



Amazon Business Buyer Training

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Customer Success Manager

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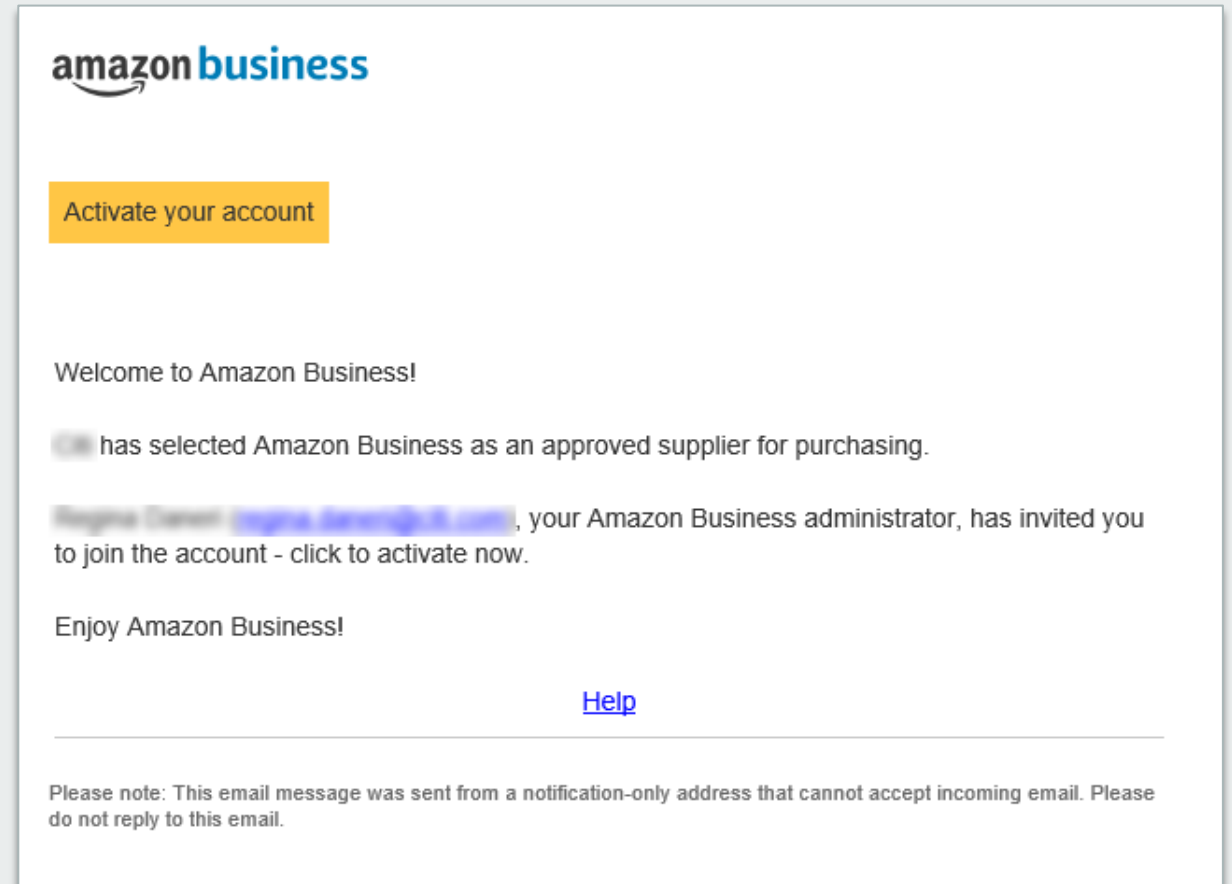
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Join the Amazon Business Account

