



## Amazon Business: FAQ's

### REGISTRATION

#### How do I register to the GSU Amazon Business account?

Please read the instructions below prior to clicking on the Amazon Business punch-out sticker to ensure that your registration process runs smoothly before you begin making purchases.

**NOTE:** The **@gsu.edu** EMAIL referred to in this document is the email in your Panther Mart User Profile.

#### I already use my **@gsu.edu** email address to make PERSONAL Amazon.com purchases.

If your **@gsu.edu** 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). Review the ['How to Register for Amazon Business'](#) Guide for additional details.

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

If you previously used your **@gsu.edu** email address to register for a verified Corporate 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 punching-out to Amazon Business for the first time. **Note:** If you have more than a total of 5 users on your account, you will need to remove all other users from that Amazon Business account before the de-registration process.

#### When I punchout in Panther Mart for the first time, I am prompted to log in. I do not know my log in credentials.

You are asked to enter in a password because you have an existing account with Amazon with your **@gsu.edu** email address that is tied to your Panther Mart profile. See the ['How to Register for Amazon Business'](#) Guide on our Panther Mart webpage for additional details.

#### Am I allowed to register and place personal orders on this account?

As with all Panther Mart purchases the GSU Amazon Business account is for campus purchases only and no personal orders are permitted through Amazon Business in Panther Mart.

### PRIME MEMBERSHIPS

#### What do I do if I bought a Prime Membership with GSU school funds?

The GSU Amazon Business account has an Enterprise Business Prime Membership that covers all users that punchout through Panther Mart. 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 Panther Mart 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.

#### What do I do if I bought a Prime Membership with personal funds on my **@gsu.edu** Amazon account?

If you are using your GSU email for your personal Amazon account and purchased a Prime Membership with your personal credit card, the membership will follow the payment method. You must first change your GSU email address to a personal email account prior to punching out through Panther Mart. Review the ['How to Register for Amazon Business'](#) for additional details.



## CATEGORIES

### What Product Categories are available to purchase?

Through Amazon Business you will have access to most items available on the standard Amazon.com site, plus additional business-specific items and millions of items offering business pricing and quantity discounts.

### Are there any category restrictions that will not work for punchout?

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 (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.

### What Product Categories are Restricted?

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 State of Georgia and Georgia State University policy. *You are responsible for the purchases made under your account.*



Company restricted

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

### Is the Amazon Business punch out a state or agency contract?

The Amazon Business punch out is neither. The punch out may be used for Open Market orders, therefore, the \$25,000.00 bid threshold must be observed when using this punch out.

## PAYMENT INFORMATION

### What form of payment should I be using to make Amazon Business purchases in Panther Mart?

You will not be required to enter any form of payment on Amazon via Panther Mart. All orders will be paid using a purchase order.

### Am I still allowed to shop on Amazon.com directly with my GSU PCard?

No, moving forward all Amazon purchases must be made through Panther Mart.

## 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 see orders I placed after joining the GSU Amazon Business Account?

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



### **Am I able to make purchases through the GSU Amazon Business without accessing Panther Mart?**

No. After you register to the GSU Amazon Business account, you can only make purchases through the punch-out in Panther Mart. If you attempt to make a purchase outside of Panther Mart, you will not be able to check out.

### **How do I track my Amazon Business package?**

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

1. Login to Amazon Business through Panther Mart or by going to Amazon.com directly and logging in with your @gsu.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

### **Why did I receive an email indicating that my order has been halted?**

Amazon Business provides this email if your order has hit one of the tolerance levels set or for reasons not visible to GSU. Although the email instructs you to contact the GSU Amazon Business Administrator, the best way to get more information on a halted order is to contact Amazon Business Customer Service, [CLICK HERE](#). Or email [corporate-PunchOut@amazon.com](mailto:corporate-PunchOut@amazon.com). Please note: If your order has been halted, you will need to start over and place a new order.

## **DELIVERY**

### **When checking out in Amazon Business, I see a default address. Do I need to update my address there or in Panther Mart?**

Please ignore the default address in Amazon. Your address will be chosen in Panther Mart once you punch back in and the process will be the same as with all other punchout suppliers.

### **Are there limitations for when items are delivered?**

Amazon Business purchases through Panther Mart will not be delivered on the weekends or on major holidays. The estimated delivery dates during the check-out and the email confirmation will be adjusted to account for this. Note: the delivery timeline for 3<sup>rd</sup> party sellers may vary.

### **Why once I place my order that is eligible for free 2-day shipping does it not come in the 2-day delivery window?**

Amazon Business will fulfill your order once it has gone through the approval workflow in Panther Mart. Once your order is approved, it will be sent back to Amazon to fulfill, and that will start the 2-day delivery window, assuming it does not fall on a weekend or holiday.

## **RETURNS**

### **How can I return or cancel an item?**

To return or cancel an item, go to Your Account and select the Your Account dropdown option. Under More Order Actions, in the Orders section select Return or Replace Items. Or, you can contact Amazon Business Customer Service, [CLICK HERE](#). 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. Or, email [corporate-PunchOut@amazon.com](mailto:corporate-PunchOut@amazon.com) .

You may also send inquiries to [purchasing@gsu.edu](mailto:purchasing@gsu.edu) or to [spectrum\\_team@langate.gsu.edu](mailto:spectrum_team@langate.gsu.edu) .

**How do I share user feedback about my Amazon Business experiences?**

We value your input! We want to hear what you like and where we can improve. Send feedback to: [purchasing@gsu.edu](mailto:purchasing@gsu.edu)