

amazon business

**Amazon
Business Buyer
Training**



UNIVERSITY OF
TEXAS
ARLINGTON

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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

amazon business

Congratulations!

You have been invited to join your company Example Amazon Business account. Amazon Business combines the selection, convenience, and value you expect from Amazon, with features that can help improve your operations.

Ready to get started? You can join your team here:

[Join Amazon Business](#)

If you have any questions or need any tips on getting started, we are here to help. Visit [Amazon Business Help](#) or contact our [Customer Service](#).

Thank you for choosing Amazon Business as a trusted partner for your business needs.

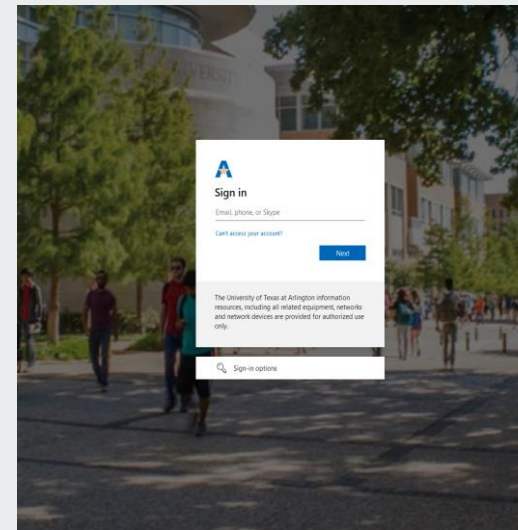
Please note: This email message was sent from a notification-only address that cannot accept incoming email. Please do not reply to this email.

Accessing the Account through Single Sign On

Accessing the Amazon Business account is simple when Amazon is integrated with your organization's IDP

How do you sign in?

- To access the centralized account, use the link provided to access Amazon Business. This will automatically log you into the appropriate account.
- Depending on how you have used your work email on Amazon in the past, you may need to take action to separate or migrate an existing account.
 - For those who have not used their work email in the past, they will be immediately authenticated into the central account.
 - For those who do need to take action to separate out their existing account, this is a one time process. They will be authenticated automatically each subsequent time.



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

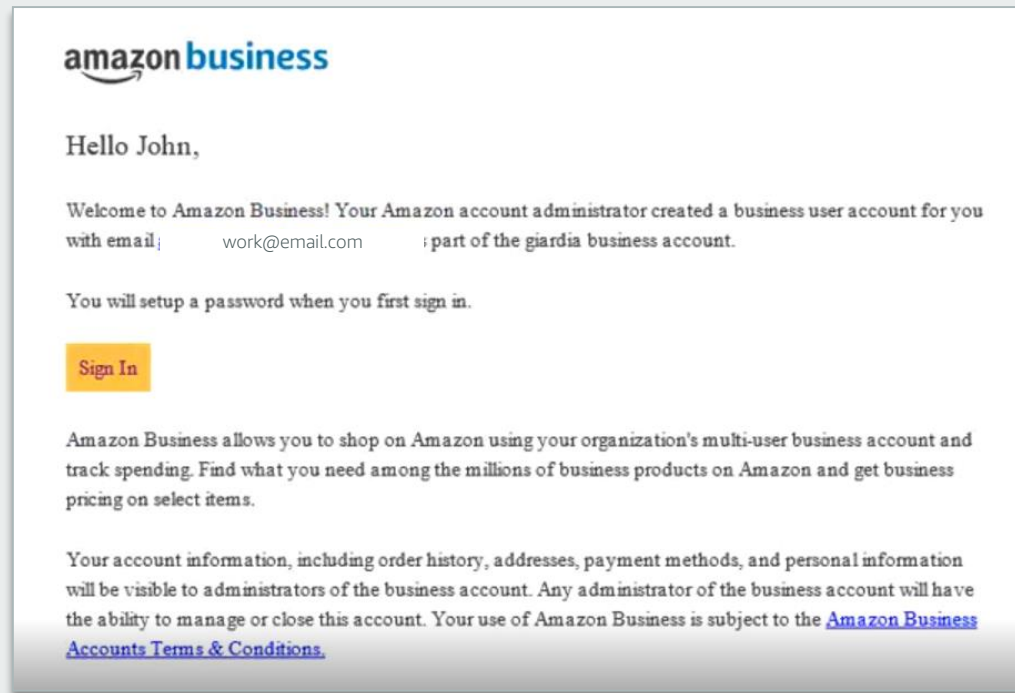


Next step



Start shopping

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

New to Amazon (Direct Access UIES)