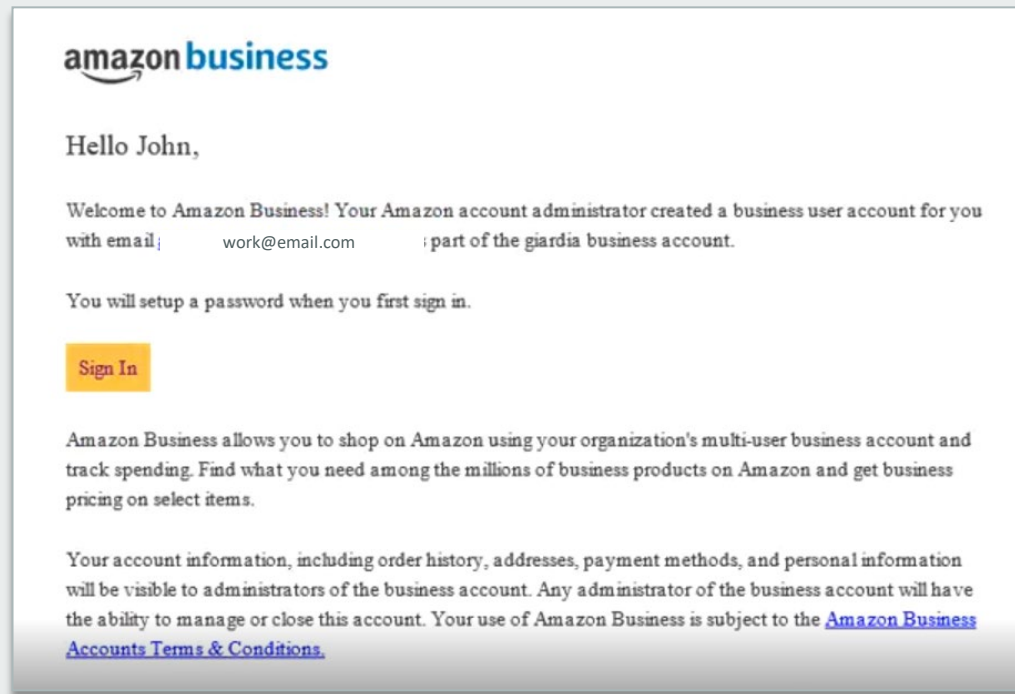
Inviting Users to Amazon Business

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 with AAC



- Your Amazon business Account has already been created on your behalf.
- Use the “Welcome to Amazon” email in your inbox to set up your password the first time you sign in.
- The ability to reset your password will not expire. If you cannot find the welcome email, try signing in with your work email and use the “forgot password” link

Existing Account with Work Email

Would you like to join  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.

JoinNot now

Shopping on Amazon Business

The Power of the Amazon Marketplace

1

Choice

**Breadth and depth
of selection**

Access to hundreds of
millions of products and
services

2

Competition

**Multiple offers from
Sellers**

Including Amazon Retail

3

Transparency

**Visibility to Buy-side
and Sell-side**

Product and seller reviews,
ratings and pricing

Amazon Business Benefits

Business Pricing & Quantity Discounts

- Business pricing and quantity discounts are only available to registered business account customers on Amazon.

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.

Buying Policies

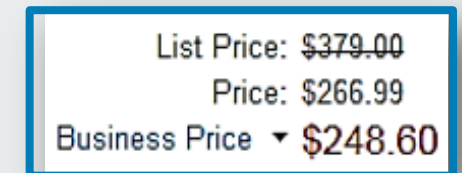
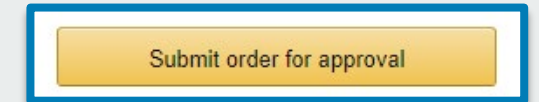
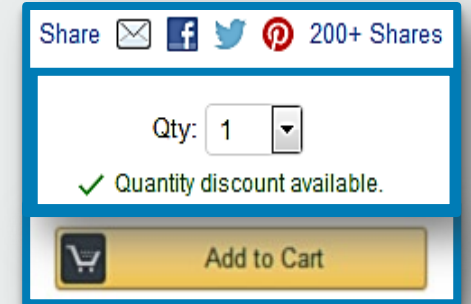
- Customize Amazon Business to your organization's buying standards and procedures. Features include approval workflows, negotiated pricing, and preferred suppliers and preferred products.

