



Amazon Business Acceptable Use Policy and FAQ Guide

REGISTRATION

How do I create my Amazon Business account?

Access Amazon Business by clicking the link directly from Campus Marketplace. The first time you “punchout” to Amazon Business, you will be prompted to create an Amazon Business account. **Use your @csueastbay.edu email address and enter a password.** (Please note your password does not need to be the same as your Marketplace Account) You will not need to enter your email address or password on subsequent visits.

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

If your @csueastbay.edu 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) that is NOT tied to another Amazon account

I already use my @csueastbay.edu email address to make BUSINESS Amazon.com purchases.

If your @csueastbay.edu email address is already associated with an Amazon.com account, you will have the option to merge your existing account and transfer any purchase history and pending orders to Marketplace. You will be prompted to enter in your same password, and in small blue writing please click “I want to convert my existing account and transfer my order history and info to my business account” when prompted to merge your account.

If you are unsure of how to activate your account or use Amazon Business, please contact diego.campos@csueastbay.edu, 510-885-3959.

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

If you previously used your @csueastbay.edu email address to register for a verified CSU East Bay 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.

PRIME MEMBERSHIPS

What do I do if I bought a Prime Membership with a personal credit card?

If you are using your @csueastbay.edu for your personal Amazon account and purchased a Prime Membership with your personal credit card, the membership will follow the payment method. When you accept the invitation you will follow the prompts to separate out your personal order history and Prime Membership

What do I do if I bought a Prime Membership with my University PCard?

The new Amazon Business account has a University wide Business Prime Membership. 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 registered your Amazon Business account through Campus Marketplace go to Manage My Prime Membership.
2. Select end membership.
3. Follow the prompts on the screen to cancel Prime Membership without having to reach out to customer service.
4. The refund or pro-rated refund will be automatically calculated and issued to the original payment source based on usage of the membership and not the purchase date or renewal date of the membership.

ACCEPTABLE USE

Can I use the CSU East Bay Amazon Business account for personal use?

No, the central CSU East Bay Amazon Business Account must be used for business purchases only, in accordance with our purchasing policies. The CSU East Bay purchasing team will have access to all purchasing history made through the centralized Amazon Business account.

Can I use my personal credit card and get reimbursed for Amazon purchases?

No, moving forward if you are going to make a purchase on Amazon it must be through CSU East Bay's central Amazon business account and the payment method must be via your P-Card. If you do not have a P-Card please see <http://www.csueastbay.edu/procurement/p-card/index.html>

Are there any spend limitations?

Amazon Business is not a State or University Contracted Supplier, therefore all purchases will be subject to the individual cardholders Single Transaction Limit, and subject to the Prohibited and Restricted Purchases which can be found in the Procurement Card Handbook.

CATEGORIES

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 business pricing and quantity discounts. Should you need an item on the P-Card Restricted/Prohibited Items List, please contact anna.bento@csueastbay.edu, 510-885-4386 or rowena.rili@csueastbay.edu, 510-885-3637 for assistance prior to your purchase.

Are there any category restrictions?

There are several product categories that may contain items that are not allowable purchases. You will see "Company Restricted" messaging on the product pages for these items. Product pages marked as "Company Restricted" are available for purchase; **however**, the requisitioner should ensure the items being purchased are allowable, according to CSU East Bay Purchasing policies. *You are responsible for the purchases made under your account.*



Company restricted

This item may not comply with the purchasing standards for your organization.

Are there any order restrictions that will not work for punchout?



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Digital-related products, subscriptions and Amazon services such as Amazon Web Services and Amazon Fresh are not available for purchase through the punchout including:

Digitally downloadable: eBooks, movies, videos, music, software, games, audio books

Gift Cards (Both physical and digital)

Credit 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.

PAYMENT INFORMATION

What form of payment should I be using to make Amazon purchases?

You will only be allowed to use your CSU East Bay issued P-Card as the payment method, no personal credit cards are allowed.

Note: The first time you place an order you will be asked to enter in your ProCard twice, however, the next time you shop, you will only need to enter it back in Campus Marketplace

How do I gain access to Amazon Business if I don't have a PCard?

In order to make purchases from Amazon Business in Campus Marketplace you will need to apply for a P-Card. Please contact anna.bento@csueastbay.edu, 510-885-4386 or rowena.rili@csueastbay.edu, 510-885-3637. Once your P-Card is active, you can **refer to the User instructions.**

ORDER INFORMATION

How will I know when I will be receiving an order?

The requisitioner will receive a confirmation email that will state the items 'Estimated Delivery Date' (i.e. Thursday, Feb 9, 2017 - Friday, Feb 10, 2017) and 'Your Shipping Speed' (i.e. Two Day Shipping).

How do I track my Amazon Business package?

Follow these three easy steps to track your Amazon Business Package:

1. Go to Amazon.com directly by logging in with your @csueastbay.edu email tied to Amazon Business
2. Hover over the drop down and select "Your Orders"
3. Once your order has shipped you can select the "Track Package" button to easily see when your package will arrive

How can I change my ship to address?

The ship to address is established in the Campus Marketplace and is limited to campus address only.

How do I see orders I placed after joining the CSU East Bay Amazon Business Account?

The 'Your Orders' view in Amazon Business defaults to orders you previously purchased before joining the CSU East Bay Amazon Business account. To see new orders, toggle between 'View Your Orders: Paid by You' and 'View your Orders: Paid by CSU East Bay' in the drop down under 'Your Orders'.

What do I do if I receive an email communication stating that an order or item(s) in my order were halted?



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There are built in controls to safeguard unexpected changes in price and availability and if your order or certain item(s) on your order go outside of the safeguard you may need to take action and reorder certain products based on the settings in place. Please read this email carefully prior to re-ordering items. If you have further questions or need assistance please contact corporate-punchout@amazon.com

RETURNS

How can I return or cancel an item?

Purchases can be returned for a refund within 30 days of shipment.

To return an item, access your Amazon Business account from Campus Marketplace by hovering over the drop and select **Your Orders**. You will be asked to enter the password you created when you first logged in. Enter your user name password and find the appropriate order. Select **Return or Replace items**.

Return policies on items shipped and sold by a third-party seller from within the Amazon Marketplace may vary. Use the [Contact Us](#) link which can also be found at the bottom of any page to reach Amazon Business Customer Support for more information about third-party returns.

To reach Customer Service, log into Amazon Business through Camps Marketplace, click the **Contact Us** link from the bottom of any page, identify the type of issue you need help with and select **Email, Phone** or **Chat**.

Note: Purchased items can only be cancelled if the order has not been fulfilled and shipped.

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 punchout user or administrator. If you want to re-order the item, you must go to the punchout and reorder.

CUSTOMER SERVICE AND FEEDBACK

How do I contact Amazon Business Customer Service?

[CLICK HERE](#) – for the ability to call, email, or live chat with a customer service team dedicated to business customers only. Please use this team for anything relating to an order, transaction, shipment, and general Amazon related inquiries as well