The screenshot shows the 'Password assistance' screen for Amazon Business. At the top is the 'amazon business' logo. Below it, the heading 'Password assistance' is followed by the instruction 'Enter the email address or mobile phone number associated with your Amazon account.' There is a text input field labeled 'Email or mobile phone number' with a cursor inside. Below the input field is a blue 'Continue' button. At the bottom, there is a question 'Has your email or mobile number changed?' followed by a paragraph: 'If you no longer use the email address associated with your Amazon account, you may contact [Customer Service](#) for help restoring access to your account.'

The screenshot shows the 'Create new password' screen for Amazon Business. At the top is the 'amazon business' logo. Below it, the heading 'Create new password' is followed by the instruction 'We'll ask for this password whenever you Sign-In.' There are two text input fields: 'New password' and 'Re-enter password'. Below the 'New password' field is a note: 'Passwords must be at least 6 characters.' At the bottom is a blue 'Save changes and Sign-In' button.

- Your Amazon business Account has already been created on your behalf.
- Select the link provided within the “Amazon Business Launch” 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 launch email, try signing in with your work email and use the “forgot password” link

Existing Account with Work Email

Would you like to join **Example** 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 to use 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 Username@email.com.

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

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 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.



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.

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%)

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

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 Supplies: Packaging & Shipping, Paper, Printers & Ink, Writing Supplies, Desk & Office Products
- Electronics & Computers: Computers, Networking, Office Electronics, Security & Surveillance, Telephony & Video, Shop all Electronics
- Software: Business & Security, Business & Office, Business & Services, Tax Preparation, Utilities, Shop all Software
- Books: Business & Money, Computers & Technology, Law, Management, Reference, Shop all Books
- Industrial: Cleaning Equipment, Cleaning Tools, Floor Care, Paper Products, Tool Cans & Storage, Shop all Industrial
- Industrial: 3D Printers, Additives & Lubricants, Automated Storage, Material Handling, 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

See more choices

Product recommendations for Magnet Sheets:

- Product 1: \$12.99
- Product 2: \$13.99
- Product 3: \$14.99
- Product 4: \$15.99
- Product 5: \$16.99
- Product 6: \$17.99
- Product 7: \$18.99
- Product 8: \$19.99

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

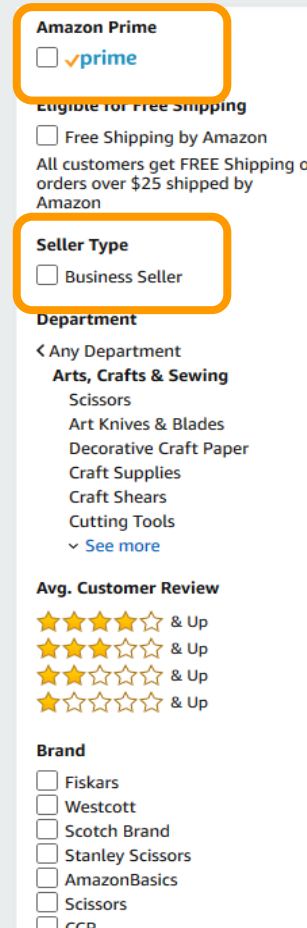
Packaging Option

- Frustration-Free Packaging

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

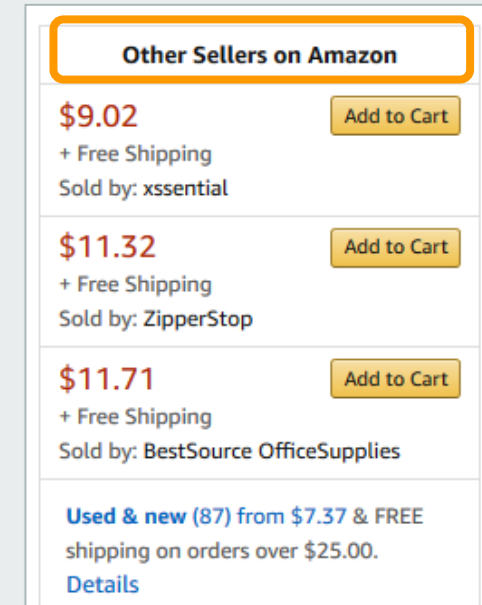
Eligible for Free Shipping
 Free Shipping by Amazon
All customers get FREE Shipping on orders over \$25 shipped by Amazon