Business-Only Selection

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

Amazon Business Analytics

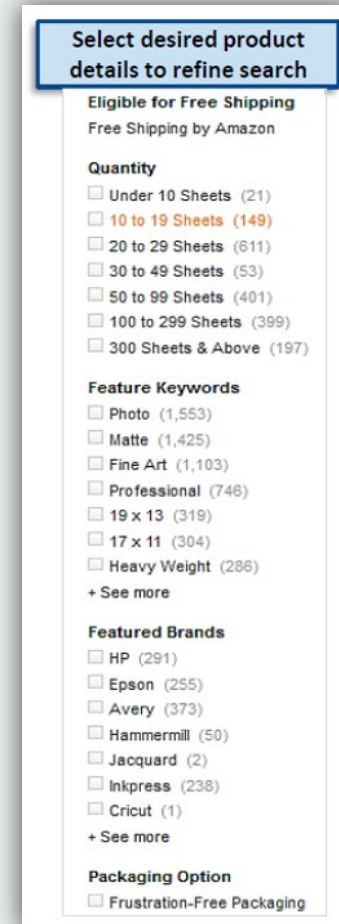
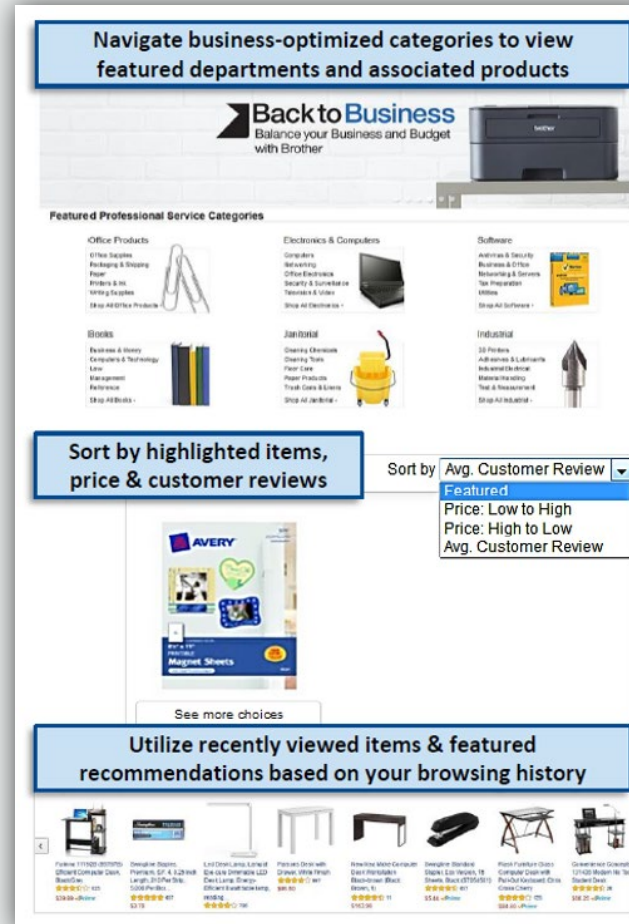
- Use Amazon Business Analytics to view data about your orders, create and filter reports based on your business needs, and view both charts and tables.



