



## Get Started with Amazon Business Introduction for New Business Administrators

*Note: This document contains [active hyperlinks](#).  
Click links to access information about Amazon Business  
features, functionality & customer support.*

A screenshot of the Amazon Business website interface. The background shows a blurred warehouse setting with a cardboard box on a conveyor belt. The website header includes the text "ACME Corporation" and "amazonbusiness" with a "All" button. Below the header, there are navigation links for "Departments", "Recommended for Arthur", "Sell", and "Help".

ACME Corporation  
amazonbusiness All  
Departments Recommended for Arthur Sell Help

PROFESSIONAL  
JANITORIAL SUPPLIES

Categories

Electronics & Computers

# Overview

*This guide is designed to help **new business customers** get the most from Amazon Business. Learn about marketplace shopping, exclusive business benefits, navigating your business account and new purchasing tools to optimize your business shopping experience.*

- **Introduction to Amazon Business and Benefits**
- **Tools for “Requisitioners”**
  - Search and Browse Optimization
  - Account Navigation
  - Reports and Reconciliation
- **Tools for “Administrators”**
  - Manage Your Business
  - Administrator Console
  - User and Group Management
  - Shared Group Settings
  - Business Analytics
- **Business Customer Support & Resources**



# Introduction to Amazon Business



## What is Amazon Business?

- Marketplace dedicated to **business customers and sellers**
- Free **registration for all businesses** ranging from one-person startups to Fortune 100 companies
- Over **9 Million** additional Business Products with **85,000+ Business Sellers**
- **Business Prime Shipping (2-day)** on qualifying orders
- Features and **tools to help businesses manage their spend** and buy online

## What do you get with Amazon Business?

- |                                     |                             |
|-------------------------------------|-----------------------------|
| • <b>Price Savings</b>              | • <b>Business Solutions</b> |
| • <b>Transparent Marketplace</b>    | • <b>Business Selection</b> |
| • <b>Dedicated Customer Service</b> | • <b>Enhanced Reporting</b> |



# Business Customer Benefits

## Overview

### » Business Pricing

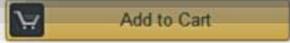
- Business prices are pricing discounts that are only available to registered business account customers on Amazon.

List Price: ~~\$379.00~~  
Price: \$266.99  
Business Price ▼ **\$248.60**

Share     200+ Shares

Qty: 1 

✓ Quantity discount available.



### » Free 2-Day Shipping on Qualifying Orders

- Free One Day Shipping on a conditional basis
- During search select the prime filter to find qualifying items
- [Click here to learn more](#)

Refine by

Amazon Prime



### » Business-Only Selection

- Business-Only Selection refers to items and offers that are only available for purchase by business account customers on Amazon.

#### Addresses in the Contiguous U.S.

Shipping Speed	Business Prime Shipping Member Price
Two-Day Shipping	Free
One-Day Shipping	Free on orders over \$35 of qualifying items before the delivery cutoff time for certain delivery destinations. If an item is available for one-day delivery, the option is displayed during checkout.

### » Amazon Tax Exemption Program (ATEP)

- Centralized account tax exemption status for all users

### » Tools for Business – Managers and Administrators

- Reporting through Amazon Business Analytics, giving you insight into...
- Spend behavior of your organization
- Adherence to purchasing policies and contracts
- Supplier characteristics and diversity credentials



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## Tools for Requisitioners



# Account for Business Navigation

## » Business Notification Panel – Click through to Analytics dashboard

- Awaiting Delivery
- Next Delivery
- Spent *in Current Month*
- Top Category Expense



The screenshot shows the Amazon Business notification panel. At the top, there is a navigation bar with links for 'Departments', 'Today's Deals', 'Gift Cards', 'Sell on Amazon Business', and 'Help'. Below this is a large banner with the Amazon Business logo and the text 'Save on business essentials with fast, easy shipping.' To the left of the banner is a back arrow. Below the banner is a summary table with four columns: 'Awaiting delivery', 'Next delivery', 'Spent in March', and 'Top expense in March'. Each column contains a numerical value and a date or amount.

Awaiting delivery	Next delivery	Spent in March	Top expense in March
8 order(s)	March 21	\$8.04k	\$1.52k in BISS

# Search & Browse Optimization

Business Shopping Experience

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  
Printer & Ink  
Writing Supplies  
Shop All Office Products
- Electronics & Computers**  
Computers  
Networking  
Office Electronics  
Security & Surveillance  
Telephony & Video  
Shop All Electronics
- Software**  
Accounting & Security  
Business & Office  
Networking & Servers  
Tax Preparation  
Utilities  
Shop All Software
- Books**  
Business & Money  
Computers & Technology  
Law  
Management  
Reference  
Shop All Books
- Janitorial**  
Cleaning Chemicals  
Cleaning Tools  
Floor Care  
Floor Products  
Trash Cans & Liners  
Shop All Janitorial
- Industrial**  
2D Printers  
Addressing & Labeling  
Industrial Electronics  
Manufacturing  
Test & 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



See more choices

Utilize recently viewed items & featured recommendations based on your browsing history

Product 111620 (201507) Office Computer Desk, 30x42x29, \$109.99 - Office

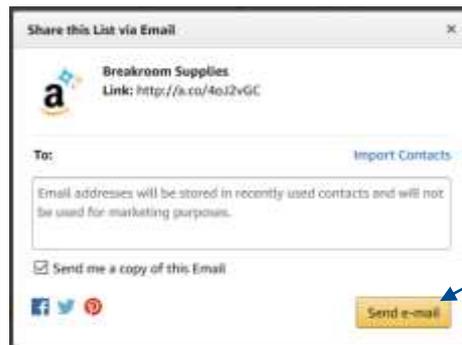
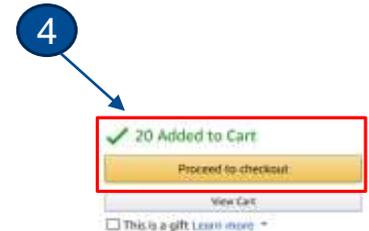
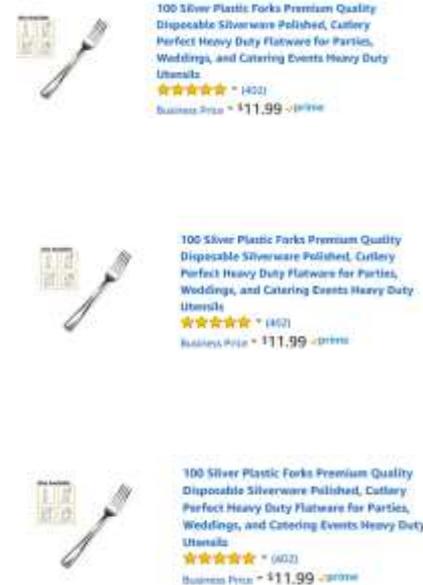
Swingline Staples, Permanent, SF, A, 2.25 Inch Large, 2000 Staples, 5000 Staples, \$12.99 - Office

