



amazon business

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Amazon Business Buyer Training

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Customer Success Manager

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University at Buffalo's Goals

University at Buffalo's Goals

Consolidate Existing Amazon Accounts

Reduce Tail Supply Base

Better Compliance

Savings across the campus

Future Integration with Jaggaer

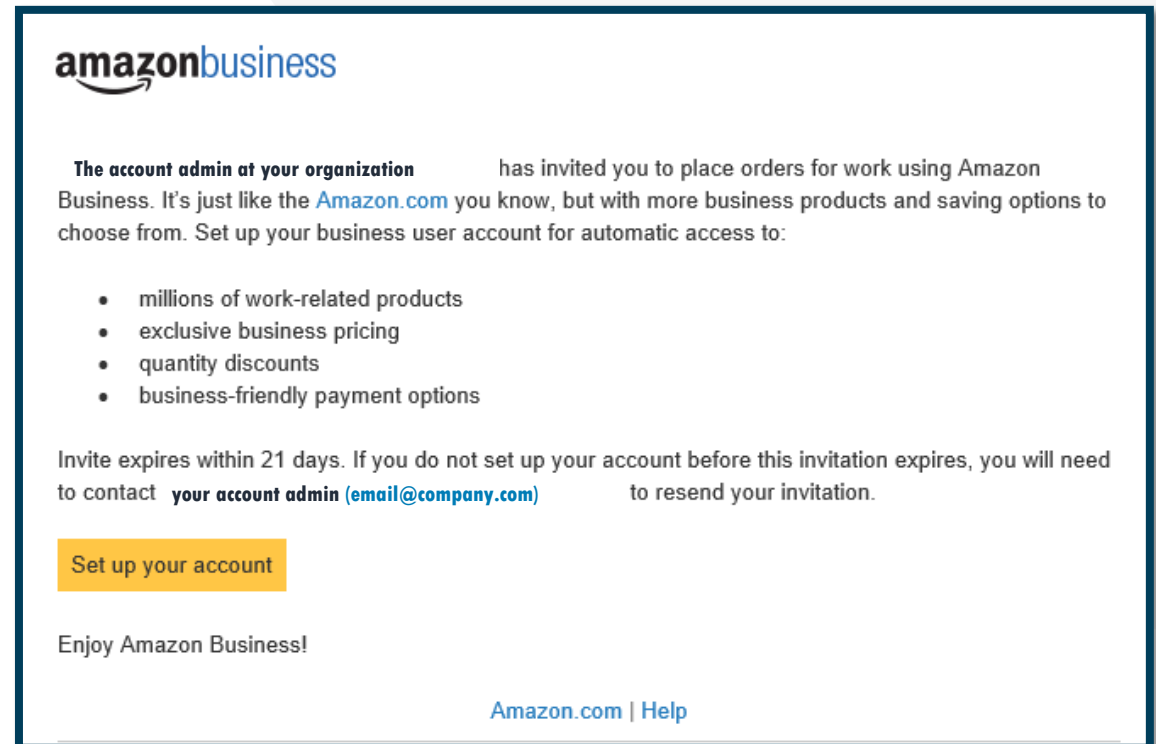
Joining the Amazon Business Account

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.

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

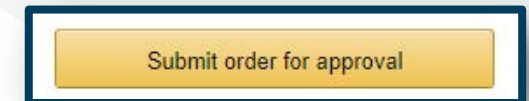
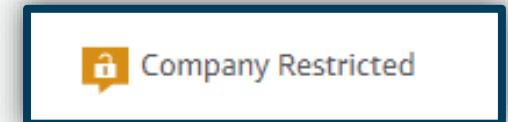
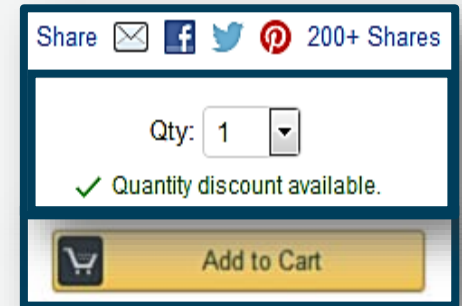
- Customize Amazon Business to your organization's buying standards and procedures. Features include approval workflows, negotiated pricing, and preferred suppliers and preferred products.