Search & Browse 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

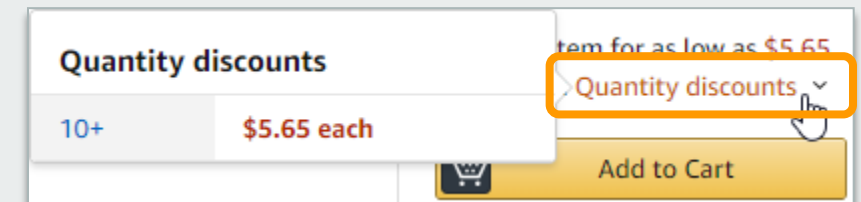
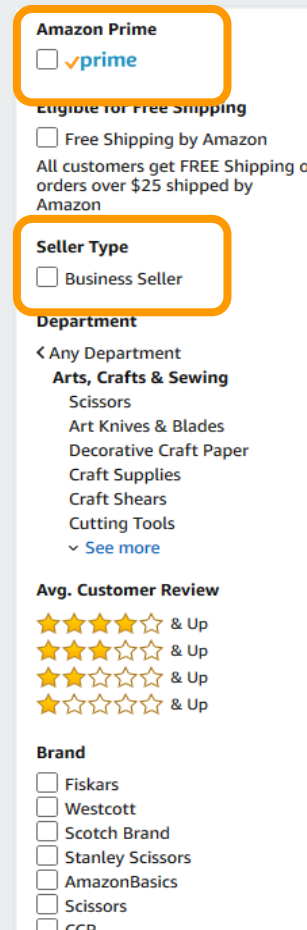
- Amazon is the “everything store.” With such a large selection, we do our best to make it easy for you and your end users to find what you’re looking for.
- Recommended filters:
 - Business Sellers
 - Prime Eligible
 - Brand
 - Average Customer Review/Rating
 - Diversity Credentials



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





Take Advantage of Amazon Prime Shipping Benefits

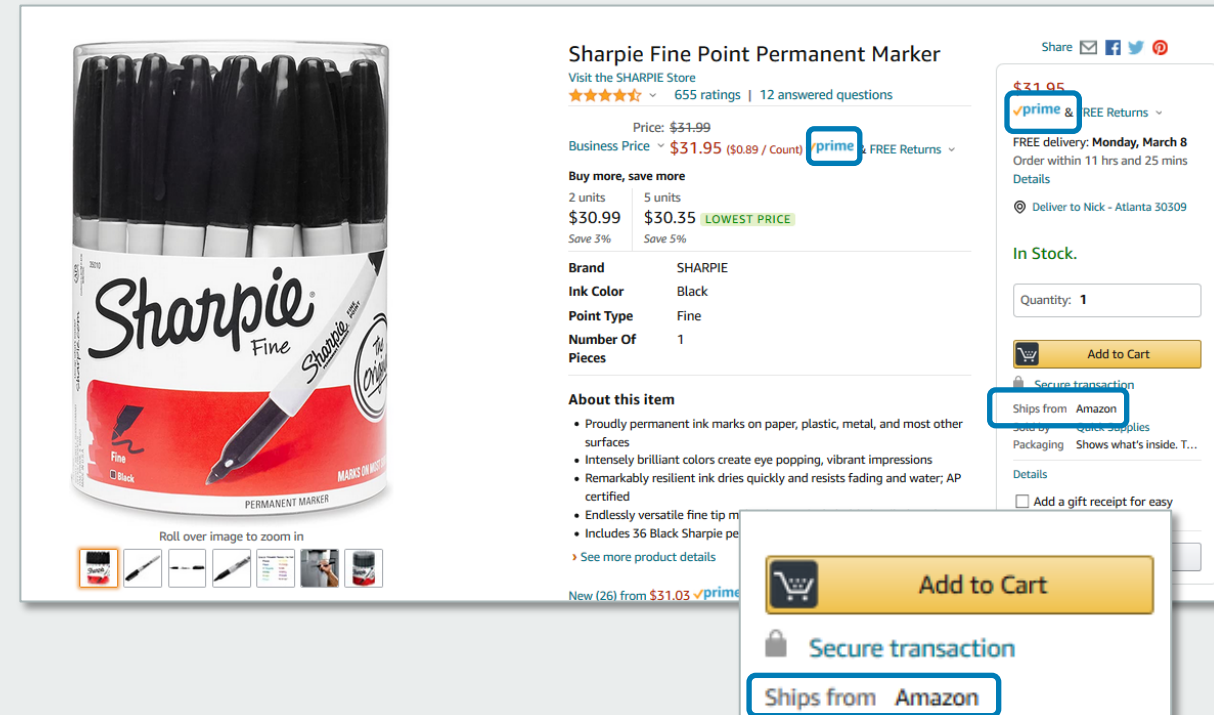
- An easy way to ensure that your products arrive on time and as expected, is to order products fulfilled directly from Amazon. All products clearly mark who the seller is on the product detail page.