ES112041 Lens, Lenses, 6x6, 1/2, 1/4, 1/8, 1/16, 1/32, 1/64, 1/128, 1/256, 1/512, 1/1024, 1/2048, 1/4096, 1/8192, 1/16384, 1/32768, 1/65536, 1/131072, 1/262144, 1/524288, 1/1048576, 1/2097152, 1/4194304, 1/8388608, 1/16777216, 1/33554432, 1/67108864, 1/134217728, 1/268435456, 1/536870912, 1/1073741824, 1/2147483648, 1/4294967296, 1/8589934592, 1/17179869184, 1/34359738368, 1/68719476736, 1/137438953472, 1/274877906944, 1/549755813888, 1/1099511627776, 1/2199023255552, 1/4398046511104, 1/8796093022208, 1/17592186044016, 1/35184372088032, 1/70368744176064, 1/140737488352128, 1/281474976704256, 1/562949953408512, 1/1125899906817024, 1/2251799813634048, 1/4503599627268096, 1/9007199254536192, 1/18014398509072384, 1/36028797018144768, 1/72057594036289536, 1/144115188072579072, 1/288230376145158144, 1/576460752290316288, 1/1152921504580632576, 1/2305843009161265152, 1/4611686018322530304, 1/9223372036645060608, 1/18446744073290121216, 1/36893488146580242432, 1/73786976293160484864, 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# Shopping Lists

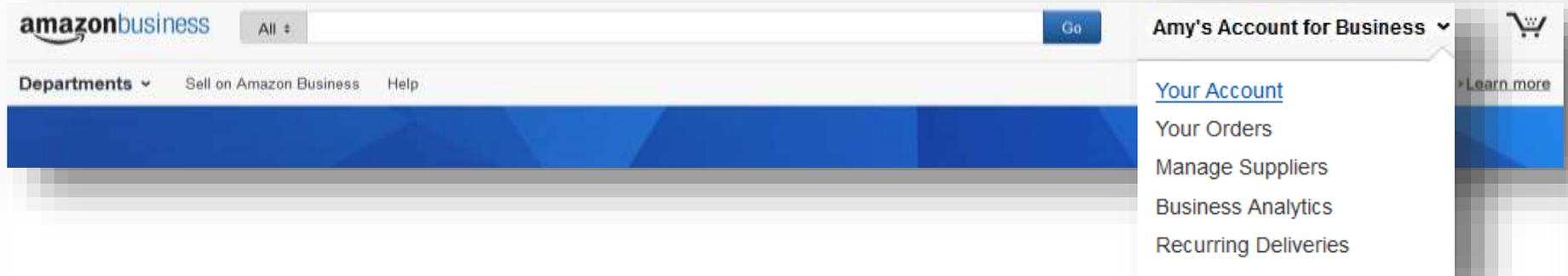
## » Shopping lists save time and prevent reorder errors

- Checkout from a list after two clicks
1. Create a new shopping list
  2. Click “Add to Cart” in shopping list
  3. Set Quantity
  4. Click Add to Cart (the add to cart button becomes proceed to checkout)
  5. Share your list with others (*Optional*)



# Account for Business Navigation

- » **Welcome to Amazon Business.** You will notice a few changes to the look and feel of your Amazon experience, which is designed to streamline your purchasing process.
  - As a **Requisitioner** in the account, you can place orders on behalf of the business.
  - Review your purchases.
  - Download order history reports to manage your own spending.



<b>Your Account</b>	Update password, addresses, payment options, etc.
<b>Orders</b>	View and track orders the orders you placed on behalf of the business/organization.
<b>Manage Suppliers</b>	Manage your list of saved suppliers, or find new suppliers based on filtered search results such as, diversity credential, location, and business seller.
<b>Business Analytics</b>	Amazon Business Analytics is a reporting tool, used to create and filter custom templates based on your business needs. Templates use a combination of filters and column selections to reflect account activity.
<b>Recurring Deliveries</b>	Have essential items delivered automatically, based on a schedule you choose. <i>(optional)</i>

# Checking out with ATEP

## » Ensure that you are not being charged Tax

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

The screenshot shows the Amazon checkout page with three items listed. Each item has a 'Tax Exemption Applied' link and a 'Remove' link. The 'Remove' link for the third item is highlighted with an orange box. A callout box points to the 'Remove' link for the third item.

**Estimated delivery: Oct. 14, 2016**

**Zebra Z-Grip Retractable Ballpoint Pen, 24 Pack, 1.0 mm, Black (12221)**  
\$8.33  
Quantity: 1 Change  
Sold by: Amazon.com LLC  
Add a gift receipt  
Tax Exemption Applied. Remove

**Georgia-Pacific Spectrum® Standard 92 Multipurpose Paper, 8.5 x 11 inches, 1 box of 3 packs (1500 Sheets) (998606)**  
\$15.14  
Quantity: 2 Change  
Sold by: Amazon.com LLC  
Add a gift receipt  
Tax Exemption Applied. Remove

**#10 Security SELF-SEAL Envelopes, No Window, Premium Security Tint Pattern, Ideal for Home Office, Secure Mailing**  
Tax Exemption Applied. Remove

**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)

**Place your order**

By placing your order, you agree to Amazon's privacy notice and conditions of use.

