Can I still purchase through Amazon.com?
The University’s Amazon Business catalog should be used for all Amazon purchases moving forward. After launch, a reasonable grace period may be allowed to transition from Amazon.com to the University’s Amazon Business account. Once the grace period ends, purchases from Amazon.com of any kind will no longer be allowed without prior written approval from UA Purchasing.

Getting Started

How do I register as part of the University of Alabama Amazon Business account?
There is a one-time enrollment process that will occur the first time you punchout through the buyBAMA Amazon Business catalog. Please read the following scenarios and instructions prior to accessing the buyBAMA Amazon Business catalog to ensure your account is set up before making purchases.

**Scenario 1**
I have never used my University email address on Amazon.com
Access the Amazon Business catalog through buyBAMA and follow the prompts to set up your Amazon Business account under the University’s central business account.

**Scenario 2**
I already use my MyBama email address to make PERSONAL purchases on Amazon.com
If your MyBama email address is already associated with an Amazon.com account, when you access the buyBAMA Amazon Business catalog for the first time you will have the option to create a separate account for personal orders. You will be prompted to select “Create a separate 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.

**Scenario 3**
I already use my MyBama email address to make BUSINESS purchases for the University of Alabama on Amazon.com
If your MyBama email address is already associated with an Amazon.com account, when you access the buyBAMA Amazon Business catalog for the first time you will have the option to convert your existing account and transfer any purchase history and pending orders to the central business account.
If your Amazon.com account for this scenario was a paid Prime membership, follow the steps below to receive a pro-rated amount back to the original form of payment:

- Login to Amazon.com
- Cancel your Prime Membership: Your Account > Manage My Prime Membership > End Membership
- Follow the prompts on the screen to cancel your Prime Membership without having to reach out to Customer Service. A pro-rated refund will be automatically calculated and issued to the original payment source.
- If you have any issues with the cancellation process or your refund, contact Amazon at 888-281-3847

**Scenario 4**

I already use a University email address (other than your MyBama email address) to make BUSINESS purchases on Amazon.com

You will need to cancel your Amazon.com account first before registering through buyBAMA. Follow these steps to cancel:

- Login to Amazon.com
- Access your order history through your account settings and download the past 12 months for your record.
- Cancel your Amazon.com membership: Your Account > Manage Membership > End Membership
- If your membership was a Prime membership, a pro-rated refund will be automatically calculated and issued to the original payment source.
- If you have any issues with the cancellation process or your refund, contact Amazon at 888-281-3847

Once your Amazon.com account is cancelled, access the Amazon Business catalog through buyBAMA and follow the prompts to set up your Amazon Business account under the University’s central business account.

**Scenario 5**

I already use my University email address for an existing Amazon Business account.

You will need to deregister your Amazon Business account first before registering through buyBAMA. Follow these steps to deregister:

- Log into your Business Account
- Download an order history report for the past 12 months
- 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.

Once your Amazon Business account is deregistered, access the Amazon Business catalog through buyBAMA and follow the prompts to set up your Amazon Business account under the University’s central 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.
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](#) (preferred method) or at 888-281-3847 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](#) (preferred method) from within your account or at 888-281-3847.

Your First Amazon Purchase
The shopping experience in Amazon Business is slightly different than it is for our other Catalog Vendors. Here’s what you need to know the first time you make a purchase:

Adding Your P-Card
Amazon Business requires you to put your P-Card information into their system. You can either enter it during the first time you check out or add it when you first log in by going to “Your Account” and then “Payment Options”.

NOTE: You will be asked for a Billing Address which **MUST** be:
Accounts Payable
Box 870137
Tuscaloosa, AL 35487
205-348-7377

Shipping Address
When you punchout to Amazon Business the default Ship To in buyBAMA will automatically populate during the checkout process. If you need to ship to another location, you can make that change in buyBAMA.

Shopper Role / Users without a P-Card
A P-Card Number is required to move the transaction from Amazon Business to buyBAMA.

Users can punchout to Amazon Business, search for the items they need, and send the information to their Requestor (or whoever will be completing the transaction) outside of the buyBAMA system.

Payment Method

What form of payment should I use to make Amazon Business purchases?
All Amazon Business purchases should be made using your purchasing card.

Why do I need to enter my P-Card information in both Amazon and buyBAMA?
As with all Catalog Vendors each website has different requirements. Amazon requires the P-Card information entered directly in their portal. buyBAMA also requires the P-Card information in order to complete the transaction. You are able to store your P-Card information in Amazon, so you do not have to enter it twice. To do this you can go to “Your Account” and then “Payment Options” and store your card information. You can also enter it during your first transaction and choose to save the information.
IMPORTANT  The Billing Address MUST be:
Accounts Payable
Box 870137
Tuscaloosa, AL 35487
205-348-7377

Buying Policies

What Product Categories are available to purchase?
Amazon Business is to be used as a secondary contract vendor to other UA Approved Contract Vendors. All University policies and procedures still apply and must be adhered to for all purchases.