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



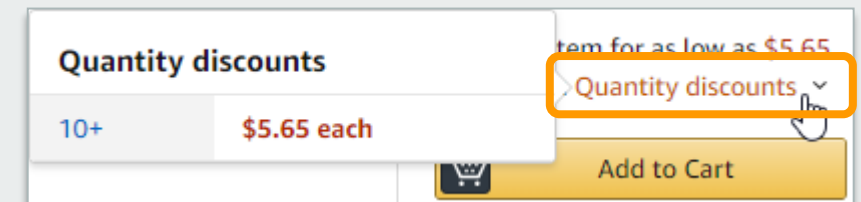
Other Sellers on Amazon

\$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.

Sharpie Fine Point Permanent Marker

Visit the SHARPIE Store

★★★★★ 655 ratings | 12 answered questions

Price: ~~\$31.99~~
Business Price: **\$31.95** (\$0.89 / Count) **prime** FREE Returns

Buy more, save more

2 units	5 units
\$30.99	\$30.35 LOWEST PRICE
Save 3%	Save 5%

Brand: SHARPIE
Ink Color: Black
Point Type: Fine
Number Of Pieces: 1

About this item

- Proudly permanent ink marks on paper, plastic, metal, and most other surfaces
- Intensely brilliant colors create eye popping, vibrant impressions
- Remarkably resilient ink dries quickly and resists fading and water; AP certified
- Endlessly versatile fine tip marks
- Includes 36 Black Sharpie permanent markers

Roll over image to zoom in

Ships from Amazon

Secure transaction

Add to Cart

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' panel 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 a 'Breakroom Favorites' list with items like Snickers, Vita Coco, and Perrier. A 'Share this List via Email' modal is overlaid on the list, showing the list name 'Breakroom Favorites', a link, a 'To:' field with an 'Import Contacts' button, a note about email storage, a checked 'Send me a copy of this Email' option, social media icons, and a 'Send e-mail' button.

Business Account Navigation

- Your Account
- Your Orders
- Manage Suppliers
- Bulk Ordering
- Business Analytics
- Recurring Deliveries
- Manage your delivery

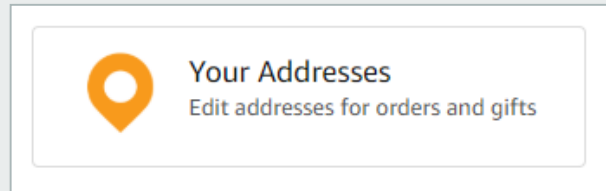
Business Account Navigation

Page	Functionality
Your Account	Standard Amazon account information
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.

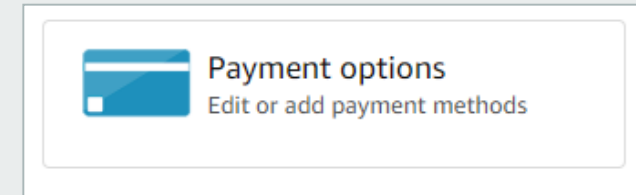
Account Configuration

Checkout – Individual Payment & Address Settings

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):

- Go to **"Your Account"** by hovering over your name in the top right hand corner
- Select **"Ordering and shopping preferences"**
- Select **"Your Addresses"**
- Click on **"Edit delivery preferences"** for the desired address

Your Addresses





ADMIN 1
1 LINCOLN ST
BOSTON, MA 02111-2901
United States
Phone number:
[Edit delivery preferences](#)


[Edit](#) | [Remove](#) | [Set as Default](#)


Your business


Manage your profile


 **Your Orders**
Track, return, or buy things again

 **Amazon Business settings**
Set up and manage your business



 **Business analytics**
Download order reports and analyze spend

 **Login & security**
Edit login, name, and cell phone number



 **Your Payments**
Manage payment methods and settings, view balances and offers



 **Gift cards**
View balance or redeem a card



Explore other services [Expand all](#)



