



Amazon Business Buyer Training

Kiara Conde

12/11

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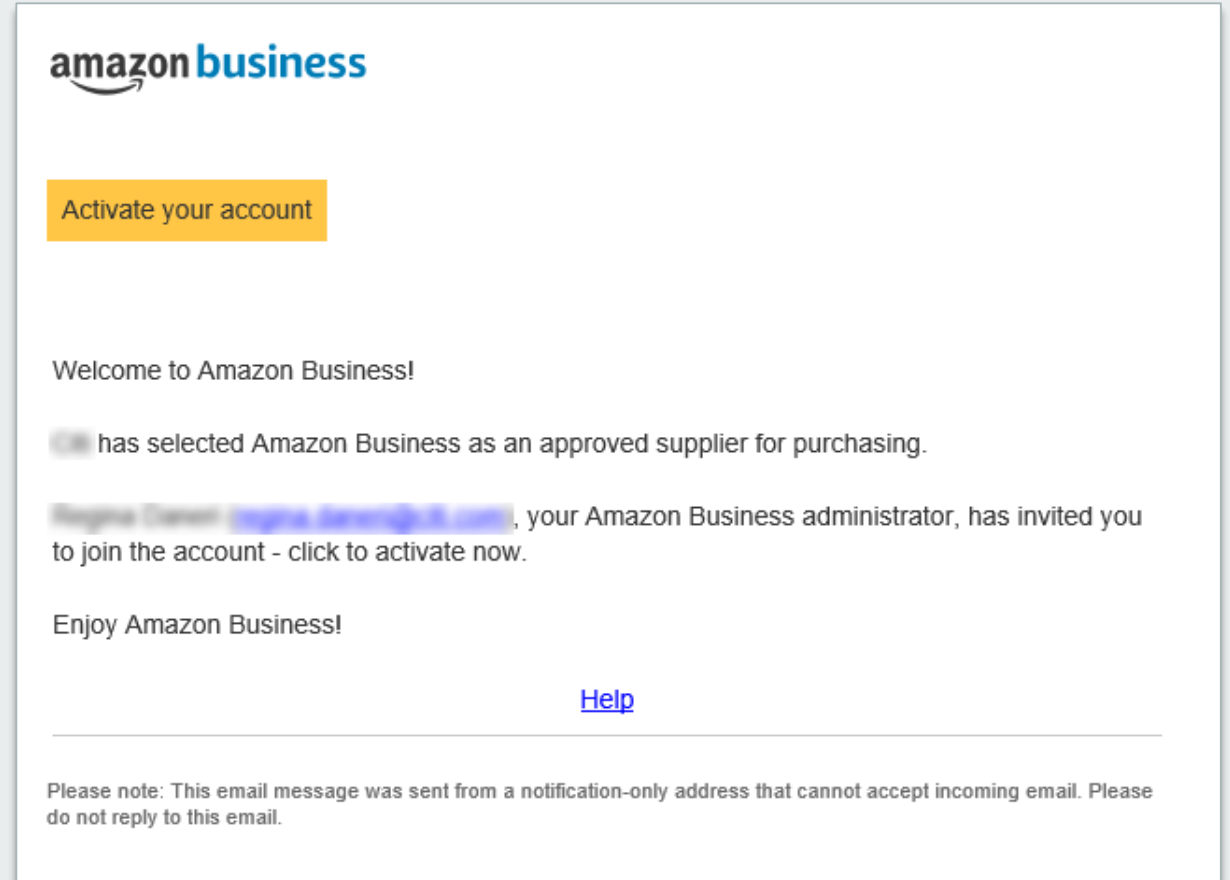
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Join the Amazon Business Account

Inviting Users to Amazon Business

How do Invitations Work?

- When your Administrator adds you to the business account, an invitation to join is immediately emailed.
- Invitations are tied to your business email address. You cannot change the email address used to invite you to the account.
- You must take action after being invited to an account in order to become an active user.
- Account invitations are valid for 90 days from send date. After 90 days, they will expire and need to be resent



New to Amazon

Scenario 1

Create a new business user account

If you have not previously used your work email address on Amazon.com, account set up is simple!

Enter your full name
and choose your
business password



Next step



Start shopping

Existing Account with Work Email

Would you like to join **Amazon Business** with your current account?

Your order history will be migrated and will be visible to your business account Administrator.

Yes, join this account.

No, I want to create a new account for Amazon Business.

Next

Choose a new email for your existing Amazon account. Your password stays the same.

- You'll have two separate accounts at Amazon.
- Your existing Amazon orders history, payment methods, and addresses stay out of your business user account.
- You'll sign into Amazon Business with

Enter email address

Re-enter email address

Next

Back

Existing Business Account with Work Email

- When user clicks on "Get Started", he/she is taken to a page to download order history and start the process of moving.
- With one-click, the account is automatically de-registered and user is automatically added to the official account
- Same user credentials work, no password reset needed!

