

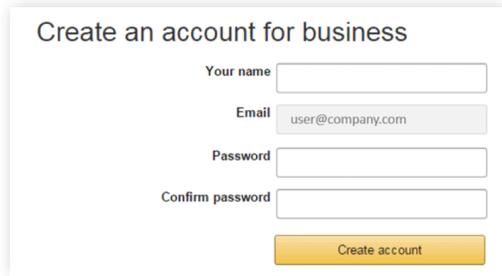
amazonbusiness Adding Purchasing Users to Punch Out

State of Georgia PunchOut users will be prompted to create an Amazon Business account after their first requisition through the Team Georgia Marketplace. Use the below scenarios to understand how to take appropriate action for creating an Amazon Business account.

Scenario 1

Create a new business user account

- If you don't have an existing Amazon account, tied to your work email address, you will be provided step-by-step instructions to create your new account log in for your school's Amazon Business account.



- Please be sure to use your full name when completing this form (First Last).
- Once your account has been created, you can start shopping.

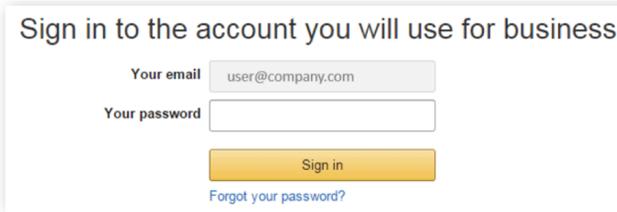
Start shopping



Scenario 2

Migrate your existing Amazon Account

- If you already have an Amazon account, tied to your work email address, and utilize this account solely for business purchases, you can migrate this existing account to your school's Amazon Business account.
- Sign in using the same password that you already use for your existing Amazon.com account.



- To migrate this account, including order history select the right hand option: **Use My Existing Account.**
- Confirm that you will be using this account for Business purchases. This will not affect any personal amazon accounts you have set up with different emails.

Confirm and continue

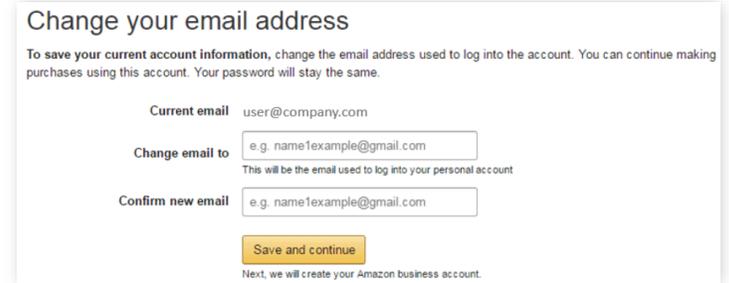
- Complete** your registration and **Start Shopping**

If you cannot remember your password, you can click [Forgot your password?](#) to reset it

Scenario 3

Separate Business & Personal Shopping

- If you have an existing Amazon account tied to your work email and utilize this account for business & personal purchases, Amazon recommends changing your existing account to a personal email address in order to associate your work email with a new account for business.
- After accepting the invitation, sign into your account with your existing password.
- When prompted to **Choose an Account option**, select **Create a Separate Account**
 - Update the email on your existing account to a personal, non-work email address.



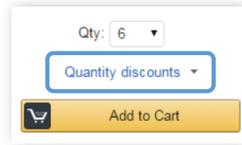
- Complete the registration steps to create your new account for business.
- Complete the set up for a new account following steps in Scenario 1



The Business Marketplace

You will find a number of new tools and features. New features of the account include:

- Lower business pricing
- Chat with a live expert
- Quantity discounts



Business Shipping

When shopping on the Business Account, you will receive FREE 2-Day shipping on orders of \$49 or more of eligible items, including:

- Prime Items
- Items shipped and sold by Amazon.com



Your Cart

As you shop on Amazon.com you can continue to add to your cart. You can view the contents of your cart at anytime at the top right of the screen.

- Click the cart to proceed to check out.
- Before checking out you may edit quantities, remove items or save for later



Cart Check Out

After you have checked out and finished shopping, your requisition will be sent back to the Team Georgia Marketplace for approval. Once approved, you will receive order/shipment confirmation. This confirmation includes your order number and delivery details.

Payment

If you converted an existing account during the initial set up, your payment information will already be saved.

- Please ensure that the only card saved in your account is your Georgia purchasing card.
- You can view and manage your saved payment methods by going to **[User]'s Account for Business > Your Account > Amazon Wallet > Manage Payment Options**

If you created a new account and password, you will be asked to enter your purchasing card information when you check out for the first time.

- Your payment information will be saved for future purchases

Returns & Exchanges

To return or exchange an item, hover over **[User]'s Account for Business > Orders** to view your complete order history.

- Select **Return or Replace items** at right of product image
- Select reason for return & print label and authorization
- Prepare package and return label

- Items shipped and sold by Amazon.com orders can be returned within 30 days.
- If shipped and sold by a 3rd party, policies can vary. If you have questions you can contact the Amazon Business customer service team.

Tolerances

Amazon Business is a dynamic marketplace with changing prices and quantities. Price and inventory levels are not locked in until Amazon Business receives the approved Purchase Order. We have built in controls to safeguard you during this time for things like purchase quantity, item condition, purchase price, delivery time, and more. These parameters were set by the State of Georgia (not Amazon.com). If your order exceeds any of these tolerances you will receive a notification email informing you of a change in your order. This email will specify what was adjusted in the order.

Please read this email carefully as you may need to reorder certain products based on the tolerance settings in your account.

Returns & Exchanges

To return or exchange an item, hover over **(User)'s Account for Business > Orders** to view your complete order history.

- Select **Return or Replace items** at right of product image
 - Select reason for return
 - Print label and authorization
 - Prepare package and return label
- Items shipped and sold by Amazon.com orders can be returned within 30 days or receipt of shipment.
 - If shipped and sold by a 3rd party, policies can vary. If you have questions you can contact the Amazon Business customer service team.

Refunding Sales Tax on Tax-Exempt Orders

In the case that there is sales tax charged on an order that should have been tax exempt based on your organizations tax exemption status, please take the following steps to receive a tax refund on the order:

1. Go to "Your Orders" on Amazon.com.
2. Locate the item that was charged tax and click the "Contact the Seller" button.
3. If the button is not there, they should call the ATEP support line at 1-888-280-9552.
4. Enter the subject as "Tax Exemption Refund Request."
5. Include the order number and the amount charged.

You will receive a response within 72 hours or the refund will simply be issued to your account.