 **Ordering and shopping preferences** 



[Your Addresses](#)
[Amazon tax exemption program](#)
[Archived orders](#)
[Language settings](#)
[Lists](#)
[Profile](#)
[Your transactions](#)



 **Shopping programs and rentals** 

 **Email alerts, messages, and ads** 

 **Other accounts** 

 **Subscriptions** 

 **Digital content and devices** 

 **More ways to pay** 

amazon business | Professional Services

AMAZON CONFIDENTIAL

Updating Your Address Preferences

From the Delivery Preferences page you will be able to customize **Delivery Times**, **Delivery Instructions**, **Pallet Preference**, **Observed Holidays**

- Select “**Edit**” to customize delivery times or instructions for a specific location. **Note**, your delivery preferences help us improve your delivery experience. However, we may not always be able to adhere to all preferences.
- You can then outline your preferences for **Drop-Off Location**, **Security Code/Call box** information, or any other critical information in the ‘**Additional Info**’ box.

Your delivery preferences

Delivery Times

Delivery Hours

Monday - Friday	09:00 AM - 03:00 PM
Saturday - Sunday	Closed For Deliveries

Edit

Delivery Instructions

Drop-Off Location
No Preference

Access Info
Security Code:
Call box name or number:

Additional Info

Edit

Delivery Instructions

Drop-Off Location

Front Door
 Back Door
 In-Suite Reception
 Mail Room
 Garage
 No Preference

Security Code

Call box name or number

Additional Info
Provide details such as building description, a nearby landmark, or

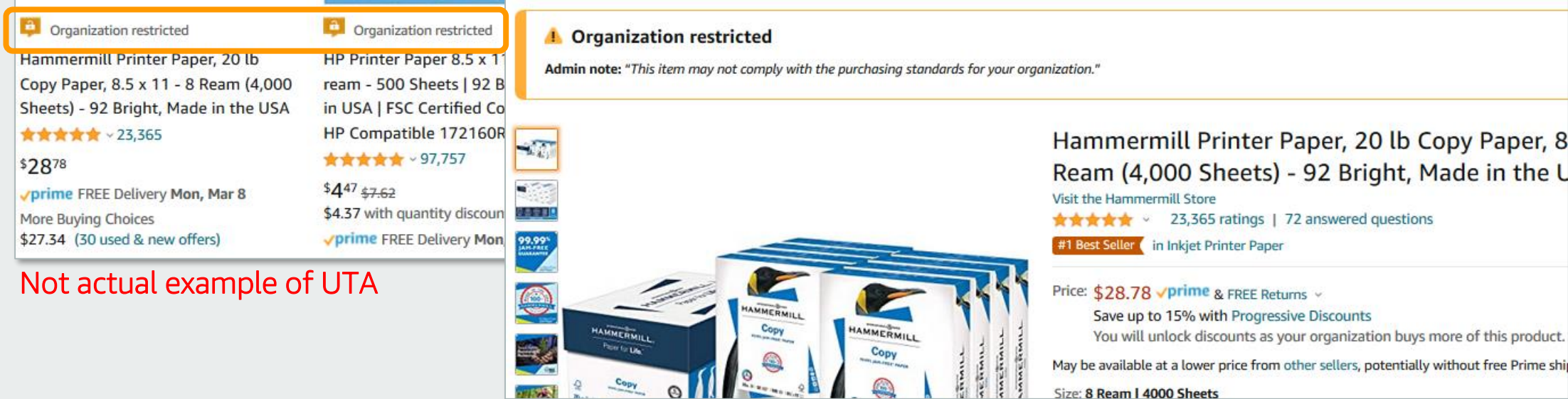
Cancel Save

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 Ream - 500 Sheets | 92 Bright, Made in USA | FSC Certified Copy Paper | HP Compatible 172160R
★★★★★ ~ 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."

