GEORGIA*FIRST*
FINANCIAL, INFORMATION & REPORTING SYSTEMS FOR TOMORROW
University System of Georgia • Information Technology Services

GEORGIA*FIRST* MARKETPLACE QUICK REFERENCE GUIDE: ACCESSING THE AMAZON BUSINESS MARKETPLACE CATALOG

amazonbusiness

- *GeorgiaFIRST Marketplace Users will be prompted to set up their Amazon Business Account Profile on their initial access to the site. This is a one-time process that will not be required after it has been completed unless the user's email address changes.*
- *Please note that your email address MUST be populated on your PeopleSoft profile in order to use the Amazon punchout.*

THREE (3) COMMON SCENARIOS APPLY TO GEORGIA*FIRST* MARKETPLACE USERS ACCESSING THE AMAZON BUSINESS MARKETPLACE FOR THE FIRST TIME. PLEASE READ THE SCENARIOS LISTED BELOW TO UNDERSTAND HOW TO CREATE AND ACCESS THE AMAZON BUSINESS MARKETPLACE.

SCENARIO 1

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 on how to create your new account login for your Agency'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.

SCENARIO 2

Migrate Your Existing Amazon.com Consumer Account

- **If you already have an Amazon.com (Non-Business) Account tied to your work email address and utilize this account solely for business purchases,** you can migrate this existing account to your Agency'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.**

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

If you cannot remember your password, click **Forgot your password?** *to reset it.*

The Amazon Business Customer Service Team can be reached Monday-Sunday from 8am to 12am EST at (888) 281-3847 or at GA-AmazonBusinessRequests@amazon.com

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SCENARIO 3

De-register Your Existing Amazon Business Account
(w/One User Associated On Account)

- **If you already have an Amazon Business Account tied to your work email address and utilize this account solely for business purchases,** you will need to first deregister your business account by going to https://amazon.com/gp/b2b/manage/deregister

- Sign in using the email address and password that you use when accessing your Amazon Business Account.

- If you are the only individual associated with the account, proceed with the steps to deregister your account.

- After completing the steps, repeat the steps to access Amazon Business through Georgia*FIRST* Marketplace.

De-register Your Existing Amazon Business Account
(w/Multiple Users Associated On Account)

- **If you already have an Amazon Business Account tied to your work email address and the account has other email addresses associated with it**, you will need to submit a request to deregister your business account by going to https://amazon.com/gp/b2b/manage/deregister

- Sign in using the main email address associated with the account and the password used when accessing your Agency's Amazon Business Account.

  After completing the request, you will note the following message directing you to contact Amazon's Business Customer Support. Select the "Contact Us" Button.

- In Section One, select "Non Order Related" in the drop down. In Section Two, select the method by which you would like to be contacted.

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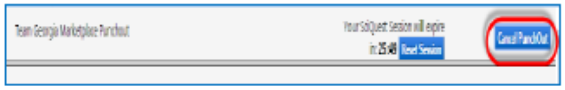
Navigating Between Georgia*FIRST* Marketplace and Amazon Business Marketplace

From Your Browser Settings: You Must Allow Pop-ups to view the Amazon Tab. After you select the Amazon Punch Out Icon located in Georgia*FIRST* Marketplace, the Amazon Business Marketplace will open in a new browser tab separate from the Georgia*FIRST* Marketplace.

Items selected and added to your Cart while shopping in the Amazon Marketplace will transfer to your open session in Georgia*FIRST* Marketplace.

If you are in the Amazon Marketplace and want to end your session prior to submitting items for approval, select the Georgia*FIRST* Marketplace Browser Tab (Create Requisition) and select the Cancel Punch Out Button.



The Business Marketplace

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

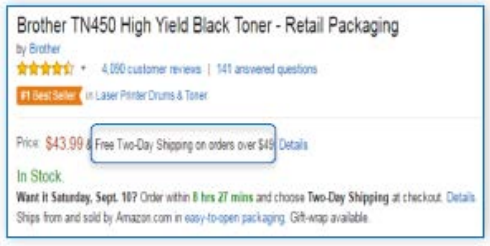
- **Lower business pricing**
- **Chat with a live expert**
- **Quantity discounts**

Business Shipping

When shopping on the Business Account, you will receive FREE 2-Day shipping on orders of $49 or more of eligible items. These Items are either:

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

Items that are eligible for business shipping are clearly identified next to the price.



Cart Check Out

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

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 any time at the top right of the screen.

Click the cart to proceed to check out

Before checking out you may:

- **Edit quantities**
- **Remove items**
- **Save for later**

Cart Check Out

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Payment

Payments to Amazon will be made via invoice. e-Invoices will transmit electronically via the GeorgiaFIRST Marketplace, much like many of our other current GFM suppliers.

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, contact the Amazon Business customer service team.

Warranties

Georgia*FIRST* Marketplace Users should be aware that items purchased from the Amazon Business Marketplace are not part of a negotiated Statewide Contract and therefore are not covered by terms and conditions negotiated by the State, including, but not limited to, warranty provisions (including return provisions), delivery provisions (including FOB provisions), or liability provisions. Users are cautioned to review terms and conditions relating to each purchase and assess risk accordingly.

Refunding Sales Tax on Tax-Exempt Orders

While Amazon Prime Sellers participate in the Tax Exempt Program, there are some select sellers outside of the Amazon Prime Program whose items may not reflect a Tax Exempt Status during Check Out. In the instance that there is sales tax charged on an order that should have been tax exempt based on your Organization's 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 either receive a response within 72 hours or the refund will be issued to your account automatically.

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