



**amazon** business

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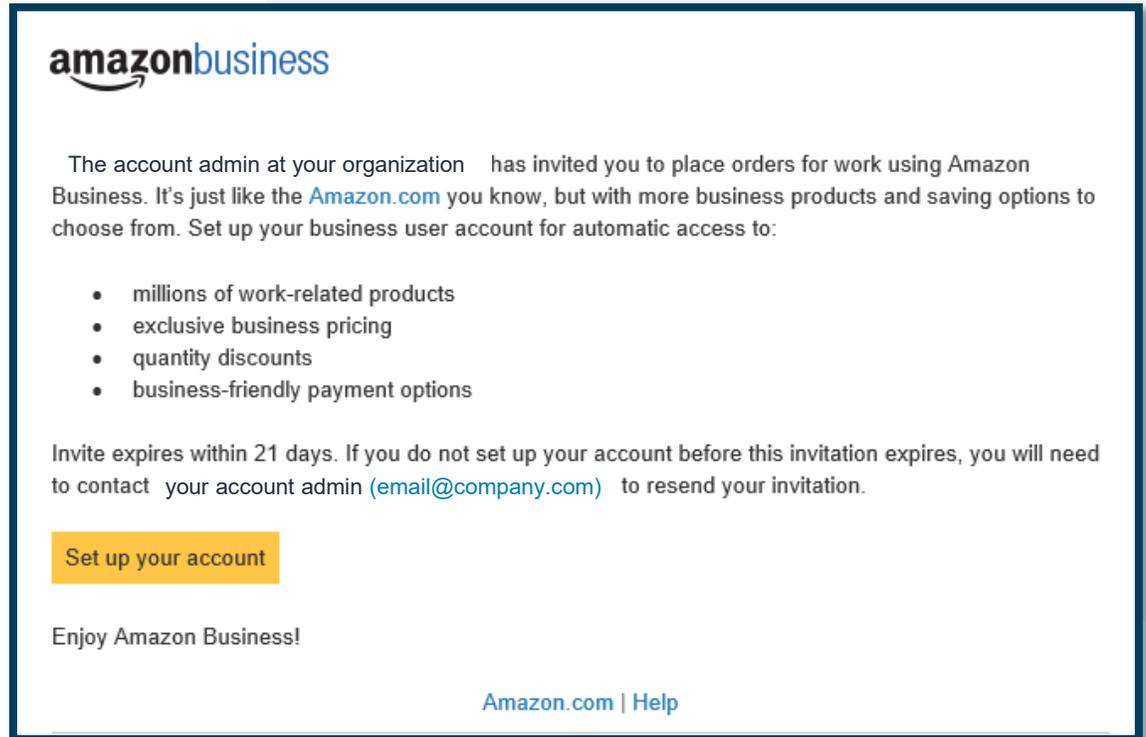
# Joining the Amazon Business Account

# Inviting users to Amazon Business

Administrators can add users to the account one by one or all at once by uploading a spreadsheet

## How do Invitations Work?

- When a user is added to the business account, an invitation to join is immediately emailed.
- Invitations are tied to an end users email address. The recipient cannot change the email address they use to register for the account.
- End users must take action after being invited to an account in order to become an active user.
- User permissions are assigned when a user is invited
- Account invitations are valid for 21 days from send date. After 21 days, they will expire and need to be resent



The screenshot shows an email invitation from Amazon Business. At the top is the Amazon Business logo. The main text reads: "The account admin at your organization has invited you to place orders for work using Amazon Business. It's just like the Amazon.com you know, but with more business products and saving options to choose from. Set up your business user account for automatic access to:" followed by a bulleted list of benefits: "millions of work-related products", "exclusive business pricing", "quantity discounts", and "business-friendly payment options". Below this, it states: "Invite expires within 21 days. If you do not set up your account before this invitation expires, you will need to contact your account admin (email@company.com) to resend your invitation." There is a prominent orange button labeled "Set up your account". At the bottom, it says "Enjoy Amazon Business!" and includes a link for "Amazon.com | Help".

# 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

## Scenario 2

### Convert your existing Amazon Account

Sign in to the existing account that you use for business purchases on Amazon.com.



If you already have an Amazon account tied to your work email address and use this account solely for business purchases, you will migrate this existing account to your organization's Amazon Business account. Do not choose this option if you have made personal purchases on this account.