Join official account

You have been invited by `admin@workemail.com` to join the official account for

- You will be part of a group with a role as specified by your administrator
- Your **order history** from this account, **Amazon**, will be preserved in the official account
- You will continue to sign in with the same email and password
- Administrators of the official account will be able to see your order history
- You will receive a prorated refund of your Business Prime Membership

If this account is not associated with giardia, you are encouraged to go to the [account settings](#) and change the email you use to access this account so that it is no longer associated with amazon.com.

Join

Not now

Shopping on Amazon Business

Amazon Business Benefits

Business Pricing & Quantity Discounts

- Business pricing and quantity discounts are only available to registered business account customers on Amazon. [Click](#) to learn more.

Business Prime Shipping

- Once Business Prime Shipping has been purchased, it provides Free Two-Day Shipping on eligible items for all users in the business account. There are multiple pricing tiers to meet the needs of businesses of all sizes. [Click](#) to learn more.

Buying Policies

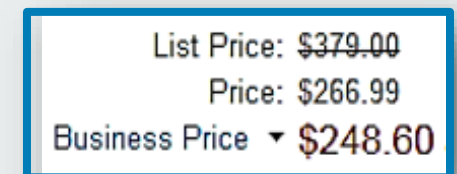
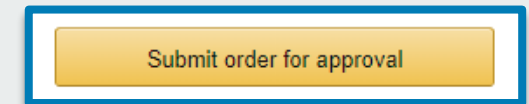
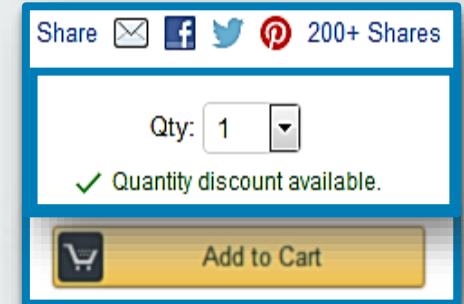
- Customize Amazon Business to your organization's buying standards and procedures. Features include approval workflows, negotiated pricing, and preferred suppliers and preferred products.

Business-Only Selection

- Business-only selection refers to items and offers that are only available for purchase by Amazon Business customers.

Amazon Business Analytics

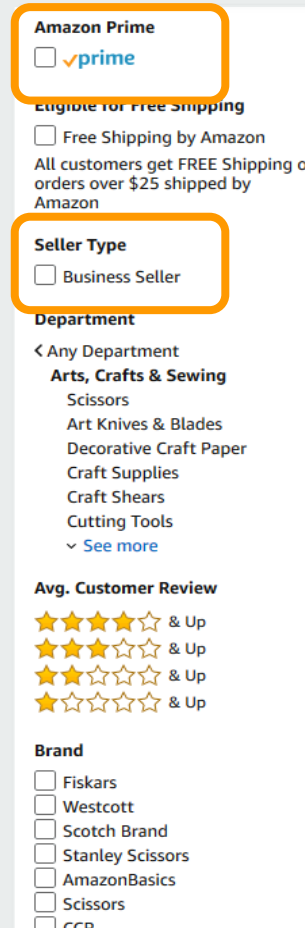
- Use Amazon Business Analytics to view data about your orders, create and filter reports based on your business needs, and view both charts and tables. [Click](#) to learn more.



Search Optimization

Optimizing search functions in Amazon Business allows you to find the best products to meet your needs and compare prices to find the best value

1. **Maximize Savings!** Search All Departments & try using **generic descriptors instead of brand names**
2. Consider refining search results with filters available of left side of your screen, such as **Prime** or **Business Seller**
3. Sort results by options listed on the top left of your screen, such as Price: Low to High
4. In many cases, you can also Select **Quantity Discounts** to review quantity discounts and purchasing options
5. To compare offers, scroll down & select **Used & new** to pull up the **Offer Listing** page



Amazon Prime
 prime

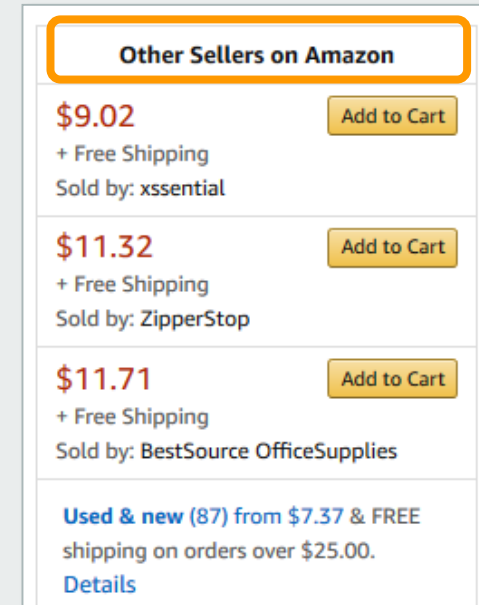
Eligible for Free Shipping
 Free Shipping by Amazon
All customers get FREE Shipping on orders over \$25 shipped by Amazon

Seller Type
 Business Seller

Department
< Any Department
Arts, Crafts & Sewing
Scissors
Art Knives & Blades
Decorative Craft Paper
Craft Supplies
Craft Shears
Cutting Tools
See more

