



## Purchasing through Amazon Business

### Why are we using Amazon Business for Purchasing?

The speed of innovation today is lightning fast and Johns Hopkins University needs a procurement partner that can keep pace with the growing needs of the campus when it comes to product selection, ordering, shipping & handling, and business analytics.

The JHU Procurement team is pleased to introduce the Amazon Business Marketplace as an essential and trusted procurement partner. The Amazon Business Marketplace has an ever expanding product selection, and in recent months has added millions of product that our campus demands from categories such as office, IT, lab and scientific.

Our strategy is to partner with our key vendors to offer special JHU “Negotiated Pricing” through the Amazon Business Marketplace. We will continuously push their pricing to be competitive against the full weight of the market.

### How should I use Amazon Business for purchasing?

**Amazon Business is the preferred purchasing destination for Office Supplies and IT Peripherals.** When purchasing paper, toner, and K-cups specifically, please look for and purchase JHU Negotiated Priced items sold by [AJ Stationers](#) in the Amazon Business Marketplace.

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 choices as representatives of our organization and to follow all policies, procedures, laws, and regulations which may govern a specific purchase.

Through 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. At this time, our list of restricted items on the Amazon Business Marketplace is limited to 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? What is a Negotiated Price?

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 offer special pricing for Johns Hopkins University. As you shop, look for offers marked with “Negotiated Price” and compare them with Marketplace pricing to find the best value.

### What is the Business Prime Shipping benefit?

Amazon Business offers free two-day shipping on Prime-eligible items to JHU end users ordering from the central account. ([Learn more](#))

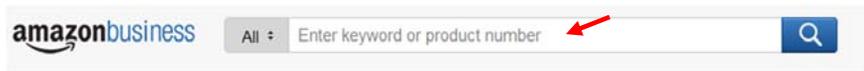
JHU has negotiated a special arrangement with [AJ Stationers](#) in which AJ Stationers has committed to next day desktop delivery on the majority of AJ Stationers orders on Amazon Business. This is a special arrangement so will not always be reflected in the shipping options communicated through Amazon Business.

If you previously purchased Amazon Prime on the account you are migrating, you will not need it to receive prime shipping benefits on JHU orders. To cancel your individual Prime membership, please go into the account where the

prime membership is being charged, **Your Account > Prime > End Membership and Benefits (on left side of the screen) > End My Benefits**

### How do I optimize my search to find the products I need?

There are many ways to search for what you need on Amazon Business. Searching by manufacturer name, manufacturer part number, ASIN, and/or product description will help you find specific items. In some cases, you can search by the distributor part number you've always used.



The Amazon Standard Identifier Number (ASIN) is a unique identifier for products available through Amazon and Amazon Business. When you find a product that you buy repeatedly, save the link or ASIN number for future reference. Amazon standardizes all vendors' product listings with a single part number or **ASIN**. If you search using an **ASIN**, all seller offer prices on that product will be presented for your evaluation and selection.



### What is a Third-Party Seller?

Amazon Business offers a Marketplace with many sellers who compete for your business. When you shop on Amazon Business, you will see offers from third-party sellers as well as Amazon. Third-Party sellers are independent sellers and offer a variety of merchandise.

When you find an item you would like to purchase, the description will tell you the seller name and who will handle the shipping. If the item is sold by a Third-Party seller who also independently ships the item, the description will say "Ships from and sold by (Third-Party Seller name)". If the item is sold by a Third-Party seller who uses Amazon Fulfillment services to deliver to you, "Fulfillment By Amazon" will appear in the delivery information.

Comparing offers on the item you select is easy. Information about other offers will appear in "Other Sellers on Amazon" box. For even more offers, select the blue link at the bottom of the box for NEW items.

Shipping and return policies will vary when an item is sold and shipped by a third-party seller as the seller is responsible for handling customer service. These policies are outlined in detail and can be found by hovering over the seller name and clicking "shipping rates" and "return policy" in the offer description. Please be aware of these when you order. If you need help with a return to a Third-Party Seller, Amazon Customer Service can help reach out to the seller but returns are subject to Third Party seller policies.

