



# Administrator Training

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# State of Idaho Goals

- Goals
  - Not a statewide contract -- another way for agencies to leverage the benefits of an enterprise-level Amazon Business account for Amazon Purchases;
  - Agencies will be able to purchase non contracted items under the competitive threshold.
  - Another purchasing option that allows for agencies to take advantage of the wide product selection and competitive pricing;
  - Benefits include:
    - Statewide Amazon Business Prime, paid for by DOP
    - Free 2-Day shipping on Prime-eligible items
    - Access to millions of additional products, available only to Business customers
    - Business-specific pricing, including quantity discounts on eligible items
    - Access to a specialized Amazon Business Customer Service team
    - Enhanced reporting
  - DOP will not enforce any restrictions or hold agencies accountable for purchasing items that are available on a Statewide Contract;
  - Going forward, all STATE OF IDAHO purchase card holders in Agencies subject to DOP's authority must use the central STATE OF IDAHO Amazon Business account for all Amazon Business purchases

# Shopping on Amazon Business

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# Amazon Business Benefits

## [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.

# Amazon Business Discounts

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

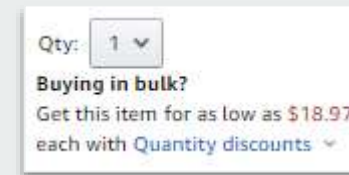
## Business Pricing

- Business pricing is cheaper pricing available only for registered Amazon Business customers. No action is needed to turn on business pricing and is available on select items.



## Quantity Discounts

- Quantity Discounts are volume-tiered discounts, only available for registered Amazon Business customers. Quantity discounts appear on the product detail page and users can review the tiered discounts available.



## Subscribe & Save

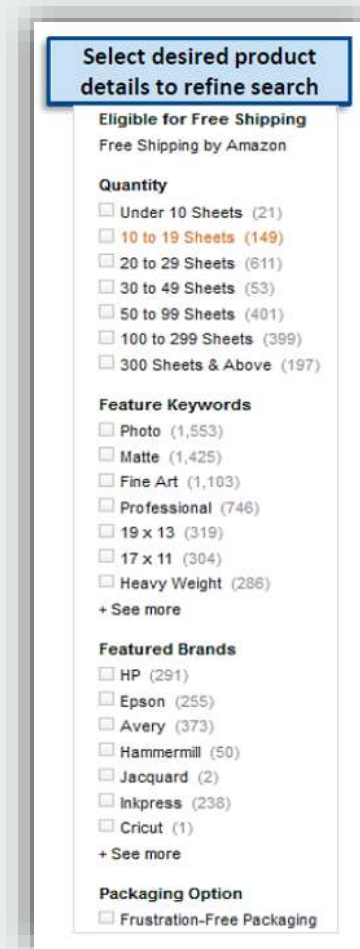
- Subscribe & Save is part of the Amazon Recurring Delivery program. Customers can subscribe to eligible Subscribe & Save items and get a 5% discount for their new subscriptions.



# Search & Browse Optimization

Optimizing search functions in Amazon Business allows you to find the best products to meet your needs and compare prices to find the best value

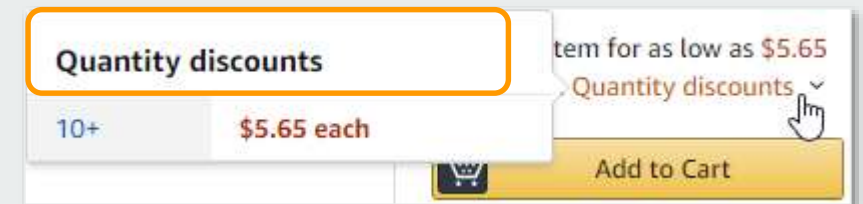
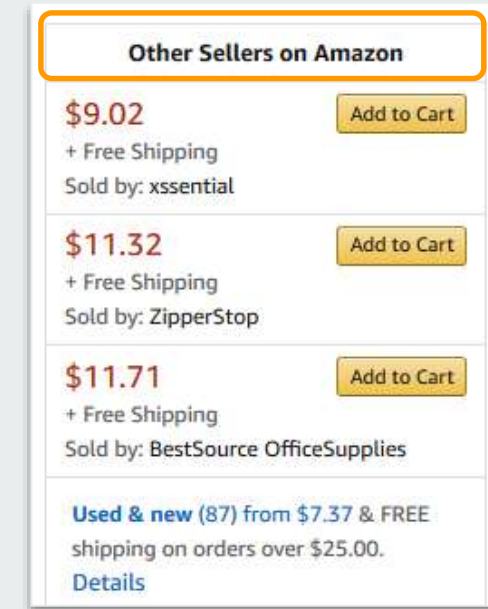
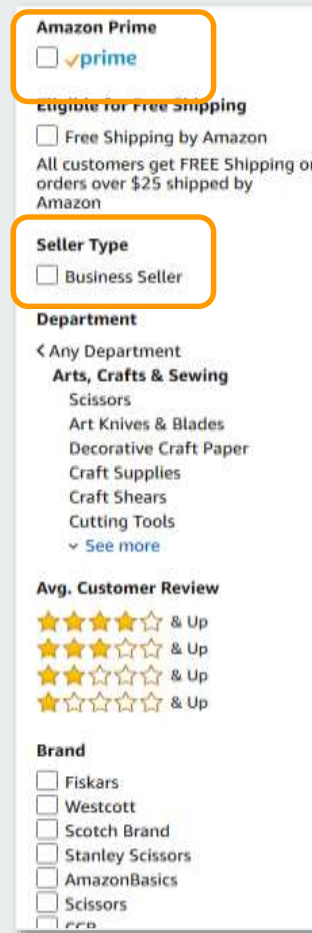
- Amazon is the “everything store.” With such a large selection, we do our best to make it easy for you and your end users to find what you’re looking for.
- Recommended filters:
  - Business Sellers
  - Prime Eligible
  - Brand
  - Average Customer Review/Rating
  - Diversity Credentials



# Search Optimization

Optimizing search functions in Amazon Business allows you to find the best products to meet your needs and compare prices to find the best value

1. **Maximize Savings!** Search All Departments & try using **generic descriptors instead of brand names**
2. Consider refining search results with filters available of left side of your screen, such as **Prime** or **Business Seller**
3. Sort results by options listed on the top left of your screen, such as Price: Low to High
4. In many cases, you can also Select **Quantity Discounts** to review quantity discounts and purchasing options
5. To compare offers, scroll down & select **Used & new** to pull up the **Offer Listing** page







## Take Advantage of Amazon Prime Shipping Benefits

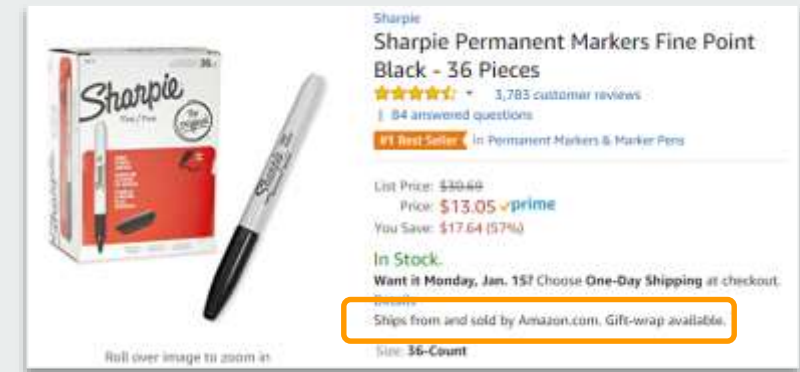
- An easy way to ensure that your products arrive on time and as expected, is to order products fulfilled directly from Amazon. All products clearly mark who the seller is on the product detail page.