Avg. Customer Review
★★★★☆ & Up
★★★★☆ & Up
★★★☆☆ & Up
★★☆☆☆ & Up

Brand
 Fiskars
 Westcott
 Scotch Brand
 Stanley Scissors
 AmazonBasics
 Scissors
 CCB



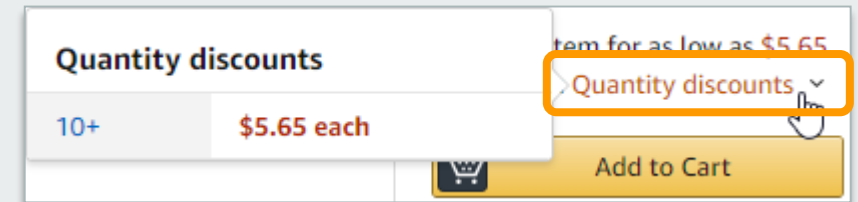
Other Sellers on Amazon

\$9.02 Add to Cart
+ Free Shipping
Sold by: xssential

\$11.32 Add to Cart
+ Free Shipping
Sold by: ZipperStop

\$11.71 Add to Cart
+ Free Shipping
Sold by: BestSource OfficeSupplies

Used & new (87) from \$7.37 & FREE shipping on orders over \$25.00.
Details



Quantity discounts

10+ \$5.65 each

Quantity discounts

Add to Cart



Take Advantage of Amazon Prime Shipping Benefits

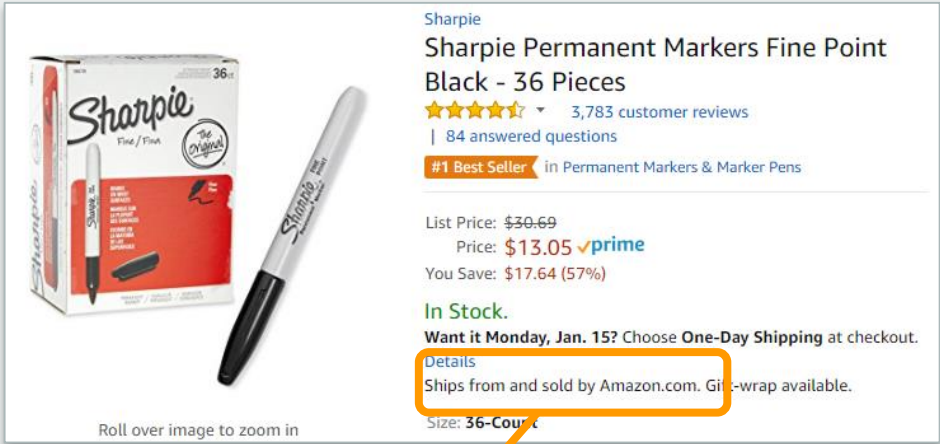
- An easy way to ensure that your products arrive on time and as expected, is to order products fulfilled directly from Amazon. All products clearly mark who the seller is on the product detail page.

Prime Eligibility – Fulfilled by Amazon

- Prime eligible items are fulfilled by Amazon. We recommend searching for prime eligible items.

What's not Included?

- Business Prime Shipping does not include additional Prime benefits such as Amazon Fresh, Pantry, Video, or Music.



Ships from and sold by Amazon.com.

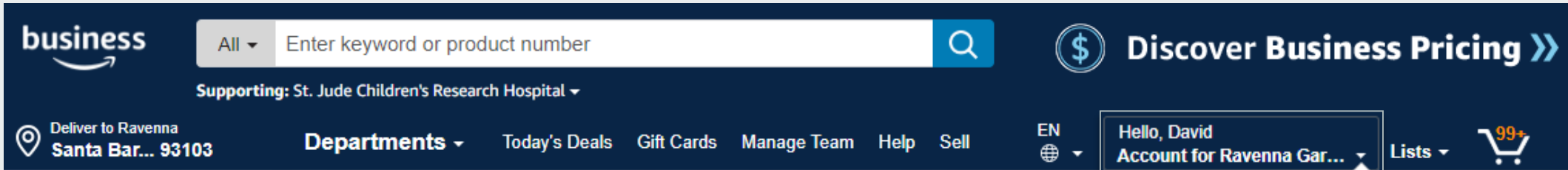
Reorder & Shopping Lists

How do lists work on Amazon Business?

- Lists make it easy to keep track of the things you need and are easy to share with others. Any User on Amazon Business can create a shopping list
- Choose between multiple list types depending on if you want the items to remain on a list after they are ordered
- To share your list, create a public list and use the URL to email it directly to your desired audience
- When a list is shared with you, you can save it to your own account or make a copy to edit yourself

