



State of Connecticut Amazon Business Buyer Training

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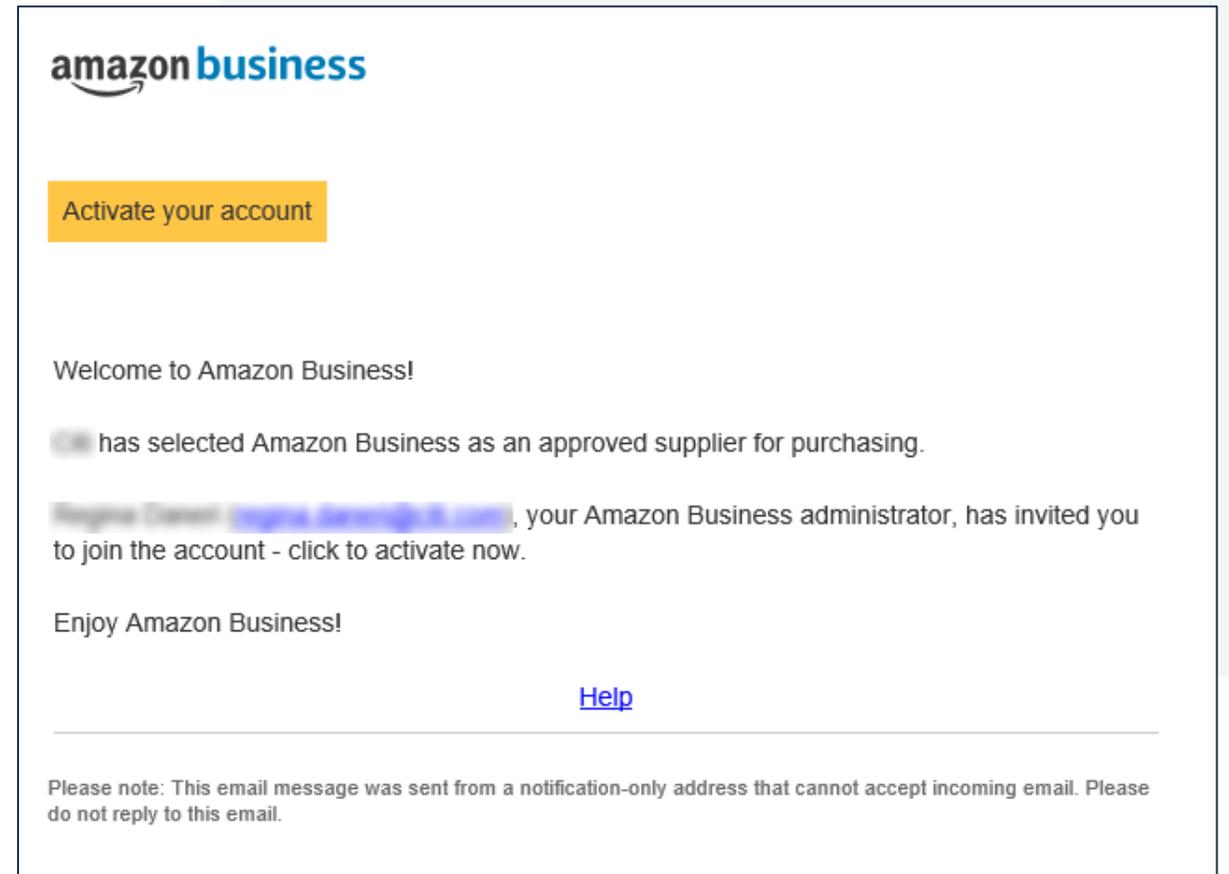
Joining the Amazon Business Account

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

- Your Account automatically populates with your first and last name
- Simply click on the link to “Set Your Password”

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

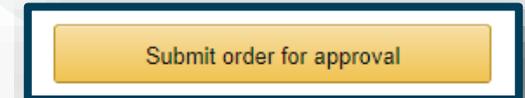
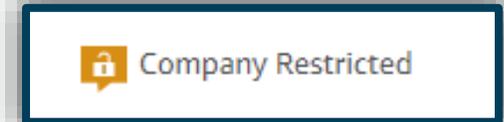
- Customize Amazon Business to your organization's buying standards and procedures. Features include approval workflows, negotiated pricing, and preferred suppliers and preferred products.

