JHU and Amazon Business FAQ’s

**OVERVIEW**

**How should I use Amazon Business for purchasing?**
Amazon Business can be used to buy almost any items made available on the site. We strongly discourage the purchase of computer laptops, desktops, or tablets and encourage end users to contact their LAN Admins for such purchases.

**What product categories are available to purchase on Amazon Business?**
You have access to all items available on the standard Amazon.com site, plus additional business-specific items available to all Amazon Business account members. Johns Hopkins University will work with Amazon Business to add additional product selections over time based on user feedback and specific university and associated research project needs. Check back regularly for expanded selection.

**Are all products available on Amazon.com available on Amazon Business?**
Some features that are offered on Amazon.com are not yet available through Amazon Business. Amazon is working to make these features available as soon as possible. Here is a list of some of the features Amazon is working to bring to you:

- Prime Pantry
- Amazon Fresh
- Amazon Home Services
- Bundled product offerings
- Electronic gift cards with customized value (physical, fixed-value cards can be purchased)

**Can I place recurring orders?**
When accessing Amazon Business via SAP you will not be able to complete a purchase containing a recurring delivery order. For those users with purchasing cards, when you login directly Amazon Business does give you the ability to place recurring delivery orders. However, the Johns Hopkins University Procurement team asks you not to place recurring order deliveries unless there has been prior internal approval.

**Can I use the Johns Hopkins University Amazon Business account for personal use?**
The central Johns Hopkins University Amazon Business account must be used for business purchases only, in accordance with our purchasing policies. The Johns Hopkins Procurement team will have access to all purchasing history made through the centralized Amazon Business account.

**What are we allowed to buy?**
In support of academic freedom and research integrity, the Johns Hopkins Office of Procurement services takes a minimally restrictive position on what our end-user community can or cannot buy. With that freedom comes a responsibility to make responsible choices as representatives of our organization and to follow all policies, procedures, laws, and regulations which may govern a specific purchase.

At this time, our list of restricted items on the Amazon Business Marketplace includes the following:
Personal Computers – Please contact your LAN admin to coordinate the purchase of a computer.

**What is Procurement doing to assure that we are getting the best prices?**
The Office of Procurement Services is working diligently with many key vendors to provide robust and competitive offers for our key categories within the Amazon Business Marketplace. The Amazon Business Marketplace allows vendors to upload customer specific pricing which will be available to those who purchase from a Johns Hopkins University account. Our strategy is to partner with our vendors and continuously push their pricing to be competitive against the full weight of the market.

Are MAC computers and browsers other than Internet Explorer supported within the SAP Punch Out to Amazon Business initiative?
Yes. The strategy for support is to test OS/browser combinations used by 90+ percent of the end users. It is recommended that end users choose one of the tested OS/browser combinations as they provide the least risk of issues with SAP. The list of tested OS/browser combinations reflecting current testing can be found at https://know.it.jhu.edu/display/SAP/SAP+Browser%2CJava+and+Other+Configuration+Settings.

ACCOUNT CREATION

How do I create my Amazon Business account?
The first time you "punch out" to Amazon Business from SAP, you will be prompted to create an Amazon Business account. Use your email address pre-populated in the form and register with a password. While you will not need to enter your password to access Amazon Business again from SAP, you will need to remember it to access order history in Amazon Business.

What if I am already an Amazon Business user for Johns Hopkins?
If you already purchase through Amazon Business for Johns Hopkins using your purchase card and JHEDID@johnshopkins formatted email address login id, you will have the option to also access from SAP. As you are already a registered user you will not be asked to register the first time you access Amazon Business through SAP.

What is the difference between accessing Amazon Business through SAP and logging into Amazon Business directly?
If you are a user who is able to both purchase from Amazon Business through SAP, and login directly to purchase with your purchasing cards, you have the choice of how to purchase your items. When purchasing through the punch-out from SAP, you create a Purchase Order. When purchasing on your purchasing card directly through Amazon Business, you create an actual order that is charged to the card used.

What if I've already used my @johnshopkins email address to make personal Amazon purchases?
If your Johns Hopkins 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. The first time you access Amazon Business via SAP, you will be assisted through this process. Your Johns Hopkins email address then will be associated only with the central Johns Hopkins Amazon Business account.

PLACING AN ORDER AND APPROVAL

I accessed Amazon Business through SAP. Why do I only have 2 address options to select when in Amazon Checkout?
Amazon Business requires an address to estimate tax, shipping, and any state delivery restrictions. This information is tied primarily to the state, so please pick the representative state you will be shipping the order to. You will finalize your ship-to address in SAP. Once the PO is created in SAP and sent back to Amazon the actual shipping address will be added to the order and the package will arrive at the intended destination.

What if I need to ship to an address in a state other than Maryland or Washington DC?
If accessing via SAP to create a Purchase Order, we expect all orders placed at this time to be shipped to Maryland or Washington DC. If you do choose to ship to another State once the order has been returned to SAP, the order information provided by Amazon (such as tax and shipping) at the time the order was created will not be accurate.

I am an approver, how long do I have to approve an order placed through Amazon Business?
Please approve all orders in SAP within 7 days of the order being placed. Approval after 7 days can cause the order to be cancelled due to changes in available inventory or fluctuations in item price.

Why doesn't my order receive free shipping?
As with Amazon.com, only Prime-eligible items (shipped and fulfilled by Amazon) are eligible for free two-day shipping. Amazon is regularly making updates and improvements to the number of items eligible for free Prime shipping.

**Order Support**

How do I view and track my orders?
To view and track your orders access your Amazon Business account. Click <Your Name> Account for Business and navigate to Your Orders. You will be asked to enter the password you created when you first logged in. Enter your user name and password and find the listing of your orders. You may have to change the dropdown from “View Your Orders: Paid by You” to “View Your Orders: Paid by Johns Hopkins University” to see your history.

I was charged sales tax on my order even though my Amazon Business account is setup for tax exempt purchasing. How do I get a refund?
Sales tax may be applied to items purchased from non-Amazon sellers. If your item is sold or fulfilled by Amazon, you can request a tax refund directly from Amazon by calling customer service at (866) 482-2360. If you purchased your item from a 3rd party seller, go directly to Orders, find your order in the list, and click Contact Seller. Please give the seller two business days to respond.

How will I know when I'll receive my order?
After completing your order, you will receive a confirmation email that will state the order's "Estimated Delivery Date" and "Your Shipping Speed" (e.g., Two Day Shipping). Orders are finalized after the approval step is complete in SAP, which may result in altered delivery dates for orders where approval was delayed. You will receive a final email confirming shipment which will have an updated delivery estimate.

**Returns**

How do I return a Product?
Purchases can be returned for a refund within 30 days of shipment. Return policies on items shipped and sold by a third-party seller from within the Amazon Marketplace may vary and are listed for your reference on the seller profile. Contact Amazon Business Customer Support for more information about third-party returns at (888) 281-3847 or by email at corporate-punchout@amazon.com.

To view and track your orders access your Amazon Business account. Click <Your Name> Account for Business and navigate to Your Orders. You will be asked to enter the password you created when you first logged in. Enter your user name and password and find the appropriate order. Select Return or Replace items. Select the reason for return and click Continue. Print the return label and prepare your package for shipping.

**Contact and Feedback**

How do I contact Amazon Business Customer Service?
You can access Amazon Business Customer Service from within Amazon Business by selecting Help from the footer and
following the Help wizard. Amazon Business Customer Service can also be reached via email at corporate-punchout@amazon.com or via phone at (888)281-3847.