## 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.

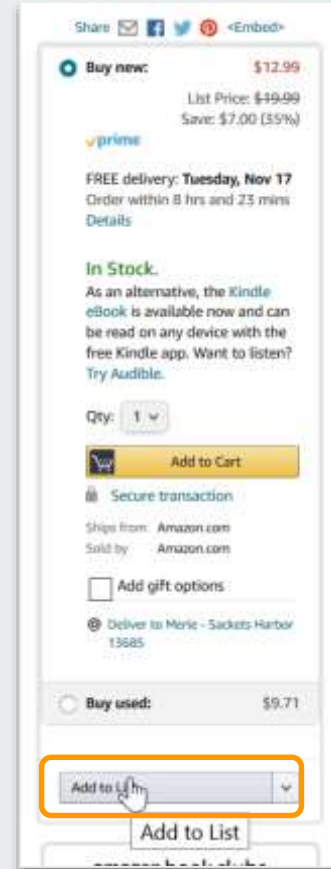
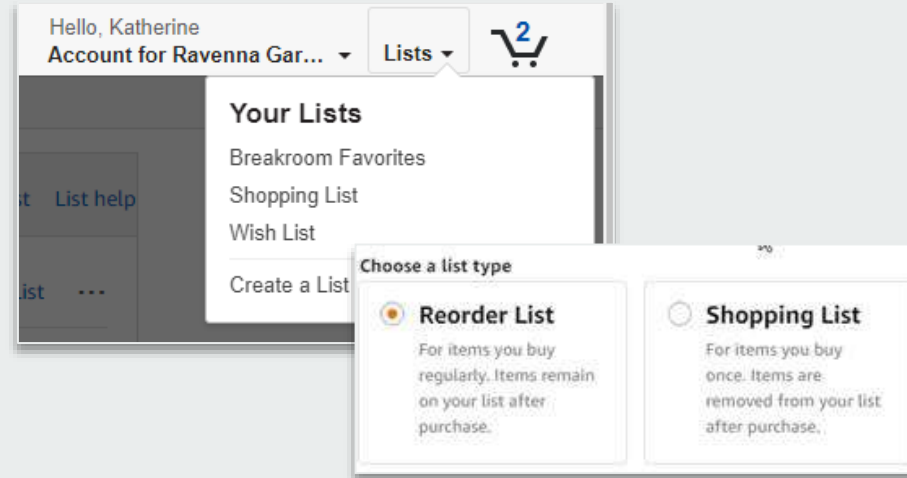


**Ships from and sold by Amazon.com.**

# Reorder & Shopping Lists

## How do lists work on Amazon Business?

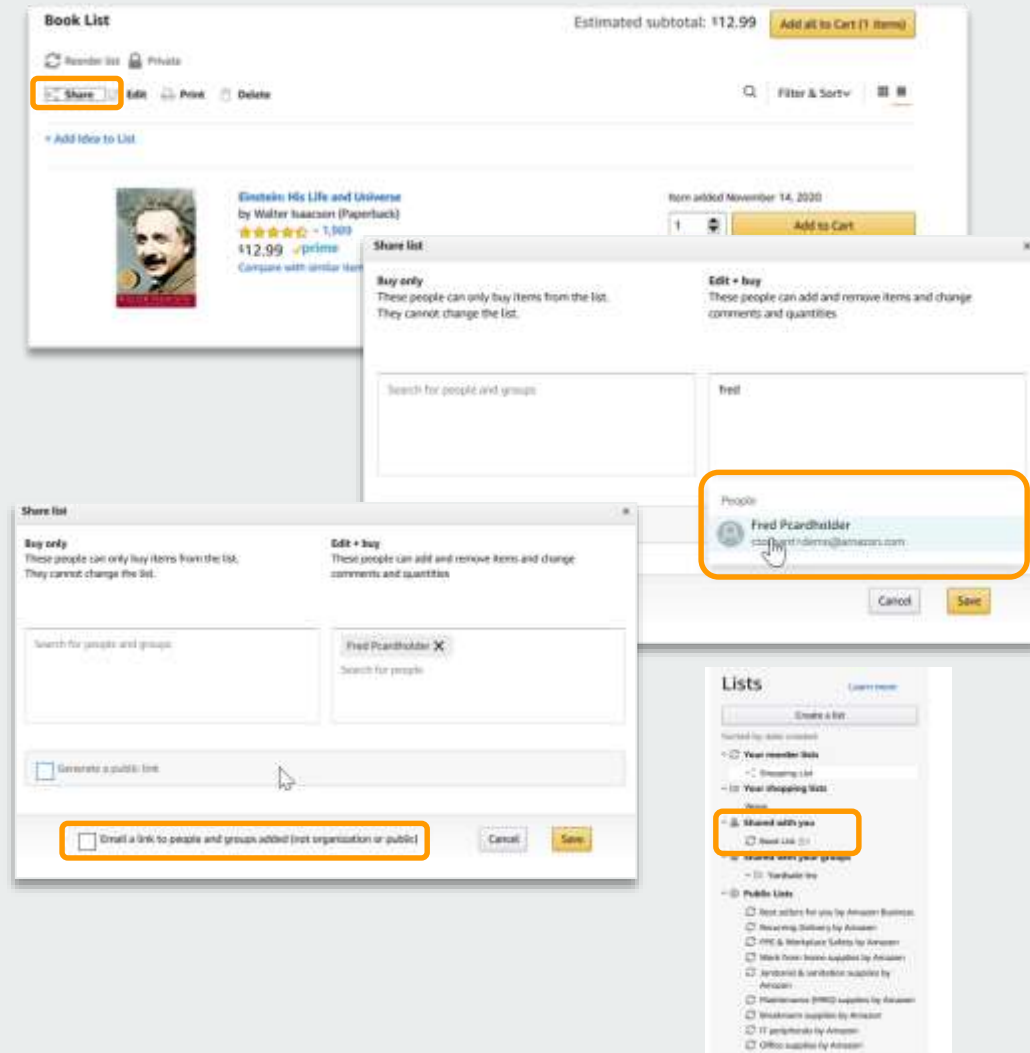
- Lists make it easy to keep track of the things you need and are easy to share with others. Any User on Amazon Business can create a shopping list
- Choose between multiple list types depending on if you want the items to remain on a list after they are ordered
- Instead of adding items to the cart, users will add items to a list to share with other users.



# Reorder & Shopping Lists

## Sharing the list

- Click “Share” to choose a user with whom you would like to share the list.
- Choose whether the user will be able to edit the list and enter then enter a name in the box underneath.
- Once you select the name, choose whether you want the user to receive an email notifying the user a list has been shared.
- Click save and now the list appears in the selected user’s *Shared with you* within Lists.



# Business Account Navigation

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# 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. <a href="#">Learn more.</a>	
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. <a href="#">Learn More.</a>	

# Business Settings

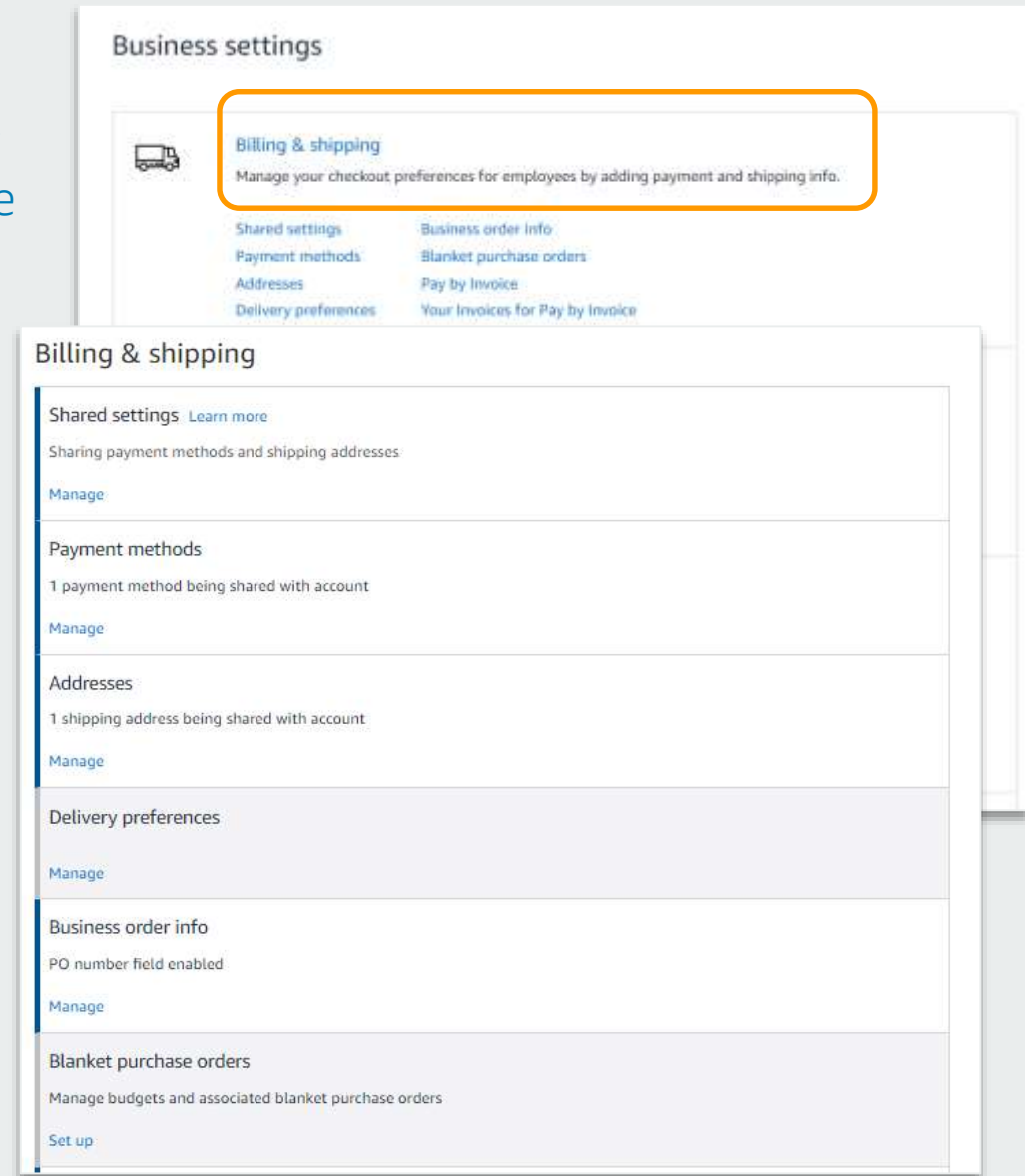
Group Administrators have the ability to add and remove users, and designate a backup approver in the event they are out of the office and unable to approve orders. All of these changes are made under "Business Settings."

