Amazon Business: FAQ's

How do I create my Amazon Business account?
Access Amazon Business by clicking the link directly from Show Me Shop. The first time you "punchout" to Amazon Business, you will be prompted to create an Amazon Business account**. Use your school email address and create a password.** You will not need to enter your email address or password on subsequent visits.

What if I use my school email address to make PERSONAL Amazon.com purchases?
If your **school 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). The first time you access Amazon Business via Show Me Shop you will be assisted through this process. Your **official University email** address will then only be associated with the University Amazon Business account.

What if I have a unique situation and MUST have a separate Amazon Business account? Contact UM Supply Chain at: vestt@umsystem.edu to discuss your specific situation.

I previously used my school email address to register for a verified Amazon Business account.
If you previously used your **school 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.

I don't have access to PeopleSoft or Show Me Shop. How can I make purchases from Amazon Business?
In order to make purchases from Amazon Business you will need to request access to Show-Me Shop (SMS). There are two options available:
Shopper Only: Direct access to SMS, but will require sending your cart to Requester. Work with your dept to complete a Shopper Only Access Form.
Requester: Create requisitions yourself, including SMS. Work with your PS Access Requester/Department Fiscal Manager to discuss the need to obtain the eProcurement Requester role.

I already make purchases with Amazon using my One Card. Will I still be able use that card?
The preferred method to purchase from Amazon is through Show Me Shop. The University One Card should no longer be used as a payment method for Amazon purchases.

Are there any spend limitations?
Requisition lines with an extended cost over $5,000 will be routed through Supply Chain for review and approval before processed.

What do I do if I bought a Prime Membership with a personal credit card?
If you are using your school 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 school email address to a personal email account prior to punching out through Show Me Shop

What do I do if I bought a Prime Membership with my University OneCard?
The new Amazon Business account has a University wide Business Prime Membership. It is mandatory that you cancel your Prime Membership and get it prorated or refunded in full back to your University OneCard

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. See below for a list of items not available due to University policy.

What Product Categories Require Approval?
The below categories will be marked with a "Company Restricted" message and will require you to take action prior to putting the item in your cart:

Requires Division of IT review and approval PRIOR to purchase
Amazon Devices & Products
Computers
Software

Check existing contracts before purchase
Camera & Camera Accessories
Furniture
Home Improvement – Hardware and Tools
Industrial Parts & Supplies
Lab Supply
Office Products – General Office, Paper, Printer Ink & Toner, Writing Instruments
Safety Supplies

Are there any order 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 (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.

How will I know when I will be receiving an order?
The Requester will receive a confirmation email that will state the items 'Estimated Delivery Date' (i.e. Friday, Feb 9 - Saturday, Feb 10) and 'Your Shipping Speed' (i.e. Two Day Shipping).

How can I return an item?
To return 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. All return items will be the responsibility of the department to process.

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.

How can I change my ship to address?
The ship to address is chosen in PeopleSoft during the requisition process. Ship to addresses within PeopleSoft are limited to University addresses.

How do I contact Amazon Business Customer Service?
Amazon Business Customer Service can be reached at 888-281-3847. Or, email corporate-PunchOut@amazon.com

amazonbusiness