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 & 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 Office Supplies Packaging & Shipping Paper Printing & Ink Writing Supplies Shop All Office Products	Electronics & Computers Computers Cell Phones Office Electronics Security & Surveillance Telephony & Video Shop All Electronics	Software Analytics & Security Business & Office Networking & Servers Tax Preparation Utilities Shop All Software
Books Business & Money Computers & Technology Law Management Reference Shop All Books	Janitorial Cleaning & Sanitation Cleaning Tools Floor Care Paper Products Truck Care & Maintenance Shop All Janitorial	Industrial 3D Printing Adhesives & Labels Industrial Electrical Materials 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

business prime shipping

Take Advantage of Amazon Prime Shipping Benefits

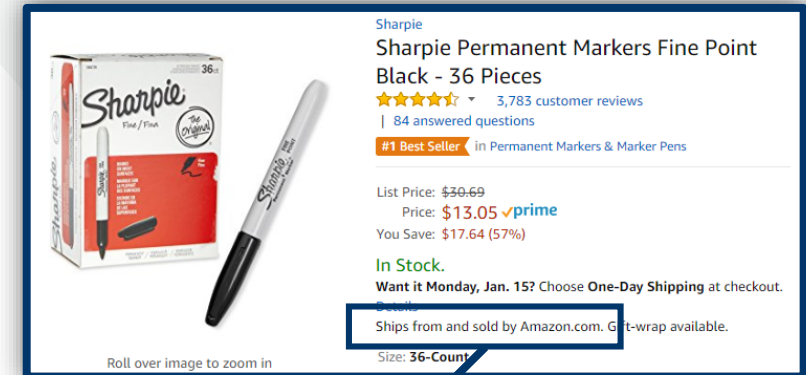
- An easy way to ensure that your products arrive on time and as expected, is to order products fulfilled directly from Amazon. All products clearly mark who the seller is on the product detail page.

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.

