



Thank you for attending this Amazon Business hosted webinar.
We will begin shortly.

If you have not already, please check your email for an invitation to join
Connecticut's Amazon Business account.



Amazon Business Administrator Training

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Senior Customer Success Manager

14 August 2019

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Amazon Business Goals – State of Connecticut

- General Letter #71a and b (non-contract) purchasing efficiencies.
- Automatic/Blanket Tax Exemption
- Business pricing and quantity discounts not found on Amazon.com
- Increased transparency to State Non-Contract Spend (leverage data analytic capabilities and access Agency-level data to assess buying patterns and identify procurement efficiencies)
- Guided buying potential- Ability to set up approvals and workflows, either based on dollar threshold or purchase category (ex. SBE/MBE, block existing contract categories, etc)
- Prime cost savings - Agencies no longer need to separately pay prime membership for free, two-day shipping. (Do not select expedited shipping at additional cost except for emergency situations).
- Reduced risk of improperly using government purchase cards for personal use
 - Keep business & personal shopping completely separate. Do not add your personal charge card number or personal address to your Amazon Business Account.
- Aids in increasing annual state P-Card rebate.

When to use Amazon Business?

- General Letter #71 a – Non recurring open market purchases (\$0 - \$5000)
- General Letter #71 b – Obtain 3 quotes (\$5,001-\$50,000)
- Purchases can only be made with valid state P-card.

The use of Amazon Business Services State account is permissive. Another tool to add to your procurement toolbox!

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

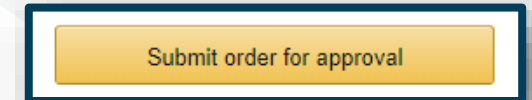
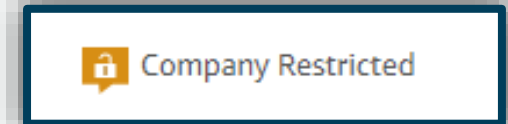
- Customize Amazon Business to your organization's buying standards and procedures. Features include approval workflows, negotiated pricing, and preferred suppliers and preferred products.

Business-Only Selection

- Business-only selection refers to items and offers that are only available for purchase by Amazon Business customers.

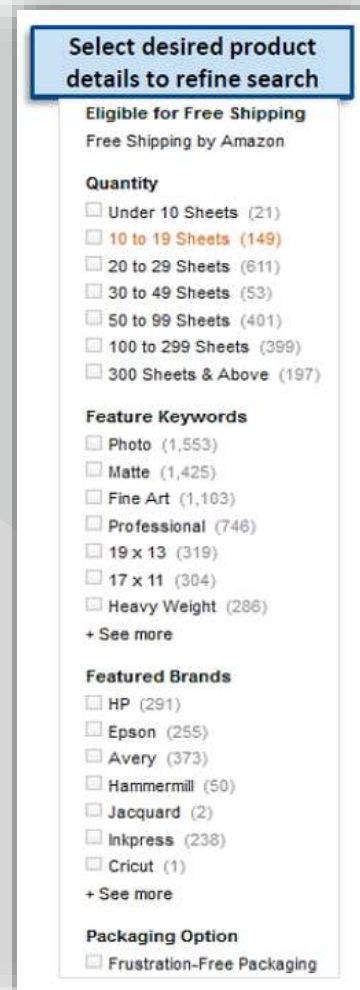
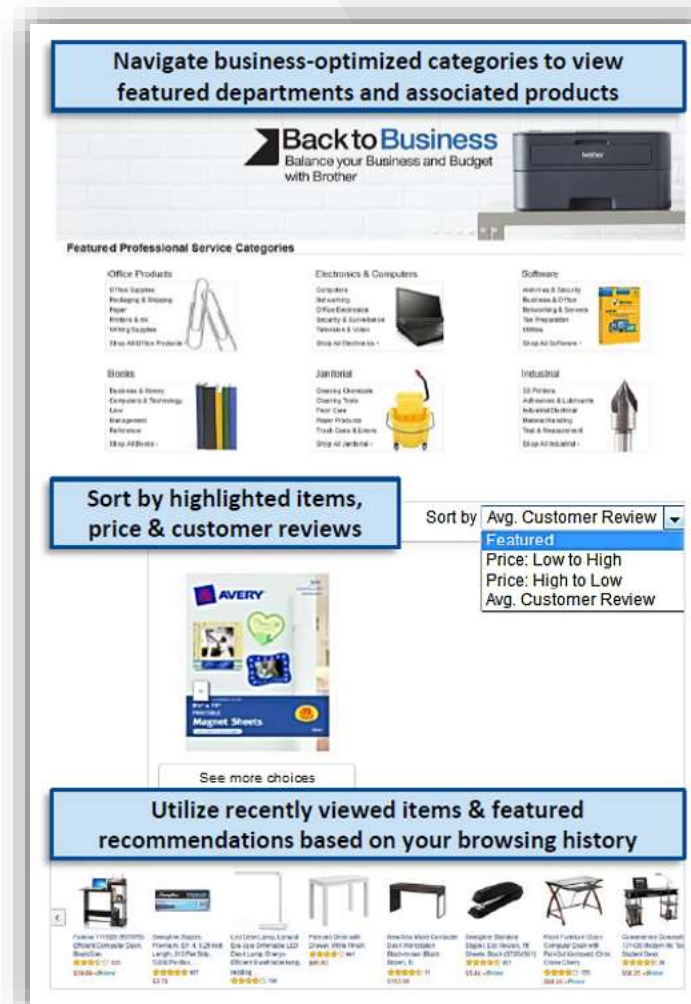
Amazon Business Analytics

- 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



businessprime Shipping

Take Advantage of Amazon Prime Shipping Benefits

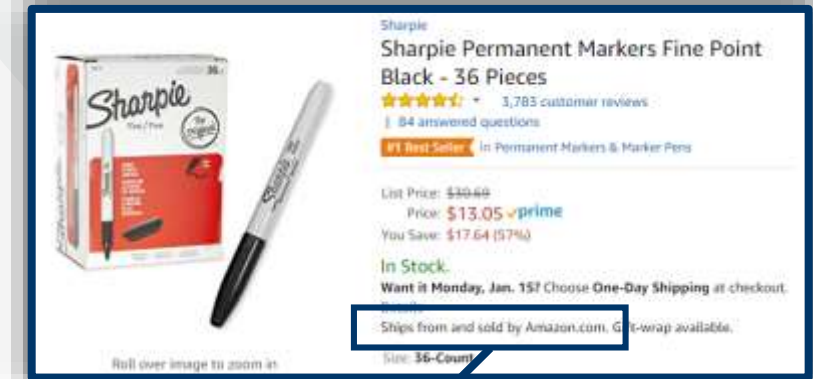
- An easy way to ensure that your products arrive on time and as expected, is to order products fulfilled directly from Amazon. All products clearly mark who the seller is on the product detail page.

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.

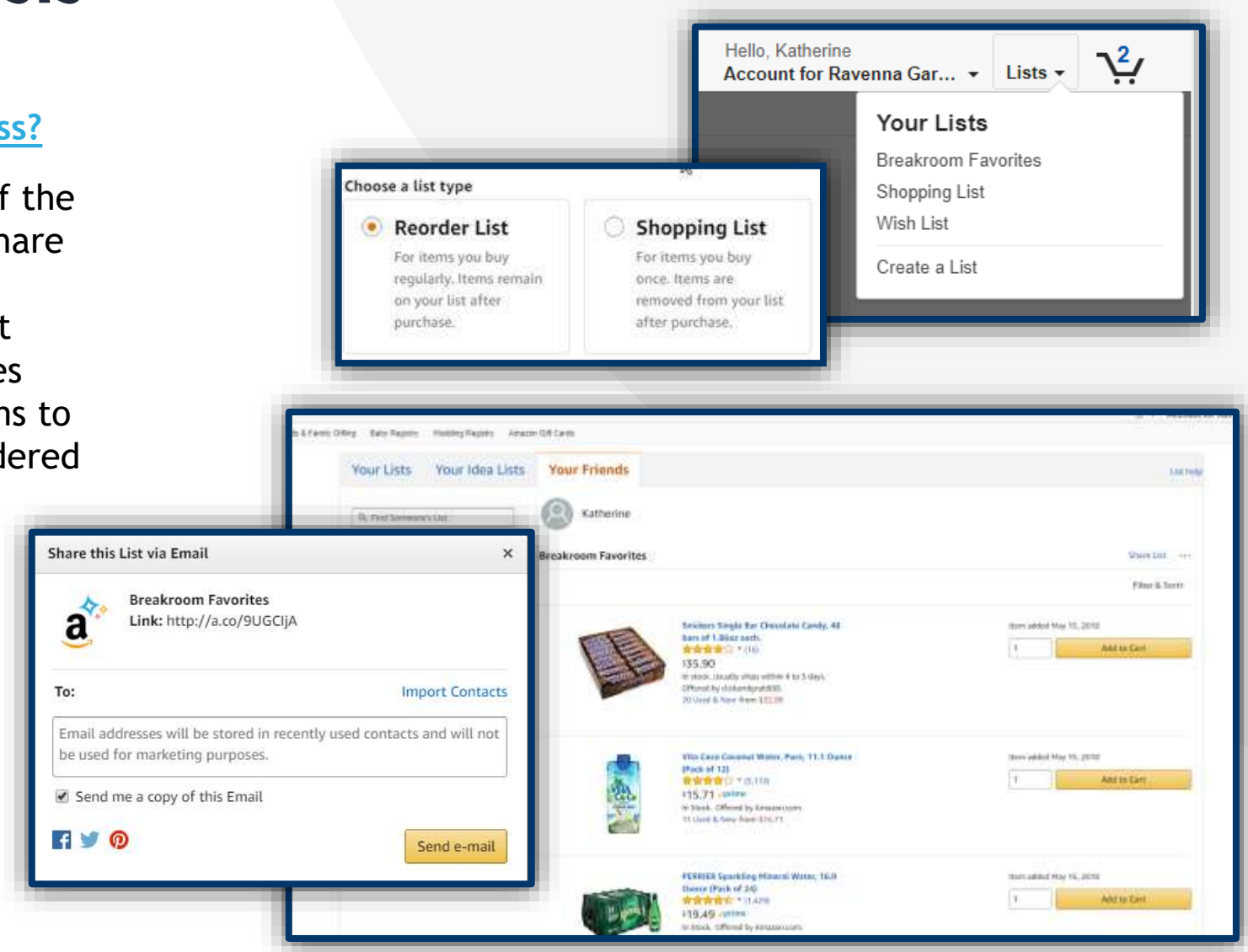


Ships from and sold by Amazon.com.