Start shopping

OR

## Scenario 3

### Separate Business and Personal Shopping

Sign in to the existing account you use for business/personal purchases on Amazon.com.



If you have an existing Amazon account tied to your work email and use this account for business and personal purchases, we will separate your personal order history from your work email.

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

# 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.

## Buying Policies

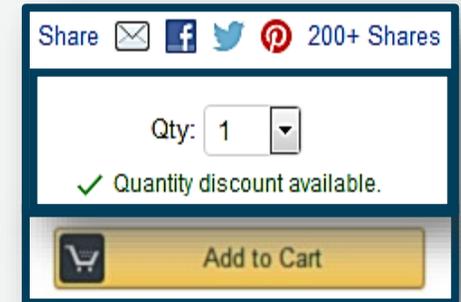
- Customize Amazon Business to your organization's buying standards and procedures. Features include approval workflows, negotiated pricing, and preferred suppliers and preferred products.

## 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 & Browse Optimization

- Amazon is the “everything store.” With such a large selection, we do our best to make it easy for you and your end users to find what you’re looking for.
- Recommended filters:
  - Business Sellers**
  - Prime Eligible**
  - Brand**
  - Average Customer Review/Rating**
  - Diversity Credentials**

**Navigate business-optimized categories to view featured departments and associated products**

**Back to Business**  
Balance your Business and Budget with Brother

**Featured Professional Service Categories**

- Office Products**  
Packaging & Shipping  
Filing  
Binders & Holes  
Writing Supplies  
Shop All Office Products
- Electronics & Computers**  
Computers  
Networking  
Office Electronics  
Security & Surveillance  
Telephones & Video  
Shop All Electronics
- Software**  
Antivirus & Security  
Business & Office  
Networking & Servers  
Tax Preparation  
Utilities  
Shop All Software
- Books**  
Business & Money  
Computers & Technology  
Law  
Management  
Reference  
Shop All Books
- Janitorial**  
Cleaning Chemicals  
Cleaning Tools  
Floor Care  
Paper Products  
Trash Cans & Bins  
Shop All Janitorial
- Industrial**  
3D Printers  
Additives & Lubricants  
Industrial Electrical  
Manufacturing  
Tool & Measurement  
Shop All Industrial

**Sort by highlighted items, price & customer reviews**

Sort by Avg. Customer Review

Featured  
Price: Low to High  
Price: High to Low  
Avg. Customer Review

**Utilize recently viewed items & featured recommendations based on your browsing history**

**Select desired product details to refine search**

**Eligible for Free Shipping**  
Free Shipping by Amazon

**Quantity**

- Under 10 Sheets (21)
- 10 to 19 Sheets (149)
- 20 to 29 Sheets (611)
- 30 to 49 Sheets (53)
- 50 to 99 Sheets (401)
- 100 to 299 Sheets (399)
- 300 Sheets & Above (197)

**Feature Keywords**

- Photo (1,553)
- Matte (1,425)
- Fine Art (1,103)
- Professional (746)
- 19 x 13 (319)
- 17 x 11 (304)
- Heavy Weight (286)
- + See more

**Featured Brands**

- HP (291)
- Epson (255)
- Avery (373)
- Hammermill (50)
- Jacquard (2)
- Inkpress (238)
- Cricut (1)
- + See more

**Packaging Option**

- Frustration-Free Packaging

# Shopping with

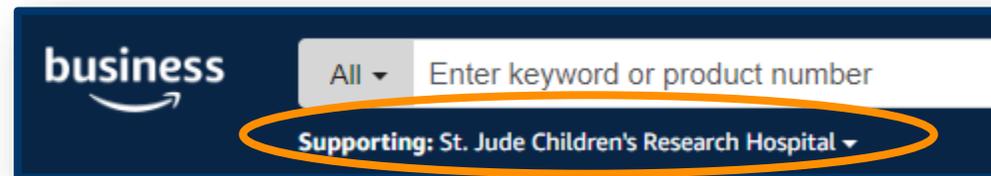


## What is AmazonSmile?

- AmazonSmile is a website operated by Amazon with the same products, prices, and shopping features as the Amazon you know. The difference is that when you shop on AmazonSmile, the AmazonSmile Foundation will donate 0.5% of the purchase price of eligible products to the charitable organization of your choice.

## How do I shop on AmazonSmile?

- To shop at AmazonSmile simply go to [smile.amazon.com](https://smile.amazon.com) from the web browser on your computer or mobile device. You may also want to add a bookmark to [smile.amazon.com](https://smile.amazon.com) to make it even easier to return and start your shopping at AmazonSmile.



