



Amazon Business | MCAD FAQ Library

Getting Started

Getting Started

How do I register as part of the MCAD Amazon Business account?

Please read the following instructions prior to accessing Amazon Business. This will ensure your account is set up before making purchases. (reference graphic depiction on page 2)

Scenario 1

I have never used my @mcad.edu 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 @mcad.edu email address and enter a password. (Please note: your password does not need to be the same as other internal systems).

Scenario 2

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

If your @mcad.edu email address is already associated with an Amazon.com account, you will have the option to convert your existing account and transfer any purchase history and pending orders to the central business account.

Scenario 3

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

If your @mcad.edu email address is already associated with an Amazon.com account, you will have the option to create a separate account for personal orders. You will be prompted to select "Create a separate business account" and will need to choose a new, personal, email address (e.g. gmail.com or hotmail.com) that is NOT tied to another Amazon account.

amazon business

Use the below scenarios to understand how to take appropriate action for creating an Amazon Business user account.

Scenario 1

Create a new business user account

If you have not previously used your work email address on Amazon.com, account set up is simple!

Enter your full name
and choose your
business password

Next step

Start shopping

Scenario 2

Convert your existing Amazon Account

Sign in to the existing account that you use for business purchases on Amazon.com.



If you already have an Amazon account tied to your work email address and use this account solely for business purchases, you will migrate this existing account to your organization's Amazon Business account. Do not choose this option if you have made personal purchases on this account.

Start shopping

Scenario 3

Separate Business and Personal Shopping

Sign in to the existing account you use for business/personal purchases on Amazon.com.



If you have an existing Amazon account tied to your work email and use this account for business and personal purchases, we will separate your personal order history from your work email.

Choose a new email for your existing Amazon account. Your password stays the same

The email designated here, will be used to access your previous account, including existing order history and saved payments or shipping addresses.



Contact Amazon Business Customer Service at www.amazon.com/gp/help/contact-us or (866) 486-2360



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 account with Amazon with your @mcad.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 contact the Amazon Business Customer Service by clicking [Contact Us](#) and ask them to reset it for you.

Once your password has been reset, you will either want to follow Scenario 3 to separate out your order history or Scenario 2 to merge your existing account into.

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.

I forgot my password for my Business account and am unable to reset the password.

Please contact Amazon Business Customer Service by clicking [Contact Us](#).

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 Service by clicking [Contact Us](#) and they will help troubleshoot this issue for you.

How do I contact Amazon Business Customer Service?

Amazon Business Customer Service can be reached by clicking [Contact Us](#) from within your account.

Payment Method

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

Please select the Invoice option available during checkout. Payment instruments are visible to your account administrator and can be audited.

Tax Exemption

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

How do I get refund?

Because Amazon provides a marketplace made up of millions of sellers, there are instances when sellers may still charge tax on a 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](#).



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 items 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". If your organization is utilizing a central payment method (i.e. not your individual purchasing card), 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 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?

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 purchasing card 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 3rd party seller.



What should I do if I purchased an individual Prime Membership with my purchasing card?

You can 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 set up your Amazon Business account, navigate to “Manage My Prime Membership”
2. Select “End membership”
3. Follow the prompts on the screen to cancel your Prime Membership without having to reach out to Customer Service.
4. A pro-rated refund will be automatically calculated and issued to the original payment source

What do I do if I bought a Prime Membership with personal funds on my Amazon account?

If you were using your business email for your personal Amazon account and purchased a Prime Membership with personal funds, you will have the option once you register to split off your personal order history and Prime Membership to a personal account.

Customer Service and Feedback

How do I contact Amazon Business Customer Service?

Amazon Business Customer Service can be reached by clicking [Contact Us](#) (preferred method) 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.