**Order Summary**

Items (5):	\$52.89
Shipping & handling:	\$55.06
Free Shipping:	-\$55.06

### » What items are eligible for tax exemption?

Tax exemption applies to items sold by:

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

# Reconciliation

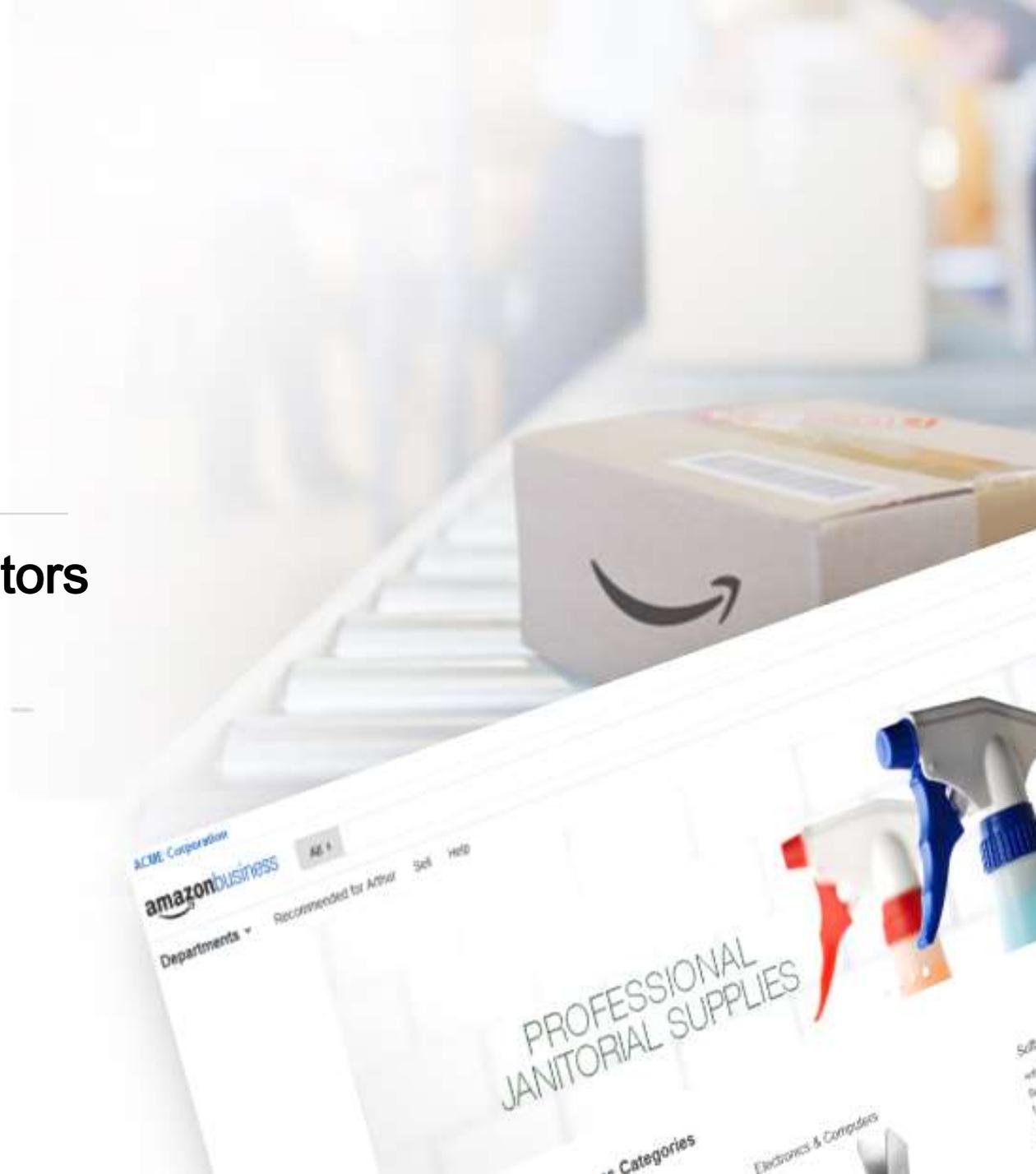
- » Simplify reconciliation: Match the “**Payment Reference ID**” in the Business Analytics report against your credit card statement.

Order Date	Order ID	Payment Reference ID	Payment Date	Payment Amount	Payment Instrument Type	Payment Identifier	Product Category	ASIN	Title	
02/08/2016	108-XXXXXX-XXXXXX	12345678901112	02/08/2016	\$199.98	Line of Credit	1234	Personal Computer	B00D78QCYK	ViewSonic VA2	
02/08/2016	108-XXXXXX-XXXXXX	12345678901112	02/08/2016	\$199.98	Line of Credit	1234	Personal Computer	B00D78QCYK	ViewSonic VA2	
02/08/2016	108-XXXXXX-XXXXXX	12345678901112	02/08/2016	\$17.99	Line of Credit	1234	CE	B001F42MKG	Logitech Track	
02/07/2016	108-XXXXXX-XXXXXX	N/A	N/A	N/A	N/A	1234	Health and Beauty	B000VEDK66	Renew Life Die	
02/04/2016	106-XXXXXX-XXXXXX	12345678901112	02/07/2016	\$221.87	Line of Credit	1234	CE	B0007WDIW8	Tripp Lite HDM	
							CE	B0000AZK6H	StarTech.com	
							CE	B001D5RPEK	StarTech.com	
		12345678901112	02/08/2016	\$17.95	Line of Credit	1234	1234	CE	B001D5RPEK	StarTech.com
								CE	B0007WDIW8	Tripp Lite HDM
								CE	B0000AZK6H	StarTech.com
								CE	B0007WDIW8	Tripp Lite HDM
								CE	B0000AZK6H	StarTech.com
12345678901112	02/06/2016	\$83.07	Line of Credit	1234	1234	CE	B0007WDIW8	Tripp Lite HDM		
						CE	B0000AZK6H	StarTech.com		

- » Improved formatting & roll-up support streamlines reporting & reconciliation for orders containing multiple shipments and/or multiple charges.

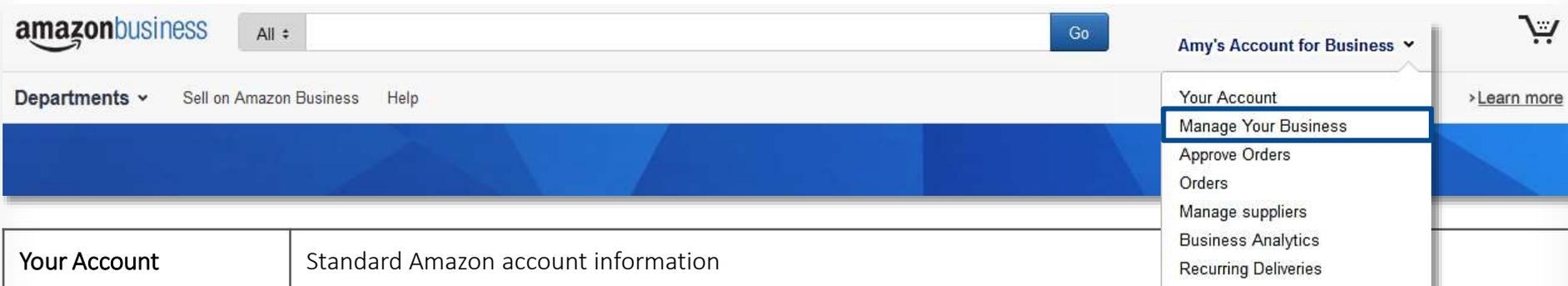
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## Tools for Administrators



# Business Account Navigation

- » Welcome to Amazon Business. After completing the registration process, you are automatically set up as an Administrator.