The image displays a composite of Amazon Business interface elements. At the top right, a user profile for Katherine is shown with a 'Lists' dropdown menu and a shopping cart icon containing 2 items. Below this, a 'Your Lists' sidebar lists 'Breakroom Favorites', 'Shopping List', and 'Wish List', with a 'Create a List' button. A central modal titled 'Choose a list type' offers two options: 'Reorder List' (selected) and 'Shopping List'. The 'Reorder List' description states: 'For items you buy regularly. Items remain on your list after purchase.' The 'Shopping List' description states: 'For items you buy once. Items are removed from your list after purchase.' Below this, another screenshot shows the 'Breakroom Favorites' list page with a search bar and a list of items: 'Snickers Single Bar Chocolate Candy, 48 bars of 1.86oz each' (\$35.90), 'Vita Coco Coconut Water, Pure, 11.1 Ounce (Pack of 12)' (\$15.71), and 'PERRIER Sparkling Mineral Water, 16.9 Ounce (Pack of 24)' (\$19.49). A 'Share this List via Email' modal is overlaid on the left, showing the list name 'Breakroom Favorites', a shareable link, a 'To:' field with an 'Import Contacts' button, a checkbox for 'Send me a copy of this Email', and social media sharing icons for Facebook, Twitter, and Pinterest, along with a 'Send e-mail' button.

Business Account Navigation



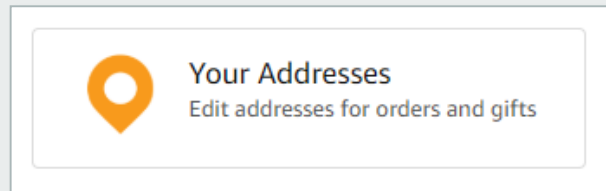
Business Account Navigation

Page	Functionality
Your Account	Standard Amazon account information
Approve Orders	If workflow approvals are enabled, approvers can view and take action on pending orders
Your Orders	View and track your orders. Administrations can view orders others have placed on behalf of the organization
Manage Suppliers	Easily find suppliers on Amazon Business and add them to your list of Saved Suppliers. Learn more.
Business Analytics	Create and filter custom reports based on your business needs to view your organization's orders
Recurring Deliveries	Have essential items delivered automatically, based on a schedule you choose. Learn More.

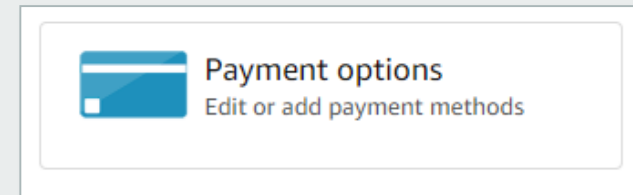
Account Configuration

Checkout – Individual Payment Methods

When checking out on Amazon Business, be sure to enter the appropriate payment and shipping details. This information can be entered in **Your Account** or during the checkout process



- Each time you add a new address, be sure to indicate if weekend deliveries can be accepted at that location. If in doubt, we recommend opting for week day deliveries only.
- Be sure to indicate if an access code is required to deliver to a specific address.
- Previously used ship to addresses will automatically be saved and made available during future checkouts.
- Ship to addresses can be audited by your account administrator at any time. Please be sure to comply with all purchasing rules and policies



- Purchase cards are the recommended form of payment for the Amazon Business account.
- The Amazon Business account is intended for business purchases only. No purchases should be made on a personal credit card.
- If you have access and permission to use multiple different cards, multiple cards can be stored in your account information.
- Payment instruments are visible to your account administrator and can be audited.

Updating Your Address Preferences (Individual Addresses):

Your Account > Your Addresses > Edit Delivery Instructions

The image consists of three sequential screenshots of the Amazon Business website interface, illustrating the steps to update address preferences. Each screenshot is numbered 1, 2, and 3.

- Step 1:** The user is on the 'Your Account' page. The 'Your Account' sidebar is visible on the left, and the 'Your Account' main content area is on the right. The 'Your Account' link in the sidebar is highlighted with an orange box.
- Step 2:** The user has navigated to the 'Your Addresses' page. The 'Ordering and shopping preferences' link in the sidebar is highlighted with an orange box.
- Step 3:** The user is on the 'Add Address' page. The 'Add delivery instructions' link is highlighted with an orange box.

Updating Your Address Preferences

4 Enter weekend delivery preferences

Add delivery instructions x

Nile Test
325 9TH AVE N, SEATTLE, WA, 98109-5122, US

Is this address closed for deliveries on Saturdays & Sundays?

Where should we leave your packages at this address?

Do we need a security code, call box number or key to access this building?

Do we need additional instructions to find this address?

Saturday Closed Open

Sunday Closed Open

Save instructions

5 Select preferred package drop-off location

Add delivery instructions x

Nile Test
325 9TH AVE N, SEATTLE, WA, 98109-5122, US

Is this address closed for deliveries on Saturdays & Sundays?

Where should we leave your packages at this address?

Do we need a security code, call box number or key to access this building?

Do we need additional instructions to find this address?

Select a location

- Front desk
- Loading dock
- Mailroom
- No preference

Save instructions

6 Enter Building access instructions (if applicable)

Add delivery instructions x

Nile Test
325 9TH AVE N, SEATTLE, WA, 98109-5122, US

Is this address closed for deliveries on Saturdays & Sundays?

Where should we leave your packages at this address?

Do we need a security code, call box number or key to access this building?

Do we need additional instructions to find this address?