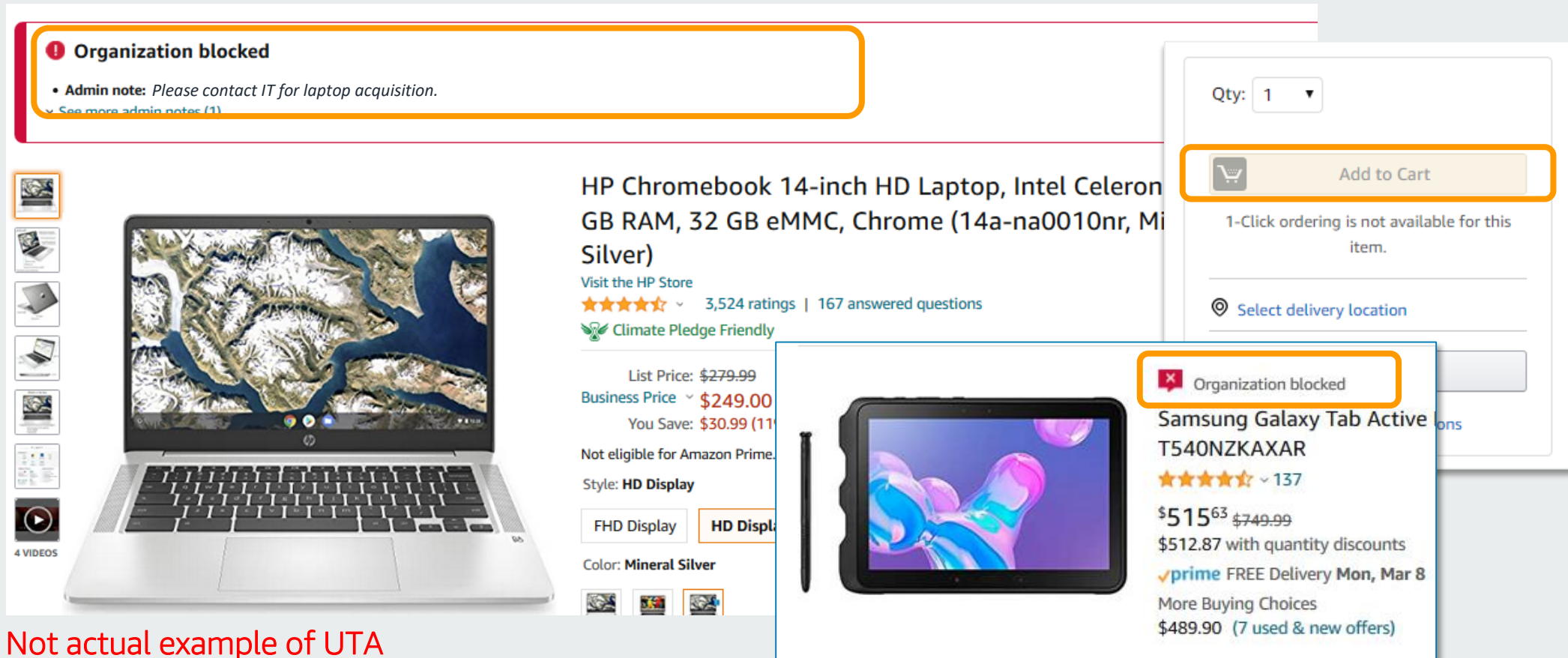
Hammermill Printer Paper, 20 lb Copy Paper, 8 Ream (4,000 Sheets) - 92 Bright, Made in the U
Visit the Hammermill Store
★★★★★ ~ 23,365 ratings | 72 answered questions
#1 Best Seller in Inkjet Printer Paper
Price: \$28.78 ✓prime & FREE Returns
Save up to 15% with Progressive Discounts
You will unlock 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

Not actual example of UTA

Some products (e.g. hazardous material) will route through EH&S prior to being submitted to Amazon Business for fulfillment

Organization 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.



Organization blocked

- **Admin note:** Please contact IT for laptop acquisition.
- See more admin notes (1)

Qty: 1

Add to Cart

1-Click ordering is not available for this item.

Select delivery location

Organization blocked

Samsung Galaxy Tab Active T540NZKAXAR

★★★★★ ~ 137

\$515⁶³ ~~\$749.99~~

\$512.87 with quantity discounts

✓prime FREE Delivery Mon, Mar 8

More Buying Choices

\$489.90 (7 used & new offers)

HP Chromebook 14-inch HD Laptop, Intel Celeron, 4 GB RAM, 32 GB eMMC, Chrome (14a-na0010nr, Mineral Silver)

Visit the HP Store

★★★★★ ~ 3,524 ratings | 167 answered questions

Climate Pledge Friendly

List Price: \$279.99

Business Price **\$249.00**

You Save: \$30.99 (11%)

Not eligible for Amazon Prime.