Your Account	Standard Amazon account information
Manage Your Business	Business Management Pages (*Administrator Only); add users, create & configure groups, set up shared pay, etc.
Approve Orders	If workflow approvals are enabled, approvers can view and take action on pending orders ( <i>optional</i> )
Orders	View and track all orders placed within your group(s)
Manage suppliers	Add favorite suppliers to a list, creating a single place to view and connect with preferred vendors
Business Analytics	Amazon Business Analytics is a reporting tool that allows business users to create and customize report templates, based on business needs. Templates use a combination of filters & column selections to reflect account activity.
Recurring Deliveries	Have essential items delivered automatically, based on a schedule you choose. ( <i>optional</i> )



# Account Management

## Business Solutions

- » Administrators can manage business users & purchase settings within their business management pages via [Manage Your Business](#).
  - **Account Settings & Customization Options:** add users, enable Shared Settings (designated payment methods & shipping addresses for buyers to use), set up workflow approvals, organize users by group & configure group settings, etc.
  - Use **CAUTION** when changing settings: changes made to groups can impact users and subgroups. If you have any questions about group settings, please contact your administrator or Amazon Business Professional Services @ [abgov-services@amazon.com](mailto:abgov-services@amazon.com)

### Account Settings > AMY'S BUSINESS Account Settings

Business Profile

People (1)

Invitations (0)

People who can place orders on behalf of your business or manage this business account.

Add users, remove users & manage business-user permissions on the People page.



#### Enabled Settings

FEATURE	STATUS
PO number settings	PO numbers are enabled but not required. Requisitioners can choose to add a PO number during checkout.

#### Shared settings

No sharing - individual payment methods and addresses in use

[Learn more](#)

Want to learn more about setting up payment methods and addresses? [Watch our how-to video](#)

All Amazon Business account are automatically set up for **Individual Pay**, meaning – each person can use their own payment methods & shipping addresses to place orders for the business, unless an Administrator has configured Shared Settings.

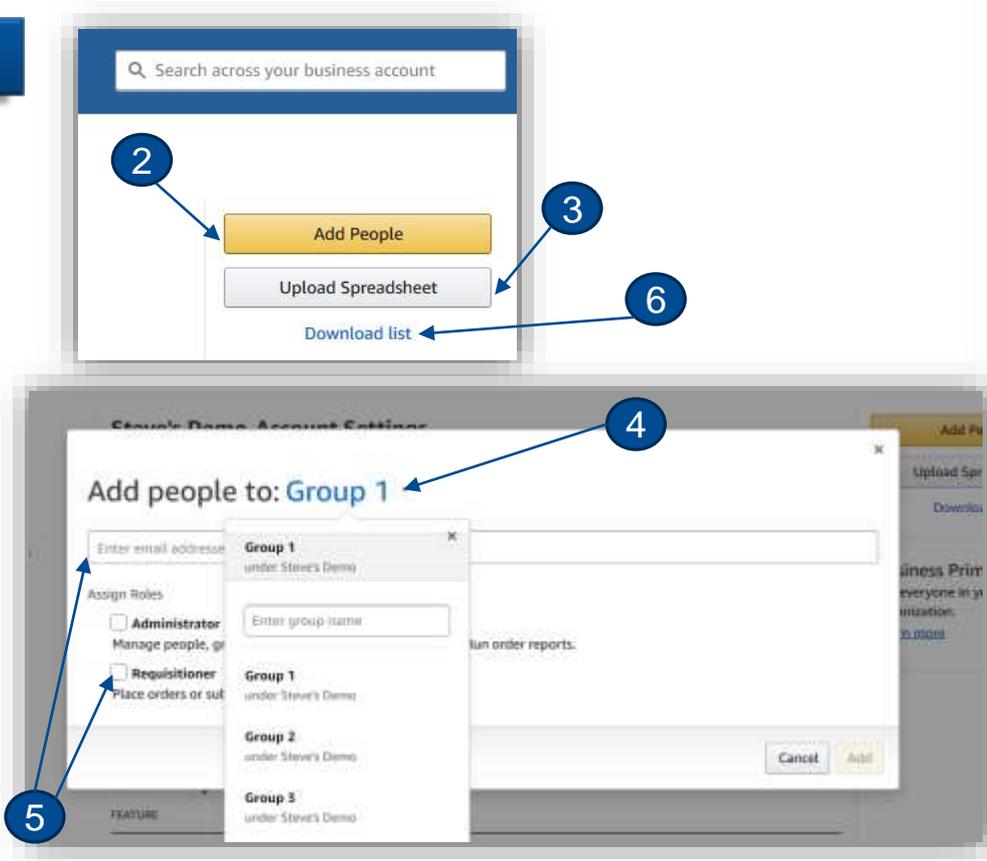


# User and Group Management

Easily add new users to a group

## Adding New Users

1. Go to [Manage Your Business](#)
2. Select *Add People* for single additions  
OR
3. Select *Upload Spreadsheet* for many users
4. Ensure desired group is selected
5. Enter email address and select appropriate role
6. Select *Download List* to see listing of all users in administered groups – *Pending* users have not yet activated their account

