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Get Started with Amazon Business
Introduction for New Business Administrators

Note: This document contains <u>active hyperlinks</u>.
Click links to access information about Amazon Business features, functionality & customer support.

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.*

- o **Introduction to Amazon Business and Benefits**

- o **Tools for "Requisitioners"**
  - o Search and Browse Optimization
  - o Account Navigation
  - o Reports and Reconciliation

- o **Tools for "Administrators"**
  - o Manage Your Business
  - o Administrator Console
  - o User and Group Management
  - o Shared Group Settings
  - o Business Analytics

- o **Business Customer Support & Resources**

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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?

• **Price Savings**	• **Business Solutions**
• **Transparent Marketplace**	• **Business Selection**
• **Dedicated Customer Service**	• **Enhanced Reporting**

Business Customer Benefits
Overview

» **Business Pricing**

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

» **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**

» **Business-Only Selection**

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

» **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

List Price: $379.00
Price: $266.99
Business Price $248.60

Share ✉ f 𝕏 𝓟 200+ Shares

Qty: 1
✓ Quantity discount available.
Add to Cart

Refine by

Amazon Prime
☐ ✓prime

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.

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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

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
Electronics & Computers
Software

Books
Janitorial
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

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

Filter by product offers for search optimization

Condition
New (6,021)
Used (88)
Refurbished (5)

Price
☐ Under $25 (2,148)
☐ $25 to $50 (1,169)
☐ $50 to $100 (1,016)
☐ $100 to $200 (957)
☐ $200 & Above (781)
$ _____ to $ _____ GO

Discount
☐ 10% Off or More (1,258)
☐ 25% Off or More (819)
☐ 50% Off or More (313)
☐ 70% Off or More (84)

Seller
☐ Adorama Camera (1,010)
☐ Corgi Lamps (890)
☐ MotivationUSA (491)
☐ Shoplet (443)
☐ LexJet (352)
☐ PLEXSUPPLY (327)
☐ Smart Toners (316)
☐ LexJet Corp (285)
☐ OFFICE CHASE CORP. (210)
☐ My office innovations (208)
+ See more

Availability
☐ Include Out of Stock

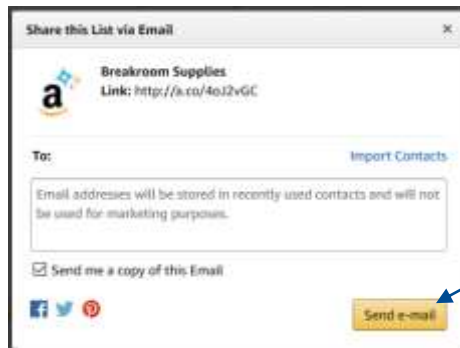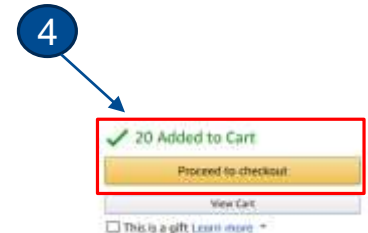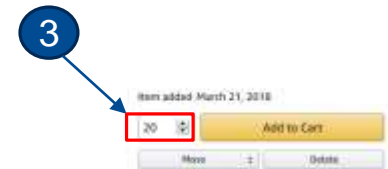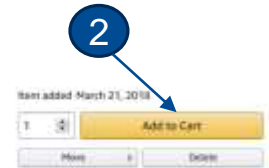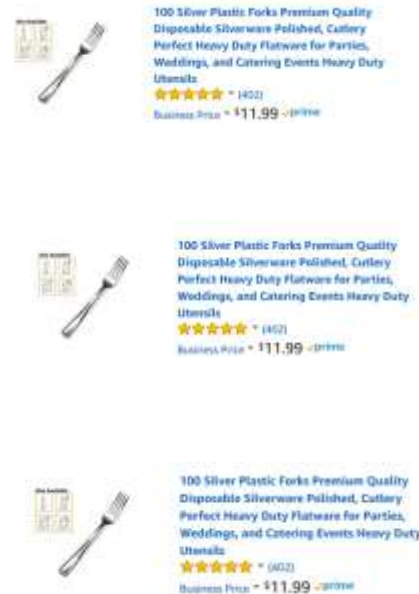amazonbusiness

