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P-Card holders will receive an email invitation directly from Amazon Business to join the Kent State University Amazon Business account. P-Card holders authorized to use the Kent State University Amazon Business Account are required to accept the invitation. This University Amazon Business Account is by invitation only. To receive access, please contact Procurement at [procurement@kent.edu](mailto:procurement@kent.edu).

**ADVISED: If you have a previous Amazon Business Account or used your kent.edu email address for both personal and business purchases, you must create or have a personal non-University email address before accepting the Amazon Business Invitation.**

**Accepting the Amazon Business Invitation**

|  |  |
| --- | --- |
| **Step** | **Task** |
|  | Once you have been added to the Amazon Business Account as a Requisitioner by the Administrator, you will receive an email invitation directly from Amazon to officially join the business account. Click the Accept the invitation button from the invitation email. |
|  | Click the **Continue** button. |
|  | If an existing Amazon account exists for your **Kent State University** email address, skipto step 4.  If no Amazon account has been previously established, the Requisitioner will be prompted to enter his/her First and Last Name and a Password for the **Kent State University** email address in the business account.    Click the **Create account** button.  **Result**: You will see an **Almost complete!** Window.  Click the **Complete** button.  **Result**: You will receive a confirmation that your account has been created.  **Business account complete, click “start shopping” & you are ready to purchase on Amazon!** |
|  | If you see the following sign-in page, it means that an Amazon account already exists with your **@kent.edu** email address. Use the password that you originally set for that account to sign in and accept the invite. If you do not remember your password, please click the ‘forgot password’ link and an email will be sent for you to reset your password. |
|  | If the existing Amazon account was used only for purchases related to **Kent State University** click **Confirm and continue.**  **Result**: You will see an **Almost complete!** Window.  Click the **Complete** button.  **Result**: You will receive a confirmation that your account has been created.  **Business account complete, click “start shopping” & you are ready to purchase on Amazon!**  Otherwise, if the existing Amazon account using your **Kent State University** email has been used for personal purchases, you must change the email address on the Amazon account to a personal email address (e.g. Gmail, Yahoo., etc.) and moving forward personal purchases **must not** be associated with a **Kent State University** email address. Click **Change Personal Account Email**. |
|  | There are 2 steps to this process; 1) changing email address on existing personal account & 2) creating a new account using your **@kent.edu** email address. Click the **Continue** button. |
|  | Change the email on your Amazon personal account. Enter and confirm the new personal email address to transfer your existing personal account information away from the **Kent State University** email address. |
|  | Create an account for business.  Enter and confirm the password for your new account with your **Kent State University** email address, which will then be linked to the central **Kent State University** Amazon Business Account.   * Click the **Create** account button.   **Result**: You will see an **Almost complete!** Window.   * Click the **Complete** button.   **Result**: You will receive a confirmation that your account has been created.    **Business account complete, click “start shopping” & you are ready to purchase on Amazon!** |

**To Request Refund on Taxes Charged (by third parties):**

1. Go to “your orders” on Amazon.com
2. Find the item that was charged tax and click the “contact the seller” button (If this button is not there, call **888-281-3847**)
3. Enter subject as “Tax Exemption Refund Request”
4. Include the order number and amount charged.

The seller is required to respond within 72 hours. They may ask for some additional information, but if not they should just issue the refund.

If you have any issues contacting the seller, or other questions, you can also contact our tax team (number below).

**If the item was fulfilled by Amazon, simply call the tax support team:**

**Amazon’s tax exemption support team: 888-281-3847**