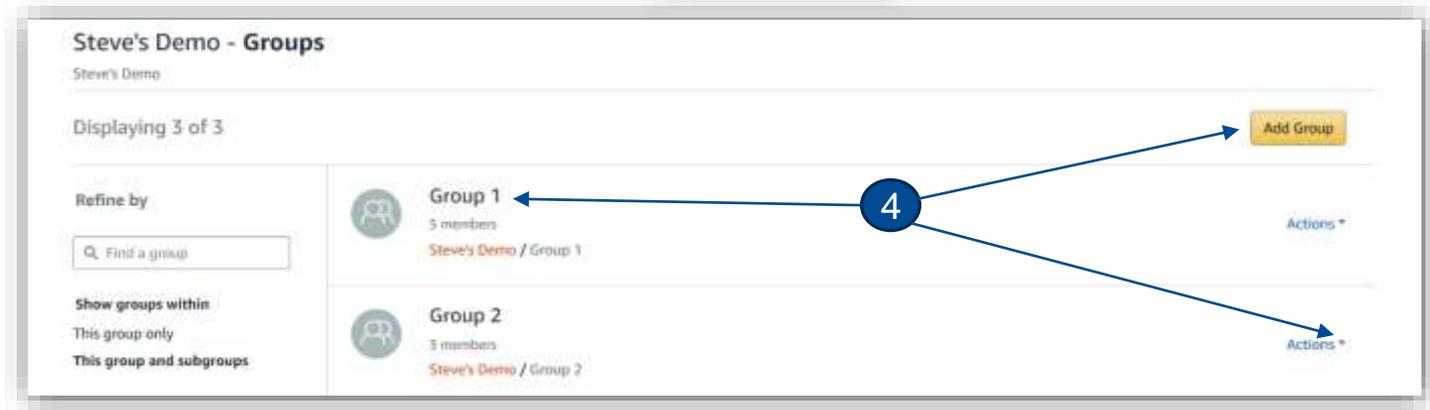
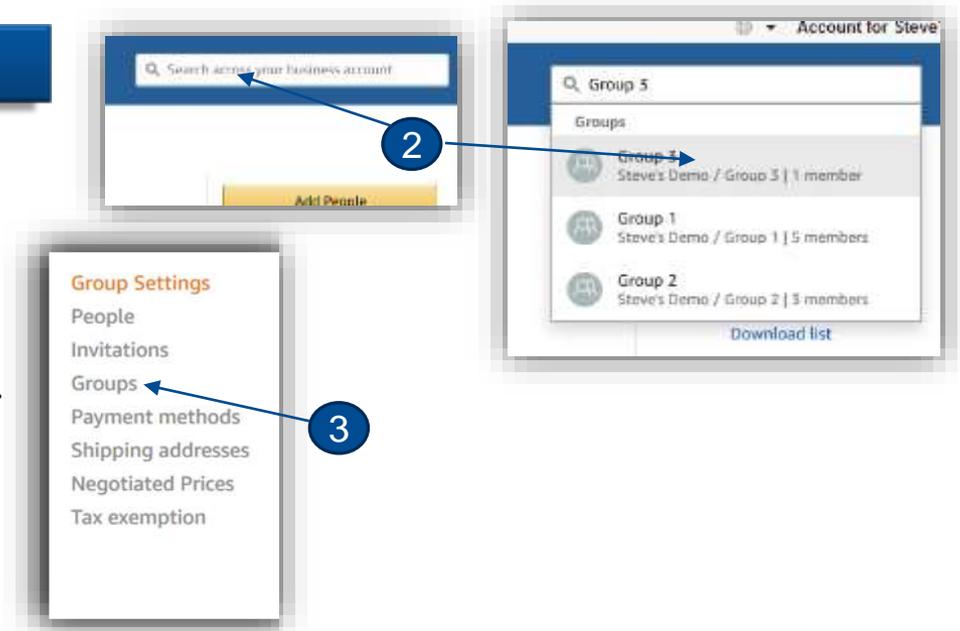


# User and Group Management

Group navigation and resending invitations to join

## Group Location and Management

1. Go to [Manage Your Business](#)
2. Input group name in search bar and select correct group  
OR
3. Select *Groups* from the navigation bar to display all groups (or filter)
4. Select desired group, add groups or take group edit actions

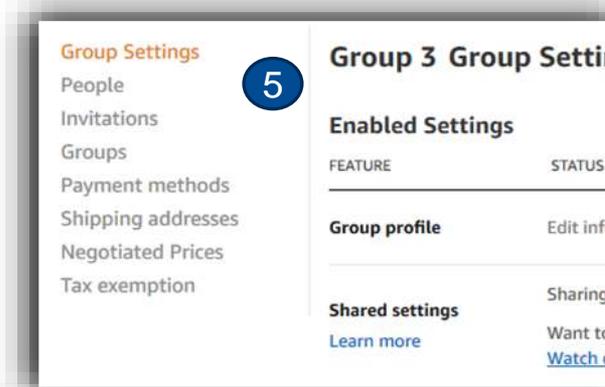


# User and Group Management (cont.)

Group navigation and resending invitations to join

## Resending an Email Invitation

5. While in correct group (see previous slide), select *Invitations*
6. Select *Resend* for the invited user

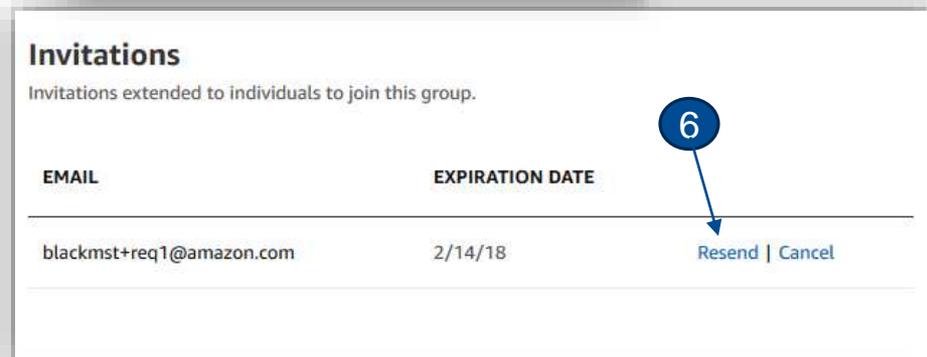
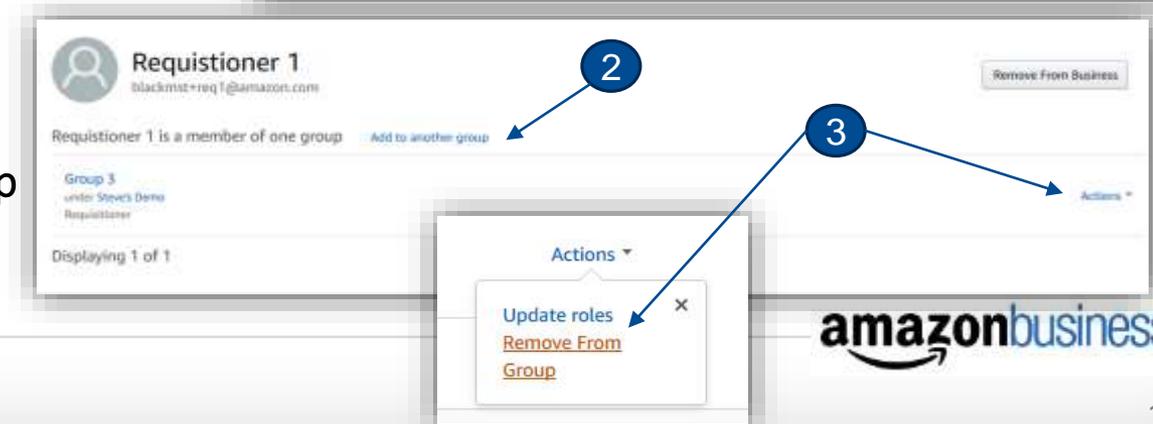