Shopping Lists

» **Shopping lists save time and prevent reorder errors**
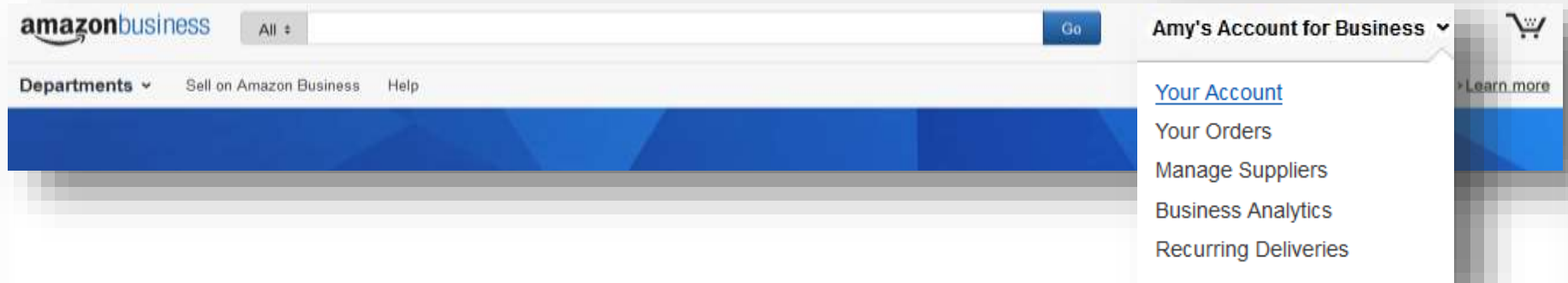
  ▪ **Checkout from a list after two clicks**

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)*

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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.

Your Account	Update password, addresses, payment options, etc.
Orders	View and track orders the orders you placed on behalf of the business/organization.
Manage Suppliers	Manage your list of saved suppliers, or find new suppliers based on filtered search results such as, diversity credential, location, and business seller.
Business Analytics	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.
Recurring Deliveries	Have essential items delivered automatically, based on a schedule you choose. *(optional)*

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.

Reconciliation

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

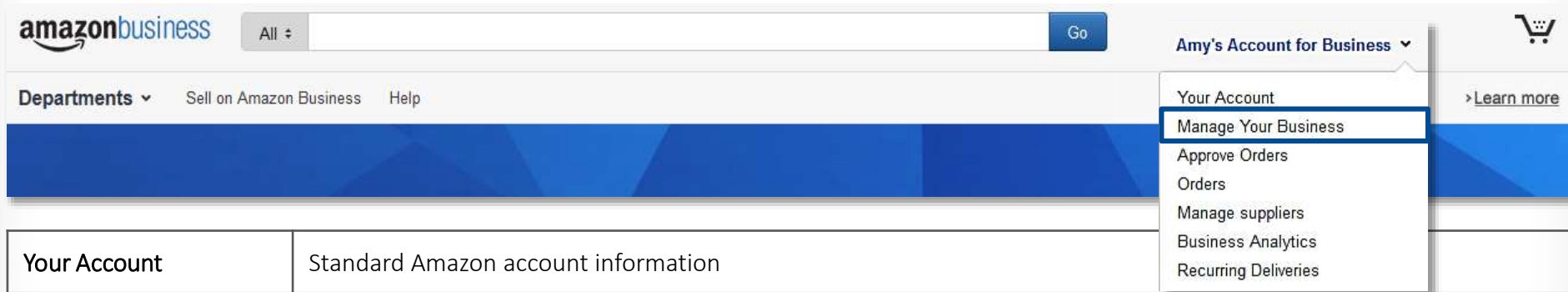| Order Date	Order ID	Payment Reference ID	Payment Date	Payment Amount	Payment Instrument Type	Payment Identifier	Product Category	ASIN	Title
02/08/2016	108-XXXXXXX-XXXXXXX	12345678901112	02/08/2016	$199.98	Line of Credit	1234	Personal Computer	B00D78QCYK	ViewSonic VA2
02/08/2016	108-XXXXXXX-XXXXXXX	12345678901112	02/08/2016	$199.98	Line of Credit	1234	Personal Computer	B00D78QCYK	ViewSonic VA2
02/08/2016	108-XXXXXXX-XXXXXXX	12345678901112	02/08/2016	$17.99	Line of Credit	1234	CE	B001F42MKG	Logitech Track
02/07/2016	108-XXXXXXX-XXXXXXX	N/A	N/A	N/A	N/A	1234	Health and Beauty	B000VEDK66	Renew Life Die
02/04/2016	106-XXXXXXX-XXXXXXX	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	CE	B001D5RPEK	StarTech.com
		12345678901112	02/04/2016	$34.02	Line of Credit	1234	CE	B0007WDIW8	Tripp Lite HDM
							CE	B0000AZK6H	StarTech.com
		12345678901112	02/06/2016	$83.07	Line of Credit	1234	CE	B0007WDIW8	Tripp Lite HDM
							CE	B0000AZK6H	StarTech.com