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



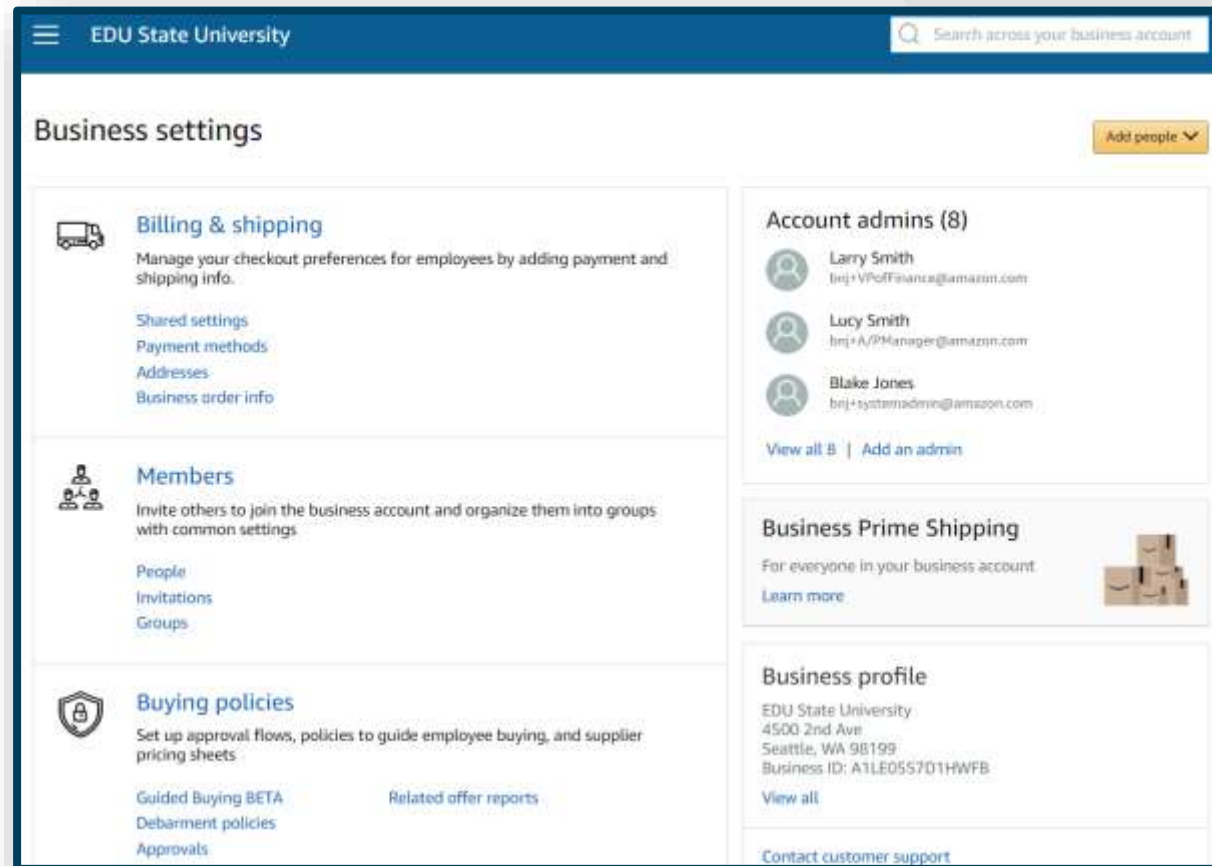
Business Account Navigation

Business Account Navigation

Page	Functionality	Switch Accounts Sign Out
Your Account	Standard Amazon account information	
Business Settings	Business Management pages. Add users, set up groups, configure buying policies, etc.	
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.	

Business Settings

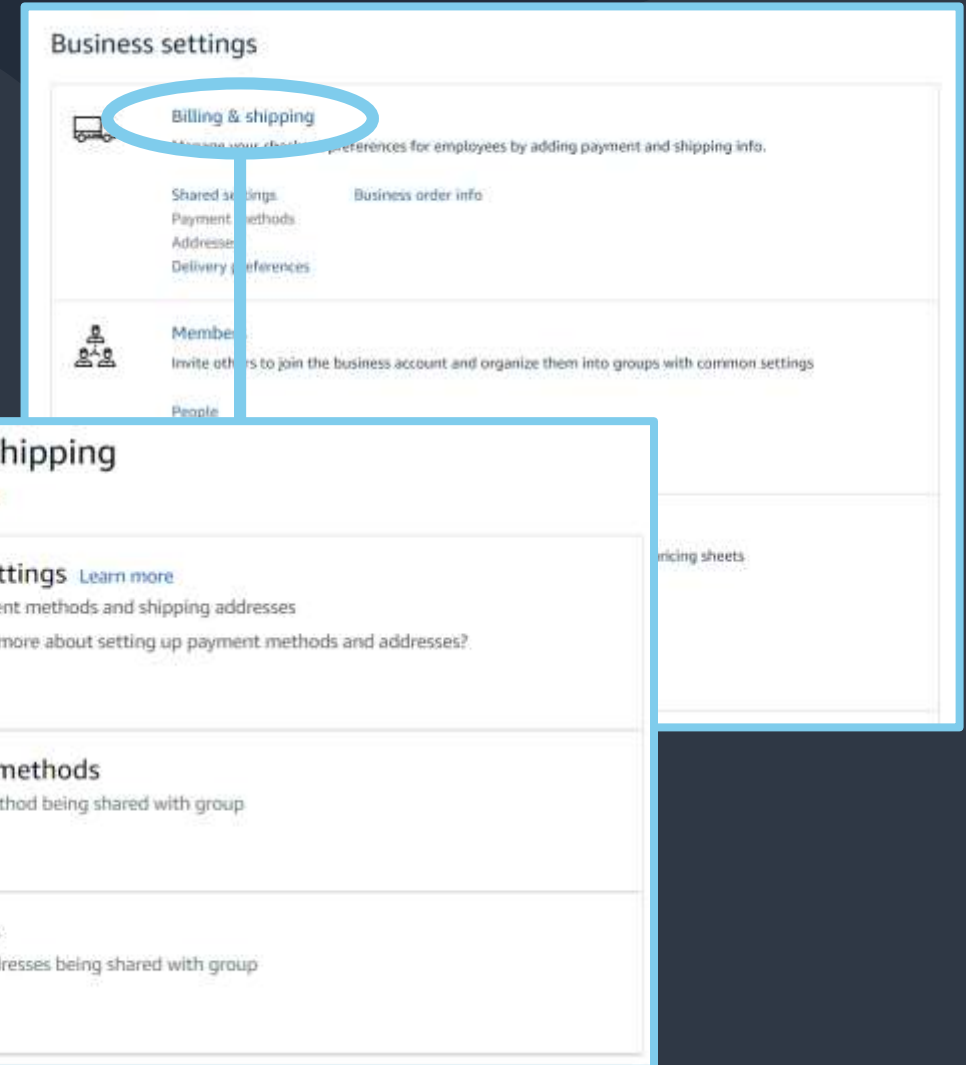
Group Administrators have the ability to add and remove users, and designate a backup approver in the event they are out of the office and unable to approve orders. All of these changes are made under “Business Settings.”



Billing & Shipping

Manage your checkout preferences for your users by adding payment, shipping, and order information like PO numbers.

- Enabling **Payment methods & Address sharing** lets administrators pre-configure the shipping addresses and payment methods requisitioners have access to during checkout
- IF shared settings are configured for an account or group, click into the **Payment Methods & Shipping Addresses** section to designate which addresses & payment options are available. If utilizing individual pay settings, there is no need to configure these sections.
- Configure additional **Business order information** fields that your users will complete at checkout such as PO number, Cost Center, and GL Codes to ensure your orders are tracked in accordance with your business's needs.

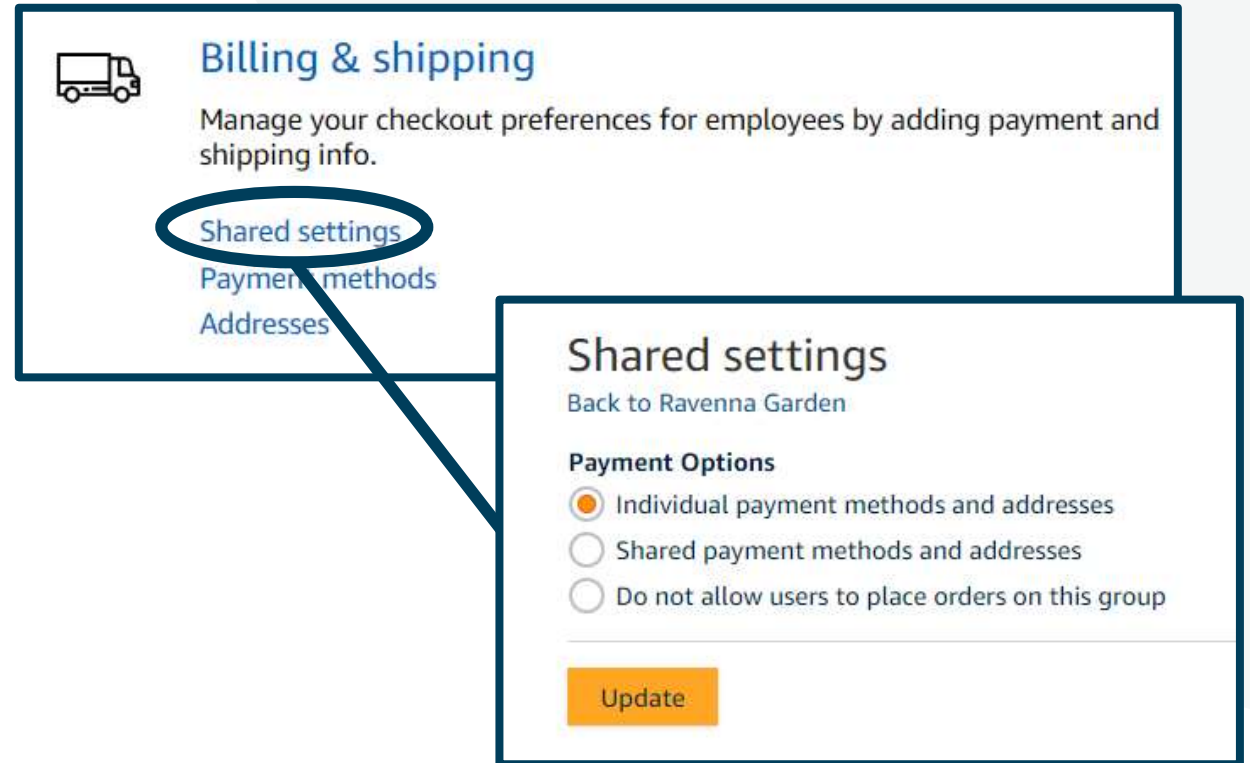


P-Card Payment Method

Administrators can configure shared or individual settings for payment methods and shipping addresses for each individual group

Individual Payment

- End users have the flexibility to enter their own purchase card information and ship to address during checkout.
- Any previously used payment and shipping options will be saved to the end users “wallet.” This is not visible to other users on the account
- Payment method and Ship to address can both be audited in the Business Analytics tool to ensure compliance



Business Order Information

Track and manage orders by setting up custom fields that display on order documentation and reports

- All information entered will appear in Order History Reports in the Business Analytics tool
- Settings can be adjusted under **Business Settings>Billing & shipping>Business order info** by root level admins
- These fields are set at the account level - not the group
- Each field can be required or optional
- Up to 20 options can be pre-configured in a drop down style menu

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

Business Order Information

Complete the following to ensure accurate routing and reporting of your order.