## Moving/Deleting an Active User

1. Use search bar by entering User's name or email address



2. Add user to another group
3. Edit roles or delete from group



# Approvals

Set approval workflow

## » Approval key points:

- Approvals are set individually for each group
- Only one dollar amount
- Approvers do not need to be administrators
- Up to 10 approvers per level, but only one approval is required for each level
- Approvals can be temporarily delegated

## Set Approvals

1. Go to [Manage Your Business](#)
2. Select “Add”
3. Set dollar amount
4. Enter approvers

**Add approvals**  
Learn more

Establish approval workflows to manage your group spend on Amazon

**Add**

**Which orders require approval?**

Orders over \$

Orders with restricted items. [Learn More](#)

**Who can approve orders?**

You can enter up to 10 emails per level, but only 1 approval is required from each level.

Level 1 approvers

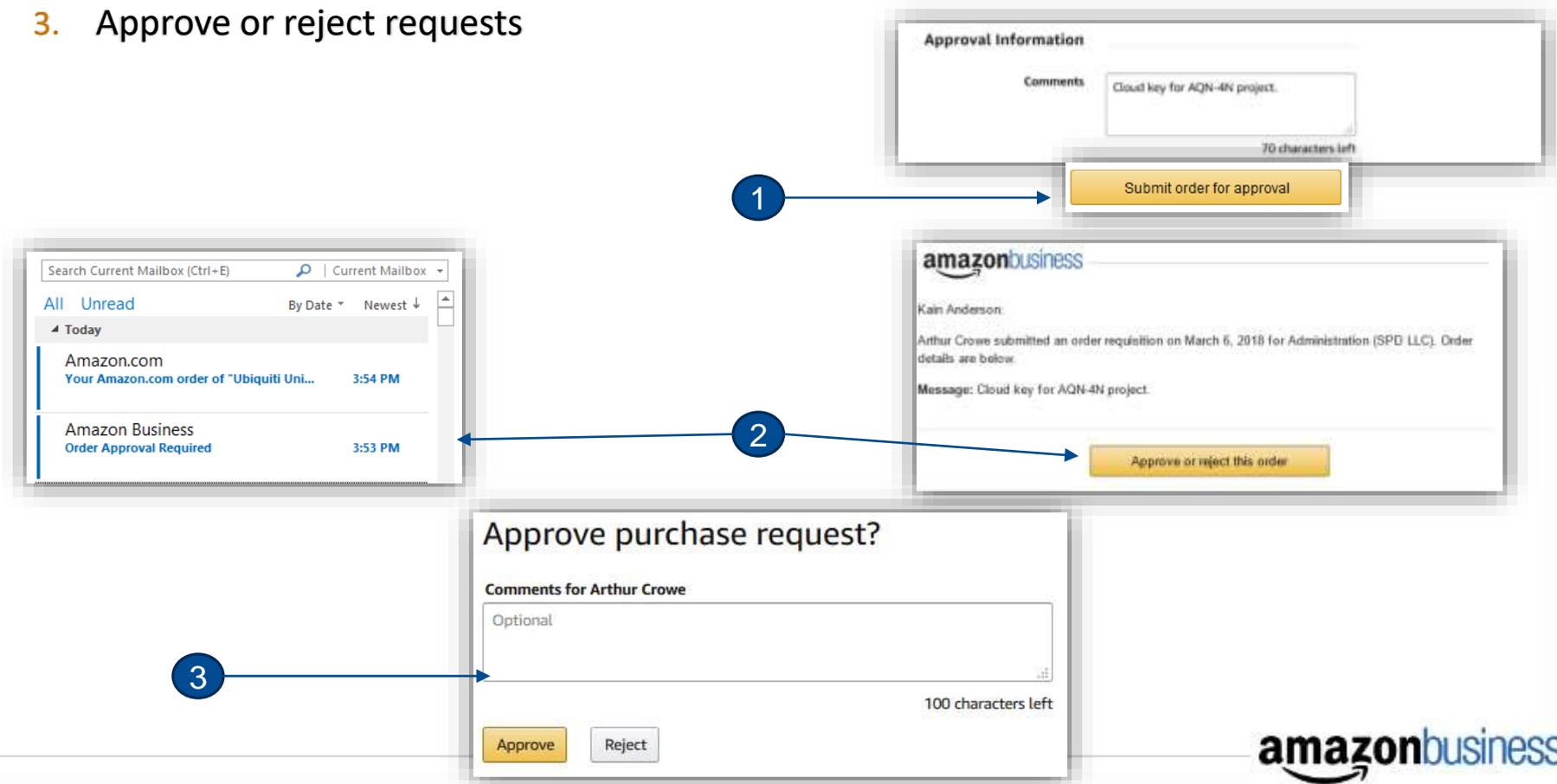
[Add another level of approvers](#)

# Approvals

## Approve Orders

### » Workflow:

1. Requisitioner submits order for approval (enters comments as needed)
2. Approver receives email
3. Approve or reject requests



# Payment Methods & Options

Amazon Business Marketplace

## » What payment methods are available?

- Payment methods, such as a debit or credit card support one or multiple people in a business.