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

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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 *(optional)*
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. *(optional)*

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Account Management
Business Solutions

» Administrators can manage business users & purchase settings within their business management pages via <u>Manage Your Business</u>.

- **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 <u>CAUTION</u> 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 @ <u>abgov-services@amazon.com</u>

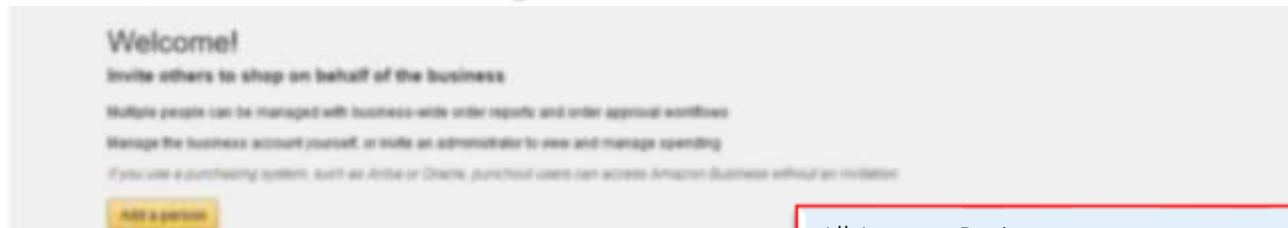Account Settings   >   AMY'S BUSINESS Account Settings

Business Profile

People (1)   Welcome!
Invite others to shop on behalf of the business

Invitations (0)   Multiple people can be managed with business-wide order reports and order approval workflows.
Manage the business account yourself, or invite an administrator to view and manage spending.
If you use a purchasing system, such as Ariba or Oracle, punchout users can access Amazon Business without an invitation.

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.

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.
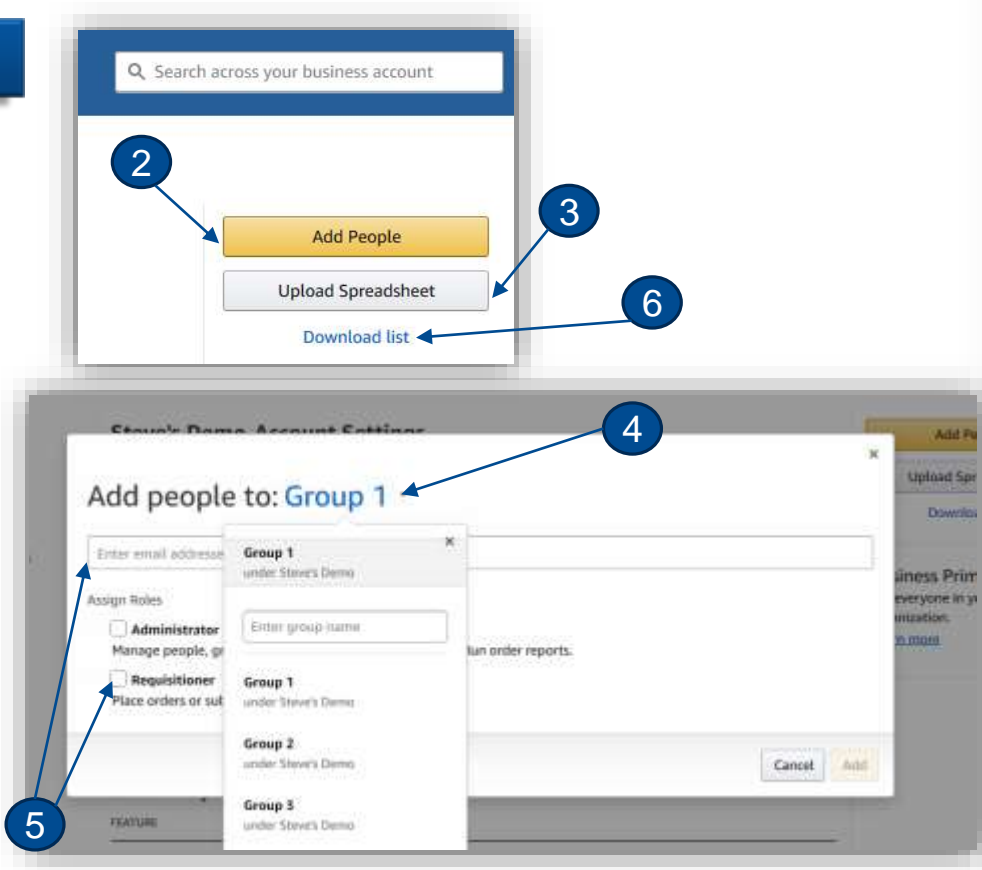
Shared settings   *No sharing - individual payment methods and addresses in use*