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

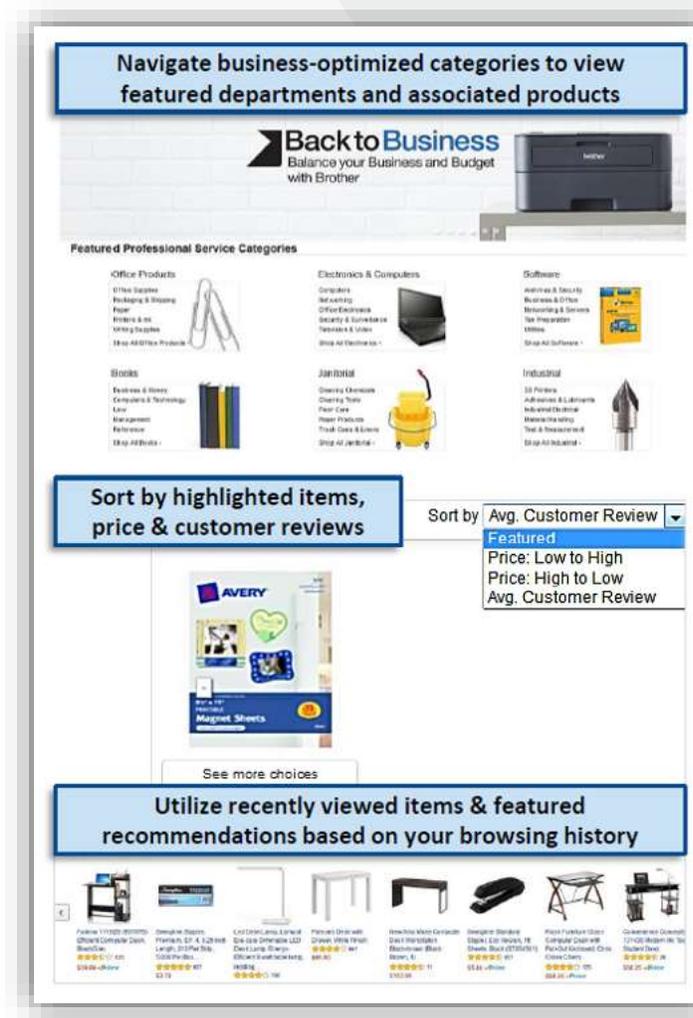
- Office Products**
Office Supplies
Packaging & Shipping
Paper
Printing & Ink
Writing Supplies
Shop All Office Products
- Electronics & Computers**
Computers
Networking
Office Electronics
Security & Surveillance
Telephony & Video
Shop All Electronics
- Software**
Analytics & Security
Business & Office
Networking & Services
File Management
Utilities
Shop All Software
- Books**
Business & Finance
Comics & Publishing
Law
Management
Reference
Shop All Books
- Industrial**
Business Equipment
Cleaning Tools
Floor Care
Household
Tool Care & Lubrication
Shop All Industrial
- Industrial**
3D Printing
Additive & Lasermark
Industrial Electrical
Manufacturing
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



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.

