Amazon Business Frequently Asked Questions

How do I create my Amazon Business account?
Access Amazon Business by clicking the Amazon Catalog link directly from the Jaggaer Shopping Homepage. The first time you "punchout" to Amazon Business, you will be prompted to create an Amazon Business account. **The email address tied to your profile in Jaggaer will automatically load. You will then be prompted to create a password.** You will not need to enter your email address or password on subsequent visits. If your Jaggaer email address is already tied to an Amazon account and/or you receive an error message when punching out, please submit a service now ticket. If you are unsure which email address will be used in Punchout, see "Identifying My Jaggaer Email Address."

I already use my school email address to make PERSONAL Amazon.com purchases.
If your **Jaggaer email** address is already associated with an Amazon.com account, you will need to split off and transfer any purchase history to a separate account not associated with your Jaggaer email address. You will be prompted to enter a new, personal, email address (e.g. gmail.com or Hotmail.com). See the "How to Register in Jaggaer" Guide for more details on how to de-register an account associated with your Jaggaer email address.

The first time you access Amazon Business via Jaggaer you will be assisted through this process. Your **Jaggaer email** address will then be associated with the Georgia Tech Amazon Business account. If you are unsure which email address will be used in Punchout, see the "Identifying My Jaggaer Email Address" Guide.

If you are unsure of how to activate your account or use Amazon Business, please see the "How to Register in Jaggaer" Guide or the accompanying videos to Get started with Amazon Business.

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

If you are unsure of how to activate your account or use Amazon Business, please see the "How to Register in Jaggaer" Guide

When I punchout in Jaggaer for the first time, I am prompted to log in. I do not know my log in credentials.
You are being asked to enter a password because you have an existing account with Amazon with the email address that is tied to your Jaggaer profile. 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.

What do I do if I bought a Prime Membership with a personal credit card?
If you are using your Jaggaer 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 to a personal email account prior to punching out through Jaggaer.

If you are unsure of how to switch over your email address to a personal email, please see the "How to Register in Jaggaer" Guide

What Product Categories Are Blocked?
The below categories will be marked with a "Company Blocked" and are not allowed to be purchased. Create a service now ticket if you have questions.

Alcohol	Amazon Devices (other than Echo)
Apparel and Jewelry	Baby Products
Health and Personal Care	Collectibles & Sports Memorabilia and Sport Goods
Laptops, Desktops, Routers, Modems, Software	Credit Cards
Food Service Supplies	Furniture
Home Décor, Appliances, Fixtures, and Security	Kitchen
Downloadable Audio, Music, Video	Luggage
Magazines	Music and Musical Instruments
Raw Materials	Professional Chemicals and Healthcare
Toys and Games	Vehicles
Video and Video Games	Wireless Services

What Product Categories are Restricted?
There are several product categories that may contain items that are not allowable purchases. The chart below contains examples of restricted categories (Note: this is not an exhaustive list). 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 requesters should ensure the items being purchased are allowable, according to State and Georgia Tech policy. *You are responsible for the purchases made under your account.*

Amazon Devices & Products: Coin	Jewelry & Watches
Amazon Devices & Products: Dash	Kitchen
Baby Products	Lawn & Garden
Beauty	Material Handling
Collectibles & Sports Memorabilia	Media
Credit Cards	Services
Digital Goods & Content	Shoes
Food & Grocery	Vehicle and Automotive
Wireless Devices	Wholesale & Industrial

Are there any order restrictions that will not work for punchout in Jaggaer?
Digital products, subscriptions, and Amazon services such as Amazon Web Services and Amazon Fresh are not available for purchase through the punchout. Other restrictions include:

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 do I buy a Gift card?
Gift Cards purchases are not allowed. Refer to Georgia Tech Policy: https://policylibrary.gatech.edu/gift-card-policy

How will I know when I will be receiving an order?
The requester will receive a confirmation email that will state the 'Estimated Delivery Date' (i.e. Friday, Feb 10, 2017 - Saturday, Feb 11, 2017) 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 were item(s) in my order halted and what do I do next?
Georgia Tech has tolerances in place in the Punchout catalog. If one of those tolerances is hit, items in your order may be halted and canceled. Please read the item cancellation email for an explanation as to why the item(s) were canceled. If you still need the halted item, you will need to go back to Amazon Business and place a new order. If you have further questions, please submit a service now ticket.

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 Catalog and reorder.

How can I change my ship to address?
The ship to address is chosen in Jaggaer during the requisition process. Ship to addresses within Jaggaer are limited to approved Institute addresses only.

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 with purchasing 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. Email your feedback by submitting a service now ticket.