Security code

Security code for the door

Call box

Call box number or name

Save instructions

7 Enter any additional instructions (free text field)

Add delivery instructions x

Nile Test
325 9TH AVE N, SEATTLE, WA, 98109-5122, US

Is this address closed for deliveries on Saturdays & Sundays?

Where should we leave your packages at this address?

Do we need a security code, call box number or key to access this building?

Do we need additional instructions to find this address?

Provide details such as building description, a nearby landmark, or other navigation instructions.

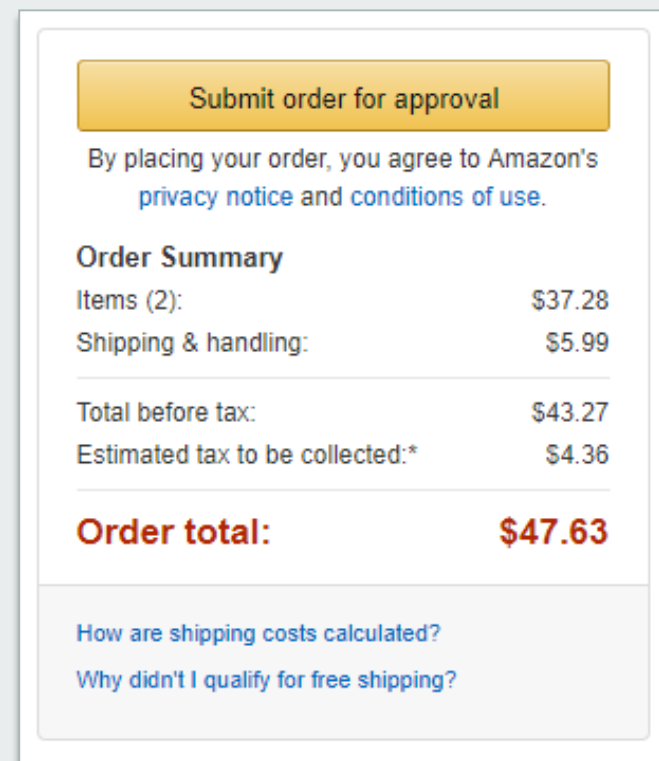
Save instructions

Approval Workflow

Some orders or all orders placed on the account may be subject to approval before being fulfilled

How do I order with Approvals configured?

- Depending on your role, some or all of your orders may require approval.
- There are no additional steps to take to submit your order for approval. Check out as you normally would and you will see the option at checkout.
- Your order will not be processed until it is approved by the appropriate approver. Keep this in mind for shipping timelines.
- You will be notified over email once your order is submitted and then again once your order has been approved and processed. Just as with a normal order on Amazon, you will also receive relevant shipping updates.
- If your order is not approved **within 7 days**, the order will automatically be canceled; however, the items in your order will not be deleted. If your order is canceled, you will need to submit the order again for approval.



Submit order for approval

By placing your order, you agree to Amazon's [privacy notice](#) and [conditions of use](#).

Order Summary

Items (2):	\$37.28
Shipping & handling:	\$5.99
<hr/>	
Total before tax:	\$43.27
Estimated tax to be collected:*	\$4.36
<hr/>	
Order total:	\$47.63

[How are shipping costs calculated?](#)

[Why didn't I qualify for free shipping?](#)

Company Restricted

Your Account Administrator has restricted categories for purchase within Amazon Business based on your organization's buying policies

- Restricted products will be clearly marked throughout the buying process
- Purchases with Restricted items may require additional approval
- Administrators have direct visibility into any restricted purchases via Business Analytics

Popular by computer RAM capacity

32 GB	24 GB	16 GB
		

Company restricted Company restricted

Lenovo 15.6" ThinkPad E580 High Performance Business Laptop (Int...
★★★★☆ < 25
\$1,189⁰⁰ ~~\$1,199.00~~

HP 17.5" HD+ Notebook Laptop PC Intel Quad Core i5-8250U...
★★★★☆ < 65
\$748⁹⁰

 **Company restricted**
This item may not comply with the purchasing standards for your organization.
All company laptops are purchased through an existing contract. Please connect with the IT department.

Acer Aspire 5 Slim Laptop, 15.6" Full HD IPS Display, AMD Ryzen 3 3200U, Vega 3 Graphics, 4GB DDR4, 128GB SSD, Backlit Keyboard, Windows 10 in S Mode, A515-43-R19L by Acer
★★★★☆ < 531 ratings | 615 answered questions
Amazon's Choice for "laptops"

List Price: ~~\$349.99~~
Price: **\$314.99** & **FREE Shipping**. [Details](#)
You Save: **\$35.00** (10%)

prime | Try Fast, Free Shipping < >
Free Amazon tech support included < >


Style: **Notebook only**


Notebook With Backpack \$364.98	Notebook only \$314.99	Notebook with mouse \$329.98
------------------------------------	---	---------------------------------

VIDEO

Company Blocked

Your Administrator has blocked product categories that are prohibited based on your organization's buying policies. The "Add to Cart" option will appear greyed out for any product categories that are blocked.