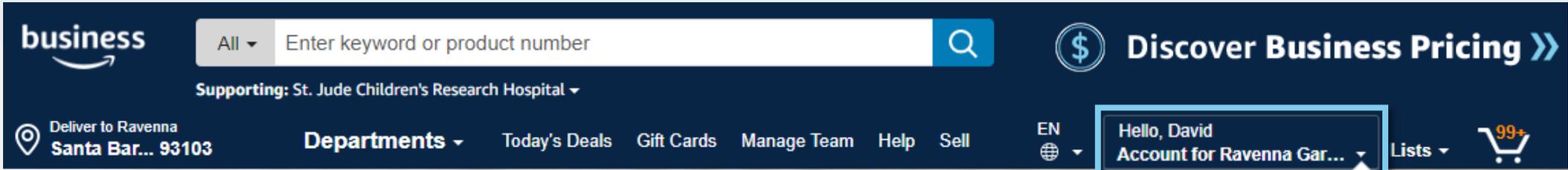
Reorder & Shopping Lists

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

The image displays three overlapping screenshots of the Amazon Business interface. The top-right screenshot shows a user's account page with a 'Lists' dropdown menu containing 'Breakroom Favorites', 'Shopping List', 'Wish List', and 'Create a List'. The middle-left screenshot shows a 'Choose a list type' dialog with two options: 'Reorder List' (for items that remain on the list after purchase) and 'Shopping List' (for items that are removed after purchase). The bottom-right screenshot shows a 'Share this List via Email' dialog for a 'Breakroom Favorites' list, displaying a link and a 'Send e-mail' button. In the background, a list of items is visible, including 'Santitas Single Bar Chocolate Candy', 'Vita Coco Coconut Water, Pink', and 'FERRIER Sparkling Mineral Water'.

Business Account Navigation



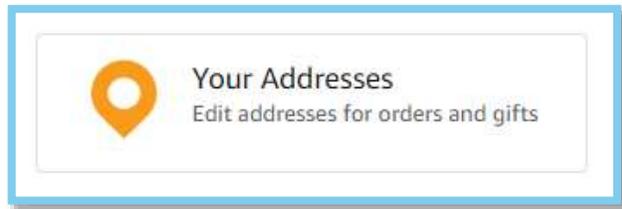
Business Account Navigation

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 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.

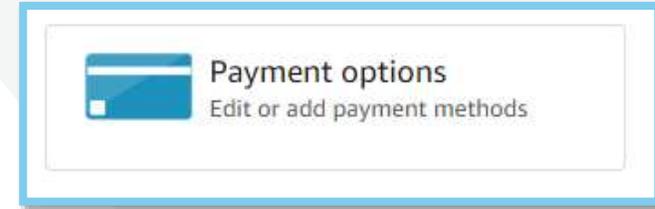
Account Configuration

Checkout – Individual Payment 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.

Checkout – Multiple Groups

Individuals who purchase on behalf of multiple departments may be a member of multiple account groups in order to keep reporting organized

End User Experience:

- Choose the group you wish to purchase on behalf of during the checkout process
- Shipping and payment options may differ depending on the group you have selected during checkout

amazon.com [SIGN IN](#) [SHIPPING & PAYMENT](#) [GIFT OPTIONS](#) [PLACE ORDER](#)

Choose a group [What's this?](#)

Group	Payment methods
<input checked="" type="radio"/> Front Desk Admin	Shared
<input type="radio"/> Landscaping	Individual
<input type="radio"/> Warehouse	Shared

[Continue](#)

Use the selected group as your default group

Business Order Information

Custom order fields at checkout make it easier to track and manage orders

- All information entered will appear in Order History Reports in the Business Analytics tool
- Each field may be required or optional
- The information fields below have been configured on your account

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

Business order info
Ask buyers for additional information during checkout and save it for reporting. You can include up to 6 fields.

ENABLED	LABEL	SHOW AS LIST	DEFAULT (OPTIONAL)	REQUIRED TO CHECKOUT
<input checked="" type="checkbox"/>	PO number	<input checked="" type="checkbox"/> Show buyer list of options	<input type="text"/>	<input checked="" type="checkbox"/> Required

Approval Workflows

Some orders or all orders placed on the account may be subject to approval before being fulfilled

[How do I order with Approvals configured?](#)

