



Amazon Business Buyer Training for University of Houston

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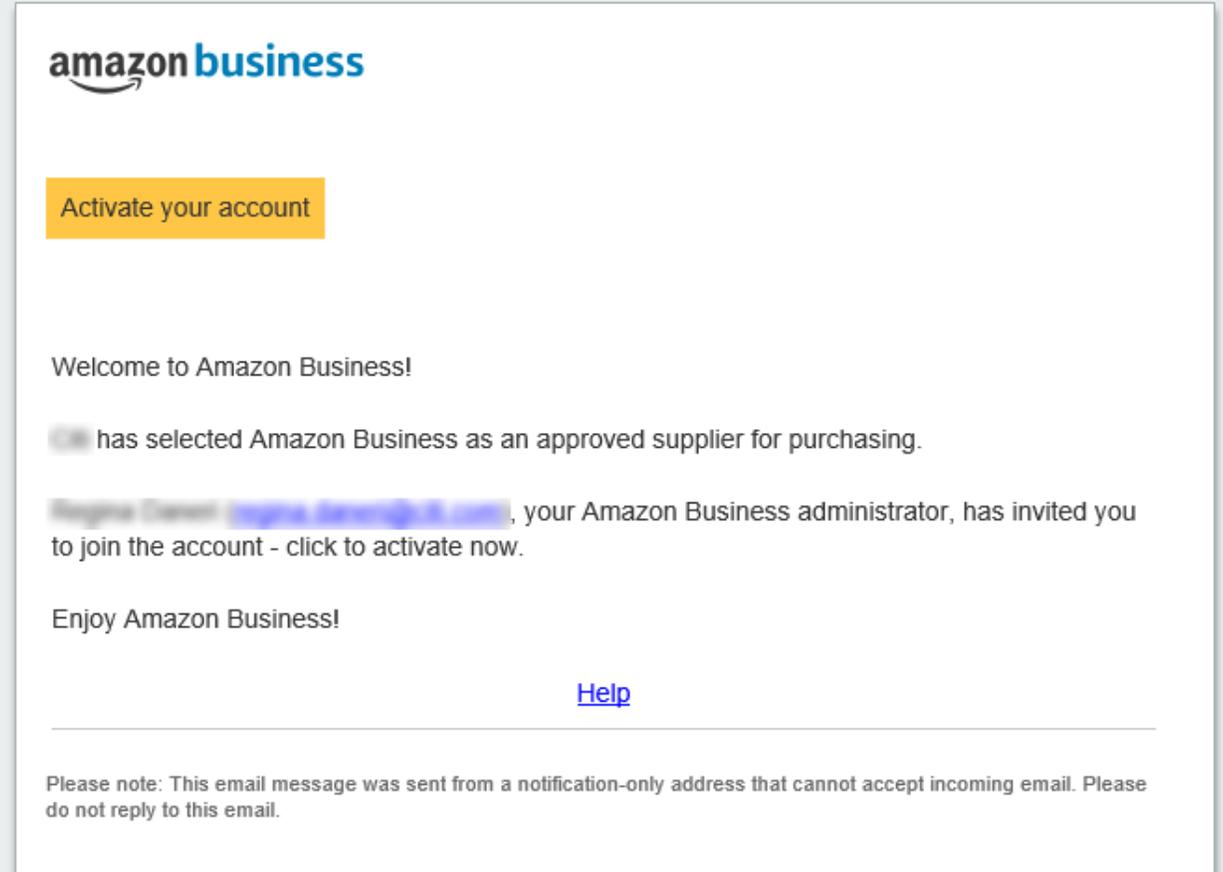
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- Business Account Navigation
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Join the Amazon Business Account

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



Accessing the Account through Single Sign On and Direct access

How do you sign in?