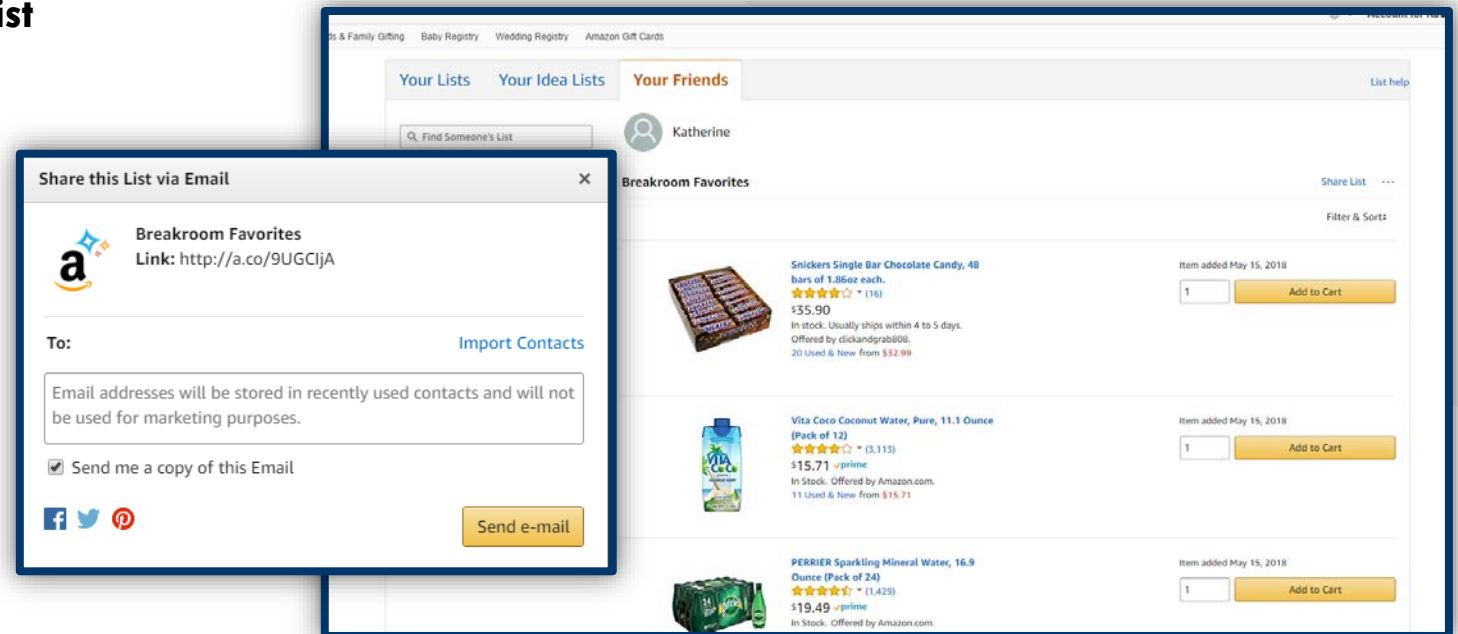
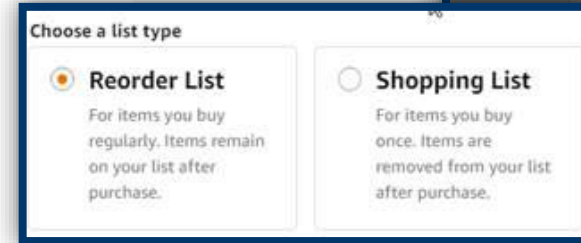
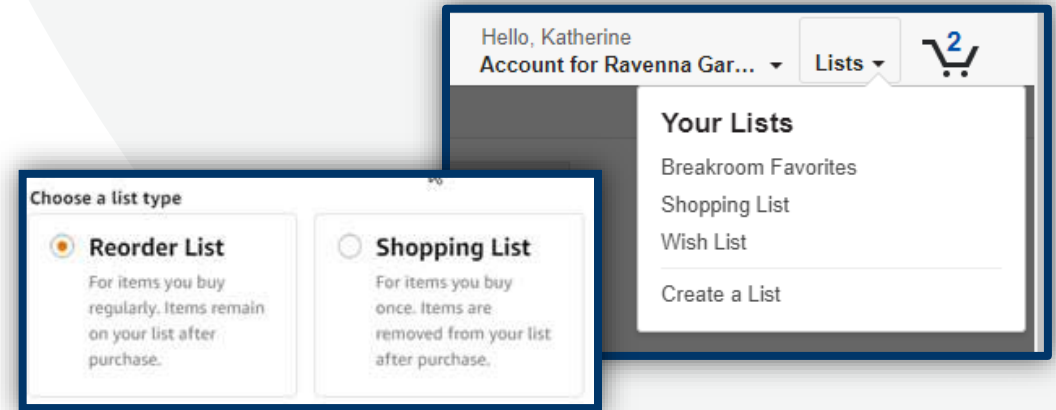


Ships from and sold by Amazon.com.

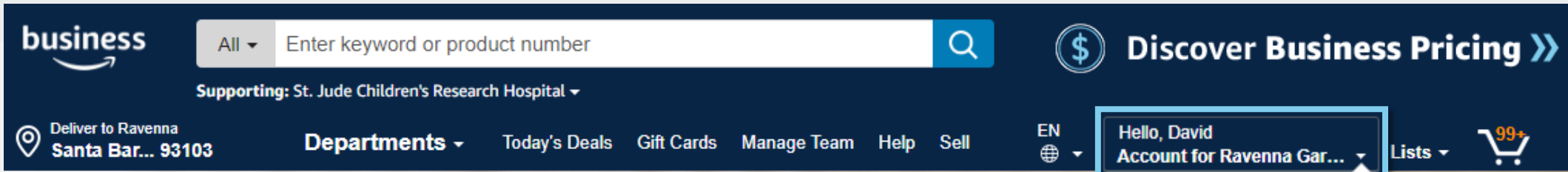
Reorder & Shopping Lists

How do lists work on Amazon Business?