 **Company Blocked**
This item has been blocked from purchases by your organization.
This category is not allowed to be purchased according to your organization's policies



HP 13MP Camera
Take stunning, high-resolution photos with crisper, more life-like colors


Nano-SIM card slot
Take your data plan, contacts, and texts anywhere

Headphone-out/microphone-in combo jack


USB-C™ to USB-A dongle


HP
HP ENVY x2 12-inch Detachable Laptop with Stylus Pen, Intel Core i7 Processor, 4 GB RAM, 128 GB flash storage, Windows 10
★★★★★ 2 customer reviews

Price: **\$999.99** & **FREE Shipping**. Details


 Try Fast, Free Shipping

In Stock.
Want it tomorrow, June 14? Order within **2 hrs 41 mins** and choose **One-Day Shipping**. Ships from and sold by Amazon.com. Gift-wrap available.


 **Company Blocked**




Kindle Oasis E-reader (8" HD display, 300 ppi), Waterproof, Built-in 8MP camera
by Amazon

\$237⁴⁹ ~~\$249.99~~ 

Qty: 1

 **Add to Cart**

1-Click ordering is not available for this item.


 [Select delivery location](#)

Add to List


[Add to your Dash Buttons](#)

Preferred Products

Your Account Administrator may mark specific products as preferred to ensure you can easily find them. This messaging is visible throughout the shopping experience, search results, and on product detail pages.

 **Company preferred**
Your organization has identified this item as preferred and wants you to choose it over similar products.





Spill Resistant Keyboard



Roll over image to zoom in

VIDEO

ASUS
ASUS Chromebook C202SA-YS02 11.6"
Ruggedized and Water Resistant Design with 180 Degree (Intel Celeron 4 GB, 16GB eMMC, Dark Blue, Silver)
★★★★☆ | 910 customer reviews | 655 answered questions
Amazon's Choice for "chromebook"
List Price: \$229.00
Price: **\$209.99** & **FREE Shipping**
You Save: **\$19.01 (8%)**
✓prime | Try Fast, Free Shipping
In Stock.
Want it Wednesday, Jan. 17? Order by 12:00 PM and choose **One-Day Shipping** at checkout.
Ships from and sold by Amazon.com

Share     3K+ Shares

Show results for

- Any Category
- Electronics
- Computers & Accessories
- Computers & Tablets
- Laptops**
 - Traditional Laptops
 - 2 in 1 Laptops


Refine by

Delivery Day
 Get it by Tomorrow


Amazon Prime
 ✓prime

Eligible for Free Shipping
 Free Shipping by Amazon

Preferred by your Company



ASUS Chromebook C202SA-YS02 11.6" Ruggedized and Water Resistant Design with 180 Degree (Intel Celeron 4 GB, 16GB eMMC, Dark Blue, Silver) by Asus
\$209.99 ~~\$229.00~~ ✓prime
★★★★☆ | 910



Intel i7 Dual Core 2.5GHz, 3.1 GHz Turbo
15.6 FHD Touchscreen 1080P
8GB Ram, Windows 10 Home
256GB Solid State Drive (SSD)
Backlit Keyboard, USB 3.0

Dell Inspiron 15.6" FHD Touchscreen Laptop, Intel Core i7-6500U, 8 GB RAM, 256GB SSD, DVD, Backlit keyboard, HDMI, Bluetooth, 802.11ac, RealSense 3D by Dell
\$729.00 ✓prime (4-5 days)
Only 1 left in stock - order soon.
★★★★☆ | 17

Showing results in **Electronics**. Show instead results in **All Departments**.

amazon business | Professional Services

AMAZON CONFIDENTIAL

Amazon Business Discounts

There are a variety of discounts available on Amazon Business that your organization can take advantage of to unlock savings.

Business Pricing

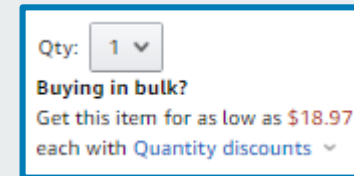
- Business pricing is cheaper pricing available only for registered Amazon Business customers. No action is needed to turn on business pricing and is available on select items.



Was: \$4.44
Business Price \$3.00 ✓prime & FREE Returns
You Save: \$1.44 (32%)

Quantity Discounts

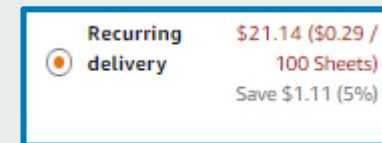
- Quantity Discounts are volume-tiered discounts, only available for registered Amazon Business customers. Quantity discounts appear on the product detail page and users can review the tiered discounts available.



Qty:
Buying in bulk?
Get this item for as low as \$18.97
each with [Quantity discounts](#)

Subscribe & Save

- Subscribe & Save is part of the Amazon Recurring Delivery program. Customers can subscribe to eligible Subscribe & Save items and get a 5% discount for their new subscriptions.