Learn more   Want to learn more about setting up payment methods and addresses? *Watch our how-to video*

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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

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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
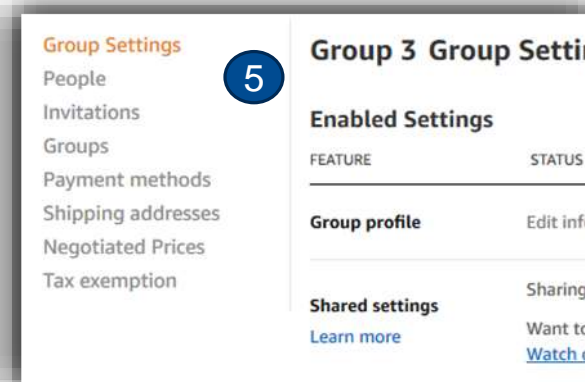
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User and Group Management (cont.)

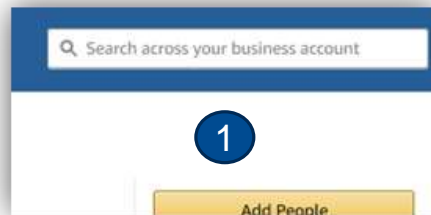Group navigation and resending invitations to join

Resending an Email Invitation

5. While in correct group (see previous slide), select *Invitations*

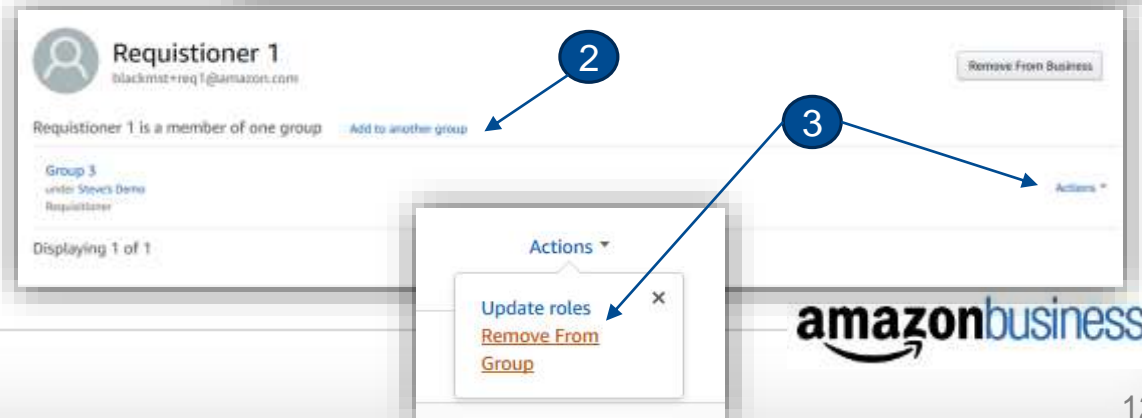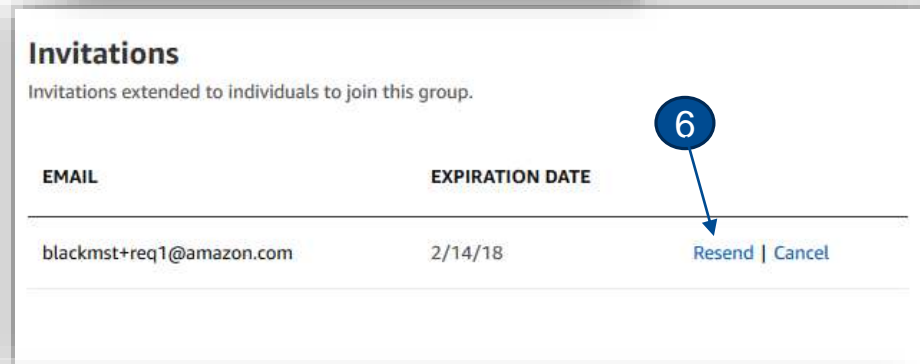6. Select *Resend* for the invited user