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.



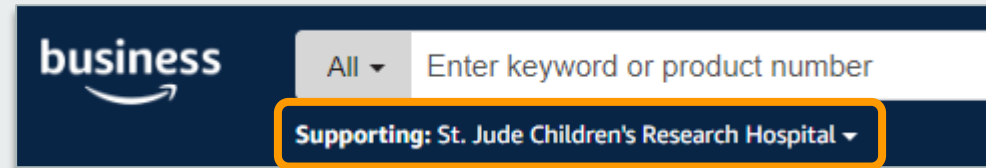
Shopping with You shop. Amazon gives.

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 from the web browser on your computer or mobile device. You may also want to add a bookmark to smile.amazon.com to make it even easier to return and start your shopping at AmazonSmile.



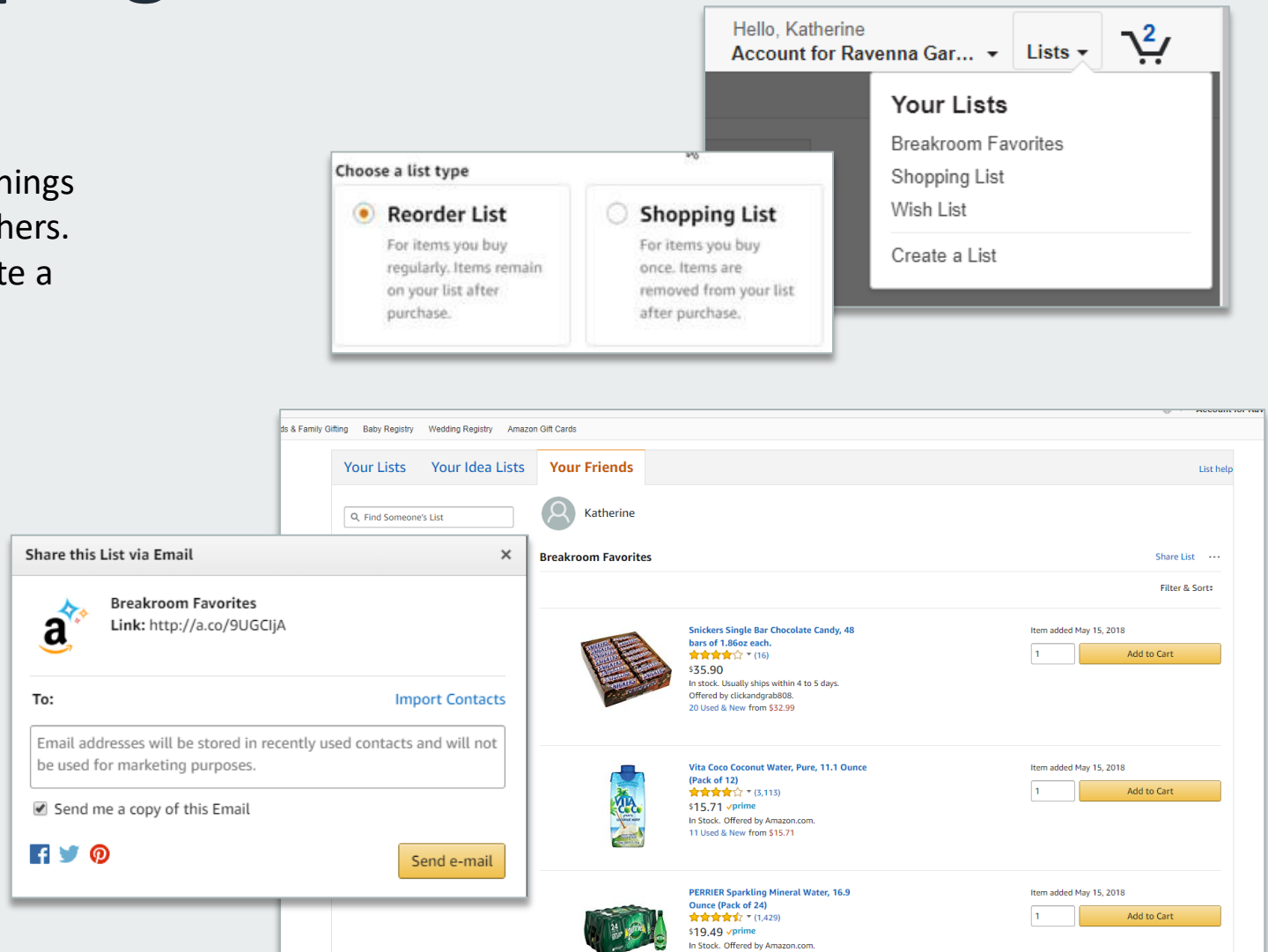
Confirm your Charity

- 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

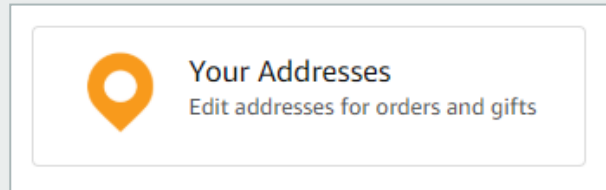


Business Account Navigation

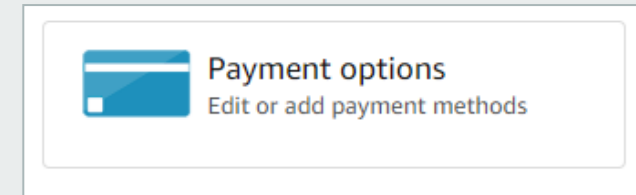
Account Configuration

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.

Business Order Information

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

- Business Order Information entered will appear in reporting
- Each field may be required or optional
- The information fields below have been configured on your account

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

Business Order Information

Complete the following to ensure accurate routing and reporting of your order.

PO Number (optional)

GL Code (optional)

Select one ▼

Department (optional)

Select one

Finance

Sales

Operations

IT

Other...

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?](#)

Organization 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

Organization restricted

