

## Amazon Frequently Asked Questions

### -Can I use the Amazon Business account for personal use?

No, employees cannot personally take advantage of the benefits of the Amazon business account. The Minnesota state sales tax exemption on the account cannot be extended to individuals for personal purchases. Only purchases for Carleton are granted this exemption.

### -What product categories are available to purchase?

You have access to additional business-specific items available to all Amazon Business account members. **Note:** Purchases on items currently under contract with a Carleton preferred vendor should not be made through Amazon.

### -What if I receive a non-compliant message about an item but it is not available with our preferred contracted vendor?

Carleton College has identified specific categories that do not comply with the College's purchasing policies. These categories will be flagged with non-compliant messaging on the product detail page and business order information page. Should you place an order with Non-Compliant items, your order will get routed for approval.



#### **Noncompliant item**

This item does not comply with the purchasing standards for your business. For more information, contact your business administrator.

### - How do I enroll in Amazon Business?

E-mail the Purchasing & Risk Manager to receive an invitation to the Amazon Business account.

### -What if I've already used my Carleton.edu email address to make personal Amazon.com purchases?

If your Carleton.edu email address is already associated with an Amazon.com account, you will have the option to split and transfer any purchase history to a separate account. You will be prompted to enter a new, personal email address for your personal Amazon account.

### -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.

### -Why is there tax on my order?

Amazon Tax Exemption is available for qualifying purchases made directly from Amazon.com LLC, Amazon Digital Services LLC, Warehouse Deals LLC, Amazon Services LLC, and other participating sellers. Tax may still be calculated for items you order from sellers who do not participate in Amazon's Tax Exemption Program.

### -How do I request a tax refund?

Submit your tax exemption documentation by fax ([206-266-2005](tel:206-266-2005)) or e-mail in order to receive a refund of any sales tax. You may also send scanned copies in PDF format to [tax-exempt@amazon.com](mailto:tax-exempt@amazon.com).

Important: Please include the following:

- Your order number (17 digits in this format: XXX-XXXXXXX-XXXXXXX).
- E-mail address.
- Acceptable proof of your exempt status (as outlined above).
- The name of the seller who sold the item(s) completed on the exemption documentation.
- The name of the organization that purchased the item(s).

If sending a fax, mark your fax "Attn: Amazon Tax Exempt".

-I have a Prime membership on my personal Amazon shopping account. Can I share this membership with my Amazon Business account for my organization?

A: Yes, please refer to the instructions on this [page](#).

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

Get real-time Amazon Business support through the **Contact Us** link at the bottom of every Amazon page. The **Contact Us** link is available at the bottom of every Amazon webpage (Let Us Help You > Contact Us) and provides Live Chat, Self-Service options, and requires no additional business account authentication. Amazon Business Customer Service can be reached at 866.486.2360.