PO Number (optional)

GL Code (optional)

Select one ▼

Department (optional)

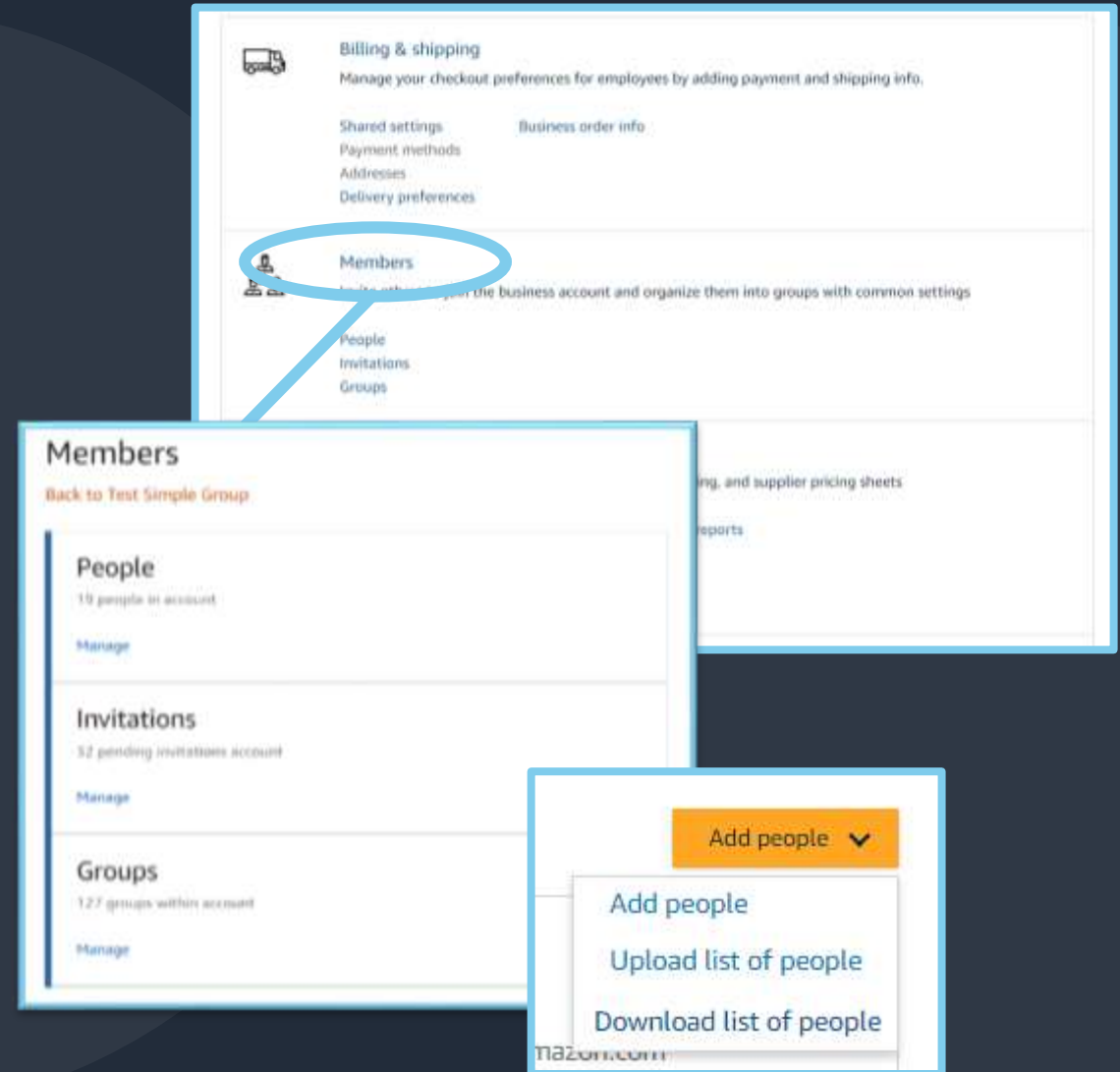
Select one

- Finance
- Sales
- Operations
- IT
- Other...

Members

Invite others to join the business account and organize them into groups with common settings

- The **People** section of your account enables you to manage all active users on the business account. You can add and remove users, edit user roles, and download a complete list of account users from this section of your account.
- The **Invitations** section tracks all *pending and expired* invitations to users. Once a user has accepted their invitation, that person will move to the **People** section.
- To help keep your users organized, people can be added to specific **Groups**. Many settings such as approvals, shared payment methods, and catalog curation messages can be configured at the group level



User Roles & Permissions

Each user can have multiple roles -- administrator or requisitioner, or both. Permissions can be assigned when an administrator invites a user to the business. Administrators can change user permissions at any time.

Assign administrator permissions on a per-group basis. One administrator can manage multiple groups. Group level administrators only have admin authority over the group(s) they are assigned.

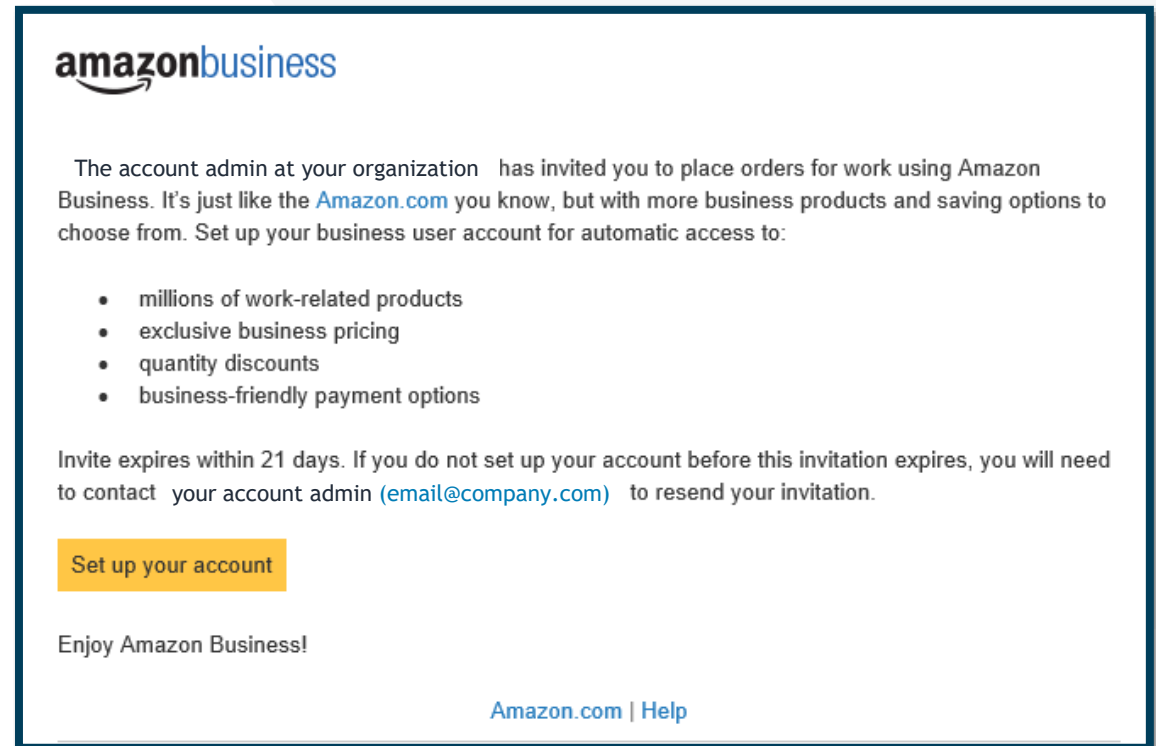
Role	Permissions & Functionality	Visibility
Administrator	<ul style="list-style-type: none">• Manage business settings & business features• Invite people to join the business account• Remove users from the business account• Assign a role to a user• Set up approval workflows and spending limits• Configure shared payment methods and shipping addresses• Add certifications such as tax exemptions to the business account	<ul style="list-style-type: none">• Administrators can view orders and order history for all purchases in their group(s) on behalf of the business.• Last 4 digits of any payment methods used by Requisitioners• Billing & Ship to addresses• All Amazon Business Analytics fields for orders placed by users in their group(s)
Requisitioner	<ul style="list-style-type: none">• Place orders on behalf of the organization• Add payment methods and shipping addresses at checkout *if individual pay is configured• Utilize Business Analytics for their own purchases• Can be configured as an Approver	<ul style="list-style-type: none">• Order history for all orders that they placed for their organization with their business user account• Shipping addresses & payment methods (last 4 digits visible), as established by the administrator

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

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

Add a New User

Administrators can add users to the account one by one or in bulk using a spreadsheet

Add Users from Business Settings

- Under the “Add people” button at the account or group level, select “Add people” again. Enter the user’s email address and select the appropriate user permissions. You can select one role or both. Up to 12 people can be invited in this window at once.

Add Users from any Group

- If you navigate directly to a subgroup within an account, you can also add users. Once at the group, click **Members>People>Add People**

The screenshot shows the 'Add people to: Warehouse' interface. At the top right, there is an orange button labeled 'Add people' with a dropdown arrow. A blue circle highlights this button. Below it, a dropdown menu is open, showing three options: 'Add people' (circled in blue), 'Upload list of people', and 'Download list of people'. The main form area has a header 'Add people to: Warehouse' with a dropdown arrow. Below this is a text input field containing 'user@email.com' and a placeholder 'Enter email addresses'. There are two checkboxes for roles: 'Administrator' (unchecked) and 'Requisitioner' (checked). Below the 'Requisitioner' checkbox is a description: 'Place orders or submits order requests for approval'. At the bottom right of the form are two buttons: 'Cancel' and 'Add'. Below the form is a section titled 'Group Warehouse' with a sub-header 'People' and a breadcrumb 'Ravenna Garden / Warehouse'. It also shows 'Displaying 4 of 4' and an orange 'Add people' button with a dropdown arrow, which is also circled in blue.