The screenshot shows the Amazon Business Settings interface for 'EDU State University'. The top navigation bar includes a hamburger menu, the account name 'EDU State University', and a search bar labeled 'Search across your business account'. The main heading is 'Business settings', with an 'Add people' button on the right. A notification banner states '2 Account management features added! Learn more'. The left sidebar contains three main sections: 'Billing & shipping' (with links for Shared settings, Payment methods, Addresses, Delivery preferences, Business order info, and Blanket purchase orders), 'Members' (with links for People, Invitations, and Groups), and 'Buying policies' (with links for Buying policies & approvals, Negotiated pricing, and Related offer reports). The right sidebar features 'Account admins (8)' with a list of three users: James Brittany (bnj+admin3@amazon.com), Larry Smith (bnj+VPofFinance@amazon.com), and Blake Jones (bnj+systemadmin@amazon.com), along with 'View all 8' and 'Add an admin' links. Below this is the 'Business Prime' section with a 'Learn more' link and an image of Amazon boxes. The 'Business profile' section displays the account name, address (4500 2nd Ave, Seattle, WA 98199), Business ID (A1LED557D1HWFB), and a 'View all' link. At the bottom of the right sidebar is a link for 'Account management news and updates'.

# Billing & Shipping

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

- Enabling **Shared Payment methods and/or Address sharing** lets administrators pre-configure the shipping addresses and/or 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.



# Shared Settings

Administrators can configure at the group level whether **Payment Methods** and **Shipping Addresses** will be shared and managed by an Administrator or Individual and managed by the end user.

## Considerations

### Individual:

- End users enter and store addresses during initial setup or checkout
- Administrators use analytics reports to audit shipping locations

### Shared:

- Administrators enter addresses for each group manually or with an upload spreadsheet
- End users can only ship to addresses shared with their group by an Administrator
- End users will have an option to add their name in the "deliver to" field

### Shared and Individual (Payment Only):

- Administrators can provide payment and end users can also use their own in the same group

**Billing & shipping**

Shared settings [Learn more](#)

No sharing - individual payment methods and addresses in use

[Manage](#)

**Payment methods**

Set up the credit cards, debit cards, or lines of credit you want people to use.

[Manage](#)

**Addresses**

Assign the addresses where people ship to.

[Manage](#)

**Shared settings**

☐ Turn off purchasing for this group

**Payment methods**

Which payment methods should members of this group use to place orders?

☐ Individual Payment Methods - Employees provide their own

☒ Shared Payment Methods - Admin will provide ones for the group to use

☐ Both Shared and Individual Payment Methods - Admins can provide payments for the group, employees can also use their own

**Shipping addresses**

Which shipping addresses can members of this group ship orders to?

☐ Individual Addresses - Employees provide their own

☒ Shared Addresses - Admin will provide ones for the group to use

[Update](#)



# Updating Your Address Preferences (Individual Addresses):

Your Account > Your Addresses > Edit Delivery Instructions

The image consists of three overlapping screenshots of the Amazon Business website, illustrating the steps to update address preferences. Each screenshot has a numbered callout in a blue circle.

- Step 1:** "Click into Your Account". The screenshot shows the "Your Account" page. The "Your Account" link in the left-hand navigation menu is highlighted with an orange box.
- Step 2:** "Click into Your Addresses". The screenshot shows the "Your Addresses" page. The "Ordering and shopping preferences" link in the left-hand navigation menu is highlighted with an orange box.
- Step 3:** "Click 'Add delivery instructions'". The screenshot shows the "Add Address" form. The "Add delivery instructions" link in the form is highlighted with an orange box.

# Updating Your Address Preferences

## 4 Enter weekend delivery preferences

Add delivery instructions X

Nile Test  
325 9TH AVE N, SEATTLE, WA, 98109-5122, US

Is this address closed for deliveries on Saturdays & Sundays?

Where should we leave your packages at this address?

Do we need a security code, call box number or key to access this building?

Do we need additional instructions to find this address?

Saturday Closed Open

Sunday Closed Open

Save instructions

## 5 Select preferred package drop-off location

Add delivery instructions X

Nile Test  
325 9TH AVE N, SEATTLE, WA, 98109-5122, US

Is this address closed for deliveries on Saturdays & Sundays?

Where should we leave your packages at this address?

Do we need a security code, call box number or key to access this building?

Do we need additional instructions to find this address?

Select a location

- ☐ Front desk
- ☐ Loading dock
- ☐ Mailroom
- ☐ No preference

Save instructions

## 6 Enter Building access instructions (if applicable)

Add delivery instructions X

Nile Test  
325 9TH AVE N, SEATTLE, WA, 98109-5122, US

Is this address closed for deliveries on Saturdays & Sundays?

Where should we leave your packages at this address?

Do we need a security code, call box number or key to access this building?

Do we need additional instructions to find this address?

Security code

Security code for the door

Call box

Call box number or name

Save instructions

## 7 Enter any additional instructions (free text field)

Add delivery instructions X

Nile Test  
325 9TH AVE N, SEATTLE, WA, 98109-5122, US

Is this address closed for deliveries on Saturdays & Sundays?

Where should we leave your packages at this address?

Do we need a security code, call box number or key to access this building?

Do we need additional instructions to find this address?

Provide details such as building description, a nearby landmark, or other navigation instructions.

Save instructions

# Updating Your Address Preferences (Shared Addresses):

Business Settings > Addresses > Edit Delivery Instructions

1

Click into Business Settings

Core office products

Hello, Dhruv  
Account for Paresh Rabbit

Lists

Account Details

[Your Account](#)

**Business Settings**

Your Orders

Try Business Prime

Manage Suppliers

Bulk Ordering

Business Analytics

Recurring Deliveries

Quick Actions

Add People

Switch Accounts

Sign Out

2

Click into Group Addresses

business prime

Deliver to Common  
Seattle 98109

Departments

Buy Again

Today's Deals

Gift

Default\_BusinessUS\_1

ACME Corp

Default\_BusinessUS\_1 / ACME Corp

Billing & shipping

Manage your checkout preferences for employees by adding payment and shipping info.

Shared settings

Payment methods

**Addresses**

Members

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

People

Invitations

Groups

3

Click 'Edit delivery instructions' under 'Actions'

business

Deliver to  
Seattle 98109

Departments

Buy Again

Today's Deals

EN

Hello, Dhruv  
Account for Paresh Rabbit

Paresh Rabbit

Search across your business account

Back to Paresh Rabbit

Paresh Rabbit - Addresses

Add an address

Actions

Purchases made by this Group can only be shipped to the following addresses. Group address books can hold up to 600 addresses. Requisitioners purchasing on behalf of this Group are not able to edit or add shipping addresses during checkout.

32 addresses available

Note: If you order using punchout, shipping addresses set in your purchasing system are applied

Demo Test Address

345 BOREN AVE N  
SEATTLE, WA, US 98109-5306  
(206) 777-1234

Actions

Edit address

**Edit delivery instructions**

Remove

Doppler address

2021 7TH AVE  
SEATTLE, WA, US 98121-2601  
+1 234567891000

Actions

# Updating Your Address Preferences

## 4 Enter weekend delivery preferences

Add delivery instructions X

Nile Test  
325 9TH AVE N, SEATTLE, WA, 98109-5122, US

Is this address closed for deliveries on Saturdays & Sundays?

Where should we leave your packages at this address?

Do we need a security code, call box number or key to access this building?

Do we need additional instructions to find this address?

Saturday Closed Open

Sunday Closed Open

Save instructions

## 5 Select preferred package drop-off location

Add delivery instructions X

Nile Test  
325 9TH AVE N, SEATTLE, WA, 98109-5122, US

Is this address closed for deliveries on Saturdays & Sundays?