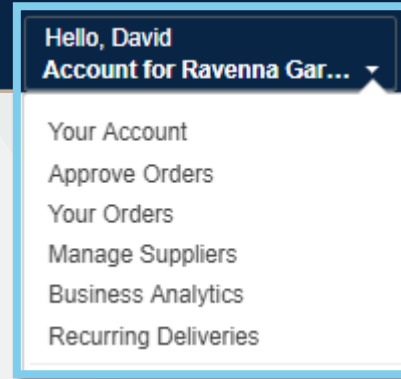
- Lists make it easy to keep track of the things you need and are easy to share with others. Any User on Amazon Business can create a shopping list
- Choose between multiple list types depending on if you want the items to remain on a list after they are ordered
- To share your list, create a public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



Business Account Navigation



Business Account Navigation

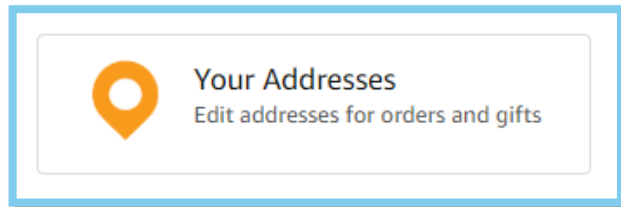


Page	Functionality
Your Account	Standard Amazon account information
Approve Orders	If workflow approvals are enabled, approvers can view and take action on pending orders
Your Orders	View and your track orders. Administrations can view orders others have placed on behalf of the organization
Manage Suppliers	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.

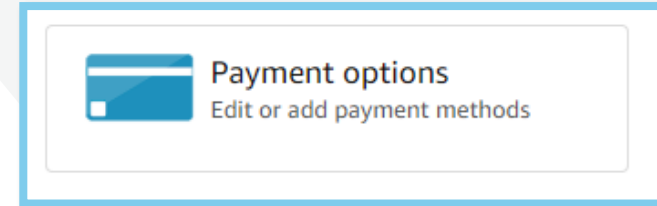
Account Configuration

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.

Restricted Policies



Administrators can customize messaging to let end users know IF and WHEN they can purchase certain categories on Amazon Business

Warning: Noncompliant item
This item does not comply with the purchasing standards for your business. For more information, contact your business administrator.
ABCDEF - Level Test Group employees: Defer to our existing IT contracts before purchasing consumer electronics.
[Show other admin messages](#)

fire
POWERFUL
TABLET
— AT AN —
INCREIBLE
PRICE

Restriction Best Practice:

- Because restrictions are created at the category level, some permitted items may get unintentionally restricted.
- Be aware, restricting a category does not prevent a purchase but adds a warning.

Warning: Your cart contains noncompliant items
One or more items in your cart do not comply with the purchasing standards of your business. For more information, contact your business administrator.

Test, get a **\$50 Amazon.com Gift Card instantly** upon approval for the Amazon Rewards Visa Card

Current Total:	\$ 49.99
Savings:	- \$ 50.00
Cost After Savings:	\$ 0.00
Savings Remaining:	\$ 0.01

Shopping Cart

	Price	Quantity
	\$49.99	1

Fire Tablet with Alexa, 7" Display, 8 GB, Black - with Special Offers by Amazon
In Stock
Warning: ABCDEF - Level Test Group employees: Defer to our existing IT contracts before purchasing consumer electronics
[Show all admin messages](#)
Eligible for FREE Shipping
 This is a gift [Learn more](#)
[Delete](#) | [Save for later](#)

Checking out with ATEP

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
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


View All Orders: [Ravenna Garden](#)

