

Amazon Business FAQ

Why is York switching to Amazon Business?

Amazon Business provides a buying experience uniquely tailored for York's needs by providing the benefits of Amazon's patented Prime services for all York U account holders. This includes such benefits as free two-day shipping and dedicated customer service.

Do I need a Pcard to purchase from the Amazon Business platform?

Yes. Purchasing from York's Amazon Business program is only eligible for Pcard holders at the university. If you wish to apply for a Pcard you may do so here: [York University PCard Application](#).

Please note that all Pcard applications are adjudicated solely by the Director, Strategic Procurement Services.

As per the Pcard handbook, you are only eligible for a Pcard if purchasing is a core function of your role. Requests for a Pcard to shop at Amazon Business will not be accepted.

I don't have a Pcard. Am I able to access Amazon Business?

*Yes, you will be able to access Amazon Business using your Passport York login. You will be able to search for items on the platform and create a cart of selected goods, but **you will not be able to purchase items on the platform**. If you require goods purchased on Amazon Business, please use the follow steps:*

- 1) Select the 'List' option on the navigational bar and select 'create' list*
- 2) Add the products you wish to purchase to your list. You can save the list and add products later if you wish*
- 3) Once you've completed your list, you have the option to send the list to an account holder with a Pcard. They will receive a notification that your list is ready for checkout.*

At that point, the Pcard holder who will make the purchase will receive a notification to make the purchase.

For detailed instructions please see: [Creating a List on Amazon Business](#)

Please be advised that the Pcard holder will be required to reconcile their Pcard purchases as if they were making purchases for themselves.

Can I use my own personal credit card to use Amazon Business or my own personal Amazon Account and expense my purchase through Concur?

No. With the Amazon for Business Account, you are not allowed to expense Amazon purchases through Concur nor are you permitted to use your personal Amazon account to make purchases on behalf of the University. If you need to make a purchase through Amazon and you do not have a Pcard, you should consult with your financial officer who may be able to make those purchases on your behalf.

Whom can I contact if I have a problem with my order?

Amazon has a dedicated Business Prime contact number: (855) 301-0911.

There is also a callback link where you can schedule a call from an Amazon representative:

https://www.amazon.ca/hz/contact-us/express-c2c-phone?c2cId=faa41023-ad6e-442f-a4e2-8346e7093ac7?ref=b2b_ps_act_ent_us_ctc_mth

Can I deliver Amazon products to my home?

No. Purchases made via the Amazon for Business platform must be shipped to York's campuses (Keele, Glendon and Markham).

How do I deliver my package to campus?

After you add your items to the cart please follow these steps:

- 1) Select your addresses from the list of available locations provided
- 2) In the **Deliver To** field enter your first and last name, floor/room and contact number if applicable as follows: Jane Doe (5th floor, rm 123, (555) 555-5555)

This is the information that will be affixed to the shipping label and will be used by the courier to deliver the package to you.

The screenshot shows the Amazon.ca checkout process. At the top, the Amazon logo and 'Checkout (1 item)' are visible. Below this, there are three main sections: 1. Group (Pcard Holders (York University) with a 'Change' link), 2. Business order information (PO number: No value entered, Ship To/Recipient Name: John Doe, Add Name Dept Rm in Deliver To: In shipping section below, with a 'Change' link), and 3. Choose a shipping address. In the 'Choose a shipping address' section, a blue box asks 'Does this order need to be delivered to a recipient other than the name in your address book?'. Below this, the 'Deliver To' field is populated with 'John Doe, Floor 3, Rm 301'. A search bar for addresses is shown, followed by a list of 'Group Pcard Holders addresses'. Two addresses are listed: 'Curtis Lecture Halls 4700 Keele St, Curtis Lecture Halls, York University, Toronto, Ontario, M3J 1P3, Canada, Phone: 0' and '190 Albany Road Bldg 190 Albany Road, York University, Toronto, Ontario, M3J 1P3, Canada, Phone: 0'. The second address is selected with a radio button.

Is there a central delivery point within campus where small packages can be delivered?

Yes. Small packages can be delivered to central mailing services. **Please note that you must collect your package from Central Mailing Services – Central Mailing Services will not deliver your package to you.** To do this, select the following address from the pre-defined address list:

Central Mailing Services

Curtis Lecture Hall, Room 019
4700 Keele Street
Toronto, ON M3J1P3

Office hours:
Monday to Friday
7:30AM - 3:30PM

Contact Information:

416 736 2100 ext. 55572

mailroom@yorku.ca

Is Amazon a Vendor of Record (VOR)?

Yes. Amazon is a vendor of record for York University. However, this arrangement does not supersede York's other contractual commitments to vendors providing goods and services. Per policy, where a Vendor of Record agreement exists, you must use those vendors to procure contracted items where possible. You can search our pan university vendors and how to buy from those vendors here: [Sm@rtBuy](#). In most cases, where Amazon offers an item offered by one of our vendors, that product will be restricted or blocked from view entirely. For more information on restrictions and blocking, please see the questions below.

Do I need to reconcile my purchases on Amazon Business?

Yes. There is no change to the Pcard reconciliation process because of Amazon Business. If you need a refresher on how to reconcile your Pcard, you can find more information here: [Monthly PCard Reconciliation | PCard Program](#).

What is a restricted search?

You may discover that an item you have searched for is listed as restricted. This means that there may be an existing vendor of record agreement(s) for this item. Where an item is listed as restricted, and you would like to make a purchase from Amazon and a vendor of record also lists the **same item**, you must submit to the SPS Amazon Admins, evidence detailing the quote from

the vendor of record and Amazon for consideration. Should your request be approved, your order will be charged to your Pcard.

Why can't I find an item on York's Amazon Business Account when I see it on my personal Amazon account?

There are certain items and/or categories that are blocked from view on the Amazon platform. As such, any search containing a blocked category will not return any hits. York has made the decision to block certain items where a vendor of record agreement exists. If you encounter this scenario on the Amazon platform, please search for your items on Sm@rtBuy. Should you require further assistance, please contact purchase@yorku.ca

How can I return an order with Amazon?

To return an item purchased from Amazon, please follow these instructions:

- 1) Select '**Your Orders**' under your profile*
- 2) Select the item you wish to return – if there is no option to return the item it could be that the window to return the item has closed*
- 3) Select the '**Return or Cancel Order**' and select the reason for returning the item*
- 4) Confirm selection and select '**Print Label**'*
- 5) Package the item, if required, and put the item in your department or faculty's external mail slot*

How can I access Amazon Business invoices and electronic receipts?

To access the order's invoice, please follow the following steps:

- 1) Under the Account Details tab, select '**Your Orders**'*
- 2) Under the '**Orders Summary**' tab, on the right-hand side is a drop-down menu called '**Invoices**'*
- 3) Select the invoice. A new window will pop up providing a digital copy of your invoice. You can save and/or print a copy of the invoice for your records.*

Please note that this digital copy will suffice for your Pcard reconciliation.

Where can I find additional information on how the Amazon Business Platform work?

Amazon has a library of resources on how to use their platform. You can find the Resource Hub through the York U Amazon Business Platform or by using the link here: [Amazon Business Resource Hub](#).