Where should we leave your packages at this address?

Do we need a security code, call box number or key to access this building?

Do we need additional instructions to find this address?

Select a location

- ☐ Front desk
- ☐ Loading dock
- ☐ Mailroom
- ☐ No preference

Save instructions

## 6 Enter Building access instructions (if applicable)

Add delivery instructions X

Nile Test  
325 9TH AVE N, SEATTLE, WA, 98109-5122, US

Is this address closed for deliveries on Saturdays & Sundays?

Where should we leave your packages at this address?

Do we need a security code, call box number or key to access this building?

Do we need additional instructions to find this address?

Security code

Security code for the door

Call box

Call box number or name

Save instructions

## 7 Enter any additional instructions (free text field)

Add delivery instructions X

Nile Test  
325 9TH AVE N, SEATTLE, WA, 98109-5122, US

Is this address closed for deliveries on Saturdays & Sundays?

Where should we leave your packages at this address?

Do we need a security code, call box number or key to access this building?

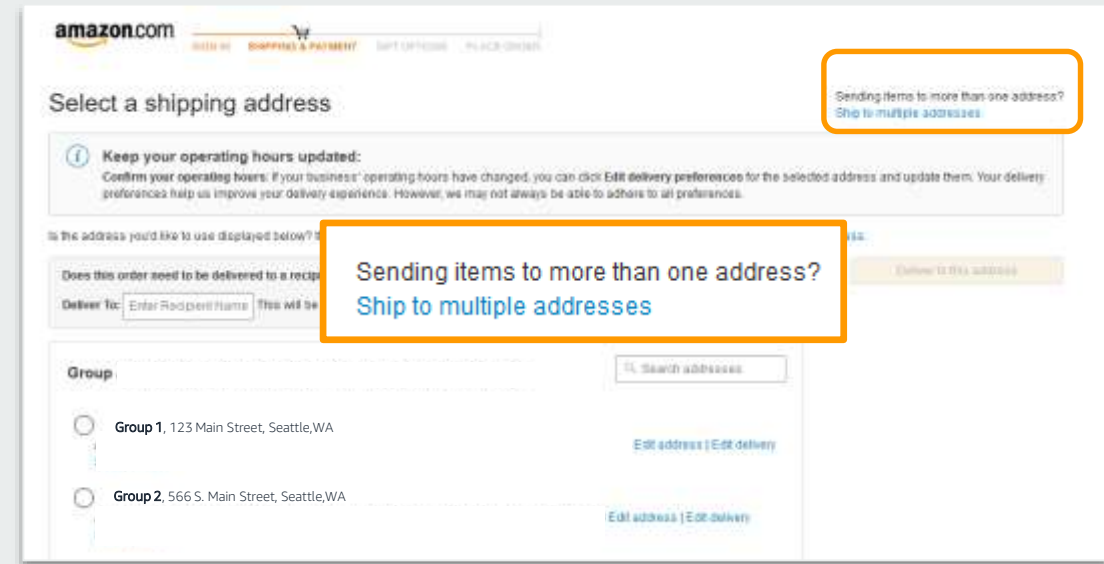
Do we need additional instructions to find this address?

Provide details such as building description, a nearby landmark, or other navigation instructions.

Save instructions

# Ship to Multiple Addresses

1. At checkout, select **'Ship to Multiple Addresses'**
2. A few address lines will auto populate
  - Select a different address for each line
  - Select Update to generate more options
3. Select the quantities and addresses at each line item
  - Select a different address for each line
  - Select Update to generate more options
4. Confirm **Quantity per address** and update each line's desired address
5. Select **Continue** and review each checkout step as normal



# Members

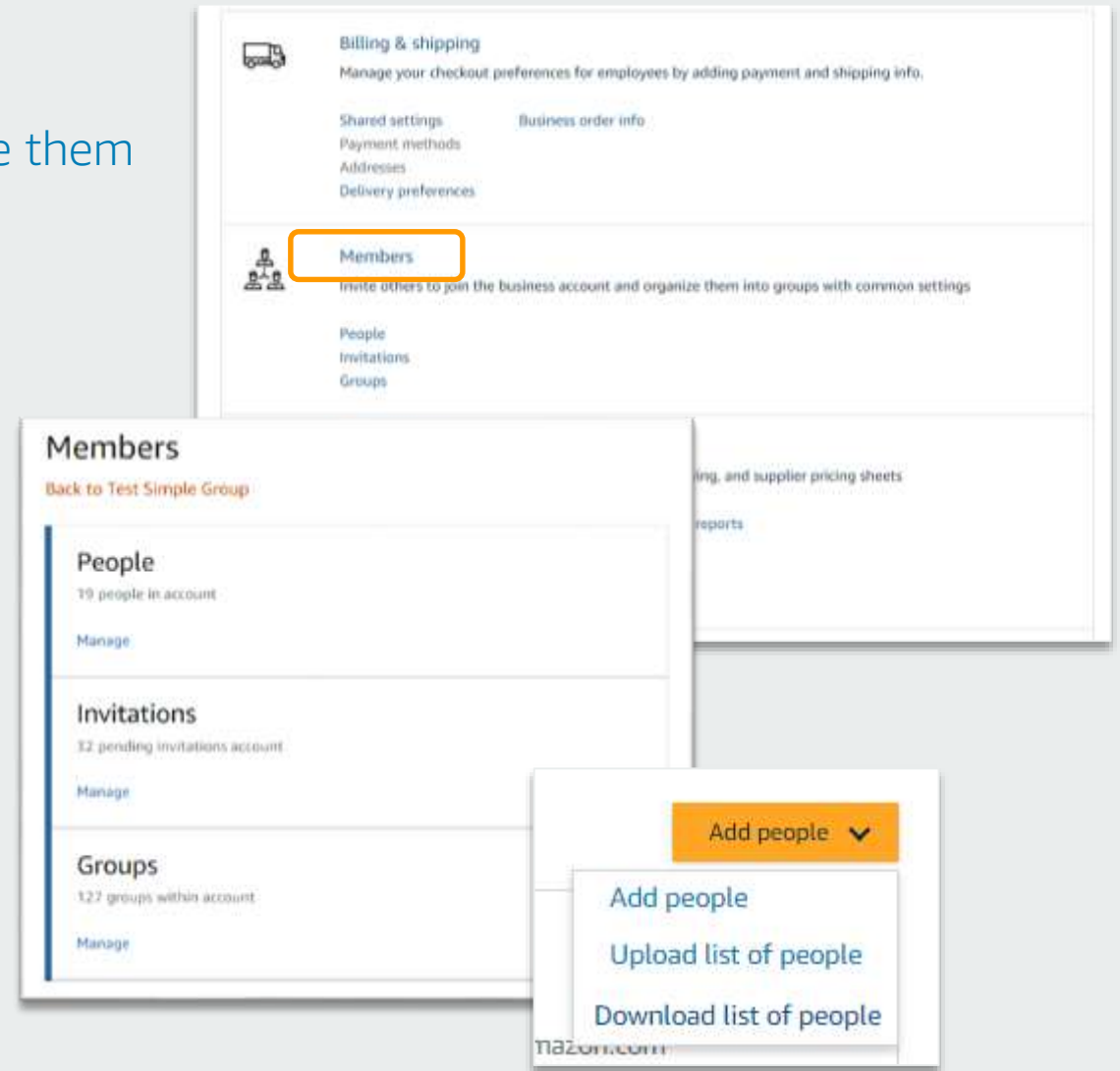
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# Members