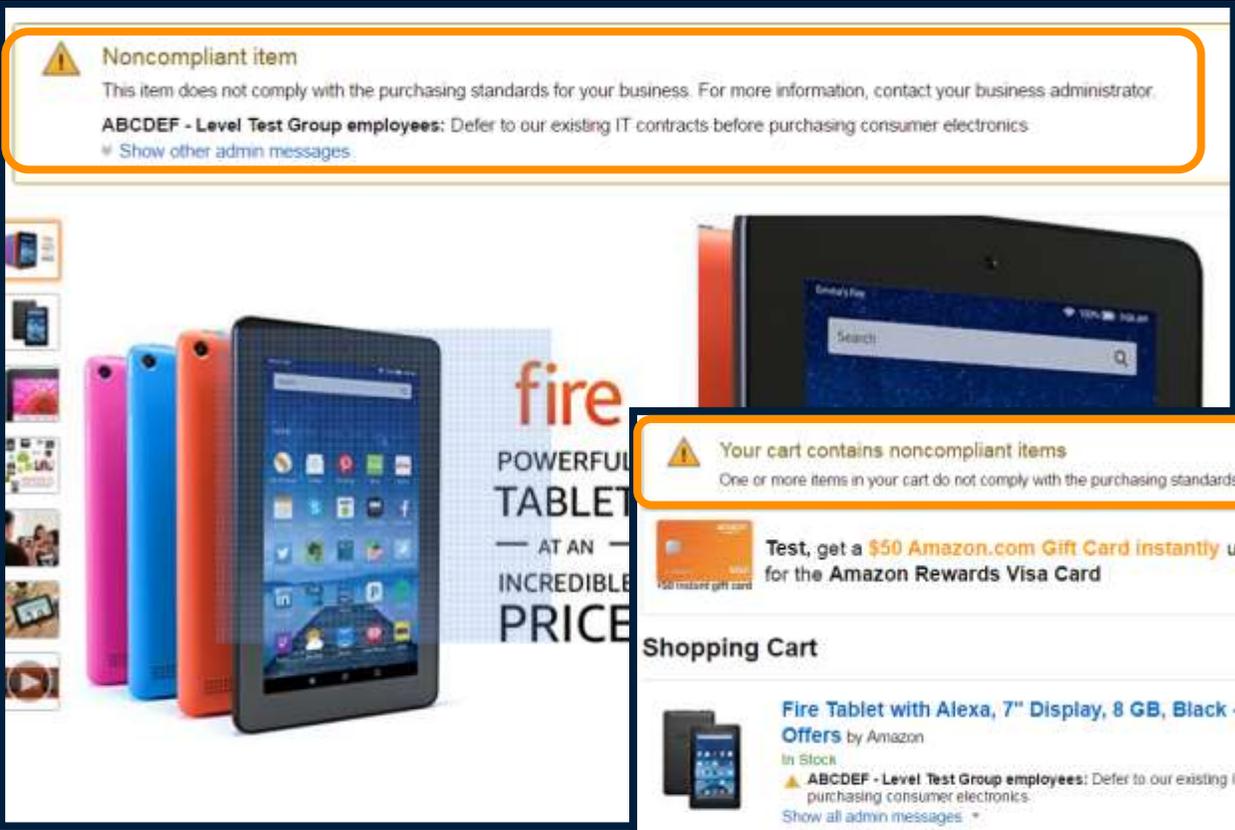
- Depending on your role, some or all of your orders may require approval.
- There are no additional steps to take to submit your order for approval. Check out as you normally would and you will see the option at checkout.
- Your order will not be processed until it is approved by the appropriate approver. Keep this in mind for shipping timelines.
- You will be notified over email once your order is submitted and then again once your order has been approved and processed. Just as with a normal order on Amazon, you will also receive relevant shipping updates.
- If your order is not approved **within 7 days**, the order will automatically be canceled; however, the items in your order will not be deleted. If your order is canceled, you will need to submit the order again for approval.

Submit order for approval	
By placing your order, you agree to Amazon's privacy notice and conditions of use .	
Order Summary	
Items (2):	\$37.28
Shipping & handling:	\$5.99
<hr/>	
Total before tax:	\$43.27
Estimated tax to be collected*:	\$4.36
<hr/>	
Order total:	\$47.63
How are shipping costs calculated?	
Why didn't I qualify for free shipping?	