Are there any category restrictions?
There are several product categories that may contain items that are not compliant based on UA Purchasing guidelines. See scenarios below:
“Company Restricted” – These items will include custom messaging from Purchasing that should be followed prior to purchasing. For example, you may see “Please check with contract vendor first before purchasing.” For this example and in accordance with UA Purchasing Guidelines, you should check with the primary contract vendor for the associated commodity to ensure they do not have the item(s) needed before proceeding on Amazon Business.
“Company Blocked” – These items are not allowed for purchase through Amazon Business.

Are there any Amazon Functions that are unavailable in Amazon Business?
Yes, if you find there is a function you were previously using, but do not have access to in the new environment, please contact the appropriate buyer in Purchasing.

Recurring Orders

Is utilization of Amazon Business’ “Recurring Orders” functionality allowed?
No. Items should be re-ordered only when needed.

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 purchase. Contact the Seller directly to request the refund. From within your account, navigate to “Your Orders” Find the item that was charged tax and click “Contact the Seller” Enter subject as “Tax Exemption Refund Request” 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 or directly by phone at 888.281.3847.
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.

I did not receive a copy of my invoice; how do I obtain a copy?
Amazon does not send invoices with your order nor do they email a copy. There are two ways to retrieve invoices, one is best for single invoices and one is best for multiple:

- **Single Invoices:** Hover over your name at the top right, select **Your Orders** and find the correct order and select **Print Packing Slip**. This will download a PDF copy to your computer.
- **Multiple Invoices:** Hover over your name at the top right and select **Business Analytics**. Then click **Orders** and you can retrieve invoices for a particular time frame. This will show all your orders, including cancelled orders. Any completed order will have a blue link and allow you to download a copy of the invoice.

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 By You”.

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**.

Is the URL for a product the same in Amazon Business as it is in the consumer site?
No, the URLs are different. You can search for the product in both sites by the Amazon Standard Identification Number (ASIN) in the product description details. ASINs start with “B0”.

Why am I not receiving emails about my Amazon orders?
Your Amazon Business account through buyBAMA defaults to your MyBama email address. You will need to access your MyBama email account or have your emails automatically forwarded from your MyBama account to your alias account.

Why did I receive an email indicating that my order has been halted?
Amazon Business provides a dynamic marketplace of products, with changing prices and quantities. Controls have been put in place to account for these fluctuations. Although the email instructs you to contact your Amazon Business Account Administrator, the best way to get more information on a halted order is to contact Amazon Business Customer Service 888-281-3847.

Are all orders guaranteed to be fulfilled?
Any order submitted and approved through buyBAMA workflow (if required) within 7 days of being placed in your Amazon cart will be fulfilled for the price and quantity chosen. Orders older than 7 days will be cancelled and you will be notified via email. If the items are canceled and you still need them, you will need to submit the order again for approval. If the cancelled items have already been moved into buyBAMA that transaction will also need to be deleted.

Am I able to make purchases through Amazon Business without accessing buyBAMA?
No. Business purchases should only be made through buyBAMA. If you attempt to make a purchase outside of buyBAMA you will not be able to check out.
**Delivery**

**My order will not process, what should I do?**
If your order will not go through, please check the Alert message to see what the issue is. If you’re unsure how to proceed contact buybama@fa.ua.edu.

**How do I indicate my Ship-To Address?**
Amazon will fulfill your order based off the ship-to address selected in the buyBAMA system. When you punchout to Amazon the system will recognize your default address from buyBAMA and use that as your Ship To Address. If you need to change this address you can do so by choosing one of the available addresses once you are back in the buyBAMA system. Like other suppliers, this address selection takes place after you have brought your cart back into buyBAMA.

**What if my Ship-To Address is not an available option?**
You will need to email buybama@fa.ua.edu to with the address you need.

**My Ship To Address on my buyBAMA order does not match the address in Amazon, where will it be delivered?**
Amazon will ship to the address listed on the order in buyBAMA.

**Does ordering through buyBAMA impact my delivery speed?**
It should not but there are approval workflows for orders over the Single Purchase Limit set by the University. If there is a delay in your order being approved, it could delay the delivery speed since your order will not be fulfilled until it is approved. At that time, you will receive an email confirmation. Any delivery estimates on the checkout screen may not be applicable if the order is not quickly approved. This is applicable to Prime Eligible Orders as well.

*Note: the delivery timeline for 3rd party sellers may vary.*

**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:
Select Return or Replace items
Choose a reason for return
Print label and authorization
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.

**Why can’t I return my product for replacement?**
At this time, product returns are limited to refunds only, and should be initiated by the punchout user. To replace the item, please re-order.

**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 deals. Business Prime Shipping currently does not include consumer programs such as Prime Pantry, Fresh, Music, or Video.

Can I use Business Prime Shipping benefits on my personal Amazon.com account, too?
No. Business Prime Shipping benefits can only be used with your business account.

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. Or, by phone at 888-281-3847 (you will be required to provide additional information to validate your account by phone). Please use this team for anything relating to an order, transaction, shipment, and general Amazon related inquiries as well.