Recurring delivery \$21.14 (\$0.29 / 100 Sheets)
Save \$1.11 (5%)

Business Analytics

Amazon Business Analytics

Amazon Business Analytics provides the ability to:

- Aggregate purchases to compare and track spend over time
- Monitor and track 60+ data fields including customer info, shipment info, payment info, and seller info
- Customize and save report templates to meet business needs
- Download CSV files to analyze your data in excel



Reports

Use our reports to get line-item details about your organization's orders and access important documents like invoices. Start with one of our curated reports, then customize it to your needs.

Reconciliation

Compare order and payment history to your records.

Shipments New

Get detailed shipping, product and seller info on an order.

Refunds

Track the payment, product, and status of a refund.

Orders

Get detailed payment, product and seller info on an order.

Returns

Monitor what items are being returned and the reasons why.

Related offers

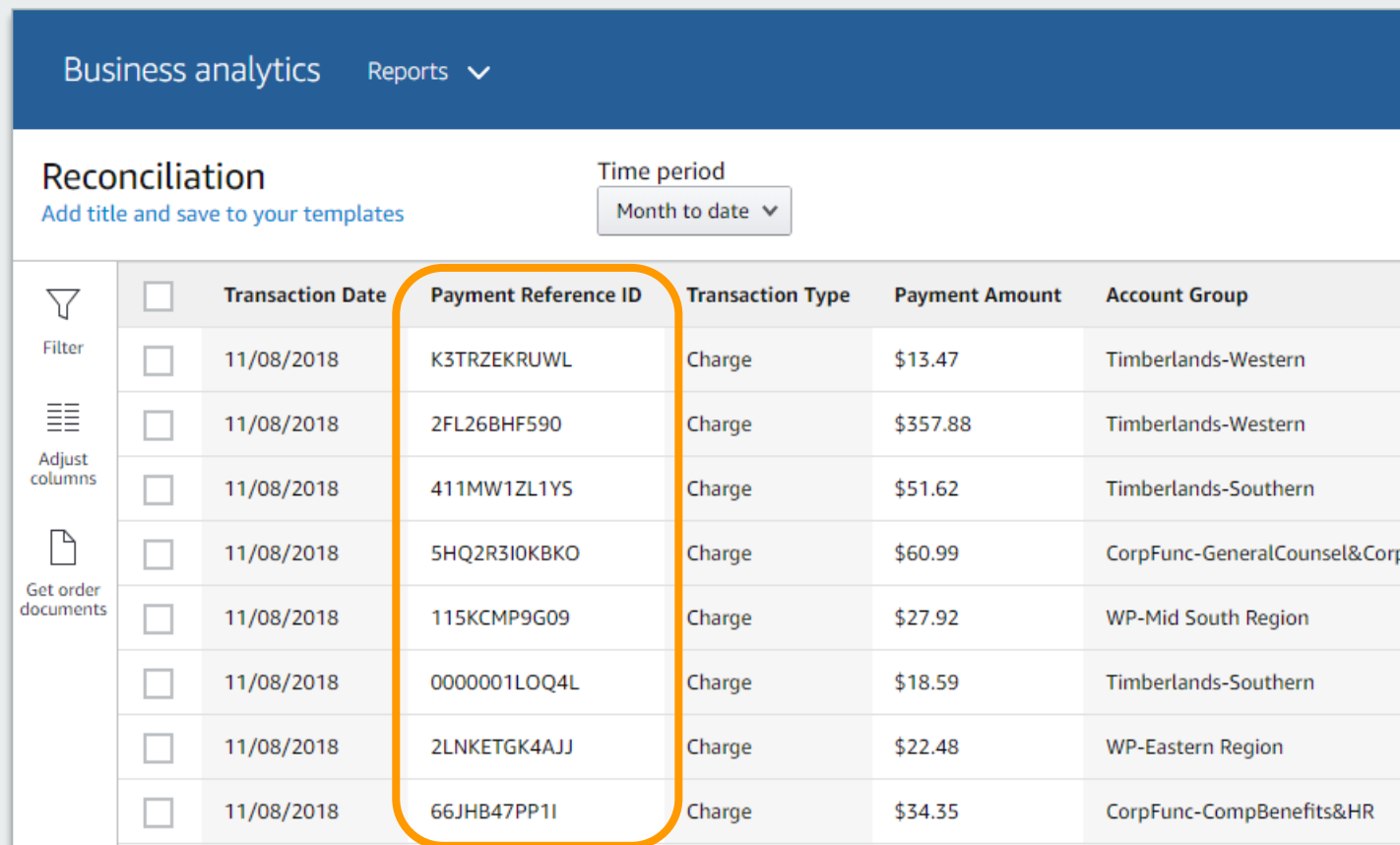
See what other offers were available at the time of an order.

Reporting & Reconciliation

Use the Reconciliation Report to view data including transaction info, customer info, and order info.

Simplify the reconciliation process by matching corporate credit card charges to each item in a shipment.