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



# Roles & Permissions

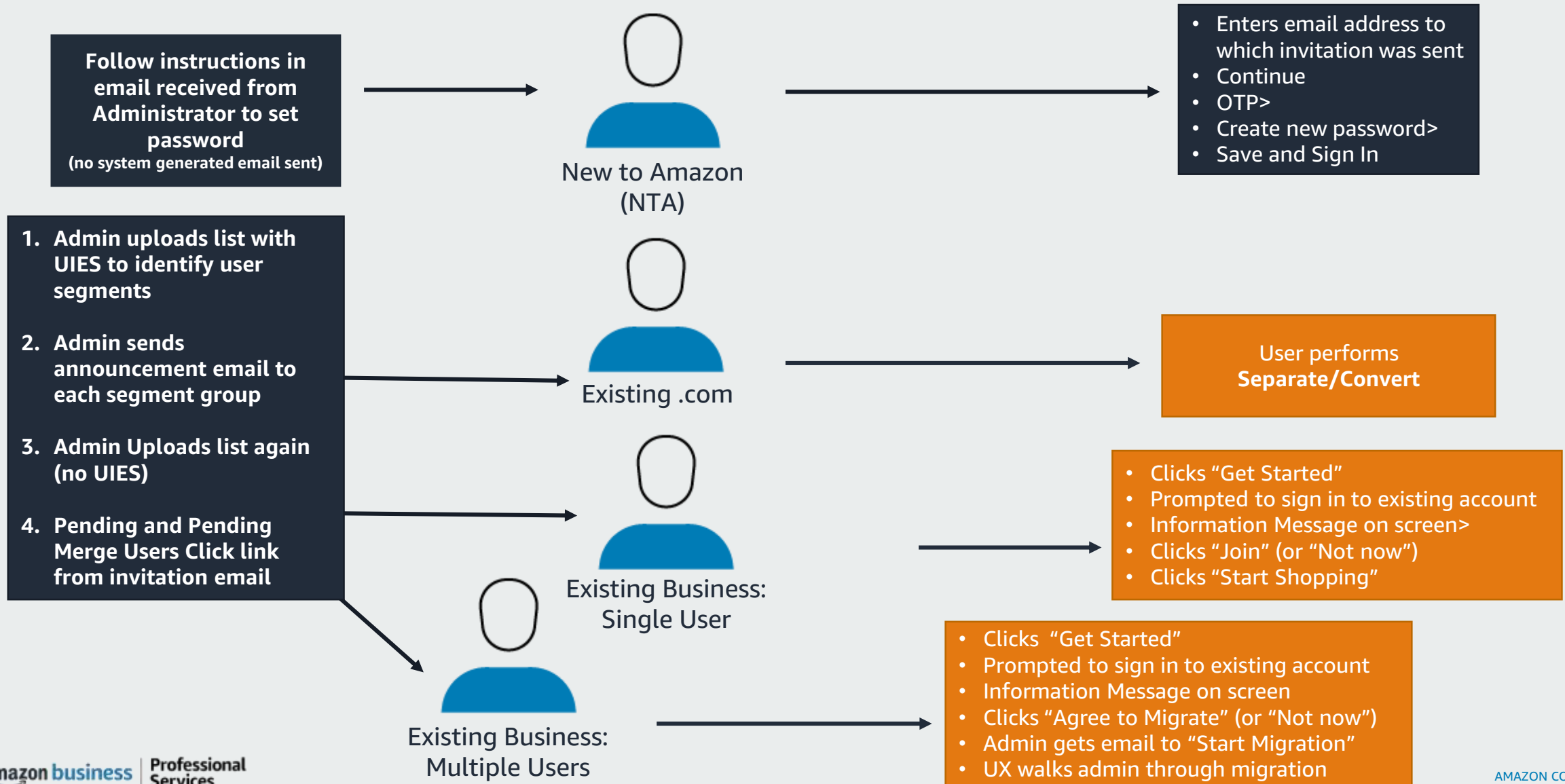
Each user can have multiple roles -- administrator or requisitioner, or both. Permissions can be assigned when an administrator invites a user to the business. Administrators can change user permissions at any time.

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



# Registration Scenarios



# New to Amazon (NTA) Registration

  
New to Amazon  
(NTA)  
User List Status: blank

★

**Email Body:**

Dear USER,

**ACTION REQUIRED:**

An Amazon Business account has been created on your behalf. Please set your password for your CUSTOMER-sanctioned Amazon Business account by visiting Amazon's password reset site.

For help in setting your new password, please contact Amazon Business Customer Service if the above password reset site does not work for you.

The CUSTOMER centrally managed Amazon Business account simplifies the purchasing process, while allowing you to take advantage of Amazon's wide selection and competitive prices.

- Free 2-Day shipping on Prime-eligible items (learn more)
- Automatic tax exempt purchasing on items sold by Amazon.com LLC and participating 3rd party sellers
- Business Pricing and quantity discounts on millions of items
- Access to a specialized business only Customer Service team

Use is subject to the Amazon Business acceptable use policy located [here](#).

Thank you,

CUSTOMER

**amazon business**

### Password assistance

Enter the email address or mobile phone number associated with your Amazon account.

**Email or mobile phone number**

Has your email or mobile number changed?  
If you no longer use the email address associated with your Amazon account, you may contact [Customer Service](#) for help restoring access to your account.

Email address will not auto populate. User must enter email (must use same email address that was sent the invitation).

**amazon business**

### Authenticating your request

For your security, we need to authenticate your request. We've sent a One Time Password (OTP) to the email. Please enter it below.

**Enter OTP**

[Resend OTP](#)

One Time Password will be sent to user via email

**amazon business**

### Create new password

We'll ask for this password whenever you Sign-In.

**New password**

  
Passwords must be at least 6 characters.

**Re-enter password**

**amazon business**

✓ **Success**  
Your password has been changed.

### Add mobile number

Add a mobile number to safeguard your Amazon account. By sending your mobile phone number, you consent to receive automated text messages from Amazon related to account security. You can opt out of account security related messaging by removing your mobile number in the "Login & security" settings. Message & data rates may apply.

**business**

Search Amazon by product number

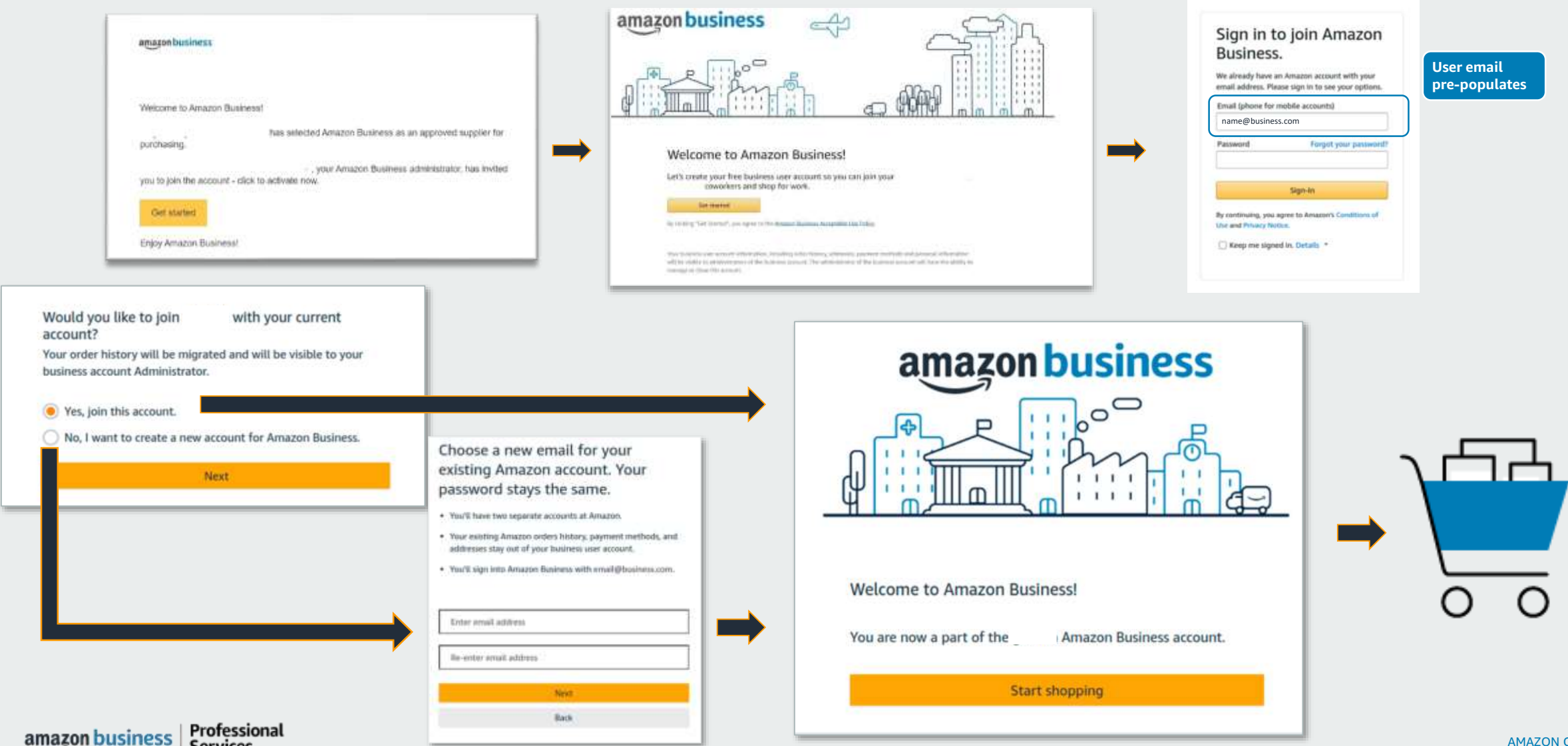
Best your address Departments Buy Again Today's Deals Gift Cards Help Sell

## Work. Life. Balance

Viewing history 0 orders [Add members](#) [Learn More](#)

Connect your team Invite Coworkers Invite Coworker

# Existing Amazon.com Registration



# Existing Single User Business Account



Existing Amazon Business  
User List Status: pending merge - SUA

- Clicks "Get Started"
- Prompted to sign in to existing account
- Information Message on screen
- Clicks "Join" (or "Not now")
- Clicks "Start Shopping"

amazon business

Hello,

You have been invited by administrator@business.com to join the official account for

Our records show that you are an admin of an Amazon Business account named Amazon. If you are placing orders for we suggest you join that account instead.