Hammermill Printer Paper, 20 lb Copy Paper, 8.5 x 11 - 8 Ream (4,000 Sheets) - 92 Bright, Made in the USA

★★★★★ ~ 23,365

\$28.78

✓prime FREE Delivery Mon, Mar 8

More Buying Choices

\$27.34 (30 used & new offers)

Organization restricted

HP Printer Paper 8.5 x 11 - 500 Sheets | 92 Bright, Made in USA | FSC Certified Copy Paper

★★★★★ ~ 97,757

\$4.47 ~~\$7.62~~

\$4.37 with quantity discount

✓prime FREE Delivery Mon, Mar 8

Organization restricted

Admin note: "This item may not comply with the purchasing standards for your organization."

Hammermill Printer Paper, 20 lb Copy Paper, 8.5 x 11 - 8 Ream (4,000 Sheets) - 92 Bright, Made in the USA

Visit the Hammermill Store

★★★★★ ~ 23,365 ratings | 72 answered questions

#1 Best Seller in Inkjet Printer Paper

Price: \$28.78 ✓prime & FREE Returns

Save up to 15% with Progressive Discounts

You will unlock discounts as your organization buys more of this product.


May be available at a lower price from other sellers, potentially without free Prime shipping






Size: 8 Ream | 4000 Sheets

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.





Amazon Basics 14-Inch Laptop Macbook and Tablet Shoulder 1-Pack

Visit the Amazon Basics Store

★★★★★ 9,540 ratings

Amazon's Choice for "14 inch laptop bag"

Price: \$17.43

Business Price ▼ **\$16.92** ▼

You Save: **\$0.51 (2%)**





Buy more, save more

5 units

\$16.30 **LOWEST PRICE**




Save 6%

May be available at a lower price with shipping.

