Amazon Business Acceptable Use Policy and FAQ's

REGISTRATION

How do I create my Amazon Business account?
Access Amazon Business by clicking the link directly from the registration email you receive from noreply@amazon.com. The first time you access Amazon Business, you will be prompted to create an Amazon Business account. **You must use your @uci.edu email address and create a password.**

What do I do if I previously used my @uci.edu email address to register for a verified Amazon Business account?
If you previously used your @uci.edu email address to register for a verified 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 accessing Amazon Business for the first time.

What do I do if I already use my @uci.edu email address to make PERSONAL Amazon.com purchase?
If your @uci.edu 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 by clicking "Create a Separate Account". You will be prompted to enter a new, personal, email address (e.g. gmail.com or Hotmail.com) that should not be tied to another Amazon account. If you are unsure of how to activate your account or use Amazon Business, please see the accompanying videos to Get started with Amazon Business.

When I click "Accept the Invitation" in the registration email, I am prompted to log in. What do I do?
You are asked to log in when you click the link in the registration email because you have an existing account with Amazon. If you do not remember your password, please select the "Forgot password" link and Amazon will send you an email link to reset it. If you are still having issues, please CLICK HERE to contact Customer Service for the ability to call, email, or live chat with a customer service team dedicated to business customers only.

Am I allowed to register and place personal orders on this account?
The UCI Amazon Business account is for business related purchases only with your UCI PALCard. No personal orders are allowed to be made through Amazon Business.

PRIME MEMBERSHIPS

I have a Prime membership on my personal Amazon shopping account with my @uci.edu email, how do I ensure this stays with my personal account?
Once you accept the invitation to join the account, you will have the option to split off and transfer any order history, including your Prime Membership to a separate personal account by clicking "Create a Separate Account" (e.g. gmail.com or Hotmail.com) that should not be tied to another Amazon account.

What do I do if I bought a Prime Membership with my UCI PALCard?
The new Amazon Business account has Business Prime which covers all end users at UCI. It is mandatory that you cancel your Prime Membership and get it canceled, prorated or refunded by logging into your Amazon account > Manage My Prime Membership > End Membership > Follow the steps to cancel the Prime membership. The pro-rated refund will be automatically calculated and issued.

Note: The pro-rated refund is determined by the Amazon Business Customer Service team by usage, not by date purchased and/or renewed. If you are eligible for a full refund and/or a pro-rated refund, this will be applied back to your PALCard.

What are the shipping benefits on the UCI Amazon Business Account?
The UCI Amazon Business account has Business Prime shipping benefits which gives you unlimited free 2-Day Shipping on ALL qualified orders (learn more)

ORDER INFORMATION

What shipping address should I be using?
You are responsible for adding your **location 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

What type of payment method should I be using?
You are responsible for adding your UCI PALCard 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 > Payment Options > Fill Out Information

My order will not process, what do I do now?
If your order will not go through please validate that your PALCard is not expired, your billing address tied to your PALCard is correct, and your cart total is below the PALCard transaction limit.

How do I return an item?
In order to return an item, please go to "Your Orders" in the drop down menu on your Amazon Business Account. Find the item that you are wanting to return, and if eligible for a return, please select "Return Items" and follow the instructions to initiate a return and print off a shipping return label.

How do I see orders I placed after joining the UCI Amazon Business Account?
The 'Your Orders' view in Amazon Business defaults to orders you previously purchased before joining the UCI Amazon Business account. To see new orders, click 'View Your Orders: Paid by You' in the drop down under 'Your Orders'.

How do I track my Amazon Business package?
Identify the status of package through the Your Orders view via Amazon Business or the carrier website.

APPROVED AND RESTRICTED CATEGORIES

What product categories are available to purchase?
Amazon Business is now a contracted supplier for certain categories. You will have access to all items available on the standard Amazon.com site, plus additional business-specific items and millions of items offering lower business pricing and quantity discounts. UCI is enabling you to make the right buying decisions per our purchasing policies.

What product categories require approval for purchase?
Any item marked with a "Company Restricted" message will require approval from UCI Procurement Services PALCard team. Please email **<PALCard@uci.edu>**

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

What product categories are not allowed to be purchased?
The below categories will be marked with a "Company Blocked" message and are not allowed to be purchased.

Company Blocked
This item has been blocked from purchases by your organization.

Alcoholic Beverages	Credit Cards
Gift Cards	Services
Software	Wireless Services

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.

How do I share user feedback with about my Amazon Business experiences?
We value your input! We want to hear what's working well and what you would like to see improved.
<PALCard@uci.edu>