Restricted Policies

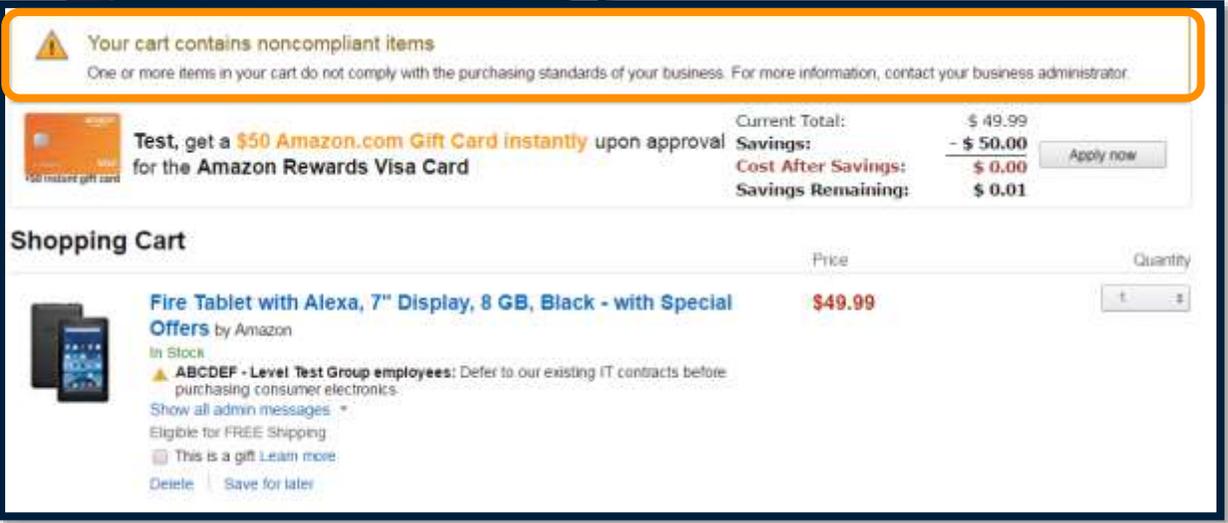


Administrators can customize messaging to let end users know IF and WHEN they can purchase certain categories on Amazon Business



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.



Preferred Products



Mark specific products as preferred to ensure you end users can easily find what they are looking for. This messaging is visible throughout the shopping experience, search results, and on product detail pages.

✓ Company preferred
Your organization has identified this item as preferred and wants you to choose it over similar products.



Spill Resistant Keyboard

Asus
ASUS Chromebook C202SA-YS02 11.6"
Ruggedized and Water Resistant Design with 180 Degree (Intel Celeron 4 GB, 16GB eMMC, Dark Blue, Silver)
★★★★☆ 910 customer reviews
655 answered questions
Amazon's Choice for "chromebook"
List Price: \$229.00
Price: **\$209.99** & FREE Shipping
You Save: \$19.01 (8%)
prime | Try Fast, Free Shipping
In Stock.
Want it Wednesday, Jan. 17? Order by Tuesday, Jan. 16, choose **One-Day Shipping** at checkout.
Ships from and sold by Amazon.com

Share 3K+ Shares

Show results for

- Any Category
- Electronics
- Computers & Accessories
- Computers & Tablets
- Laptops**
 - Traditional Laptops
 - 2 in 1 Laptops

Refine by

Delivery Day
 Get it by Tomorrow

Amazon Prime
 prime

Eligible for Free Shipping
 Free Shipping by Amazon

Preferred by your Company



ASUS Chromebook C202SA-YS02 11.6" Ruggedized and Water Resistant Design with 180 Degree (Intel Celeron 4 GB, 16GB eMMC, Dark Blue, Silver) by Asus
\$209.99 ~~\$229.00~~ prime
★★★★☆ 910