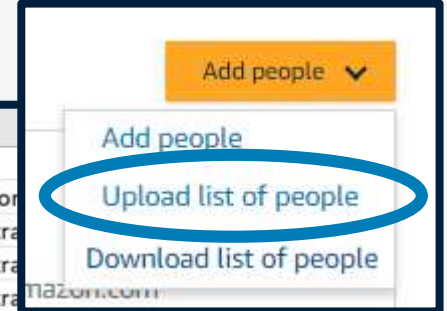
Add Multiple Users

Administrators can add users to the account one by one or in bulk using a spreadsheet

Bulk User Invites

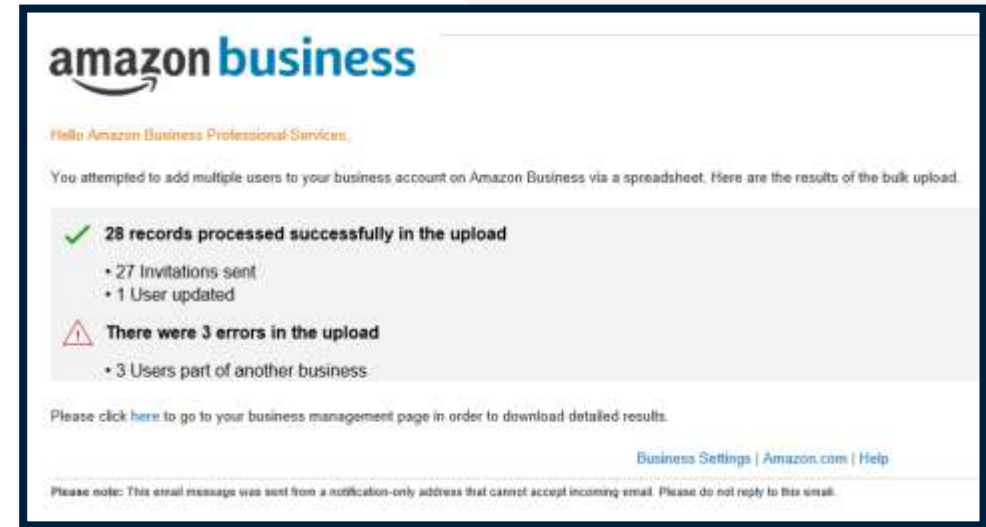
- Under the “Add people” button at the account level, select “Upload list of people”. Using the provided template, invite multiple users to separate groups and designate their roles.

	A	B	
1	Email Address	Group Path	Role
2	Test1@amazon.com	Test Account/Test Group 1	Requisitioner
3	Test2@amazon.com	Test Account/Test Group 2	Administrator
4	Test3@amazon.com	Test Account/Test Group 3	Administrator
5	Test4@amazon.com	Test Account/Test Group 4	Administrator
6	Test5@amazon.com	Test Account/Test Group 5	Requisitioner
7	Test6@amazon.com	Test Account/Test Group 6	Requisitioner
8	Test7@amazon.com	Test Account/Test Group 7	Requisitioner
9	Test8@amazon.com	Test Account/Test Group 8	Requisitioner



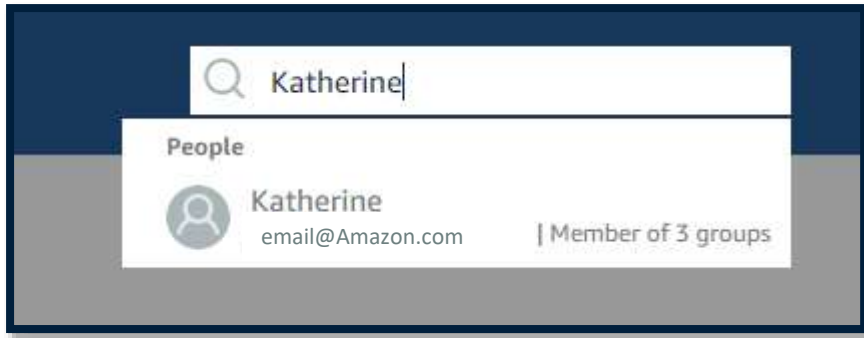
Bulk Upload Results

- After a spreadsheet has been uploaded, the admin will receive an automated report indicating any emails that were not able to be processed or invited. These failed invites usually indicate that an end user has an existing Amazon Business account.



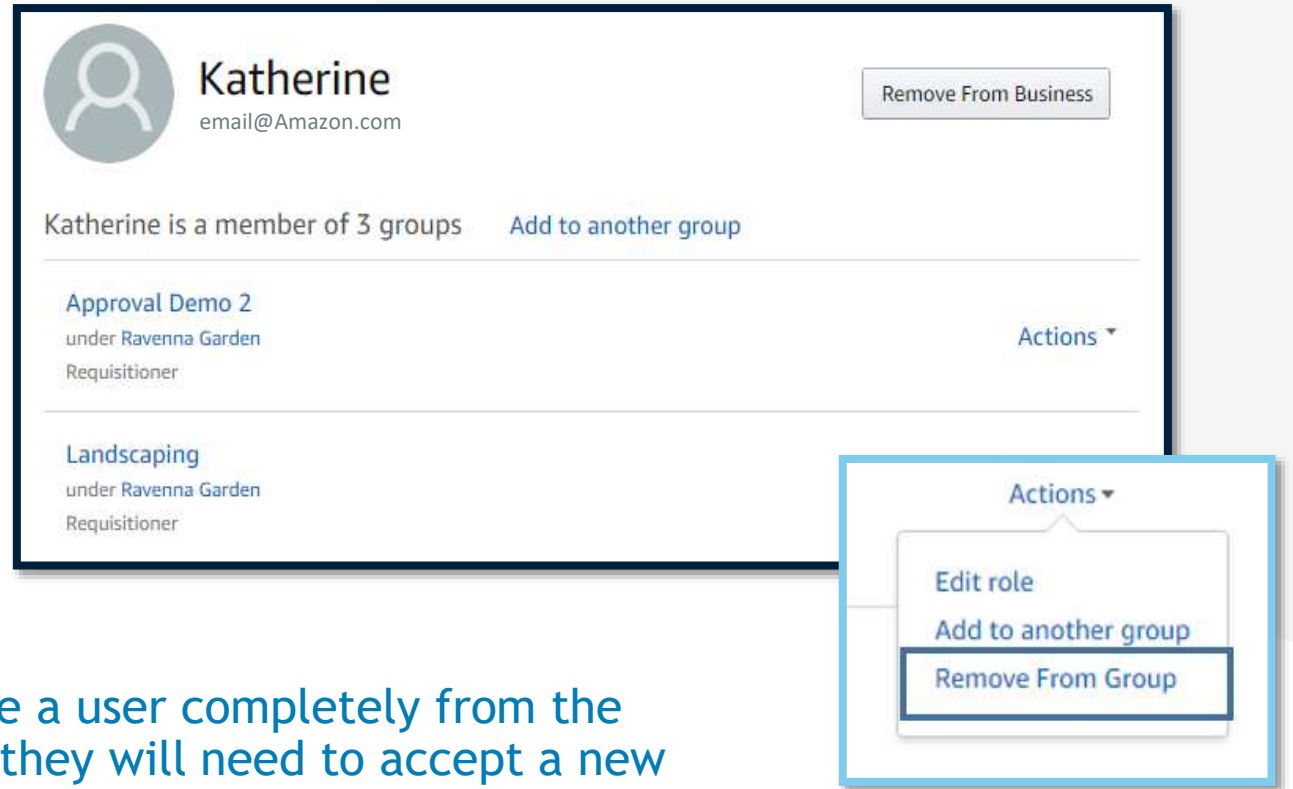
Remove a User

To remove a user, navigate to the User's profile page on Amazon Business. You can locate a user through the search bar or the "people" section of the account or a subgroup.



Once you have found the user, you can either remove them from a specific group or from the business account as a whole.

An extra confirmation is required to remove a user completely from the Business account. Once a user is removed, they will need to accept a new invitation to regain access to the account at a later time.



Groups

You can use groups to organize users and purchase settings based on your business needs. Many customers create groups based on business units, departments, locations, or payment method.

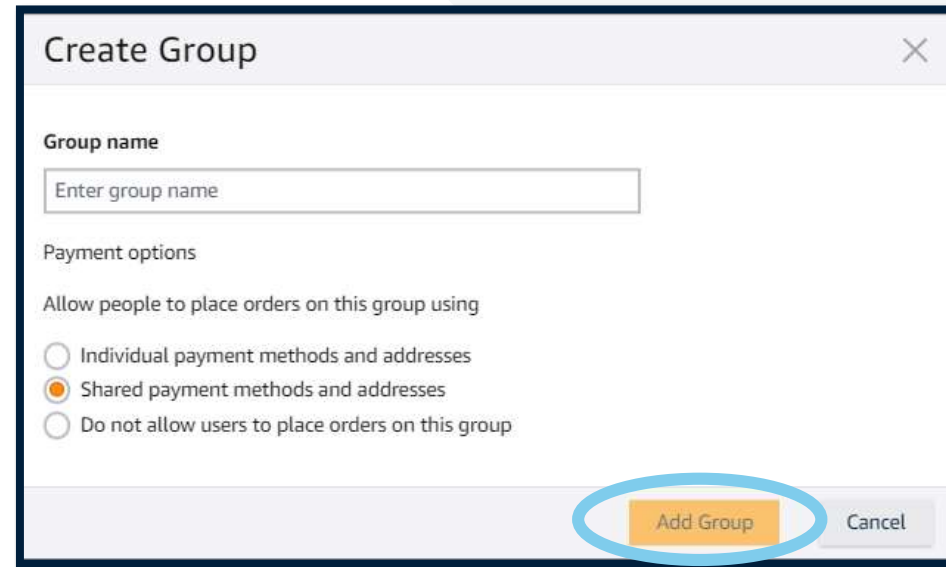
Groups may have one or more administrators, and one or more requisitioners. You can have an administrator for the business who manages all individual groups, or an individual administrator can be created for each group.