Style: HD Display

FHD Display **HD Display**


Color: Mineral Silver


4 VIDEOS

Not actual example of UTA

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.

 **Organization preferred**
Admin note: "Your organization identified this item as preferred and wants you to choose it over similar products."
[View policies affecting](#)



Amazon Basics 14-Inch Laptop Macbook and Tablet Shoulder Bag, Black, 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.

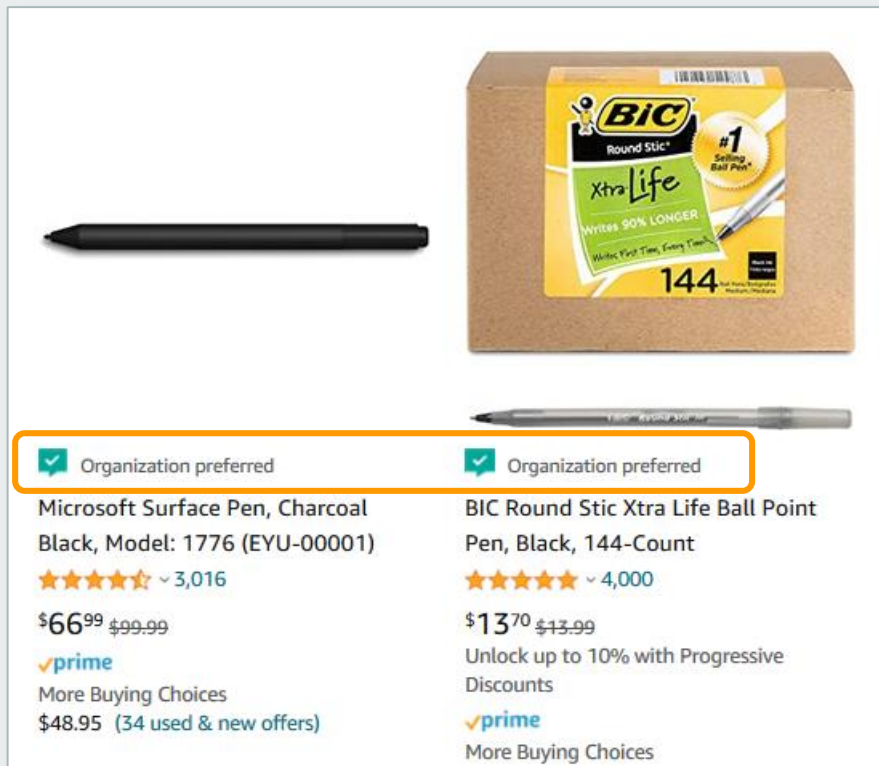
Preferred by your organization


 <p> Organization preferred Amazon Basics 15.6-Inch Laptop Computer and Tablet Shoulder Bag Carrying Case, Black, 1-Pack ★★★★☆ 24,725 ratings \$22⁴⁶ \$21.81 with quantity discounts prime FREE One-Day</p>	 <p> Organization preferred Amazon Basics 15.6-Inch Laptop and Tablet Bag, Black, 10-Pack ★★★★☆ 65 ratings \$157⁰⁰ \$163.99 Unlock up to 11% with Progressive Discounts prime</p>	 <p> Organization preferred Lenovo Professional Carrying Case (Briefcase) for 15.6" Notebook - Black ★★★★☆ 12 ratings \$71⁹⁹ prime More Buying Choices \$69.00 (37 new offers)</p>
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Not actual example of UTA


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.