Share    

Preferred by your organization

Amazon's Choice




Organization preferred

Amazon Basics 15.6-Inch Laptop Computer and Tablet Shoulder Bag Carrying Case, Black, 1-Pack

★★★★★ 24,725 ratings

\$22.46

\$21.81 with quantity discounts

 **prime** FREE One-Day


Organization preferred

Amazon Basics 15.6-Inch Laptop and Tablet Bag, Black, 10-Pack

★★★★★ 65 ratings

\$157.00 ~~\$163.99~~

Unlock up to 11% with Progressive Discounts

 **prime**

Organization preferred

Lenovo Professional Carrying Case (Briefcase) for 15.6" Notebook - Black

★★★★★ 12 ratings

\$71.99

More Buying Choices

\$69.00 (37 new offers)

amazon business | Professional Services

AMAZON CONFIDENTIAL

Highlighted Small & Diverse Sellers



In an effort to support diverse and small businesses through Amazon, your organization is highlighting sellers with specific Diversity and Ownership credentials.

Organization preferred

Microsoft Surface Pen, Charcoal Black, Model: 1776 (EYU-00001)

★★★★☆ ~ 3,016

\$66⁹⁹ \$99.99

✓prime

More Buying Choices

\$48.95 (34 used & new offers)

Organization preferred

BIC Round Stic Xtra Life Ball Point Pen, Black, 144-Count

★★★★☆ ~ 4,000

\$13⁷⁰ \$13.99

Unlock up to 10% with Progressive Discounts

✓prime

More Buying Choices

Organization preferred

Admin note: "AAA Organization is proud to support diverse sellers and small businesses through Amazon, and encourages employees to purchase from these highlighted sellers when possible."

Roll over image to zoom in

Wacom Intuos Pen LP190K (Old Version)

Visit the Wacom Store

★★★★☆ 1,818 ratings | 336 answered questions

Amazon's Choice for "wacom bamboo ink"

Price: **\$29.95**

Not eligible for Amazon Prime. Available with free Prime shipping

Brand	Wacom
Item Weight	0.05 Pounds
Item Dimensions LxWxH	5.5 x 0.5 x 0.5 inches
Are Batteries Included	No
Batteries Required?	No

About this item

- The Intuos Pen is compatible with Intuos Art, Comic, Draw and CTH490CB, CTH490CK, CTH490PK, CTH690AB, CTH690AK, CT
- Cordless and battery free, programmable side switch
- 1024 levels of pressure sensitivity
- Not compatible with prior Intuos (CTL480, CTH480, CTH680), products

Add to Cart

Secure transaction

Ships from The Office Tex

Sold by The Office Tex

Seller Credentials:

Women-Owned Business

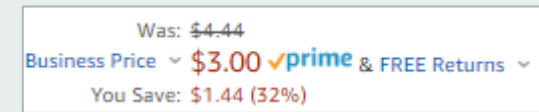
Enterprise, Women-Owned Small Business, Economically Disadvantaged Women-Owned Small Business, Registered Small Business

Amazon Business Discounts

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

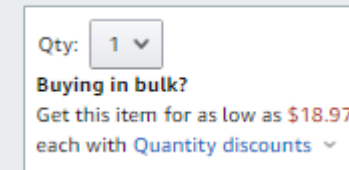
Business Pricing

- 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.



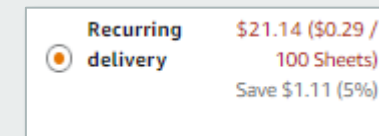
Quantity Discounts

- 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.