To create a new group:

1. Click the **Add Group** button from the top right of the **Groups** page.
2. Enter the desired group name
3. Select shared settings for the group
4. Click **Add Group** again to complete

Group Level Features:

- Shared payment methods and shipping addresses
- Approval workflows
- Guided Buying Policies

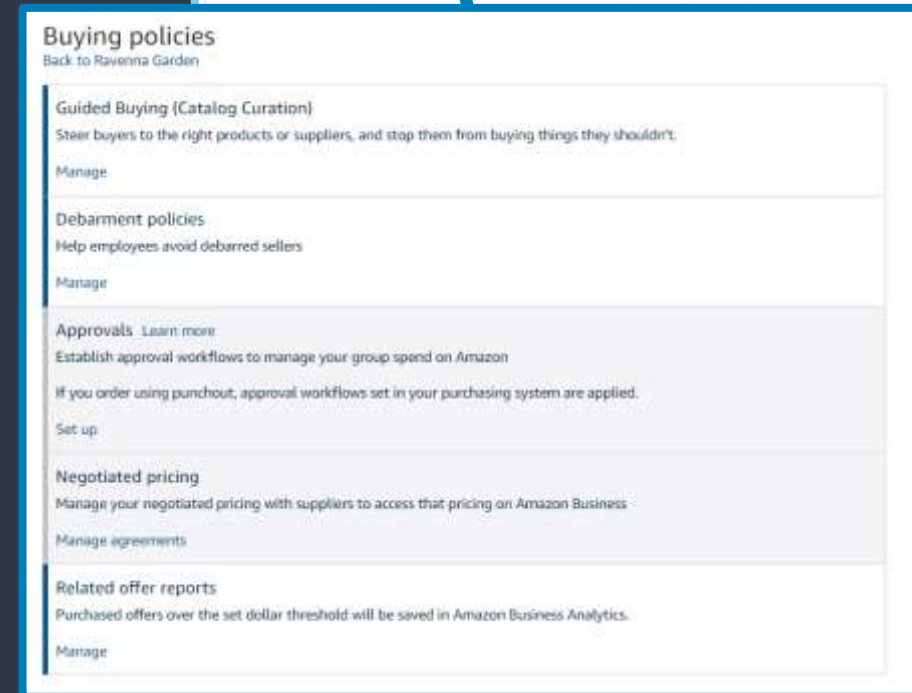
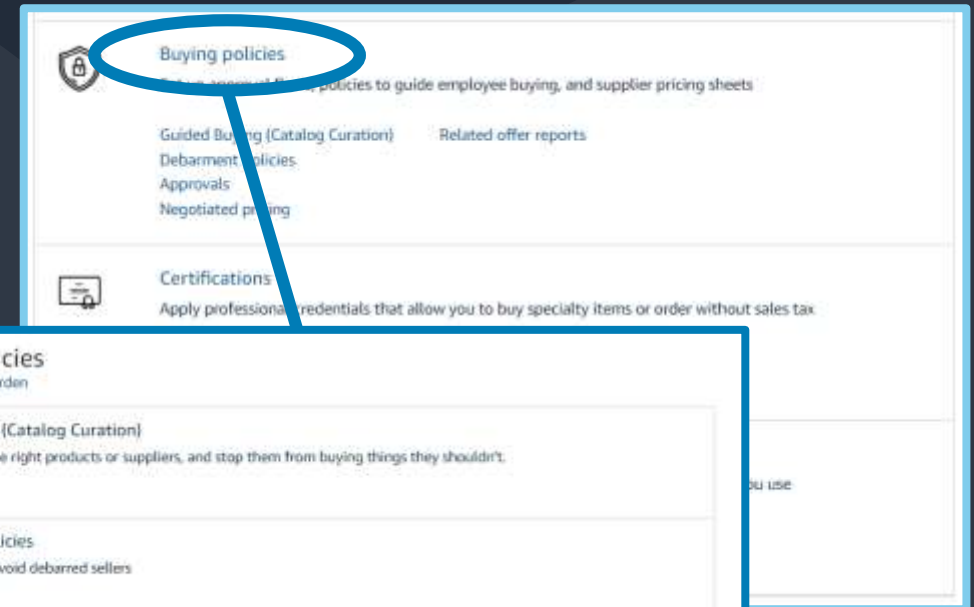


The screenshot shows a 'Create Group' dialog box with a close button (X) in the top right corner. It contains a 'Group name' section with a text input field labeled 'Enter group name'. Below this is a 'Payment options' section with the heading 'Allow people to place orders on this group using'. There are three radio button options: 'Individual payment methods and addresses', 'Shared payment methods and addresses' (which is selected), and 'Do not allow users to place orders on this group'. At the bottom right, there are two buttons: 'Add Group' (highlighted with a blue circle) and 'Cancel'.

Buying Policies

Set up approval workflows, restrict product categories, and direct end users to your organization's preferred products to ensure purchasing compliance at your organization

- The **Guided Buying** tool allows administrators to prefer and restrict different products and product categories to encourage compliant purchasing behavior
- Configuring **Approvals** ensures that Amazon Business orders get the proper level of oversight whether approvals are required for all order or only specific purchasing thresholds
- Leverage the pricing you have already negotiated with key suppliers with the **Negotiated Pricing** tool which allows you to bring contracted pricing into the Amazon Marketplace
- **Related Offer Reports** capture alternate purchasing offers each time an end user makes a qualifying purchase

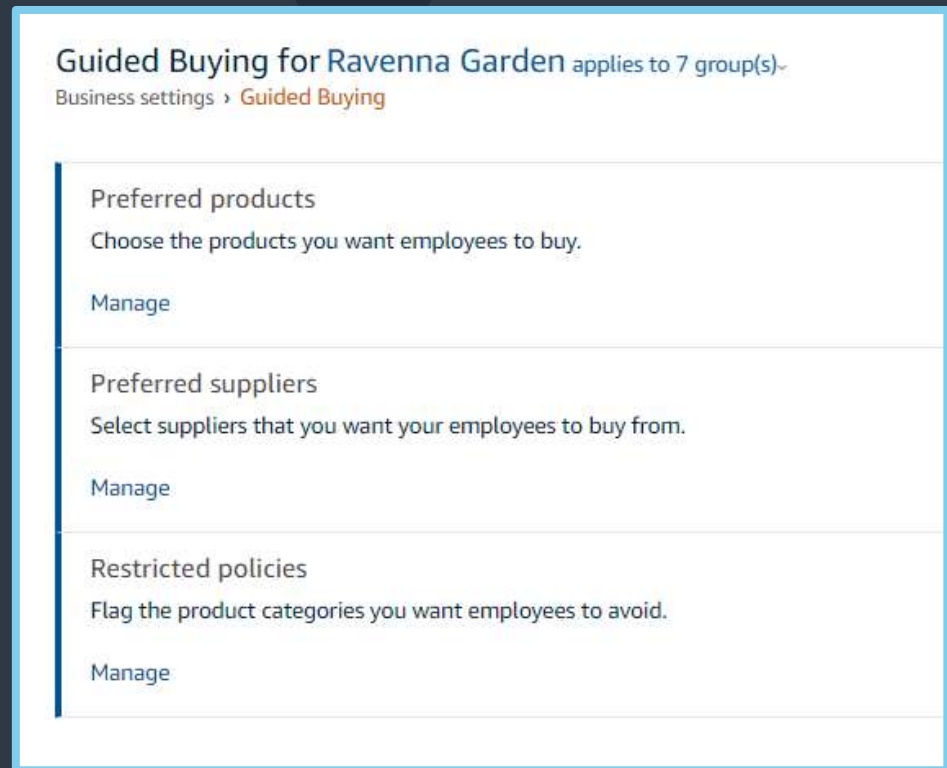


Guided Buying

Guided Buying enables you to select specific products and suppliers as company preferred, directing each user's purchase selections through display messaging within the shopping and checkout experience.



- Search for and discover suppliers through the list of diversity credentials, as well as by entering a known supplier's name directly, then save them as a preferred supplier.
- Restricted policies designate product categories as company non-compliant. Create custom text, alerting users that the item may not comply with your company's purchasing policies. Approval workflows can also be configured based off of these policies.

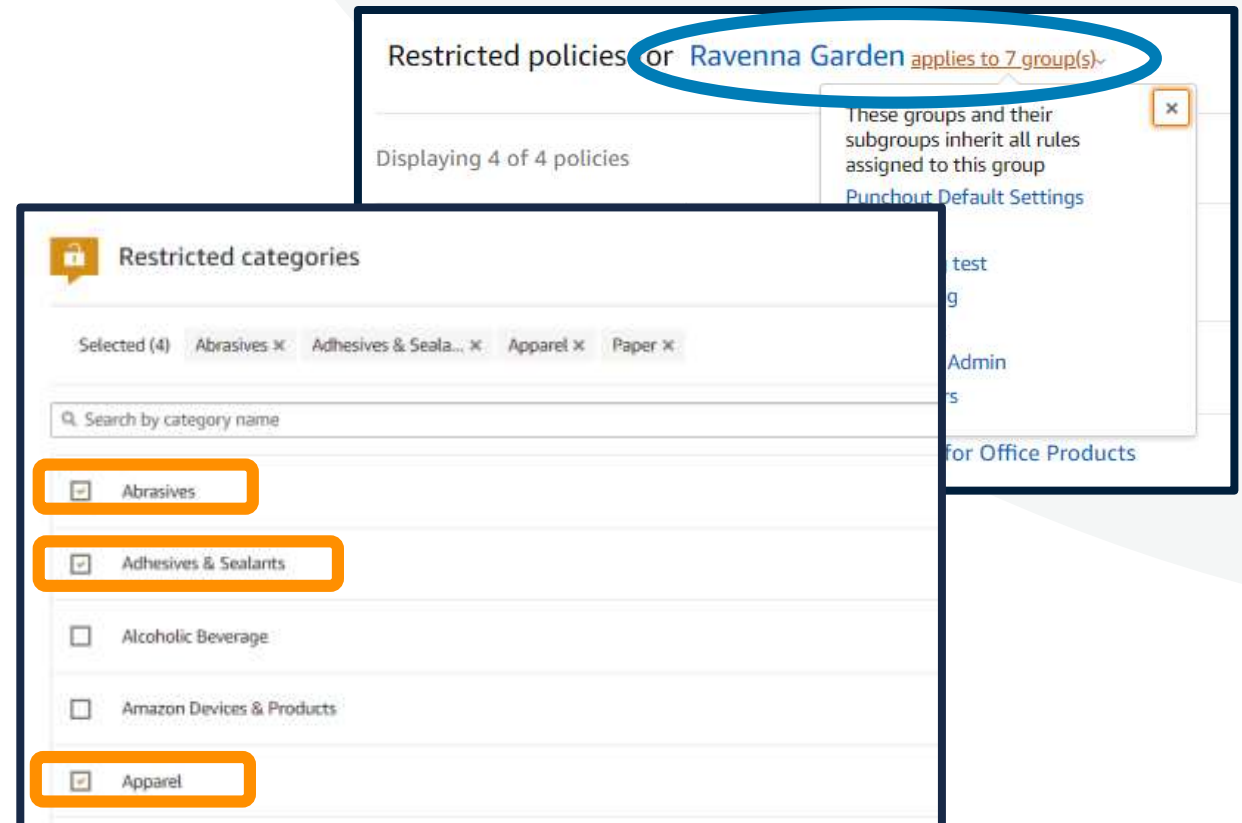


Configure Restricted Categories

To configure restricted product categories, navigate to “Business Settings” from the top right drop down navigation menu.