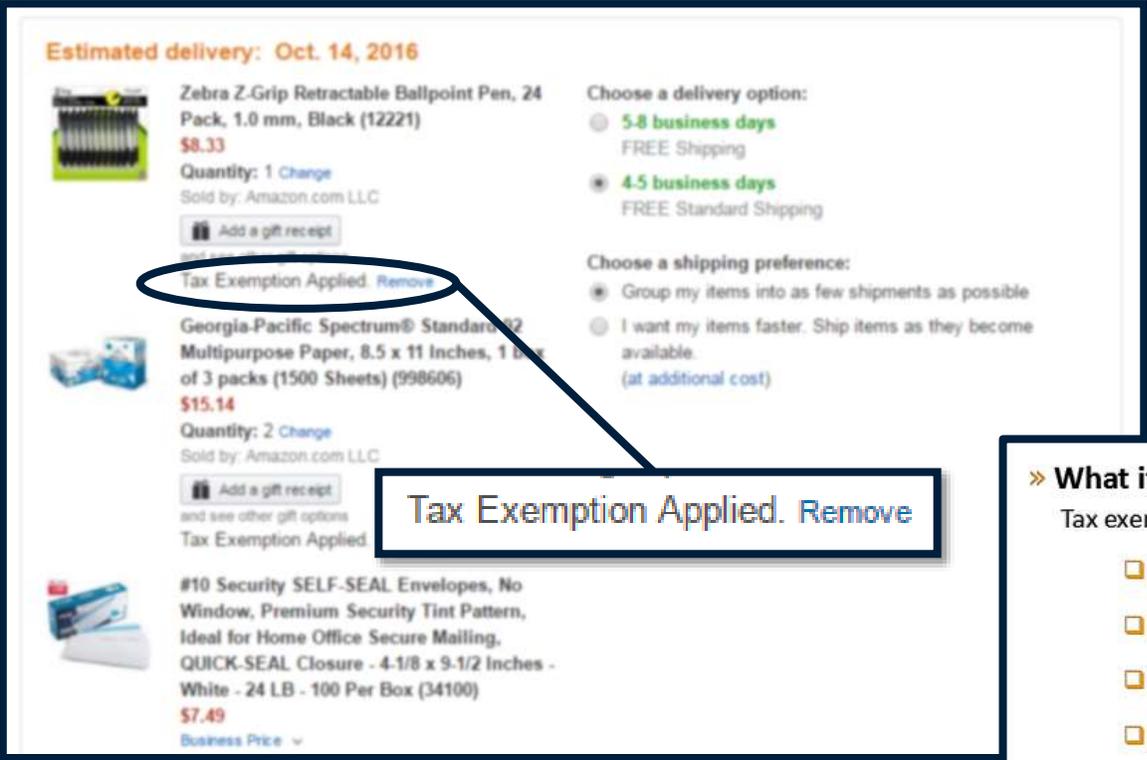


Intel i7 Dual Core 2.5GHz, 3.1 GHz Turbo
15.6 FHD Touchscreen 1080P
8GB Ram, Windows 10 Home
256GB Solid State Drive (SSD)
Backlit Keyboard, USB 3.0
Dell Inspiron 15.6" FHD Touchscreen Laptop, Intel Core i7-6500U, 8 GB RAM, 256GB SSD, DVD, Backlit keyboard, HDMI, Bluetooth, 802.11ac, Real Sense 3D by Dell
\$729.00 prime (4-5 days)
Only 1 left in stock - order soon.
★★★★☆ 17

Showing results in **Electronics**. Show instead results in **All Departments**.

Checking out with Tax Exemptions

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



Confirm tax exemptions are applied:

- On the Review Your Order page (checkout), verify and/or modify which items should be charged sales tax.
- If needed, you can manually add tax by clicking **Remove** next to the specific item

» **What items are eligible for tax exemption?**
Tax exemption applies to items sold by . . .

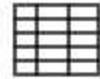
- Amazon.com LLC
- Amazon Digital Services LLC
- Warehouse Deals LLC
- Amazon Services LLC
- Sellers (Non-Amazon) participating in ATEP

Business Analytics

Amazon Business Analytics

Amazon Business Analytics provides the ability to:

- Aggregate purchases to compare and track spend over time
- Monitor and track 60+ data fields including customer info, shipment info, payment info, and seller info
- Customize and save report templates to meet business needs
- Download CSV files to analyze your data in excel



Reports

Use our reports to get line-item details about your organization's orders and access important documents like invoices. Start with one of our curated reports, then customize it to your needs.

Reconciliation

Compare order and payment history to your records.