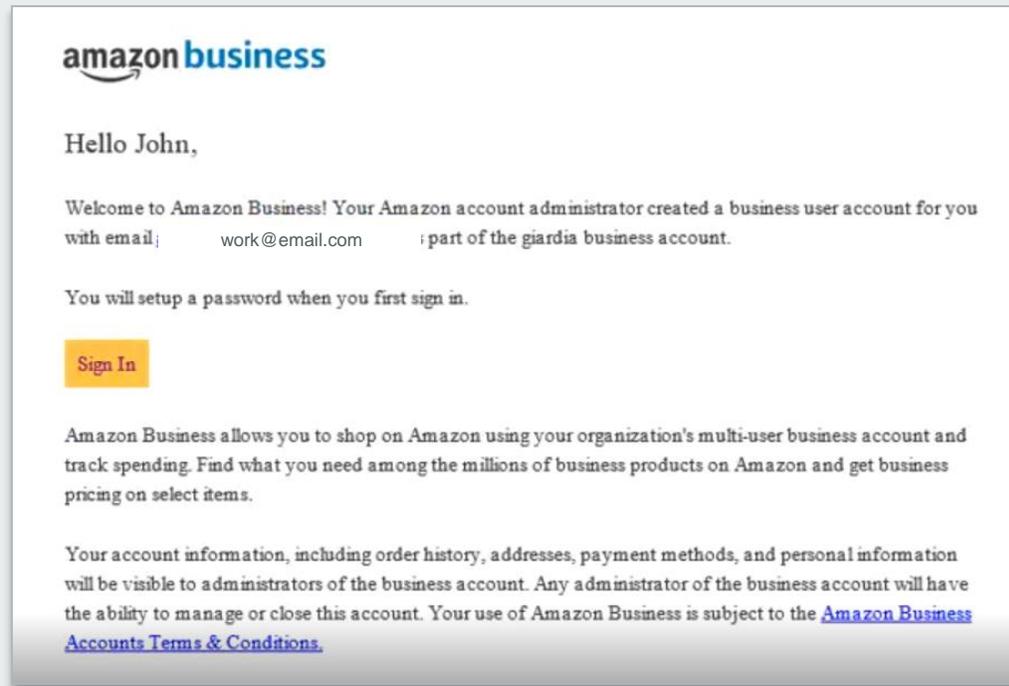
- To access the centralized account, use the link provided to access Amazon Business. This will automatically log you into the appropriate account.
- Depending on how you have used your work email on Amazon in the past, you may need to take action to separate or migrate an existing account.
 - For those 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.

UH: Single Sign On Link

UHV: Direct Access at Amazon.com

UHCL: Direct Access at Amazon.com

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.

[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 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

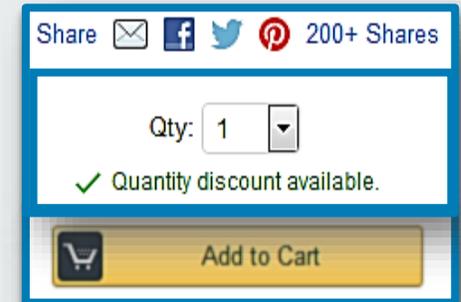
- Customize Amazon Business to your organization's buying standards and procedures. Features include approval workflows, negotiated pricing, and preferred suppliers and preferred products.

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

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
Filing
Printers & Ink
Writing Supplies
Shop Office Supplies
- Business & Home**
Computers & Technology
Label Management
Reference
Shop Business & Home
- Electronics & Computers**
Computers
Networking
Office Electronics
Security & Surveillance
Telephony & Video
Shop Electronics
- Industrial**
Cleaning Equipment
Cleaning Tools
Floor Care
Paper Products
Tool Cans & Storage
Shop Industrial
- Software**
Business & Security
Business & Office
Business & Services
Tax Preparation
Utilities
Shop Software
- Industrial**
3D Printing
Additives & Lubricants
Automated Storage
Material Handling
Tool & Measurement
Shop 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