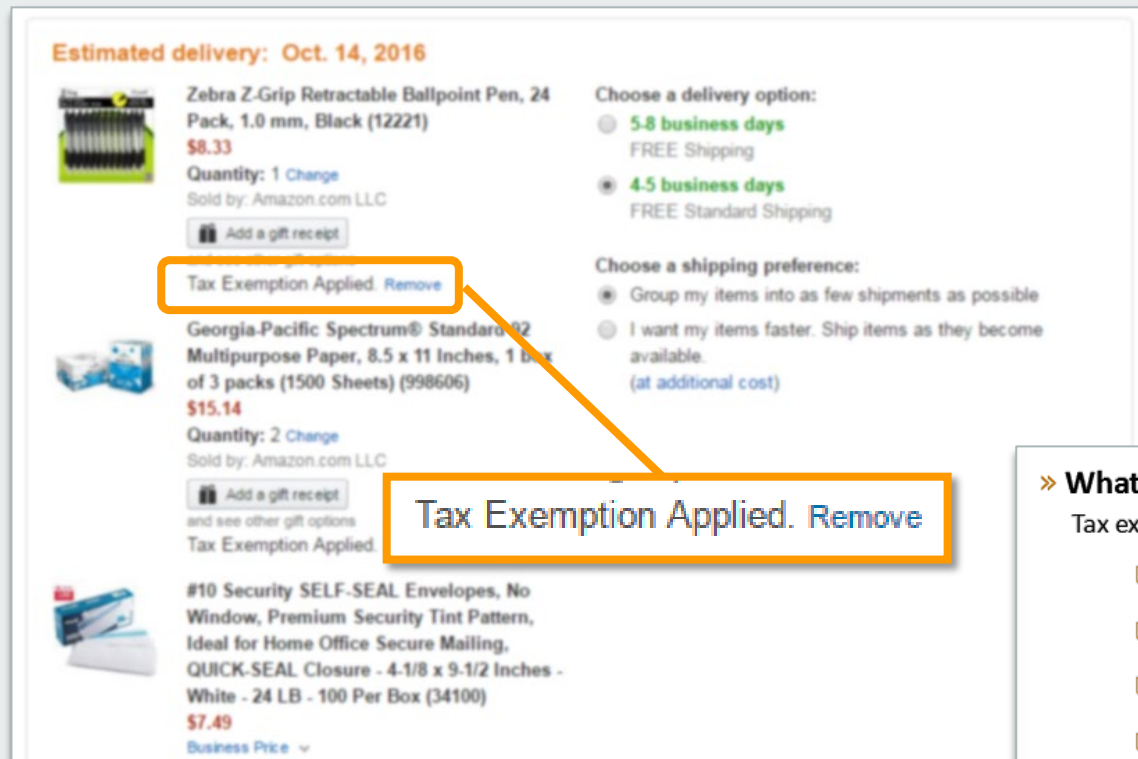
Subscribe & Save

- 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.



Checking out with Tax Exemptions

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



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.

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			Time period			
Add title and save to your templates			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 you have placed within the Business Account.

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 Orders](#)


[View All Orders: Ravenna Garden](#)

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

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


View All Orders: Ravenna Garden ▾

16 orders placed in past 6 months ▾

ORDER PLACED May 15, 2018	SHIP TO Third Floor ▾	PLACED BY Katherine ▾ Approval Demo 2	TOTAL \$0.00	PO# test 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.](#)

Use **Contact Us** or our **Chat** feature for assistance with Returns

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.

The screenshot displays the Amazon Business Customer Support interface. The top navigation bar includes links for Departments, Buy Again, Savings Hub, Quantity Discounts, Today's Deals, Business Plus, Add People, Gift Cards, and Help. The 'Help' link is highlighted with an orange box. Below the navigation bar, a large teal banner reads 'Fixing things is quick & easy' and 'The bot quickly fixes your problem or connects you to someone who can.' A yellow button labeled 'Start chatting now' is prominent. A chat window overlay shows a conversation with the 'Messaging Assistant - Customer Service' bot. The chat history includes: 'Hey, I never received my Fire tablet', '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', and 'OK, we just put in the replacement order. It should arrive in a couple of days.' To the right of the chat window, a dark blue button labeled 'Contact Us' is highlighted with an orange box. Below the chat window, three circular icons with text describe the support process: '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.', and 'You're on your way!'. At the bottom, a section titled 'Here are a few things you can take care of on your own' lists six categories with corresponding icons: 'Check on an order', 'Returns & Refunds', 'Manage content & devices', 'Get help with Prime', 'Update payment info', and '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:

- 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 – Liza Mills lizam@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

amazon business