To reach Customer Service, log into Amazon Business, click the **Contact Us** link from the bottom of any page, and select **1. Prime or Something Else**, **2. Amazon Business Question** under the Issue drop down menu. Select your preferred method of contact: **'Email'** **'Phone'** or **'Chat'**

To learn more about Third-Party Sellers on Amazon, visit the [help section](#) of Amazon Business.

### How do I find products offered by a specific supplier on Amazon Business?

One way to find a product offered by a specific supplier is to enter the item description and supplier name in the search bar. In some cases, you have the option to filter by supplier name on the left side of the screen. Additionally, the Manage Supplier functionality allows you easy access to the suppliers you depend on most. You may find it helpful to select [Manage Suppliers](#) in the upper right menu of your account. From here, you can search Third-Party suppliers selling through Amazon Business and save your favorites suppliers. In Manage Suppliers, you can ask your supplier a

question, visit your supplier's profile information or storefront, and review seller's return policy – all through [Actions](#) drop down menu to the right of the Saved Supplier name.

### Can I save products I purchase frequently?

Yes, create Lists!

To begin, hover over **Lists** in upper right corner of your screen and select **Create a List**

1. Select **This list is for: you** from the dropdown menu
2. Select list type: **Shopping List** or **Reorder List**
3. Name the list
4. Privacy: **Private**
6. Create List

### 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 that you not 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.

## Getting Started: Account Creation

### How do I gain access to Amazon Business for purchasing?

End users can access JHU Amazon Business through the web if you have an invitation from Procurement or through SAP if you have a shopping cart requestor role.

### 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 Amazon Business from SAP, you create a Purchase Order. When purchasing on your purchasing card directly through Amazon Business, you create an order that is charged to the card used.

### How do I create my Amazon Business Account through SAP?

The first time you select 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 University Central Account using my purchase card and want to access Amazon Business through SAP?

If you already purchase through Amazon Business for Johns Hopkins using your purchase card and JHEDID@johnshopkins.edu 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.

## How do I create my Amazon Business account to make purchases with my Purchasing Card?

If you would like access to the central account and you are a purchasing card user, send a request to **Purchasingamzn@jhu.edu** to receive an invitation to establish your Amazon Business account. Provide the name and JHED ID for each user account requested.

## What if I've already used my @johnshopkins.edu 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 or when you click on the link from your email invitation for purchasing card, 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.

## I forgot my password for my Business account and am unable to reset the password.

Please contact Amazon Business Customer Service by calling at 888-281-3847.

## How do I contact Amazon Business Customer Service?

Amazon Business Customer Service can be reached by clicking Contact Us once you've logged into your account (preferred method) or by calling 888-281-3847.

## Placing an order

### I accessed Amazon Business through SAP. Why do I only have two 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.

### Why doesn't my order receive free shipping?

As with Amazon, only Prime-eligible items (shipped and fulfilled by Amazon) are eligible for free two-day shipping. Amazon Business 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 (888) 281-3847. If you purchased your item from a 3rd party seller, there are instances when sellers may still charge tax on a tax exempt purchases. Contact the Seller directly to request the refund.

1. From within your account, navigate to "Your Orders"
2. Find the item that was charged tax and click "Contact the Seller"
3. Enter subject as "Tax Exemption Refund Request"
4. 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 by logging into your account and clicking [HERE](#) (preferred) or by phone at **888.281.3847**.

### 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. You can also check "Your Orders" from the menu in the upper right when logged into your 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**.

## Returns

### How do 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:

1. Select Return or Replace items
2. Choose a reason for return
3. Print label and authorization
4. 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 3<sup>rd</sup> party seller.

## Contact and Feedback

### How do I contact Amazon Business Customer Service?

You can access Amazon Business Customer Service from within Amazon Business by selecting Select Contact Us from the bottom of any Amazon Business page, complete information requested and select **email, phone, or chat** to be connected. If you are unable to log into your account, Amazon Business Customer Service can also be reached via email at [corporate-punchout@amazon.com](mailto:corporate-punchout@amazon.com) or via phone at (888) 281-3847.

### How do I provide feedback?

Please direct questions and feedback to [PurchasingAMZN@jhu.edu](mailto:PurchasingAMZN@jhu.edu)