When you join the official account

- Your existing account will be transferred
- Your login email and password will remain the same
- You'll have access to your order history from the official account

If this account is not associated with you can choose to keep it separate.

Get started

Thank you,  
Amazon Business



Sign in to get started

Email (phone for mobile accounts)

Password [Forgot your password?](#)

Sign in

By continuing, you agree to Amazon's [Conditions of Use and Privacy Notice](#).

☐ Keep me signed in. [Details](#)

Email address will not auto populate. User must enter email (must use same email address that was sent the invitation).



Join official account

You have been invited by administrator@business.com to join the official account for

- You will be part of a group with a role as specified by your administrator
- Your [order history](#) from this account, Amazon, will be preserved in the official account
- You will continue to sign in with the same email and password
- Administrators of the official account will be able to see your order history
- You will receive a prorated refund of your Business Prime Membership

If this account is not associated with your account, you are encouraged to go to the [account settings](#) and change the email you use to access this account so that it is no longer associated with amazon.com.

Join Not now



amazon business

Welcome to Amazon Business!

You are now a part of the giardia Amazon Business account.

Start shopping

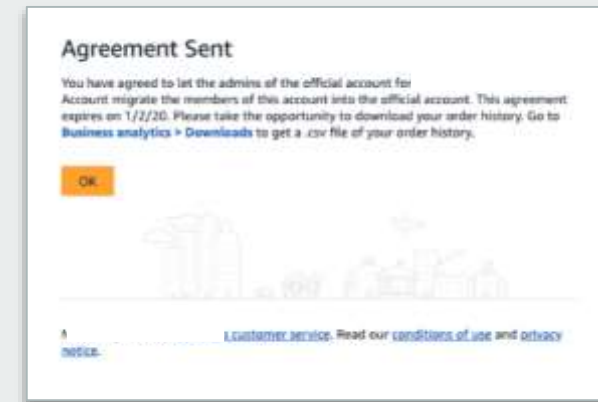
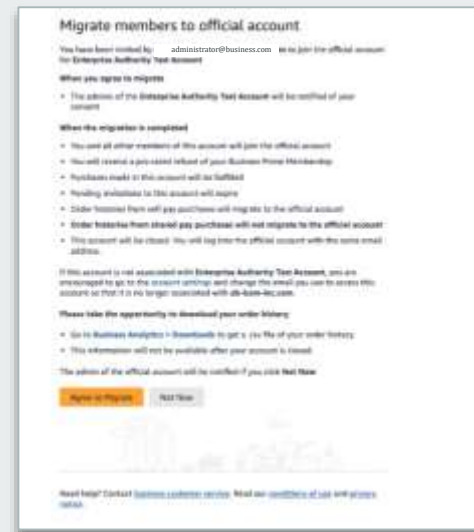
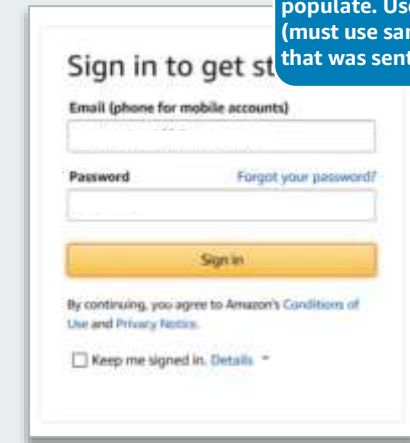
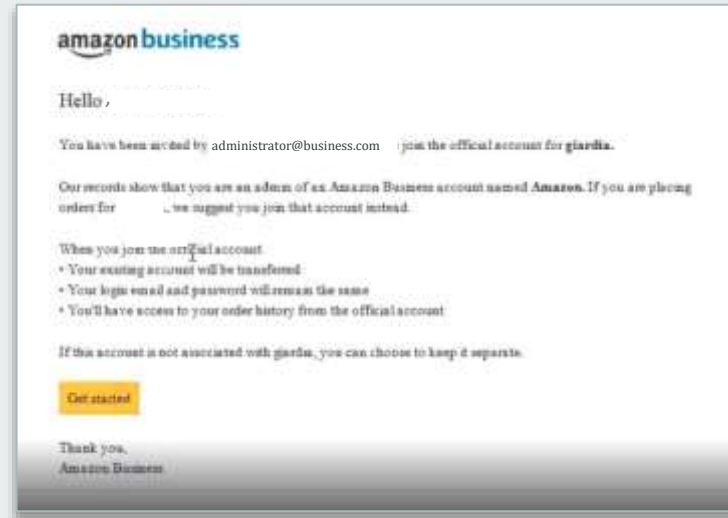
# Existing Multi-User Business Account



## Existing Amazon Business

User List Status: pending merge - MUA

- Clicks "Get Started"
- Prompted to sign in to existing account
- Information Message on screen
- Clicks "Agree to Migrate" (or "Not now")
- Admin gets email to "Start Migration"
- UX walks admin through migration



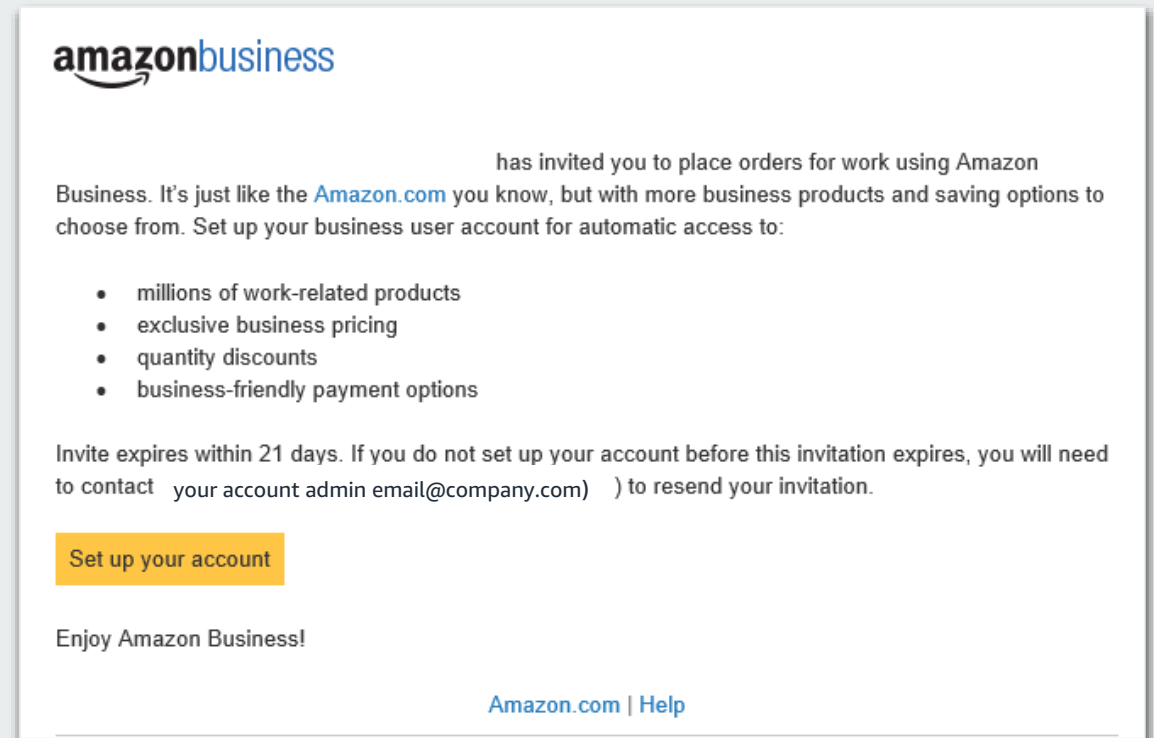
User receives Welcome Email when admin migrates

# Inviting Requisitioners 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?

- An invitation to join is immediately emailed when requisitioners are added to the account
- Invitations are tied to email addresses. Recipients cannot change the email address they use to register for the account
- Permissions are assigned when buyers are invited
- Account invitations are valid for 90 days from send date. After 90 days, they will expire and need to be resent





# Add a New Requisitioner

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 image shows two screenshots from the Amazon Business interface. The top screenshot is a modal dialog titled "Add people to: Warehouse". It features a text input field with "user@email.com" and a placeholder "Enter email addresses". Below this, under the heading "Assign all roles that apply", there are two checkboxes: "Administrator" (unchecked) and "Requisitioner" (checked). The "Requisitioner" role description is "Place orders or submits order requests for approval". At the bottom right of the dialog are "Cancel" and "Add" buttons. A dropdown menu is open from the "Add" button, showing three options: "Add people", "Upload list of people", and "Download list of people". The bottom screenshot shows the "Warehouse" group page. It has a header "Group Warehouse" and a sub-header "People". Below that is a breadcrumb "Ravenna Garden / Warehouse". At the bottom left, it says "Displaying 4 of 4". On the bottom right, there is an "Add people" button with a dropdown arrow, which is highlighted with an orange rectangle.

