



CONNECTICUT COLLEGE

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Amazon Business account FAQ's

What is Amazon Business?

The Amazon Business account is a centralized Connecticut College account for all authorized buyers, which streamlines the ordering process and provides additional benefits for institutional purchases.

What Product Categories are available to purchase?

Through Amazon Business, buyers will have access to items available on the standard Amazon.com site, plus additional business-specific items along with millions of items offering lower business pricing and quantity discounts. For items such as office supplies, course materials, etc., continue to use CTW OneSource and the Connecticut College network of preferred contract supplies as the first stop for such purchases.

What are the implications of the non-compliant warnings on Amazon Business?

The following category purchases on Amazon Business are non-compliant with Connecticut College procurement processes and should follow the suggested Procurement Services recommendations:

Office Supplies, Computers devices, Peripherals, Promotional Goods, Lab Supplies

Online Category Warning: *This item is in a category for which Connecticut College has an existing preferred contract supplier relationship. Please ensure that you have considered all options with the College's preferred suppliers prior to purchasing this item. Contact Procurement Services for assistance at eprocurement@conncoll.edu*

What is the policy for the purchase of Gift Cards?

Connecticut College does not permit the purchase of gift cards.

Online Policy Warning: *The purchase of Gift cards is a violation of both the financial and purchasing policy of Connecticut College.*



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At what point will I receive an invitation to join Amazon Business?

Amazon Business sends an email invitation following the receipt and processing of the CTW OneSource User Profile application in Procurement Services!

How do I create my Amazon Business account?

Access Amazon Business by clicking the link directly from the registration email you receive. During your first time you access Amazon Business create an Amazon Business account. **Use your @conncoll.edu email address and enter a password.** (Please note your password does not need to be the same as your central Connecticut College account.)

Can I use my @conncoll.edu email address to make PERSONAL Amazon.com purchases?

No!

If your @conncoll.edu email address is already associated with an Amazon.com account, you will have the option to split off and transfer any purchase history to a separate account.

Account holders will establish a new personal email address (e.g. gmail.com or Hotmail.com, Yahoo, etc.)

If you are unsure of how to activate your account or use Amazon Business, please review the registration guide or go to [Get started with Amazon Business](#).

If I previously used my @conncoll.edu email address to register for an Amazon Business account, how do I transition to the centralized Connecticut College Amazon Business account?

If you previously used your @conncoll.edu email address to register for an Amazon Business account, you will need to de-register that account. After August 5, 2019, Amazon Business will consolidate all previous stand-alone Amazon Business accounts under the Colleges' new centralized account. Visit <https://amazon.com/gp/b2b/manage/deregister> to complete the de-registration process before accessing Amazon Business for the first time.

The new centralized Connecticut College Amazon Business Account is for **business purchases only**, in accordance with the College's purchasing policies.



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[I was charged sales tax on my order though Amazon Business. How do I obtain a refund?](#)

Third Party Sellers may apply Connecticut Sales Tax to items purchased. When items sold or fulfilled by Amazon and Amazon affiliates includes Sales Tax, you can request a tax refund directly from Amazon Business by calling customer service at (866) 486-2360.

If you purchased your item from a third party seller, go directly to "**Orders**" on the site menu, locate your order and click **Contact Seller**. Please allow the seller two business days to respond.

[I have a Prime membership on my personal Amazon shopping account. Can I share this membership with my Amazon Business account for my organization?](#)

No!

The Connecticut College Amazon Business account already includes Business Prime.

[How do I contact Amazon Business Customer Service?](#)

You can contact Amazon Business Customer Service at 866-486-2360 from 8:00 am to midnight EST, seven days a week.