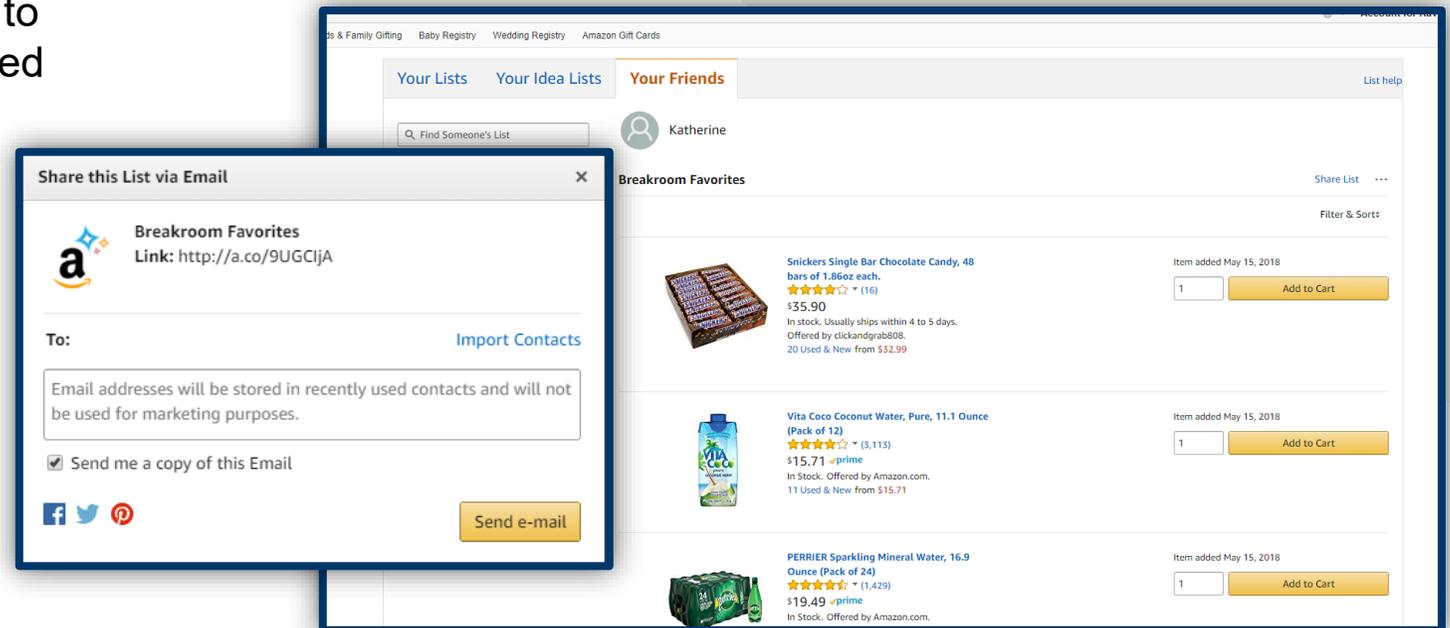
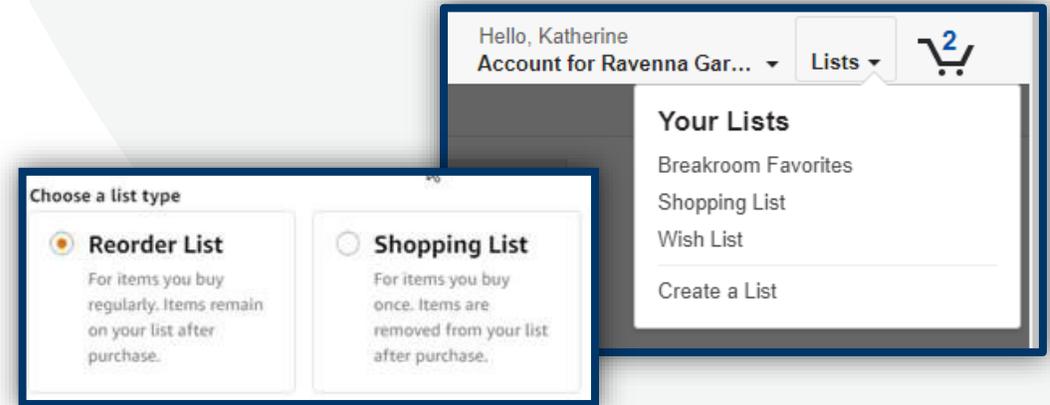
## Confirm your Charity

- Any time you are logged into AmazonSmile, your charity is displayed below the search bar. Use the drop down to learn about your selected non-profit, see how much your shopping has contributed, and edit the charity you are supporting.

