### Instructions to join University of Richmond's Amazon Prime Business Account

<table>
<thead>
<tr>
<th>Step</th>
<th>Task</th>
</tr>
</thead>
<tbody>
<tr>
<td>1.</td>
<td>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.</td>
</tr>
<tr>
<td></td>
<td><img src="amazon-business.png" alt="Image" /></td>
</tr>
<tr>
<td></td>
<td>MikeLevin (<a href="mailto:mikelevin@amazon.com">mikelevin@amazon.com</a>) has invited you to purchase on behalf of School District of America.</td>
</tr>
<tr>
<td></td>
<td>Amazon Business allows you to shop on Amazon using your organization's multi-user business account, track spending using purchase orders and get Free Two-Day shipping on eligible orders over $49. Find what you need among the millions of business products on Amazon and get business pricing on select items.</td>
</tr>
<tr>
<td></td>
<td><img src="accept-invitation.png" alt="Accept this invitation" /></td>
</tr>
<tr>
<td></td>
<td>Thank you for choosing Amazon Business.</td>
</tr>
<tr>
<td>2.</td>
<td>Click the Continue button.</td>
</tr>
</tbody>
</table>
| 3.   | **If an existing Amazon account exists for your University of Richmond email address, skip to 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 University of Richmond 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, you may begin shopping!**

4. If you see the following sign-in page, it means that an Amazon account already exists with your @Richmond.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.

5. If the existing Amazon account was used for purchases for the benefit of **University of Richmond**, 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, you may begin shopping!**

Otherwise, if the existing Amazon account is using the **University of Richmond** email and is used for personal purchases, you must transfer the Amazon account to a personal email
address (e.g. Gmail, Yahoo., etc.) and must not be used in association with an University of Richmond email address. Click Change Personal Account Email.

6. There are 2 steps to transferring the Amazon personal account to the University of Richmond Amazon Business account. Click the Continue button.

7. Change the email on your Amazon personal account. Enter and confirm the new email address to transfer your personal account information from the University of Richmond email address.

8. Create an account for business. Enter and confirm the password associated with the University of Richmond email address used in the University of Richmond 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.

![Create an account for business](image)

**Business account complete, you may begin shopping!**

**To Request Refund on Taxes Charged (by 3rd 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**