

# 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 [@pps.net](#) email address and PPS password.

#### **How do I register as part of the Portland Public Schools Amazon Business account?**

Please read the following instructions prior to accessing Amazon Business. This will ensure your account is set up before making purchases.

##### Scenario 1

#### **I have never used my [@pps.net](#) 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 [@pps.net](#) email address and PPS password.

##### Scenario 2

#### **I already use my [@pps.net](#) email address to make BUSINESS purchases on Amazon.com**

If your [@pps.net](#) email address is already associated with an Amazon.com account, you will be required to convert your existing account and transfer any purchase history and pending orders to the central business account.

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

If you previously used your [@pps.net](#)

register 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.*

#### **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.

#### **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 purchasing team will have access to all purchasing history made through the Amazon Business account.

#### **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 use to make Amazon Business purchases?**

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## Delivery

### What address should I be using?

You are responsible for adding your **site address** the first time you check out, or you can add it to your account settings prior to the first time you check out. Go to Your Account > Your Addresses > Add Address > Enter in Site name in “Full Name” section. When you check out, you will be able to add a user name, or department name, so that it is clearly labeled on the shipping label.

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

If your order will not go through please validate that your PCard is not expired and your billing address is correct. Check with your account administrator regarding any purchasing card transaction limits.

## 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