Business Settings > Buying policies > Guided Buying > Restricted Policies

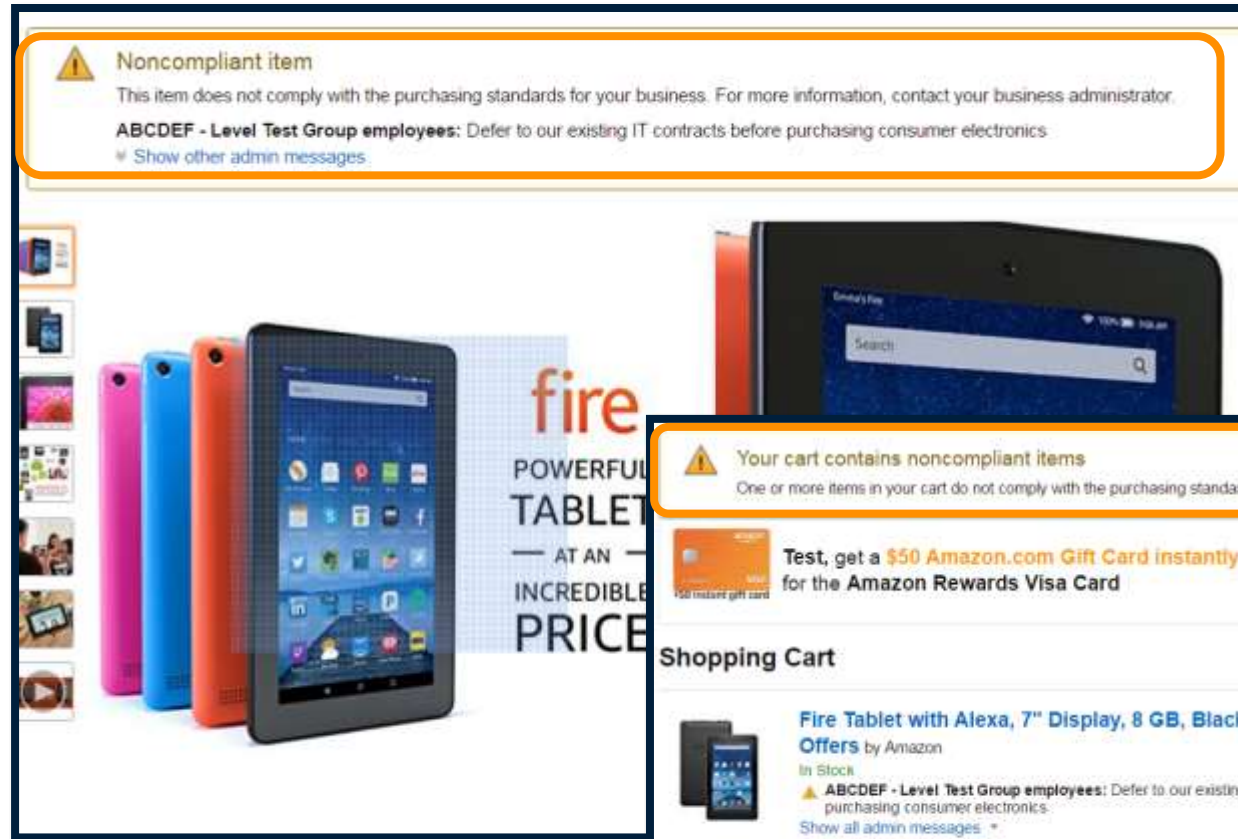
- Under Restrictions you will select **Manage** and click to **Add restriction**
- Policies created at the account level are inherited and applied for all groups on the account
- If individual groups require different policies, use the drop down next to the account name to review which groups the policy applies to
- Policies can be omitted at the account level and configured only for specific groups
- Type in the product category and, if available, you can select at the sub-category level
- If needed, you can add a **Message for buyers** with up to 120 characters to provide end users with extra context
- Guided buying policies are visible to all **Requisitioners** on an account



Restricted Policies

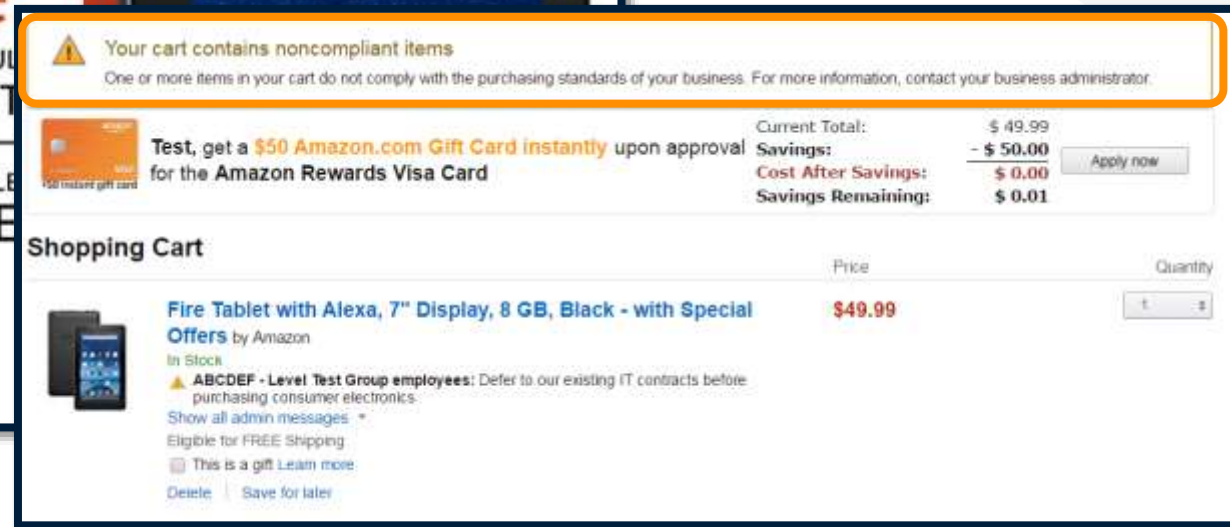


Administrators can customize messaging to let end users know IF and WHEN they can purchase certain categories on Amazon Business



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.

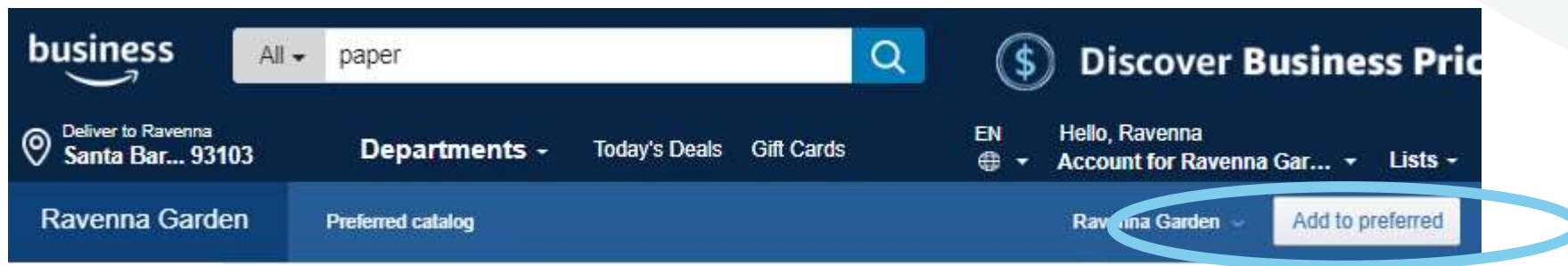


Configure Preferred Products & Suppliers Categories

To configure preferred products and suppliers, navigate to the appropriate section under Guided Buying and start shopping the marketplace. You will have the option to add to preferred products/sellers as you search.

Business Settings > Buying policies > Guided Buying


- Preferring a specific product ensures that a particular make or model is shown to end users while they shop. Preferring a specific product does **NOT** lock in pricing or guarantee what seller is selling the preferred product.
- When you mark a seller as preferred, all product sold by that seller become flagged as preferred. For this reason, be sure to review all product sold by the seller to ensure they are company compliant.











Preferred Products




Mark specific products as preferred to ensure your 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



Roll over image to zoom in

Asus

ASUS Chromebook C202SA-YS02 11.6"

Ruggedized and Water Resistant with 180 Degree (Intel Celeron 4 GB, 16GB eMMC, Dark Blue, Silver)

★★★★☆ 910 customer reviews | 655 answered questions





Amazon's Choice for "chromebooks"

List Price: \$229.00
Price: **\$209.99** & **FREE Shipping**. Details
You Save: **\$19.01 (8%)**

prime | Try Fast, Free Shipping

In Stock.
Want it Wednesday, Jan. 17? Order within **18 hrs** choose **One-Day Shipping** at checkout. Details
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, RealSense 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](#).




AMAZON CONFIDENTIAL


Negotiated Pricing

Items with Negotiated Pricing will be elevated in the search results as Preferred By Your Company


Preferred by your Company




Scotch Thermal Laminating Pouches, 8.9 x 11.4-Inches, 3 mil thick, 100-Pack (TP3854-100)
by Scotch
\$27.44
★★★★★ 3,082



HP 63 Black & Tri-color Original Ink Cartridges, 2 Cartridges (F6U61AN, F6U62AN) for HP Deskjet 1112 2130
by HP
\$45.60 Negotiated Price
★★★★☆ 2,162



HP 61 Black Ink Cartridge (CH561WN), HP 61 Tri-Color Ink Cartridge (CH562WN), 2 Ink
by HP
\$70.28
★★★★☆ 6,605




Swiffer WetJet Hardwood Mop Pad Refills for Floor Mopping and Cleaning, All Purpose Multi Surface
by Swiffer
\$14.36 Negotiated Price (\$0.60/Count)
★★★★☆ 493

Once products and negotiated prices are added by suppliers, customers can see those prices instantly alongside any offers from other sellers on both the product detail pages and in search results.

- Price will appear in buy box below “buy new” price or it will direct you to the offer listing page to choose offer
 - Negotiated Price offer badged “Negotiated Price”
 - End users can select the Negotiated Price offer to add to their shopping cart

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



PROVEN PERFORMANCE
PROFESSIONAL DURABILITY
PERFORMANCES PROUVÉES
DURABLE PROFESSIONNELLE

951

Cyan Magenta Yellow

Save on set of color inks
Économisez sur un ensemble d'encre de couleur

z10

HP 951 | CN051AN | Ink Cartridge | Cyan Magenta and Yellow | for Officejet Pro 251, 276, 8100, 8600, 8610, 8620, 8625, 8630
by HP
★★★★☆ 1,821 customer reviews | 59 answered questions

~~Was: \$102.53 & FREE Shipping~~
Negotiated: \$58.42 & FREE Shipping

Note: Not eligible for Amazon Prime.

In Stock.

Arrives before Christmas.