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

②

Which orders require approval?

☐ Orders over $ 0.00

☐ Orders with restricted items. Learn More ▾

③

Who can approve orders?

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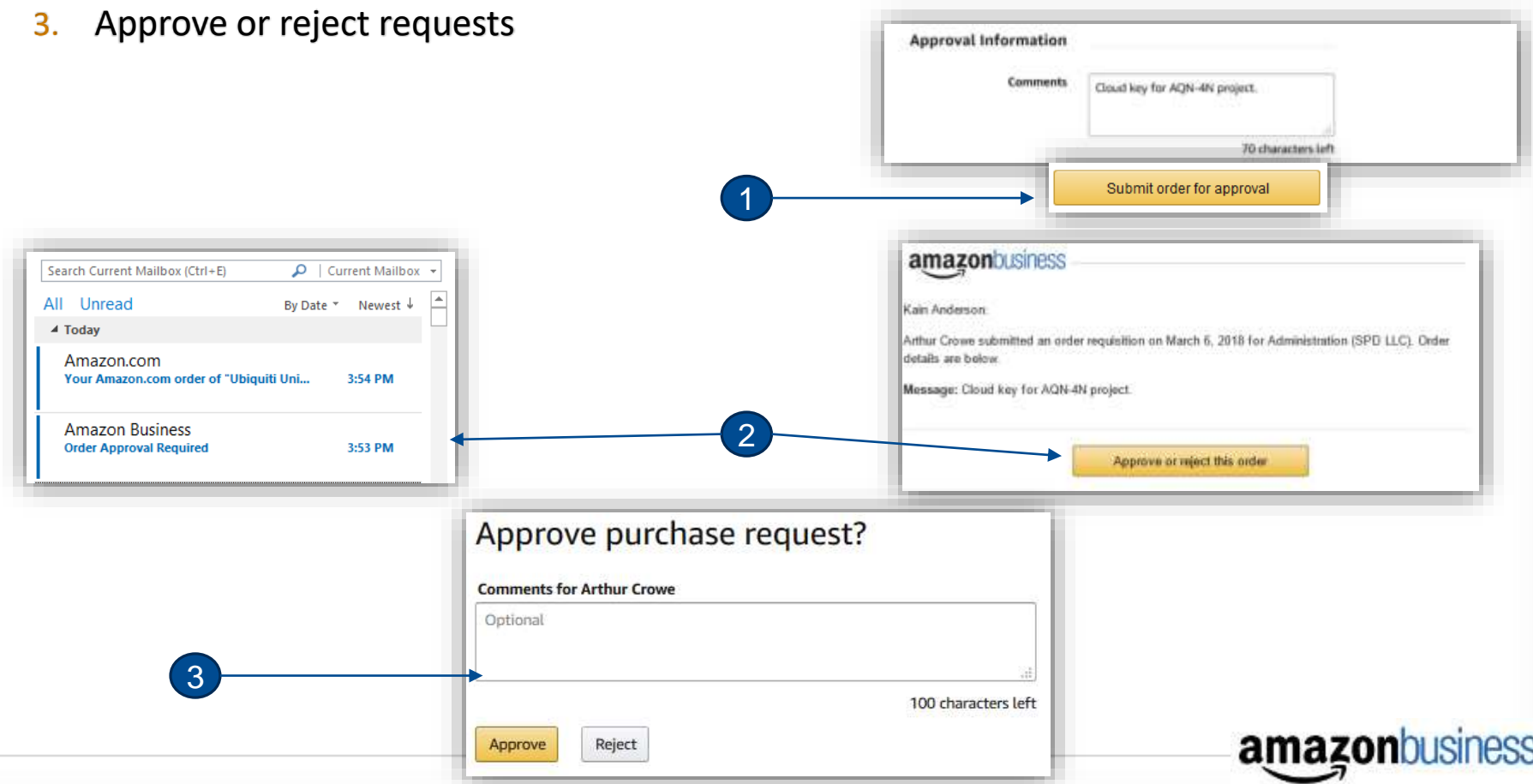
Level 1 approvers

