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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
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

**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
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.
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

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

![Amazon Business Navigation Menu](image)
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 weekday 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.

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.
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.

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.

<table>
<thead>
<tr>
<th>Reconciliation</th>
<th>Orders</th>
</tr>
</thead>
<tbody>
<tr>
<td>Compare order and payment history to your records.</td>
<td>Get detailed shipping, product, and seller info on an order.</td>
</tr>
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</table>

<table>
<thead>
<tr>
<th>Returns</th>
<th>Refunds</th>
</tr>
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<tbody>
<tr>
<td>Monitor what items are being returned and the reasons why.</td>
<td>Track the payment, product, and status of a refund.</td>
</tr>
</tbody>
</table>

**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
Your Orders
Your Orders

This section of the account provides additional detail regarding the status of all orders placed.

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