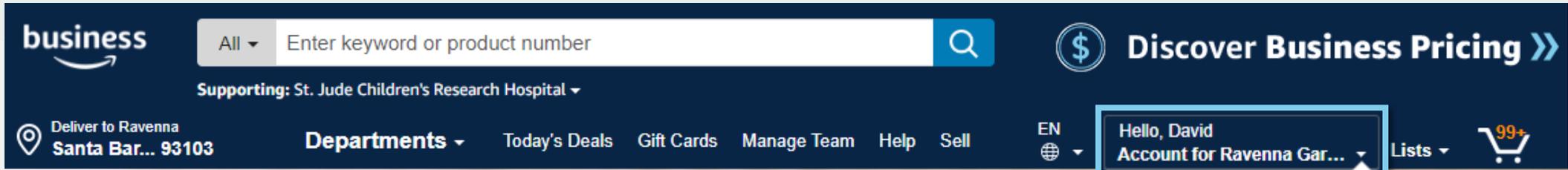
# Reorder & Shopping Lists

## How do lists work on Amazon Business?

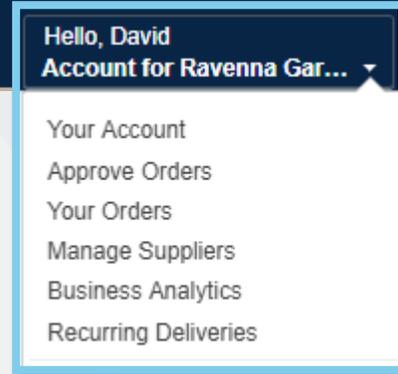
- Lists make it easy to keep track of the things you need and are easy to share with others. Any User on Amazon Business can create a shopping list
- Choose between multiple list types depending on if you want the items to remain on a list after they are ordered
- To share your list, create a public 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



# Business Account Navigation



# Business Account Navigation



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

# Account Configuration

# Checkout – Shared Payment Methods

When checking out on Amazon Business, choose from the pre-configured payment methods and shipping addresses. These options can only be updated by an account administrator.

The screenshot shows the Amazon Business checkout page. At the top, there is a navigation bar with the Amazon logo, a shopping cart icon, and links for SIGN IN, SHIPPING & PAYMENT, GIFT OPTIONS, and PLACE ORDER. Below the navigation bar, a message asks: "Is the address you'd like to use displayed below? If so, click the corresponding 'Deliver to this address' button." A form asks: "Does this order need to be delivered to a recipient other than the name in your address book?" Below this is a "Deliver To:" field with a text input "Enter Recipient Name" and a note "This will be applied to only this order." Two address options are listed: "Campus location" (2021 7TH AVE, SEATTLE, WA 98121-2601, United States, Phone: (123)465-7890) and "Third Floor" (325 9TH AVE N, SEATTLE, WA 98109-5122, United States, Phone: (123) 465-7890). Each address has a yellow "Deliver to this address" button.

The screenshot shows the Amazon Business checkout page. At the top, there is a navigation bar with the Amazon logo, a shopping cart icon, and links for SIGN IN, SHIPPING & PAYMENT, GIFT OPTIONS, and PLACE ORDER. Below the navigation bar, the heading "Select a payment method" is displayed. A table lists available payment methods under the heading "Ravenna Garden credit and debit cards". The table has columns for "Name on card" and "Expires on". Two payment methods are listed: "VISA Visa ending in 9805" with "Kaitlin Hall" as the name on card, and "VISA Visa ending in 2155" with "Kaitlin hall" as the name on card. The first option is selected with a radio button.

## Shipping Address

- When selecting shipping address, you can either use the default address name provided or choose to add the name of a specific recipient. This will replace the first line of the address.
- If you don't see the shipping address you are looking for, contact your account or group administrator.

## Payment Method Address

- If multiple payment options are available, you can use the last 4 digits to determine which one is appropriate. If you are unsure, contact your account or group administrator.