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

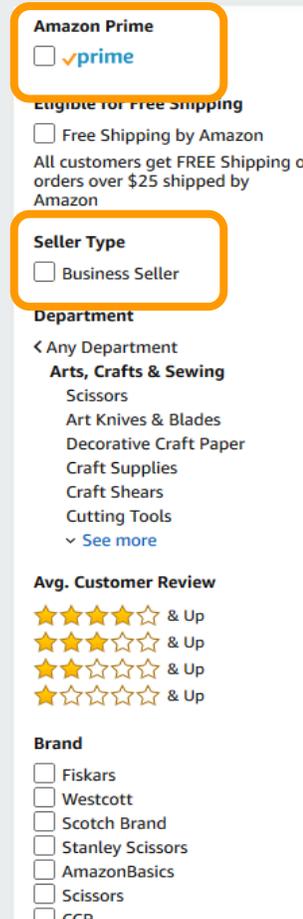
Packaging Option

- 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

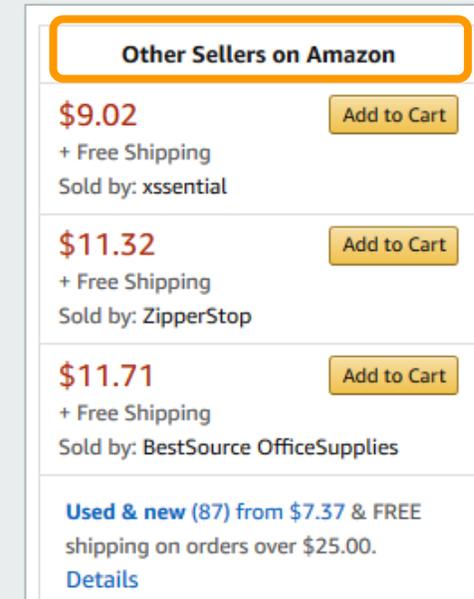
Eligible for Free Shipping
 Free Shipping by Amazon
All customers get FREE Shipping on orders over \$25 shipped by Amazon

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



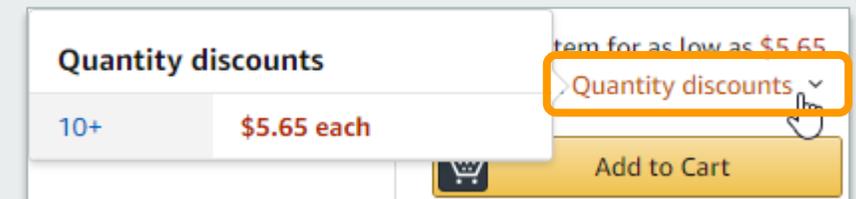
Other Sellers on Amazon

\$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.

The screenshot shows the Amazon product page for a Sharpie Fine Point Permanent Marker. The product image on the left shows a container of 36 black markers. The product title is "Sharpie Fine Point Permanent Marker". The price is listed as \$31.95, with a "Business Price" of \$30.99 and a "Lowest Price" of \$30.35. The page includes a "Buy more, save more" section, a "Brand" section (SHARPIE), and an "About this item" section with bullet points describing the marker's features. The right side of the page shows the "Add to Cart" button, a "Ships from Amazon" badge, and a "Secure transaction" badge. The "Ships from Amazon" badge is highlighted with a blue box.

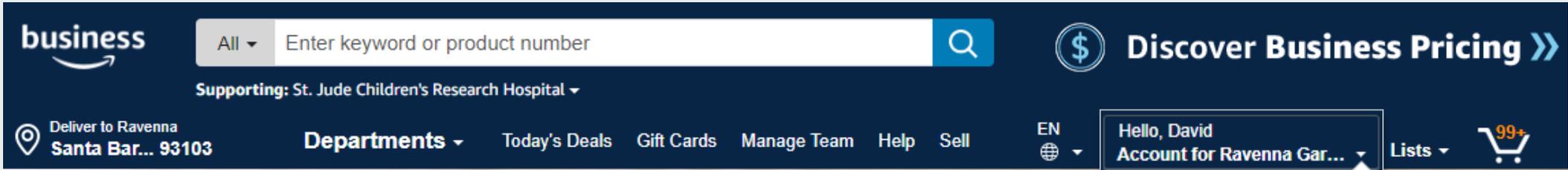
Reorder & Shopping Lists

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 visible with a 'Lists' dropdown menu and a shopping cart icon containing '2' items. Below this, a 'Your Lists' sidebar 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 Single Bar Chocolate Candy', 'Vita Coco Coconut Water', and 'PERRIER Sparkling Mineral Water'. A 'Share this List via Email' modal is overlaid on the list, showing the list name, a shareable link, a 'To:' field with an 'Import Contacts' button, a checkbox for 'Send me a copy of this Email', and social media sharing icons.