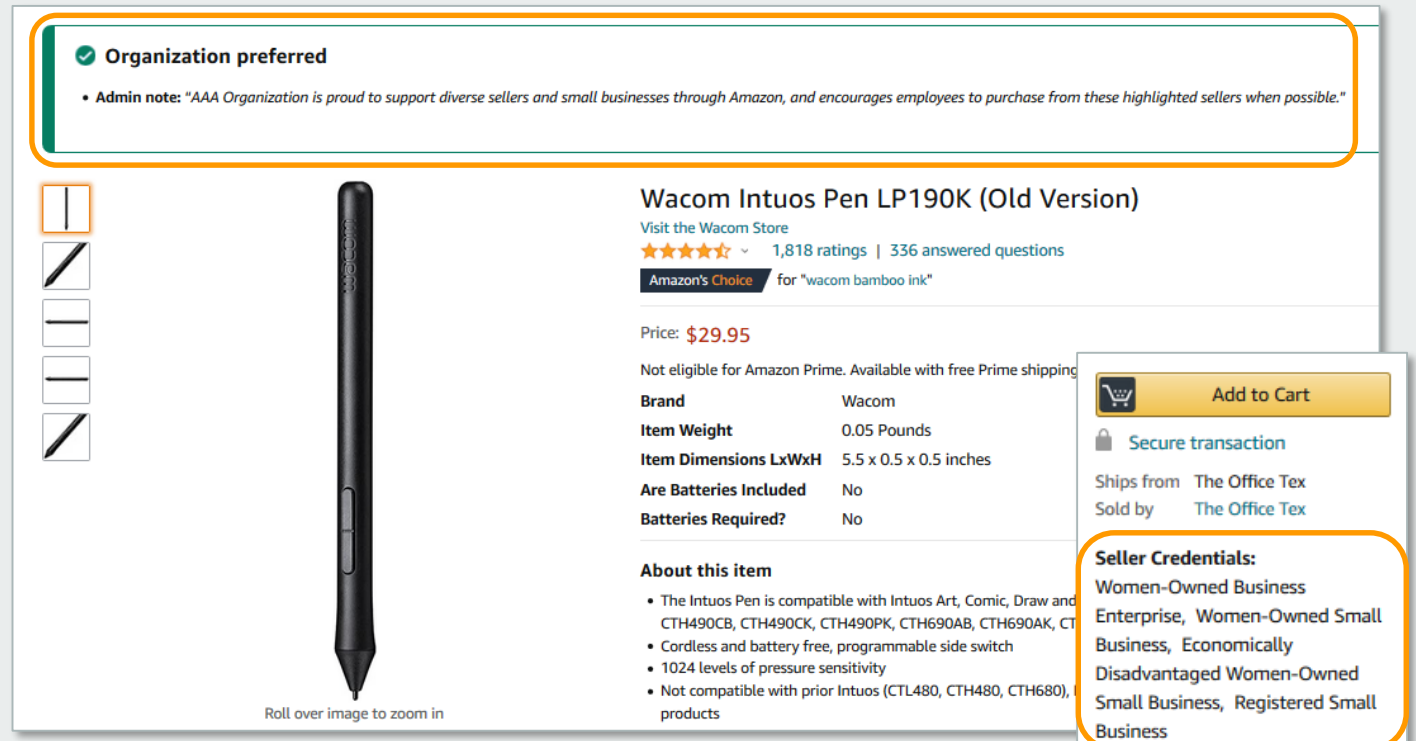
 Organization preferred


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 \$43.99
Unlock up to 10% with Progressive Discounts
✓prime
More Buying Choices

Not actual example of UTA



 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."



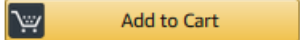
Wacom Intuos Pen LP190K (Old Version)
Visit the Wacom Store
★★★★☆ ~ 1,818 ratings | 336 answered questions
Amazon's Choice for "wacom bamboo ink"


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

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

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

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)

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.

Savings New

Track your savings on Amazon Business.

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.

Credentials New

Get detailed seller diversity and product sustainability information for all your purchases on Amazon Business.

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 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.](#)

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. *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 page. At the top, a dark blue navigation bar contains links for 'Departments', 'Buy Again', 'Savings Hub', 'Quantity Discounts', 'Today's Deals', 'Business Plus', 'Add People', 'Gift Cards', and 'Help' (highlighted with an orange box). The main content area features a teal background with the heading 'Fixing things is quick & easy' and a sub-heading 'The bot quickly fixes your problem or connects you to someone who can.' Below this is a prominent orange 'Start chatting now' button and a link for phone support: 'Need help over phone? [We can call you.](#)'

A chat window is overlaid on the right, showing a conversation with 'Messaging Assistant - Customer Service'. The chat history includes: 'Hey, I never received my Fire table', '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.' A secondary navigation bar above the chat window contains 'Gift Cards', 'Help', and 'Contact Us' (highlighted with an orange box).

At the bottom of the teal section, three 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!'.

The bottom white section is titled 'Here are a few things you can take care of on your own' and lists six services with 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: [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

amazon business