

Overview

What are the benefits of shopping through Amazon Business?

When you access Amazon Business through SunRISE, you will have immediate access to:

- Business Pricing and quantity discounts on millions of items
- Benefits of ASU's central billing, with payments made by ASU's Accounts Payable team
- Access to a specialized Business only Customer Service team at 866-486-2360
- Direct interface through SunRISE for checkout, requisition approval and payment processing
- Unlimited Free 2-day shipping on Prime-eligible items, no matter the order size

Can I access Amazon Business directly from Amazon.com?

No. Amazon Business has been integrated directly into ASU's e-procurement system and is only available by clicking the Amazon Business tile in SunRISE.

I can't open Amazon as a punchout in SunRise. What should I do?

In most cases this is a pop up blocker issue. Go to the upper right hand corner of the browser and disable the blocker and allow access. Click the back button on the browser and then click forward again.

Can I use the ASU Amazon Business account for personal use?

No. The central Arizona State University Amazon Business account must be used for business purchases only, in accordance with ASU's purchasing policies.

Does each member of my department need their own Amazon Business Account?

Yes, you can not share the account.

Does ASU restrict the use of the Amazon Business Account?

Yes. Gift card purchases can no longer be made from Amazon. Additionally, Pcards are no longer authorized payment methods.

Can I purchase a computer or digital content on Amazon?

No. You can use the Dell punchout in SunRise or refer to the SunMart page for information on buying an Apple product in the computer products node. Digital content such as a Kindle book will not be available for purchase. Students can purchase for an E book and then be reimbursed through scholarships.

Registration

How do I create my Amazon Business account?

For information on how to register for ASU's Amazon Business Account, see [ASU-Amazon Business Account Registration – Scenarios and Setup Instructions](#)

What if I have already used the email address tied to my SunRISE profile to make personal Amazon.com purchases?

If your ASU email address is associated with a personal Amazon.com account, you must enter a new, personal email address for your personal Amazon account. You will also need to transfer any personal purchase history to a separate account. For information, see

[ASU-Amazon Business Account Registration – Scenarios and Setup Instructions](#)

When I Punchout in SunRISE for the first time, I am prompted to log in. I do not know my log in credentials.

You are asked to enter in a password because you have an existing Amazon with the email address that is tied to your SunRISE 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 call Customer Service at 866-486-2360.

Prime Memberships

What do I do if I bought a Prime Membership with a personal credit card on my @asu.edu Amazon account?

If you are using your University 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 your university email address to a personal email account prior to punching out through SunRISE.

What do I do if I bought a Prime Membership with my PCard?

The new Amazon Business account has Business Prime which provides free two-day shipping on Prime eligible items for all end users in SunRISE. It is mandatory that you cancel your Prime Membership and get a pro-rated refund by logging into your Amazon account and following the below steps.

Log into existing 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.

Order Support

Do I have to enter my Purchasing Card info?

No. One of the great benefits of a central Arizona State University Amazon Business account is that you will **no longer use your PCard for Amazon purchases**. All purchases will be charged directly to ASU via the invoicing option available to you during checkout.

How will I know when I will receive my order? * See note below.

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.

How do I see orders I placed after joining the ASU Amazon Business Account?

The Your Orders view in Amazon Business defaults to orders you previously purchased before joining the ASU Amazon Business account. To see new orders, toggle between View Your Orders: Paid by You and View your Orders: Paid by ASU in the drop down under Your Orders.

Am I able to make purchases through my ASU Amazon Business Account without accessing SunRISE?

No. Effective July 2, 2018 you can only make purchases through the punchout in SunRISE. If you attempt to make a purchase outside of SunRISE, you will be unable to proceed through checkout.

Why doesn't my order receive free shipping?

You will receive free two-day shipping on Prime-eligible items. If an item is not Prime eligible, you will still have an opportunity to receive free standard shipping on orders over \$25.00.

Does a receipt need to be created for Amazon Purchases in the FMS?

No, if the purchase amount is under \$1,000 . However, if it is a departments best practice to create a receipt for each purchase then yes.

The Amazon shipping address is defaulted and won't let me change it. What should I do?

You can enter your ASU location once you transfer your cart to Workday. It will be located in the "Building/Room" field when you enter cost center information

Is the URL for a product the same in Amazon Business as it is in the consumer site?

No, the URLs are different. You can search for the product in both sites by the Amazon Standard Identification Number in the product description.

Why did I receive an email indicating that my order has been halted?

Amazon Business provides this email if your order has hit one of the tolerance levels set for reasons not visible to ASU. Although the email instructs you to contact the ASU Amazon Business Administrator, the best way to get more information on a halted order is to contact Amazon Business Customer Service 866-486-2360, [Amazon Corporate Punchout](#)

What are the tolerance levels set in Amazon Business?

The tolerance setting within Amazon includes the following:

Criteria Name	ASU Preference	Purchase Outcome
Unit Price Changes	Prices have a 8% increase tolerance between the time the item was added to a cart and when the PO is sent to Amazon.	Purchased item(s) Halted (not placed).
Quantity	There is not enough quantity to fulfill orders, Amazon will cancel the order	Order will be cancelled
Substitutions	Fulfilled by Amazon Only	No substitutions will be allowed. If the item is no longer available the order will be cancelled
Maximum Shipping Price	Shipping price exceeds 50%	Purchased item(s) cancelled.
Maximum Delivery Time	Number of days for items to be delivered exceeds 15 days from time of purchase.	Purchased item(s) cancelled.
Condition of Item	New- Only new items are acceptable	Used or refurbished item(s) cancelled.

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.

To return or cancel an item, go to Your Account. Under More Order Actions, in the Orders section select Return or Replace Items. Or, you can contact Amazon Business Customer Service, 866-486-2360 [Amazon Corporate Punchout](#) Note: Purchased items can only be cancelled if the order has not been fulfilled and shipped.

Can I replace or exchange products?

At this time, products can only be returned for a refund and cannot be exchanged. To replace or exchange a product, you must return it and order a new item.

What causes an order to be rejected?

Any order placed to Amazon will fail if one of the following criteria exists:

- All Amazon orders should be completed by creating a catalog requisition via SunRise punchout. If a non-catalog order is submitted to Amazon, the order will not be processed or fulfilled.
- An alternate address is used. Must use Default Ship to Address to make changes.
- If you attached a document
- If you enter a Memo to Suppliers

***Note for expedited shipping:** When choosing expedited shipping in Amazon, the expedited shipping charges will NOT be sent to FMS, however you will see the expedited shipping charges on your order confirmation email that Amazon sends to you. The invoice that Amazon sends to Accounts Payable will include the expedited shipping charges and the payment will be made to Amazon appropriately.

Contacts and Feedback

How do I contact Amazon Business Customer Service?

[Amazon Customer Service](#) – 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 [Amazon Corporate Punchout](#)

Who do I contact for assistance when using Amazon Business and SunRISE?

If you have specific questions related to using Amazon Business and SunRISE, contact [Procurement](#).

How do I share user feedback with Arizona State University 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. Please [email your feedback](#).