Business Account Navigation



- Hello, David
- Account for Ravenna Gar...
- Your Account
- Approve Orders
- Your Orders
- Manage Suppliers
- Business Analytics
- Recurring Deliveries

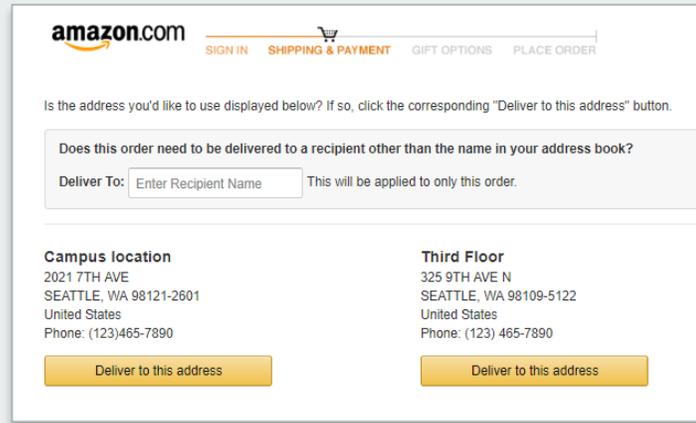
Business Account Navigation

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 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 – addresses and payment method

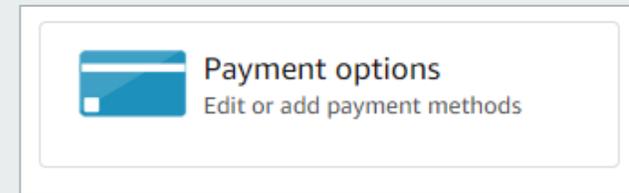
When checking out on Amazon Business, be sure to enter the appropriate payment and select the shipping address. Payment method can be entered in **Your Account** or during the checkout process



The screenshot shows the Amazon Business checkout page. At the top, there are navigation links: SIGN IN, SHIPPING & PAYMENT, GIFT OPTIONS, and PLACE ORDER. Below this, a question asks if the user wants to use the displayed address. A section titled "Does this order need to be delivered to a recipient other than the name in your address book?" includes a "Deliver To:" field with a text input and a note that it applies only to this order. Two address options are listed: "Campus location" (2021 7TH AVE, SEATTLE, WA 98121-2601) and "Third Floor" (325 9TH AVE N, SEATTLE, WA 98109-5122). Each address has a yellow "Deliver to this address" button.

Shipping Address

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



- 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.

Amazon Business Discounts

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

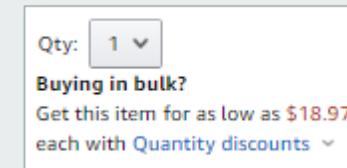
Business Pricing

- 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

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.

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

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

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](#).*

Departments - Buy Again Savings Hub Quantity Discounts Today's Deals Business Plus Add People Gift Cards **Help** EN

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.](#)

Hey, I never received my Fire table

Messaging Assistant - Customer Service

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

Messaging Assistant - Customer Service

OK, we just put in the replacement order. It should arrive in a couple of days.

Gift Cards Help **Contact Us**

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.

You're on your way!

Here are a few things you can take care of on your own

- Check on an order
- Returns & Refunds
- Manage content & devices
- Get help with Prime
- Update payment info
- 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

Your Customer Advisor – Johnny Przybyszewski– johnnypz@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