Amazon Business: FAQ's

REGISTRATION
How do I register to the UCSB 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 ucsb.edu EMAIL referred to in this document is the email in your Gateway User Profile and the same email tied to your UCSBNetID. In some cases it may not be @ucsb.edu.

Scenario A
I have never used my @ucsb.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 @ucsb.edu email address and enter a password. (Please note: your password does not need to be the same as other your Gateway Account). You will not need to enter your email address or password on subsequent visits, however, if you need to access Amazon outside of the punchout, you will need to have your password.

Scenario B
I already use my @ucsb.edu email address to make BUSINESS purchases on Amazon.com.
If your @ucsb.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 C
I already use my @ucsb.edu email address to make PERSONAL purchases on Amazon.com.
If your @ucsb.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.

Scenario D
I previously used my @ucsb.edu email address to register for a verified Amazon Business account.
If you previously used your @ucsb.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. Should you need assistance, please call Amazon Business Customer Service at 1-888-281-3847

Scenario E
When I punchout in Gateway 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 @ucsb.edu email address that is tied to your Gateway profile. If you cannot remember the password, please select the “forgot password” button to have it reset. If you are still having trouble resetting the password, please call Amazon Business Customer Service at 1-888-281-3847 and ask them to reset it for you. Once your password has been reset, you will either want to follow Scenario B above to separate out your order history or Scenario C above to merge your existing account into Gateway.

Am I allowed to register and place personal orders on this account?
As with all Gateway purchases the UCSB Amazon Business account is for campus purchases only and no personal orders are permitted through Amazon Business in Gateway.

PRIME MEMBERSHIPS
What do I do if I bought a Prime Membership with UCSB school funds?
The UCSB Amazon Business account has an Enterprise Business Prime Membership that covers all users that punchout through Gateway. 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 Gateway 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 @ucsb.edu Amazon account?
If you are using your UCSB email for your personal Amazon account and purchased a Prime Membership with your personal credit card, the membership will follow the payment method. You will want to follow Scenario B under registration to split off your order history and Prime Membership to a personal account that is not already being used on Amazon.

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.

Are there any category restrictions set by UCSB?
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 UCSB Purchasing policies. You are responsible for the purchases made under your account.

PAYMENT INFORMATION
What form of payment should I be using to make Amazon purchases in Gateway?
You will not be required to enter any form of payment on Amazon via Gateway. When you get to this screen please ignore the Reference number (optional) shown in screenshot below, and hit Continue.

Am I still allowed to shop on Amazon.com with my UCSB FlexCard?
Purchasing through the Gateway punch-out has financial advantages and is the preferred method. However, you may elect to buy on the Amazon.com consumer site with a FlexCard but you must use a different email from that in Gateway.

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. Friday, Feb 10, 2017 - Saturday, Feb 11, 2017) and ‘Your Shipping Speed’ (i.e. Two Day Shipping).

How do I see orders I placed after joining the UCSB Amazon Business Account?
The ‘Your Orders’ view in Amazon Business defaults to orders you previously purchased before joining the UCSB 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 UCSB Amazon Business without accessing Gateway?
No. After you register to the UCSB Amazon Business account, you can only make purchases through the punch-out in Gateway. If you attempt to make a purchase outside of Gateway, you will not be able to check out.

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 ASIN number in the product description.

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 Gateway or by going to Amazon.com directly and logging in with your @ucsb.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 tolerances levels set or for reasons not visible to UCSB. Although the email instructs you to contact the UCSB Amazon Business Administrator, the best way to get more information on a halted order is to contact Amazon Business Customer Service 888-281-3847, corporate-PunchOut@amazon.com.

DELIVERY
How do I indicate my Ship-To Address?
Like all other suppliers in Gateway, you will select your desired delivery address once you bring your Amazon Cart back into Gateway. Please ignore the default address in the Amazon punchout as shown below. Amazon will only use the address selected in Gateway

Are there limitations for when items are delivered?
Amazon Business purchases through Gateway 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 3rd 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 Gateway. 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?
Purchases can be returned for a refund within 30 days of shipment.

To return an item, access your Amazon Business account from Gateway by hovering over the drop and select Your Orders. You will be asked to enter the password you created when you first logged in. Enter your user name password and find the appropriate order. Select Return or Replace items. Details can also be found here: hyperlink:”Amazon Return Center”
Return policies on items shipped and sold by a third-party seller from within the Amazon Marketplace may vary. Use the Contact Us link which can also be found at the bottom of any page to reach Amazon Business Customer Support for more information about third-party returns.

To reach Customer Service, log into Amazon Business through Gateway, click the Contact Us link from the bottom of any page, identify the type of issue you need help with and select Email, Phone or Chat.

Note: Purchased items can only be cancelled if the order has not been fulfilled and shipped.

Orders can be returned via different options:
1. If order is being returned via USPS you can drop off at UCSB Mail Services between 8:00am and 4:00pm or the Goleta Post Office
2. If the order is being returned via FedEx, UPS, DHL, etc. please take to your department pickup location
3. If available when initiating your return, Amazon fulfilled items can also be returned at the Amazon@IslaVista pickup point located at 6533 Trigo Road.

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

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: Gatewayhelp@bfs.ucsb.edu