# Add Multiple Requisitioners

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

Add people ▼

[Add people](#)  
[Upload list of people](#)  
[Download list of people](#)

## 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.



Hello Amazon Business Professional Services,

You attempted to add multiple users to your business account on Amazon Business via a spreadsheet. Here are the results of the bulk upload.

✓

**28 records processed successfully in the upload**

- 27 Invitations sent
- 1 User updated

⚠

**There were 3 errors in the upload**

- 3 Users part of another business

Please click [here](#) to go to your business management page in order to download detailed results.

[Business Settings](#) | [Amazon.com](#) | [Help](#)

Please note: This email message was sent from a notification-only address that cannot accept incoming email. Please do not reply to this email.



# Add Multiple Requisitioners

## Bulk Invitations

- Under the “Add people” button at the account level, select “Upload list of people”. Using the provided template, invite multiple requisitioners to separate groups and designate their roles. First and last name columns must be included for an account to be created for each end users.

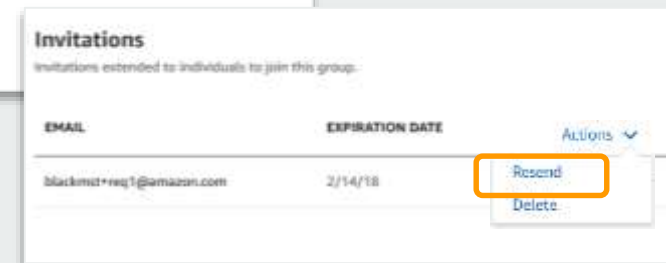
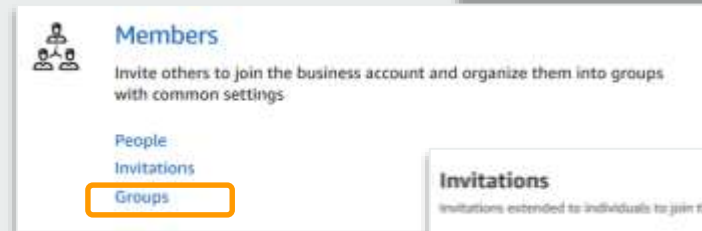
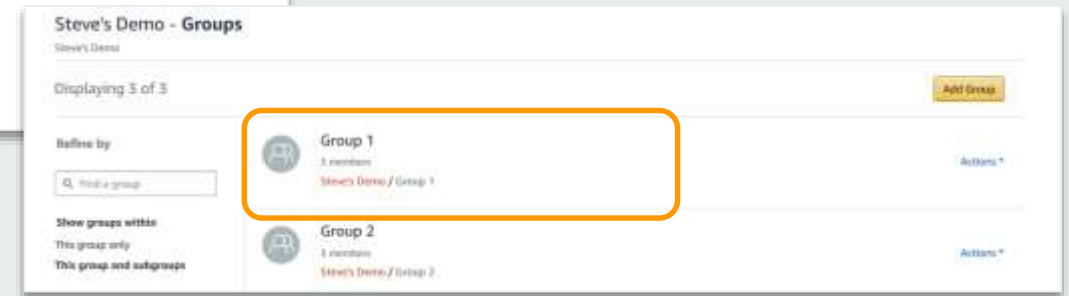
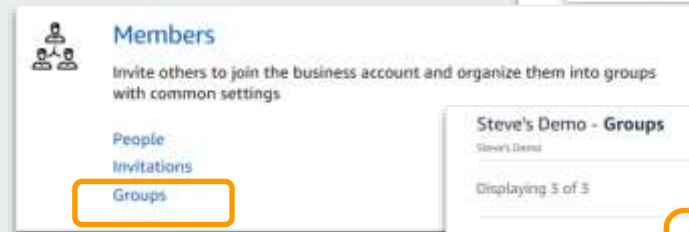
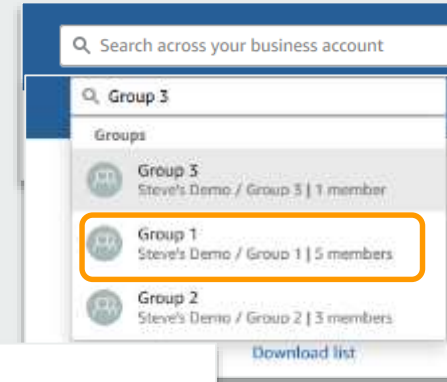
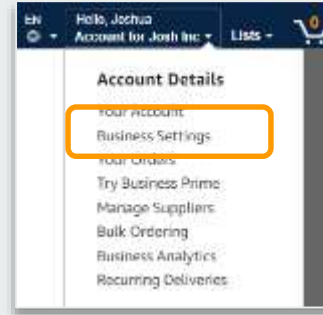
## Bulk Upload Results

- After upload, the administrator receives an automated report indicating any emails that were not processed. Note, people who are requisitioners in existing multi-user business accounts cannot be invited. Their existing administrator must accept the invitation to merge accounts.

User Status	
Active	User account has been created
Pending	User is a member of an existing consumer account. They must either “split” or “merge” this account over
Pending Merge SUA	User is a part of an existing single-person business account
Pending Merge MUA	User is a part of an existing multi-person business account
Merge Deferred	User has indicated they do not want to merge their existing business account to the master at this time

# Resend an Invite to a Pending Requisitioner

- Navigate to Business Settings
  - Input group name in search bar and select correct group
- OR
- Select *Groups* from the Members area of Business Settings to display
  - Select desired group to view Group Business Settings page
  - Once you are in the correct group, from within the “Members” section of your settings page, select **Invitations**
  - Select “Actions” and **Resend** for the invited user\*\*



# Download List of Pending Invitations

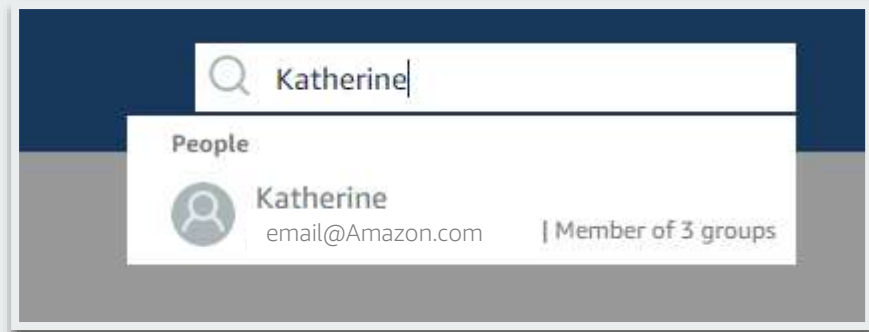
Invitation Status	Definition
"Expired"	The invitation has expired and an administrator must re-send a new invitation for the user to join ( <a href="#">see this slide</a> )
"Pending"	User is a member of an existing consumer account, and they must take action via the link sent to them in an invitation. The user will be required to "Convert" their account or "Split" personal account history (see FAQ)
"Pending Merge"**	User is a part of an existing business account, and they must take action via the link sent to them. This process will de-register their existing Business Account and allow them to merge into the official business account, maintaining purchase history.
"Merge Deferred"**	User has indicated they do not want to merge their existing business account into the official account.
Blank (the cell is empty)	The user is <b>ACTIVE</b> and a member of the indicated group(s). For automatically created accounts, the user may not have set their password yet. In this case, the user must follow password reset instructions (see FAQ).

