Accessing Amazon Business

How do I access my Amazon Business account?
View step by step instructions on how to access your Amazon Business account in the Registration Guide.

- **If directed by my administrator, how do I deregister my account? Here is a guide to** Deregister an Amazon Business account

    1. Log into your Business Account
    2. Download an order history report for the past 6-12 months via Business Analytics from your drop-down menu
    3. Click the following link to deregister your existing account: https://amazon.com/gp/b2b/manage/deregister

    NOTE: The terminology on this screen can be confusing. Rest assured your order history will not be lost, your account will be converted back to an Amazon.com consumer account, allowing you to join the new, central Amazon Business account.

Once you are done, navigate to Oracle and select the Amazon Business tile to Punchout. Then, follow the appropriate steps in the registration guide linked above to convert your account.

I tried to deregister my account but it says "I don't have permissions to close this account." How should I proceed?
The reason you do not have permissions to close your account is because you are not the administrator of the account you are tied to. Please reach out to the administrator on the existing account and have them remove you. If you are unsure of who your account administrator is, please contact Customer Service at HERE.

When I access Amazon Business for the first time, I am prompted to log in with a password. I do not know my login information.
You are asked to enter a password because you have an existing Amazon account with your ku.edu email address. If you cannot remember the password, please select the "forgot password" button to reset. If you are still having trouble resetting the password, please call Amazon Business Customer Service at 1-888-281-3847. Once your password has been reset, you will either want to follow Scenario 3 in the Registration Guide. to separate your order history or Scenario 2 to convert your existing account into a Business account.

What should I do if I purchased an individual Prime Membership with my purchasing card?
Our Amazon Business account has Business Prime Shipping that covers all users so your individual Prime Membership is no longer necessary. If the membership was purchased after April 2019, your previous individual membership will be cancelled upon merging into our new central account and a prorated refund will be credited back to your original form of payment. If the membership was purchased before April 2019, you will need to join our new central account first, and then contact Amazon Business

Customer Service at 1-888-281-3847. Once contacting them, a prorated refund will be credited back to your original form of payment.

What should I do if I purchased an individual Prime Membership with my personal card and wish to keep my accounts and purchasing history separate?
If you previously used your business email on a personal Amazon.com account and purchased Amazon Prime, please follow the instructions to split your account within the Registration Guide to separate your accounts. You will need to designate a new personal email for your personal account, your personal history and Prime membership will remain intact and you will be able to join the central Business account with your business email.

Can I use the new Amazon Business account for PERSONAL use?
No. The central Amazon Business Account must be used for business purchases only, in accordance with our purchasing policies. The purchasing team will have access to all purchasing history made through the Amazon Business account.

I forgot my password for my Business account and am unable to reset the password.
Please contact Amazon Business Customer Service at 1-888-281-3847

I already have an Amazon Web Services (AWS) account with my work email, so I can't use the same email again for Amazon Business.
Please contact Amazon Business Customer Service by clicking Contact Us and they will help troubleshoot this issue for you.

How do I contact Amazon Business Customer Service?
For questions regarding registration, contact Amazon Business Customer Service at 1-888-281-3847. For all other questions related to Amazon Business, Amazon Business Customer Service can be reached by clicking Contact Us from within your account.