Get it as soon as Dec. 18 - 21 when you choose **Standard Shipping** at checkout.
Business Seller Ships from and sold by HiTouch Business Services

Your company negotiated this price with HiTouch Business Services

- [Make sure this fits](#) by entering your model number.
- HP 950 & 951 ink cartridges work with: HP Officejet Pro 8610 8600 8620 8100 251dw 8630

Share 1K+ Shares

Buy New \$102.53

Negotiated price: \$58.42

Deliver to Heather - Castle Rock 80109

Qty: 1

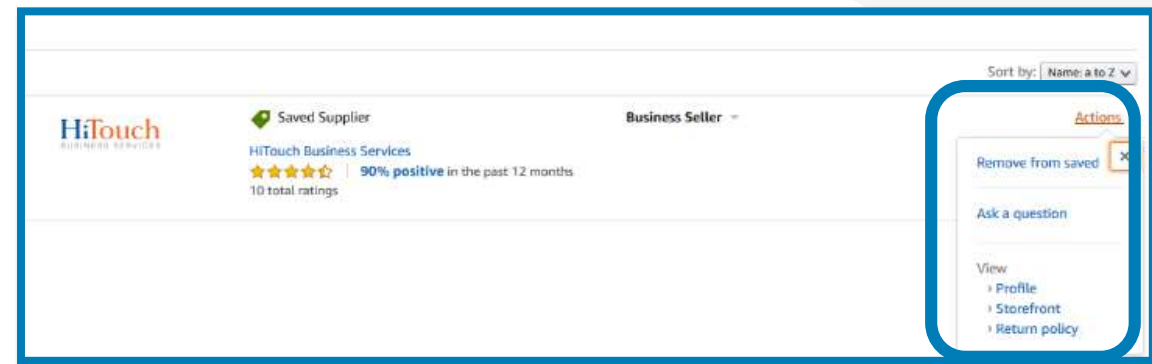
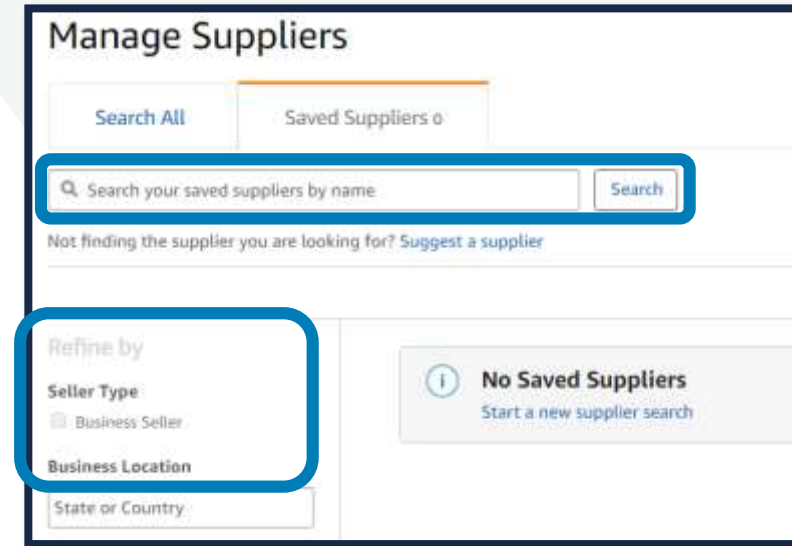
Your company negotiated this price with HiTouch Business Services

Add to Cart

Manage Suppliers

You can easily find suppliers on Amazon and add them to your list of Saved Suppliers

- You can search for suppliers by name and apply filters, such as star rating and business location of the supplier, to narrow down search results
- Once you find a supplier, you can add them to your list of Saved Suppliers. The list makes it easy for you to learn more about your favorite suppliers -- you can visit a supplier's storefront or profile page or contact them by selecting **Ask a question** from the **Actions** options on the right side of the page
- To add a supplier to your Saved Suppliers list, use the **Save for Later** feature from the Sellers profile page or actions drop down.
- To remove a supplier from your Saved Suppliers list, select **Remove from Saved** in your list of saved suppliers or on the seller's profile page, select **X Remove Supplier**



Approvals

Approval workflows provide visibility and control over purchasing

- Administrators can configure up to **6 levels** of approvals. Each level of approval can have more than one approver. Only one approval is needed at each level.
- Approvers are notified of pending orders through email as well as when they log into their Amazon Business account.
- Requisitioners or Administrators can be designated as approvers.
- Only active account users can be configured as approvers.
- Approvals can be set up at individual group levels by navigating to **Buying policies > Approvals** and then further customized for individual users.

What are approval policies?

Use approval policies to notify specific members in your business account when an order is placed and get their approval before the order is allowed to continue processing. Approvals can be triggered by order total or restricted products.

ADD POLICY

Approval policy

Approval settings will not apply to services, digital products, or punchout accounts. [Learn more](#)

Applies to orders for the **Ravenna Garden** group only.

Conditions

- ☐ Apply to all orders
- ☐ Orders with restricted items ▾
- ☒ Orders with a total equal or greater than

\$ 250

Approvers

Requires one approval from each level. If an approver is going to be unavailable, you can assign a temporary delegate

1. Enter names or email addresses

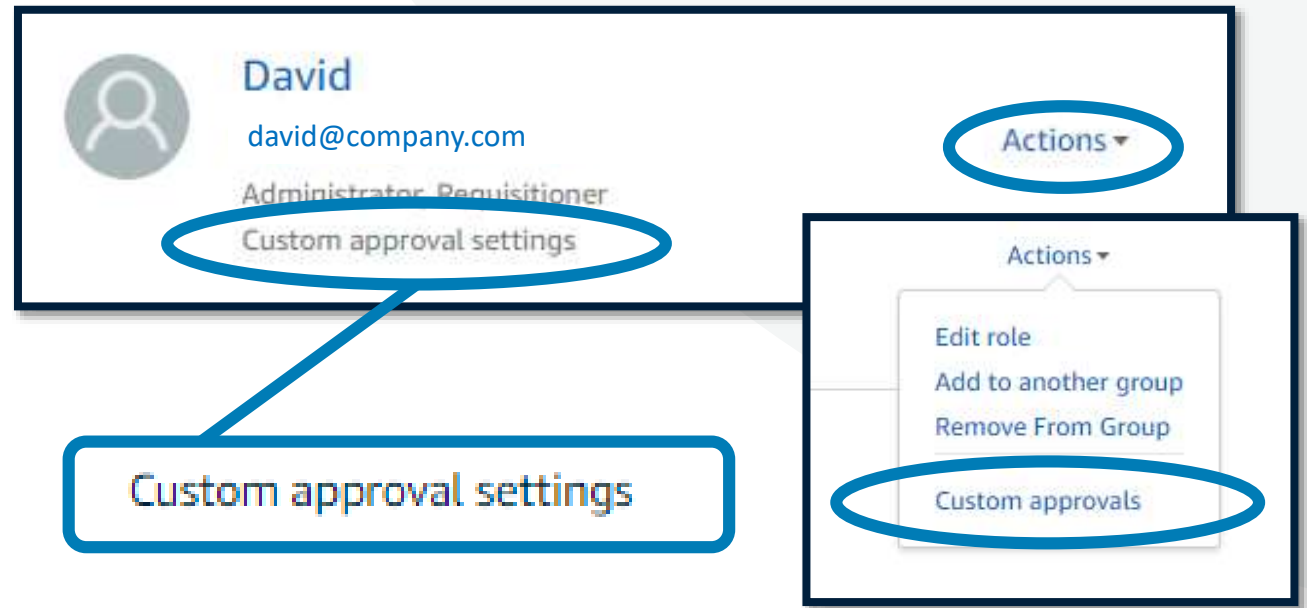
2. Enter names or email addresses

Add another approver level

Custom Approval Workflows

To enable custom approval workflows for individual users, the user must first belong to a group in which approvals have been enabled and configured. Navigate to the group you are setting approvals for then select **People** in the **Members** section to find the individual and customize approvals.

- To configure a custom approval workflow for an end user, click on the **Actions** drop down to the right of their name.
- From this screen, approval workflows can be configured that will only apply to this single user
- Once custom approvals have been configured for a user, it is indicated in the user list under **People**.



Approving Orders

Any time an order is routed to you for approval, you will get an email notifying you of the request. Purchase requests can be approved directly from the email or by navigating to **Approve Orders** in the top right drop down of your account.

amazonbusiness

David:

Katherine submitted an order requisition on November 9, 2017 for Approval Demo (Ravenna Garden).
Order details are below.

Message: needed for school project

Approve or reject this order

Purchase Requests

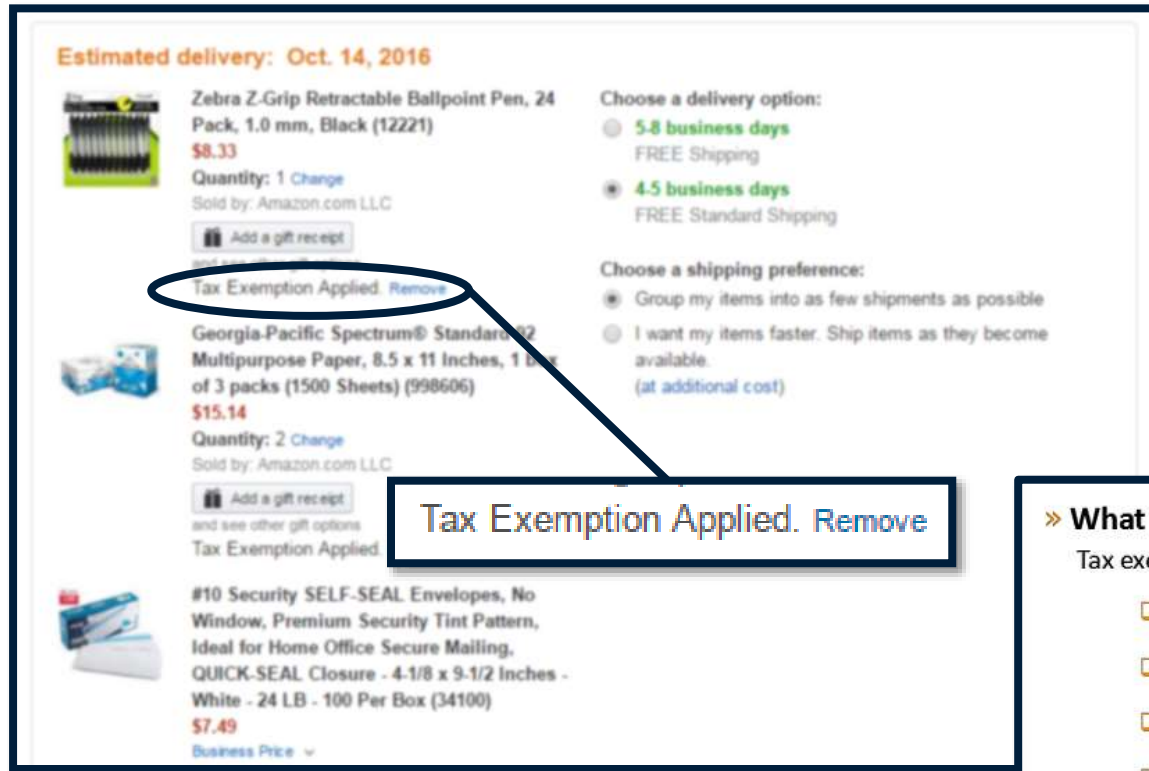
Approve selected Reject selected

<input type="checkbox"/>	Order ID	PO #	Requisitioner	Order Date (PST)	Order Total	Status
<input checked="" type="checkbox"/>	114-2458457-6918607 114-9916460-6146653	test PO	Katherine	November 9, 2017	\$71.27	Needs review
<input type="checkbox"/>	114-3102536-1238618	sample PO	Katherine	November 8, 2017	\$20.29	Needs review

- Once a purchase is submitted for approval, the order is held for 7 days. Approval requests that take longer than 7 days will be rejected
- If you have multiple orders awaiting approval, you have the option to approve or reject them in bulk
 - Any time you reject an order, you can send comments back to the requisitioner explaining why the order was rejected
 - When an order is approved, an order confirmation email is sent to the requisitioner letting them know that their order was approved and is now being processed by Amazon

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.