④

Add another level of approvers

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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 <u>methods</u> are available?**

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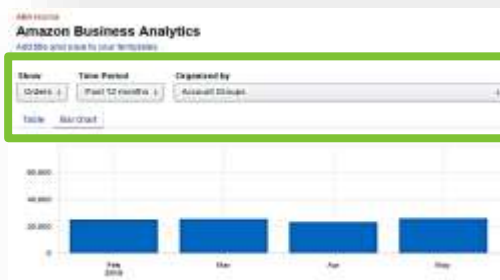
> - Amazon Business accounts are automatically set up to support individual payment methods. All business-users will use their own payment methods & shipping addresses to place orders. Payment methods can be added or modified during checkout or in a business user's Account Settings.
>
> - Requisitioners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

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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.
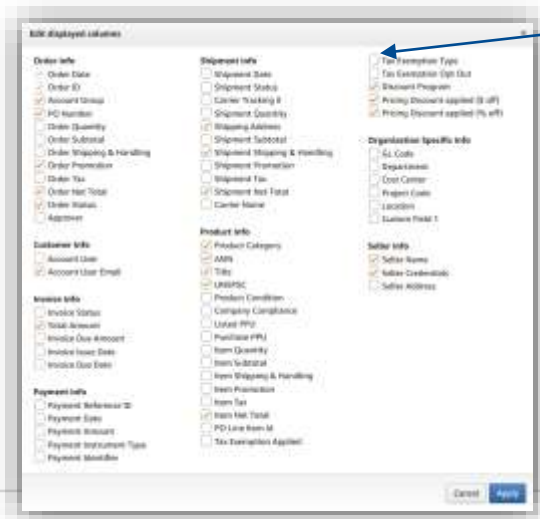

» ## Features & Functionality

✓ 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

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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….
Order Status	Title	
Account User Email	**Item Net Total**	
Payment Reference ID	Seller Name	
Shipping & Handling	Seller Credentials	

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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	*Account Group* (to segment by group) *Item Net Total* (shows amount paid)
Category Spend Trends	*Product Category* (sorted) *Item Net Total*
Number of Active Users	Remove duplicates in *Account User Email* column – count rows

1

Your Account › Your Orders › Business Analytics

Business Analytics
Add title and save to your templates

Show	Time Period	Organized by
Orders ⇅	Past 12 months ⇅	Account Groups ⇅

2

Your Account › Your Orders › Business Analytics

Business Analytics
Template title

Spend Report Beginning 20170601 | Save template | Cancel

Show	Time Period	Organized by	For these Account Groups (Up to 4)
Orders ⇅	Past 12 months ⇅	Account Groups ⇅	

3 View Saved Templates   **4** Download CSV

Type	Status
Reconciliation	Download CSV

5

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Get Help!

Contact options for Requisitioners and Administrators

I am an Administrator
- I need help with managing groups, users, reports, or other administration issues → Contact Amazon Business Professional Services (After 6 Apr 2018 contact ABCS)
- I haven't received an invitation to join the central AB account → Contact Tomek Kruszec
- I have received an invitation, but I need help getting registered → Contact ABCS

I am a Requisitioner
- I haven't received an invitation yet → Contact Tomek Kruszec
- I have received an invitation, but I am having trouble registering my account → Contact ABCS
- I am having trouble with an order, payment, or other purchasing related issues → Contact ABCS

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

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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**

» **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

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Additional Training Resources

» **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**

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Questions?