholic Beverages
- Wireless Devices and Services
- Subscriptions, including Subscribe & Save
- Other Amazon services not found on Amazon.com such as Amazon Web Services, Amazon Fresh, and
- Subsidiaries

Tax Exemption – Invoice Credit Process Clarification

I was charged sales tax on my order even though my Amazon Business account is setup for tax exempt purchasing.

How do I get a refund?

Because Amazon Business provides a marketplace made up of millions of sellers, there are instances when sellers may still charge tax on a tax-exempt purchase; if this occurs it is the buyer's responsibility to contact the seller directly to request a credit to the invoice.

1. From within your account via eMerchant, 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 please contact Amazon Business POC Bryan Leopold for assistance. His email is bryaleop@amazon.com. For invoice credit process clarification, please contact Accounts Payable at ar-businessworkbench@amazon.com.

Orders

How will I know when I will receive an order?

The person (Buyer or Browser) 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?

From within your account, navigate to **Your Orders**. The default view will display all orders “Paid for by You” 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 Amazon Business orders, including estimated delivery date and carrier information. From within your eMerchant account, navigate to **Your Orders > Track Package**.

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 **866-486-2360**. This is outside the control of the Purchasing Department, therefore the Buyer/ Browser must follow-up directly with Amazon Business Customer Service.

What if I have pending orders appearing under “Your Orders” even though they have not been approved and sent to Amazon Business?

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 Business receives approval confirmation. Once approved you will receive an email confirmation. If the order is not approved within 7 days, the order will be Subject to a change different tolerances setup by the University and may result in a halted order.

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

How do I indicate my Ship-To Address?

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

Does ordering through Highlander eMerchant 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.

What are my shipping benefits?

The University has paid for an Amazon Business Prime Membership.

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 Business 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 punch-out user. To replace the item, please re-order.

Customer Service and Feedback

How do I contact Amazon Business Customer Service?

Amazon Business Customer Service can be reached by clicking [HERE](#) (preferred method) from within your AmazonBusiness account via eMerchant. Or, by phone at 866-486-2360 (you will be required to provide additional information to validate your account by phone). Please use the Amazon Business Customer Service Team for anything relating to an order, transaction, shipment, and general Amazon Business related inquiries as well.

Finding Education Supplies on Amazon Business!

Special Discounted Pricing on Listed items for EDU Customers Only.

[Educational Supplies for AB Customers](#)

Manage Bulk Buying

Consolidate suppliers and streamline bulk buying to save time and money. Automate immediate, ad-hoc and bulk purchasing needs.

[How To: Bulk Buying Video](#)

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).

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

Requesting a Quote

How can I get special pricing on Bulk Orders by requesting a quote?



You can also reach out directly to our Amazon Business Account Representative Bryan Leopold. His email address is Bryaleop@amazon.com. He can also submit this request on your behalf. Orders that qualify for special pricing need to be over \$7,500 or over quantity 999.

Business Lists

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