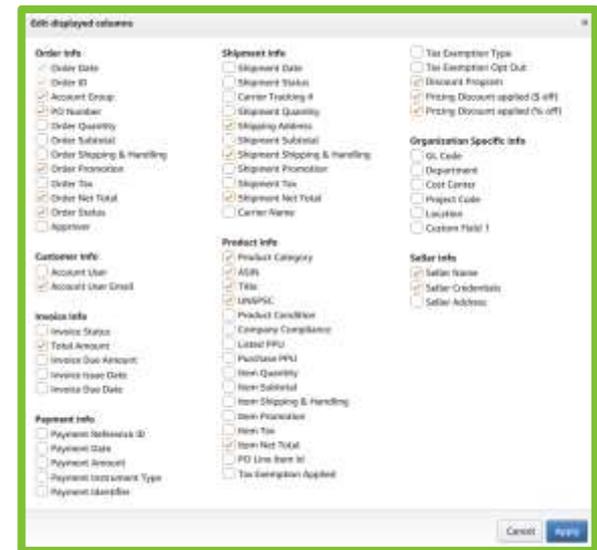
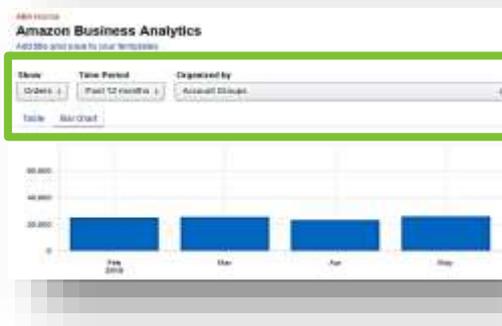
- Amazon Business accounts are automatically set up to support individual payment methods. All business-users will use their own payment methods & shipping addresses to place orders. Payment methods can be added or modified during checkout or in a business user's Account Settings.
- Requisitioners must add and edit their payment methods and shipping addresses.

# Amazon Business Analytics

## Business Solutions

### » Enhanced Reporting & Reconciliation

Amazon Business Analytics is an enhanced reporting tool that takes the information available in Order History Reports and lets you view your spending online via dynamic graphs and data tables. Business Analytics makes it quicker and easier to track & monitor your spend on Amazon Business.



### » Features & Functionality

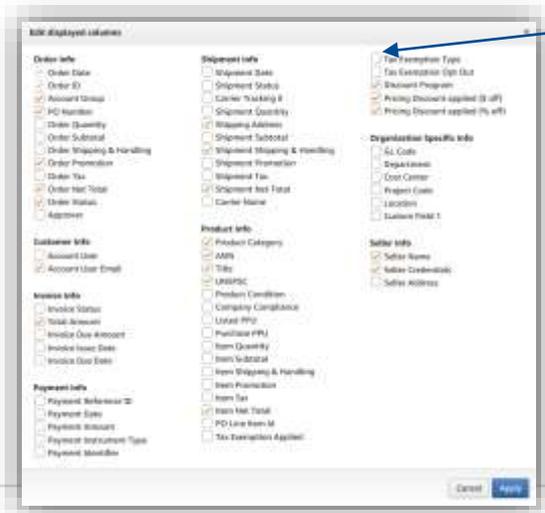
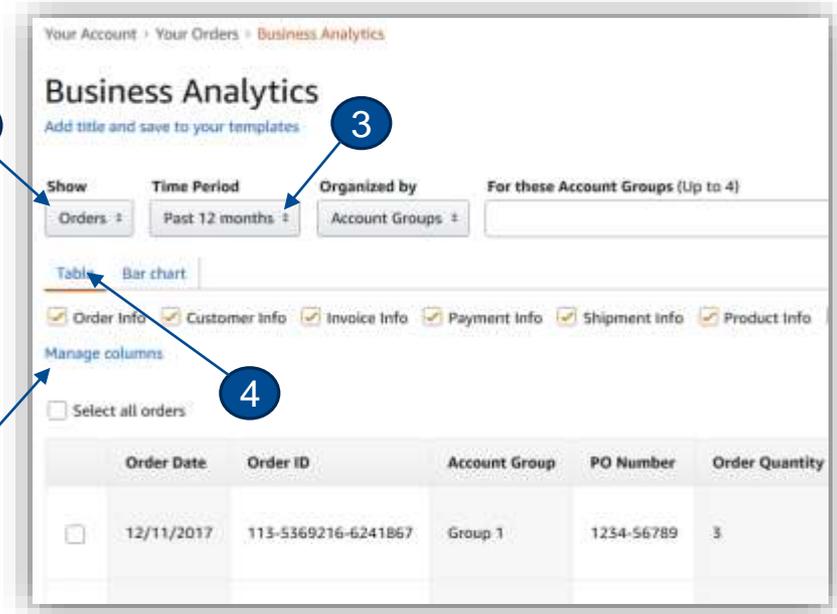
- ✓ Aggregate purchases to compare and track spend over time
- ✓ Organize data by applying additional filters
- ✓ Utilize the table view to get details behind graphical summaries
- ✓ Customize table view to reflect only desired attributes
- ✓ Create & save report templates for fast and easy future reference



# Running a Downloadable Spend Report

Prepare the desired data for a template

1. Go to your [Business Analytics](#) page
2. Select *Orders*
3. Choose the desired time period or set a custom range
4. Ensure *Table* view is selected
5. Select *Manage Columns* to de-select columns NOT desired for the report



**\*\*Important Displayed Columns Include\*\***

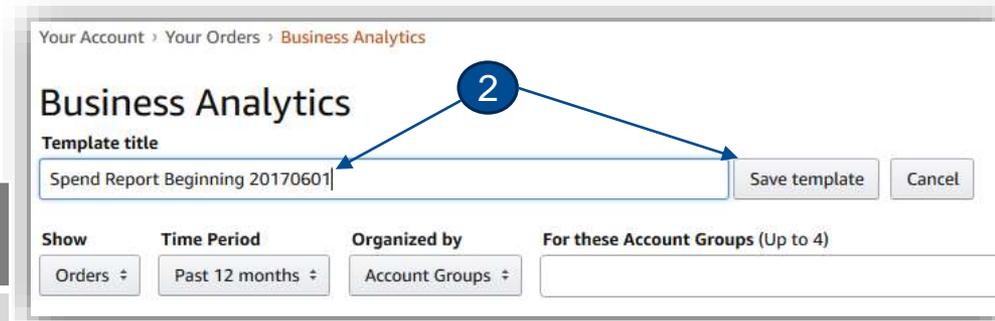
Account Group	Product Category	Order Tax
PO Number	ASIN	...And more....
<b><u>Order Status</u></b>	Title	
Account User Email	<b><u>Item Net Total</u></b>	
Payment Reference ID	Seller Name	
Shipping & Handling	Seller Credentials	