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 Time period: Month to date

Add title and save to your templates

	<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 **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

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

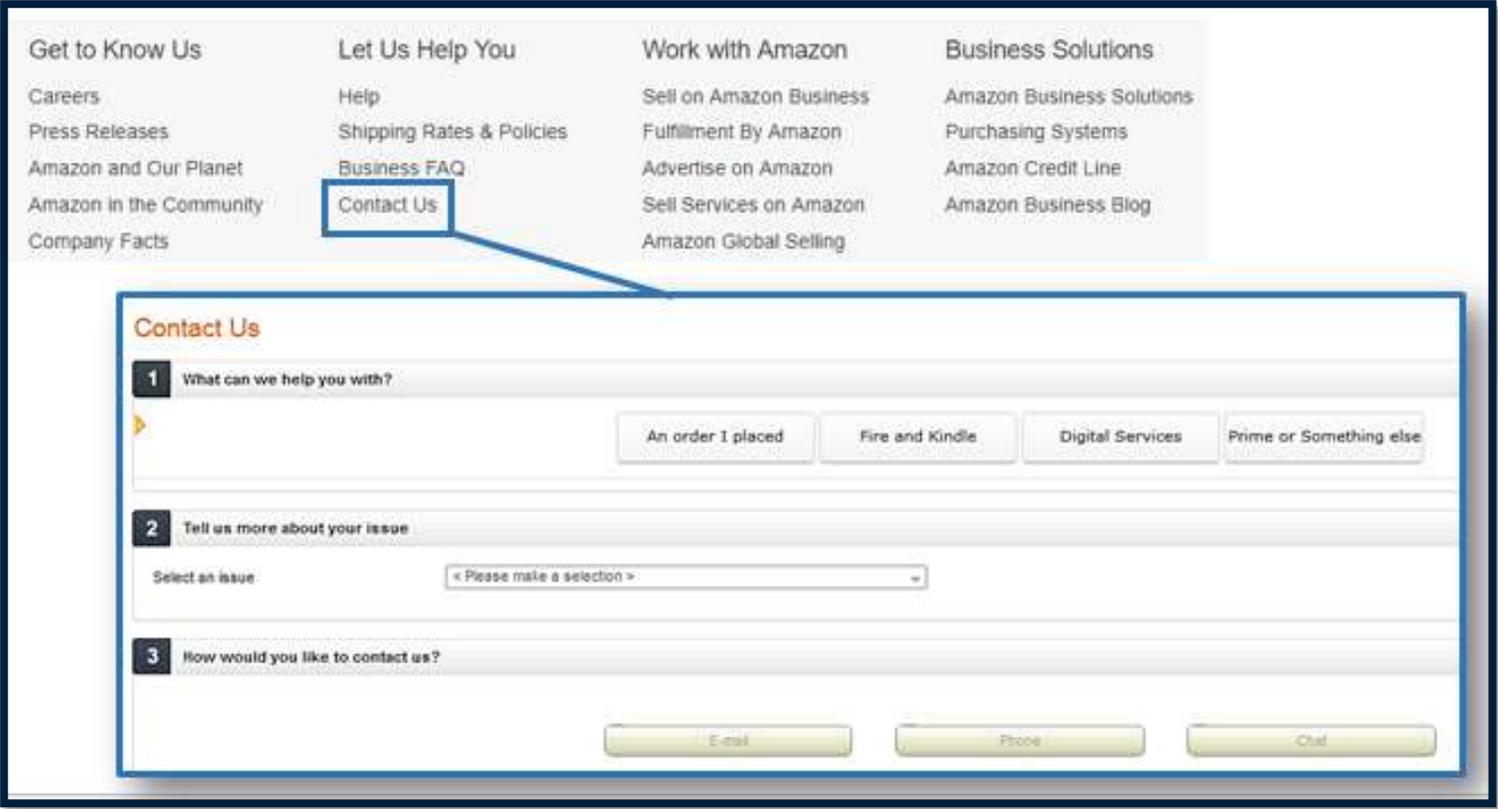
Take a variety of actions on your orders such as initiating returns or tracking the delivery of a package.

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

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 - Jenn Kelleher jenkel@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