- Match the **Payment Reference ID** in the Reconciliation Report against your credit card statement
- Customize report columns and filters at the left to find required information



Business analytics Reports

Reconciliation

Add title and save to your templates

Time period: Month to date

	<input type="checkbox"/>	Transaction Date	Payment Reference ID	Transaction Type	Payment Amount	Account Group
Filter	<input type="checkbox"/>	11/08/2018	K3TRZEKRUWL	Charge	\$13.47	Timberlands-Western
Adjust columns	<input type="checkbox"/>	11/08/2018	2FL26BHF590	Charge	\$357.88	Timberlands-Western
	<input type="checkbox"/>	11/08/2018	411MW1ZL1YS	Charge	\$51.62	Timberlands-Southern
Get order documents	<input type="checkbox"/>	11/08/2018	5HQ2R3I0KBKO	Charge	\$60.99	CorpFunc-GeneralCounsel&Corp
	<input type="checkbox"/>	11/08/2018	115KCMP9G09	Charge	\$27.92	WP-Mid South Region
	<input type="checkbox"/>	11/08/2018	0000001LOQ4L	Charge	\$18.59	Timberlands-Southern
	<input type="checkbox"/>	11/08/2018	2LNKETGK4AJJ	Charge	\$22.48	WP-Eastern Region
	<input type="checkbox"/>	11/08/2018	66JHB47PP1I	Charge	\$34.35	CorpFunc-CompBenefits&HR

Your Orders

Your Orders

This section of the account provides additional detail regarding the status of all orders you have placed within the Business Account.

Your Account > Your Orders

i To view orders placed by users in your business account, select View All Orders below or go to [Business Analytics](#).

Your Orders

Search all orders **Search Orders**


View All Orders: Ravenna Garden ▾

16 orders placed in

ORDER PLACED	SHIP TO	PLACED BY	TOTAL
May 15, 2018	Third Floor ▾	Katherine ▾ Approval Demo 2	\$0.00

This order was approved. [View details](#)

Cancelled

 AmazonBasics 92 Bright Multipurpose Copy Paper - 8.5 x 11 Inches, 10 Ream Case (Sheets)
Sold by: Amazon.com Services, Inc.
\$0.00

Take a variety of actions on your orders such as initiating returns or tracking the delivery of a package.

Arriving August 16 - August 20

✓ Ordered Sunday, August 12

✓ Shipped today
[See all updates](#)

☐ Out for delivery

Track package

Return or replace items

Write a product review

Return an Item

Navigate to Your Orders from the dropdown

Your Account > Your Orders

To view orders placed by users in your business account, select View All Orders below or go to [Business Analytics](#).

Your Orders

Search all orders [Search Orders](#)


View All Orders: [Ravenna Garden](#)

16 orders placed in [past 6 months](#)

ORDER PLACED	SHIP TO	PLACED BY	TOTAL	PO# test
May 15, 2018	Third Floor	Katherine Approval Demo 2	\$0.00	ORDER # 112-6552303-9003448

This order was approved. [View details](#)

Cancelled

 [AmazonBasics 92 Bright Multipurpose Copy Paper - 8.5 x 11 Inches, 10 Ream Case \(5,000 Sheets\)](#)
Sold by: Amazon.com Services, Inc.
\$0.00

Track package

Return or replace items

Write a product review

Gift Cards [Help](#) [Contact Us](#)

Fixing things is quick & easy

The bot quickly fixes your problem or connects you to someone who can.

[Start chatting now](#)

Need help over phone? [We can call you.](#)

Business Customer Support

Business Customer Support

Dedicated U.S. based Business Customer Support can be reached a number of ways including email, chat and phone.

Not sure what you're looking for? Learn more about the features and benefits on Amazon Business HERE.

Departments - Buy Again Savings Hub Quantity Discounts Today's Deals Business Plus Add People Gift Cards **Help** EN

Fixing things is quick & easy

The bot quickly fixes your problem or connects you to someone who can.

[Start chatting now](#)

Need help over phone? [We can call you.](#)

Hey, I never received my Fire table

Messaging Assistant - Customer Service

So sorry it never showed up

I'll go ahead and send another one to the same address you had the last one sent, OK?

Yes, sounds good

Messaging Assistant - Customer Service

OK, we just put in the replacement order. It should arrive in a couple of days.

Gift Cards Help **Contact Us**

The bot quickly figures out what you need help with.

It fixes your issue, or connects you with a human if you need more help.

You're on your way!

Here are a few things you can take care of on your own

- Check on an order
- Returns & Refunds
- Manage content & devices
- Get help with Prime
- Update payment info
- Account settings

Common Customer Support Questions

See below for quick resolutions to frequently asked questions from your end users as well as contact information for a variety of support resources

Contact Business Customer Support: [CLICK HERE](#)

- Provides end users the option to call, email, or live chat. Please use this method of contact for anything relating to an order, transaction, charge, or shipment

Cancel an Individual Prime Membership:

- Your Account > Manage My Prime Membership > End Membership
- The end user must follow the steps to receive a pro-rated refund

Request a Tax Exemption Refund:

- Your Orders > Locate Order > Contact Seller > Request refund through email
- Additional tax queries can be emailed to tax-exempt@amazon.com

Your Customer Advisor – NAME – EMAIL@AMAZON.COM

- This person is your point of contact for anything related to the Amazon Business account structure, new features and functionality, and questions that do not fall into the above categories

business

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