# Business Order Information

Custom order fields at checkout make it easier to track and manage orders

- All information entered will appear in Order History Reports in the Business Analytics tool
- Each field may be required or optional
- The information fields below have been configured on your account **[EDIT FOR CUSTOMER]**

Available Fields	
GL Code	Cost Center
Project Code	Location
Department	*Custom named field*
Purchase Order (PO)	

The screenshot shows a form titled "Business Order Information" with the instruction "Complete the following to ensure accurate routing and reporting of your order." It contains three fields: "PO Number (optional)" which is an empty text input; "GL Code (optional)" which is a dropdown menu currently showing "Select one"; and "Department (optional)" which is a dropdown menu with a list of options: "Select one", "Finance", "Sales", "Operations", "IT", and "Other...". A red text annotation "[SCREENSHOT FROM CUSTOMER ACCOUNT]" is overlaid on the PO Number field.

# Approval Workflows

All orders placed on the account may be subject to approval before being fulfilled

## How do I order with Approvals configured?

- 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/>	
<b>Order total:</b>	<b>\$47.63</b>

[How are shipping costs calculated?](#)

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

# Checking out with tax exemption

All products purchased from Amazon or any of the 95% of third party sellers who participate in our tax exemption program will automatically reflect that tax exemptions have been applied during the checkout process

Estimated delivery: Oct. 14, 2016

**Zebra Z-Grip Retractable Ballpoint Pen, 24 Pack, 1.0 mm, Black (12221)**  
\$8.33  
Quantity: 1 Change  
Sold by: Amazon.com LLC  
Add a gift receipt  
Tax Exemption Applied. [Remove](#)

**Georgia-Pacific Spectrum® Standard 92 Multipurpose Paper, 8.5 x 11 Inches, 1 Box of 3 packs (1500 Sheets) (998606)**  
\$15.14  
Quantity: 2 Change  
Sold by: Amazon.com LLC  
Add a gift receipt  
and see other gift options  
Tax Exemption Applied.

**#10 Security SELF-SEAL Envelopes, No Window, Premium Security Tint Pattern, Ideal for Home Office Secure Mailing, QUICK-SEAL Closure - 4-1/8 x 9-1/2 Inches - White - 24 LB - 100 Per Box (34100)**  
\$7.49  
Business Price

Choose a delivery option:  
 5-8 business days  
FREE Shipping  
 4-5 business days  
FREE Standard Shipping

Choose a shipping preference:  
 Group my items into as few shipments as possible  
 I want my items faster. Ship items as they become available.  
(at additional cost)

Tax Exemption Applied. [Remove](#)

## Confirm tax exemptions are applied:

- On the Review Your Order page (checkout), verify and/or modify which items should be charged sales tax.
- If needed, you can manually add tax by clicking **Remove** next to the specific item

### » What items are eligible for tax exemption?

Tax exemption applies to items sold by . . .

- Amazon.com LLC
- Amazon Digital Services LLC
- Warehouse Deals LLC
- Amazon Services LLC
- Sellers (Non-Amazon) participating in ATEP

# 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.

### 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.

### Orders

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

### Refunds

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

# 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
	<input type="checkbox"/>	11/08/2018	2FL26BHF590	Charge	\$357.88	Timberlands-Western
Adjust columns	<input type="checkbox"/>	11/08/2018	411MW1ZL1YS	Charge	\$51.62	Timberlands-Southern
	<input type="checkbox"/>	11/08/2018	5HQ2R3I0KBKO	Charge	\$60.99	CorpFunc-GeneralCounsel&Corp
Get order documents	<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 placed

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

### 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

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

# 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](#).*

The screenshot displays the Amazon Business Customer Support interface. At the top, there are four main navigation categories: 'Get to Know Us', 'Let Us Help You', 'Work with Amazon', and 'Business Solutions'. Under 'Let Us Help You', the 'Contact Us' link is highlighted with a blue box and a callout line pointing to the contact form below. The contact form is titled 'Contact Us' and consists of three steps: 1. 'What can we help you with?' with a dropdown menu and buttons for 'An order I placed', 'Fire and Kindle', 'Digital Services', and 'Prime or Something else'; 2. 'Tell us more about your issue' with a 'Select an issue' dropdown menu; 3. 'How would you like to contact us?' with buttons for 'E-mail', 'Phone', and 'Chat'.

# 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](mailto:tax-exempt@amazon.com)

**amazon** business

**Thank You**