# Running a Downloadable Spend Report (cont.)

Save the report template and export the data to Excel

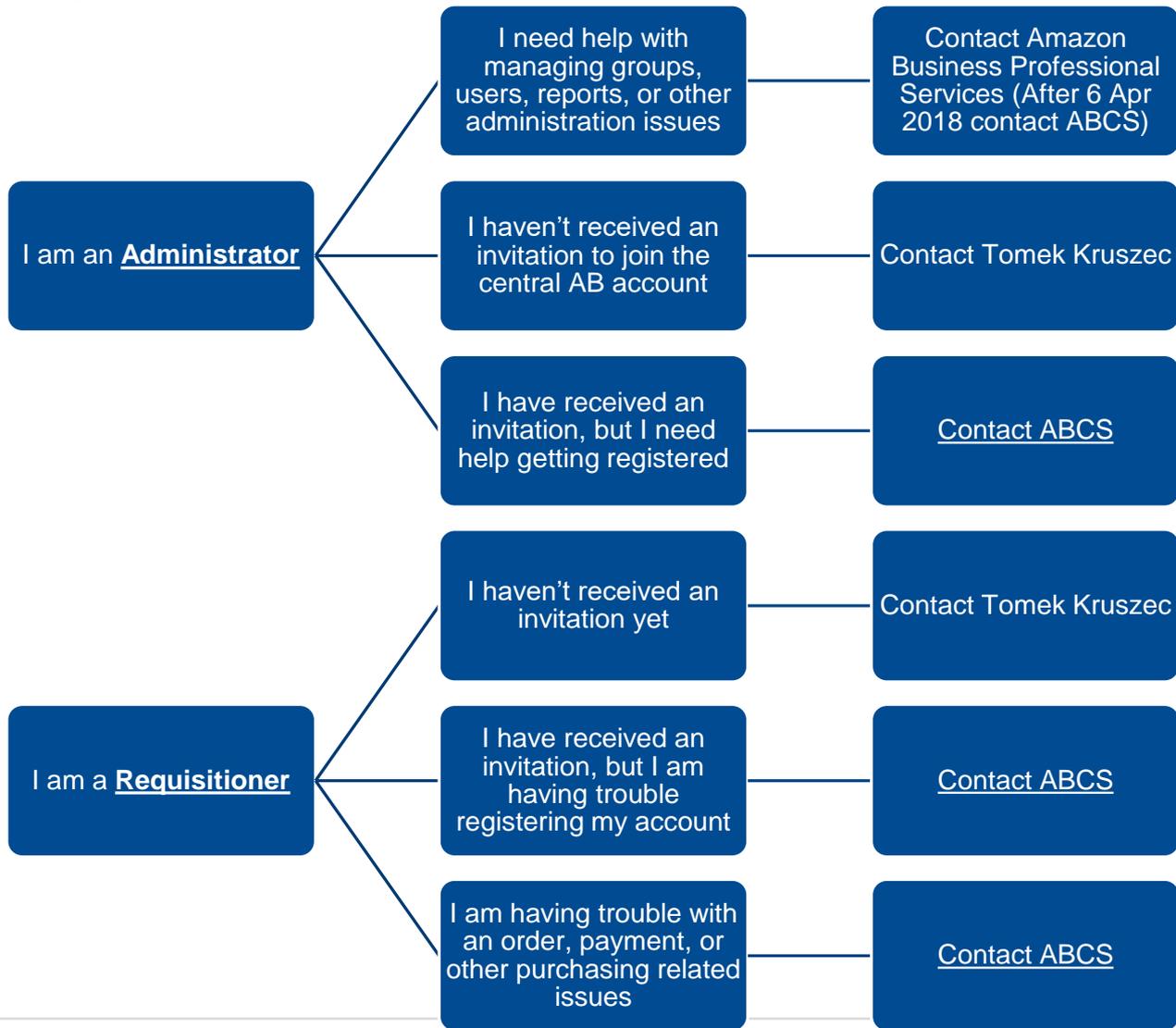
1. Add title and Save to your Templates
2. Name your Template and Save
3. The Template can be recalled later
4. Select *Download CSV*
5. When report is generated, click download CSV (under status) and save or open the file in MS Excel



Analysis Objective	Column Filtered or Totaled
Spend Totals by Group	<i>Account Group</i> (to segment by group) <i>Item Net Total</i> (shows amount paid)
Category Spend Trends	<i>Product Category</i> (sorted) <i>Item Net Total</i>
Number of Active Users	Remove duplicates in <i>Account User</i> <i>Email</i> column – count rows

# Get Help!

## Contact options for Requisitioners and Administrators



Amazon Business Professional Services inbox is monitored 8am-5pm PST  
Mon-Fri:  
abgov-services@amazon.com  
(Please expect a response no later than the next business day)

Amazon Business Customer Service (ABCS) is available seven days a week from 5am-9pm PST

Customer Service  
Contact Us



# Contacting Amazon Business Customer Service

## » BEST method and quickest route to a resolution – Contact Us

- When you are logged-in, your account is verified. Only your name is required upon talking with a Customer Service Associate to validate your identity.
- The order or issue you are having trouble with is automatically linked
- Self-help options are also identified to help you resolve the issue quickly after-hours

**Contact Us**

1 What can we help you with?

An order I placed | Devices | Digital Content and Services | Prime or Something else

Please select the order that you are contacting us about...

Orders placed in: last 6 months | Search for title, department | Go

No orders were found in last 6 months. [I can't find my order >](#)

2 Tell us more about your issue

Select an issue: < Please make a selection >

**Quick solutions**

- Your Orders: Track & return orders
- Devices & Content
- Prime: Manage Prime
- Payment Settings
- Return or replace items
- Manage Address Book
- Change Name, E-mail, or Password

## » Direct phone contact: (866) 486-2360

- Expect lengthier identity verification process
- Required if you have not yet registered your Amazon Business account

Amazon Business Customer Service is available seven days a week from 5am-9pm PST



# Additional Training Resources

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- » **Get started** with Amazon Business video tutorials
- » **!New Administrators!** – watch this **video**
- » Visit **Amazon Business Help** for general information and help topics
- » For self-service help after hours, view our **general help page**

Questions?