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

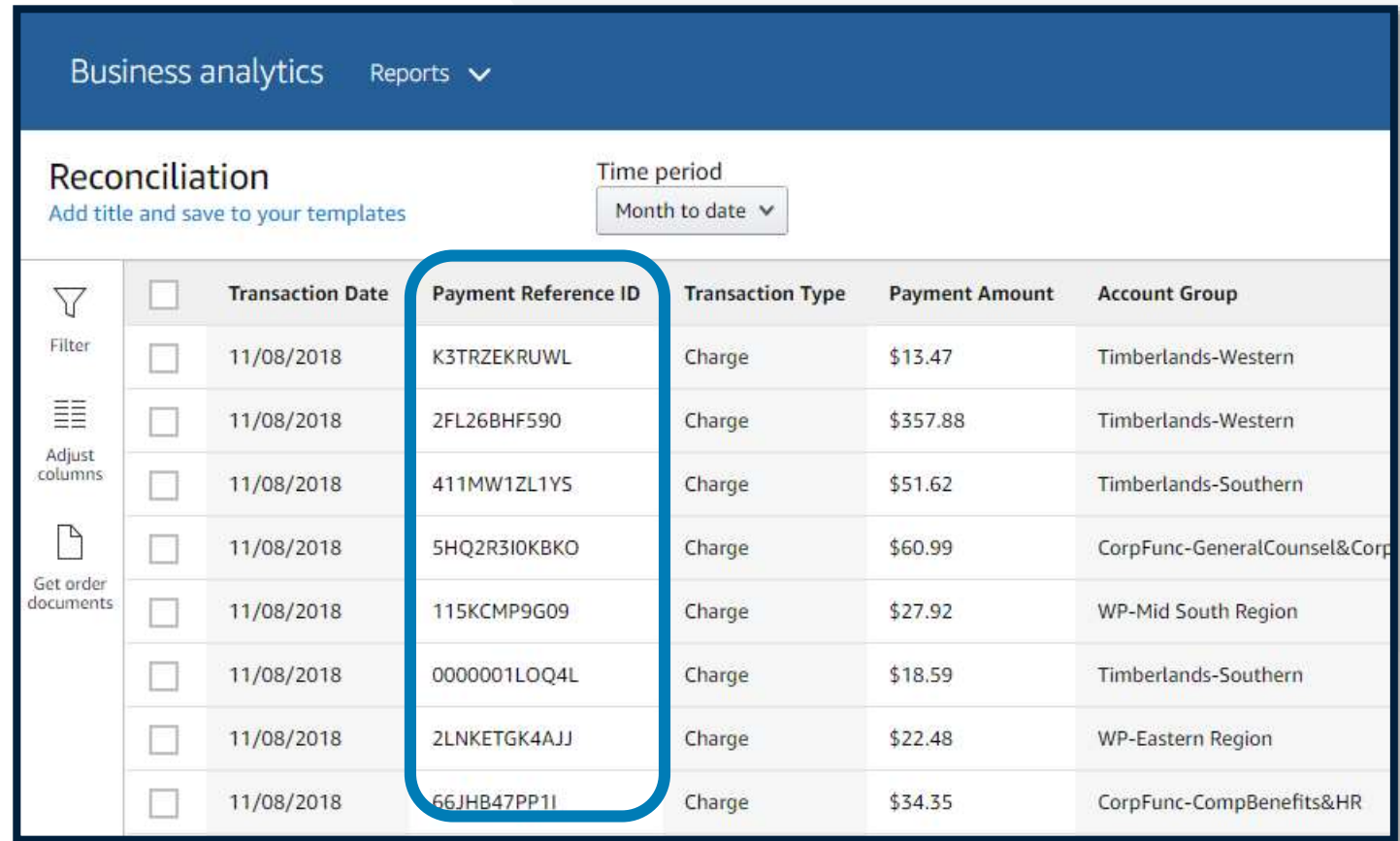
Track the payment, product, and status of a refund.

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 ▾

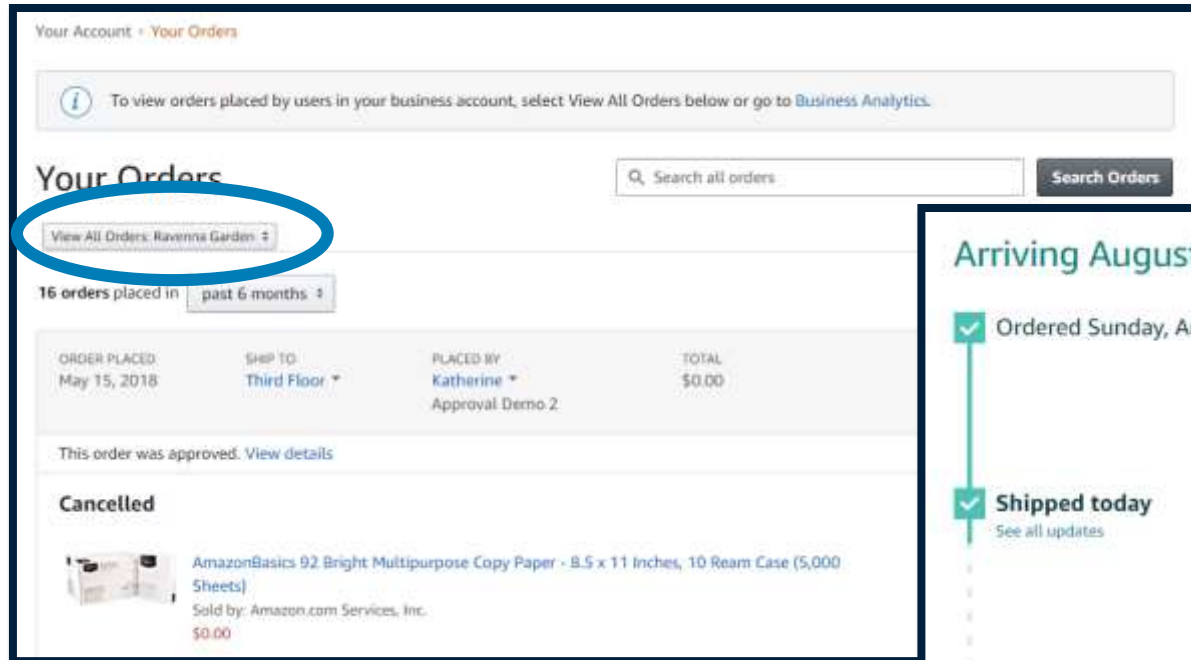
	<input type="checkbox"/>	Transaction Date	Payment Reference ID	Transaction Type	Payment Amount	Account Group
<input type="checkbox"/>	<input type="checkbox"/>	11/08/2018	K3TRZEKRUWL	Charge	\$13.47	Timberlands-Western
<input type="checkbox"/>	<input type="checkbox"/>	11/08/2018	2FL26BHF590	Charge	\$357.88	Timberlands-Western
<input type="checkbox"/>	<input type="checkbox"/>	11/08/2018	411MW1ZL1YS	Charge	\$51.62	Timberlands-Southern
<input type="checkbox"/>	<input type="checkbox"/>	11/08/2018	5HQ2R3I0KBKO	Charge	\$60.99	CorpFunc-GeneralCounsel&Corp
<input type="checkbox"/>	<input type="checkbox"/>	11/08/2018	115KCMP9G09	Charge	\$27.92	WP-Mid South Region
<input type="checkbox"/>	<input type="checkbox"/>	11/08/2018	0000001LOQ4L	Charge	\$18.59	Timberlands-Southern
<input type="checkbox"/>	<input type="checkbox"/>	11/08/2018	2LNKETGK4AJJ	Charge	\$22.48	WP-Eastern Region
<input type="checkbox"/>	<input type="checkbox"/>	11/08/2018	66JHB47PP1I	Charge	\$34.35	CorpFunc-CompBenefits&HR

Filter
Adjust columns
Get order documents

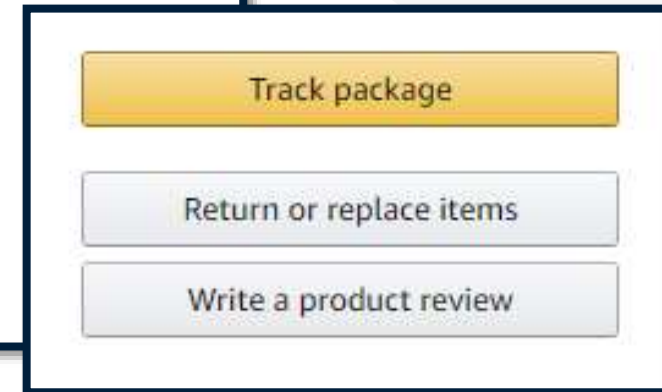
Your Orders

Your Orders

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



Administrators have the ability to view their own orders or a comprehensive view of all orders placed in on the account



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](#).

Get to Know Us
Careers
Press Releases
Amazon and Our Planet
Amazon in the Community
Company Facts

Let Us Help You
Help
Shipping Rates & Policies
Business FAQ
Contact Us

Work with Amazon
Sell on Amazon Business
Fulfillment By Amazon
Advertise on Amazon
Sell Services on Amazon
Amazon Global Selling

Business Solutions
Amazon Business Solutions
Purchasing Systems
Amazon Credit Line
Amazon Business Blog

Contact Us

1 What can we help you with?

An order I placed Fire and Kindle Digital Services Prime or Something else

2 Tell us more about your issue

Select an issue: < Please make a selection >

3 How would you like to contact us?

Email Phone Chat

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



Thank You