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

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

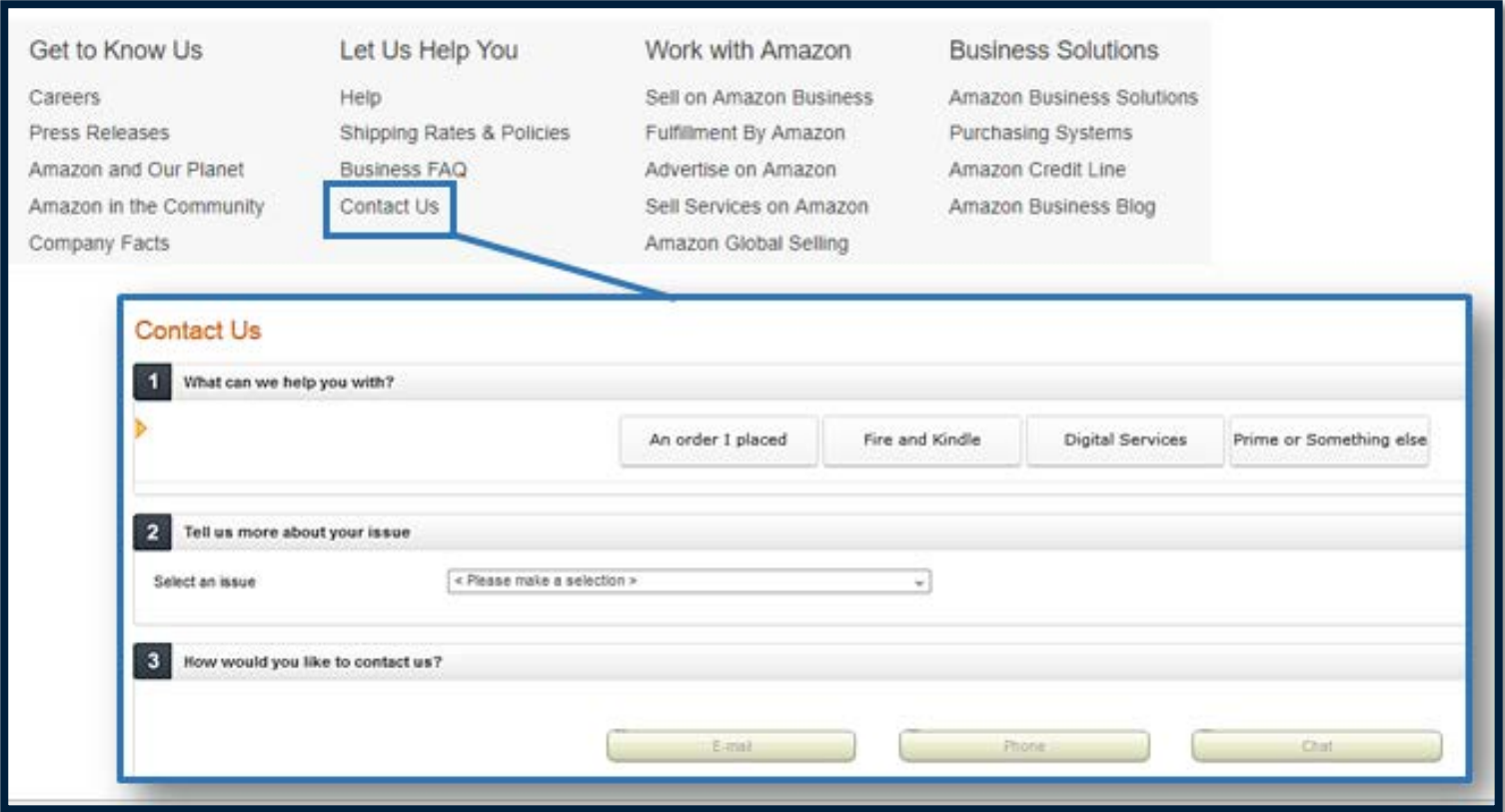
Take a variety of actions on your orders such as initiating returns or tracking the delivery of a package.

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](#).



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 – Alex Mednick – mednicka@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

Thank You