Email Address	Group Path	Name	Invitation Status	Expiration date	Invitation URL
<a href="#">example1@account.com</a>	Example Account/Group 1		Expired	7/5/18	<a href="https://www.amazon.com/business/register/user/landing?invitationId=examplelink1234">https://www.amazon.com/business/register/user/landing?invitationId=examplelink1234</a>
<a href="#">example2@account.com</a>	Example Account/Group 1	FirstName LastName			
<a href="#">example3@account.com</a>	Example Account/Group 2	FirstName LastName			
<a href="#">example4@account.com</a>	Example Account/Group 3	FirstName LastName			
<a href="#">example5@account.com</a>	Example Account/Group 3		Pending	10/17/19	<a href="https://www.amazon.com/business/register/user/landing?invitationId=examplelink2345">https://www.amazon.com/business/register/user/landing?invitationId=examplelink2345</a>
<a href="#">Example6@accoun.com</a>	Example Account/Group 4	FirstName LastName			

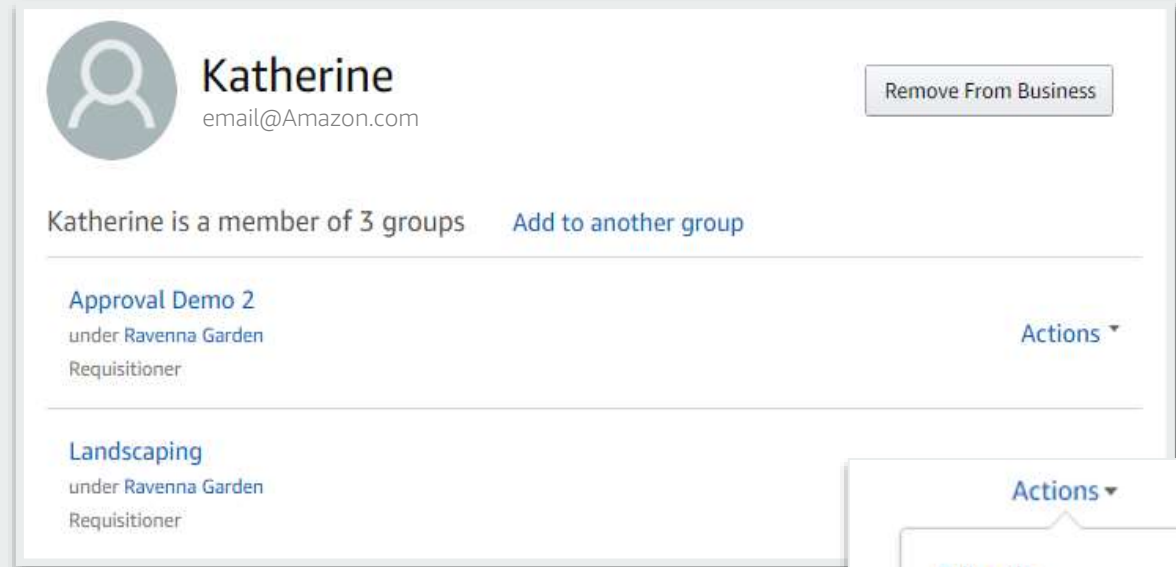
Invitation URL can be sent directly to invitee to activate their login

# Remove a Requisitioner

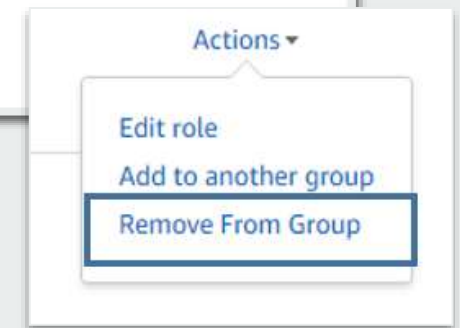
To remove a user, navigate to the User's profile page on Amazon Business. You can locate a user through the search bar or the "people" section of the account or a subgroup.



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.



# Move and Remove Requisitioners in Bulk

To move or remove users in bulk, navigate to the 'People' section on the root level of the account and click on 'Manage Via Spreadsheet'. You can then upload the spreadsheet template to manage users in bulk. Be sure to reference the '[Spreadsheet Guide](#)' for guidance on how to format the spreadsheet template for various functionalities.

The image shows a screenshot of the Amazon Business Professional Services interface. On the left, the 'Members' section is visible, with a sidebar containing 'People', 'Invitations', and 'Groups'. The 'People' option is highlighted with an orange box. Below this, a blue navigation bar contains a hamburger menu icon. The main content area shows a search bar for 'People' and a list of users. A modal window titled 'Manage people with a spreadsheet' is open on the right. The modal lists four actions: 'Invite people to your account', 'Add people to groups', 'Move people from one group to another', and 'Remove people from groups or your account'. It also includes a link to a 'spreadsheet template' and a link to a 'spreadsheet guide' (the latter is highlighted with an orange box). At the bottom of the modal, there is a 'Browse' button and 'Next' and 'Cancel' buttons. In the background, the 'Manage via spreadsheet' link in the 'Download list of people' section is also highlighted with an orange box.

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

**People**  
Invitations  
Groups

**Manage people with a spreadsheet**

You can use a spreadsheet to:

- Invite people to your account
- Add people to groups
- Move people from one group to another
- Remove people from groups or your account

To get started, download a [spreadsheet template](#). Refer to our [spreadsheet guide](#) for detailed instructions.

**Browse**

**Next** **Cancel**

**Download list of people** **Manage via spreadsheet**

**Amazon Business Professional Services**

**Administrator** **Requisitioner**

# 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.

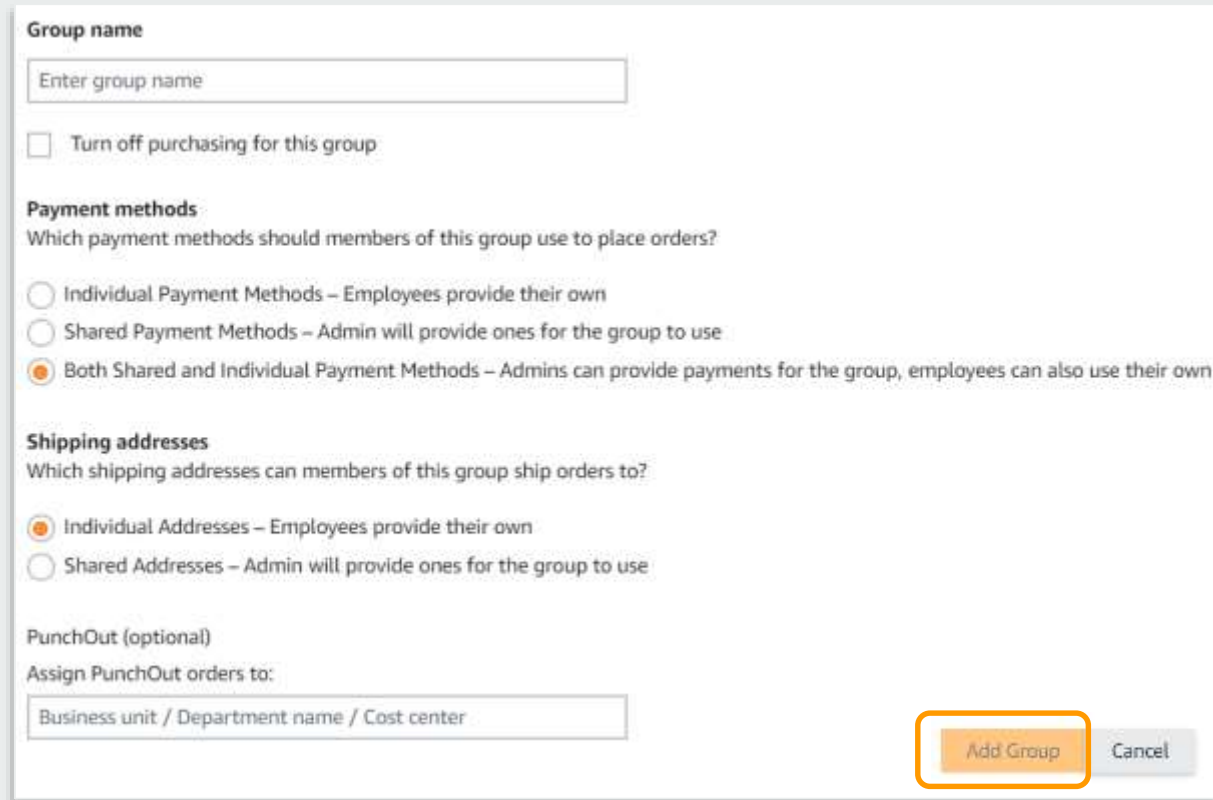
Groups may have one or more administrators, and one or more requisitioners. You can have an administrator for the business who manages all individual groups, or an individual administrator can be created for each group.

## 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 web form for creating a new group. It includes a text input for the group name, a checkbox to turn off purchasing, radio buttons for payment methods (Individual, Shared, or Both), radio buttons for shipping addresses (Individual or Shared), a section for optional PunchOut orders with a text input, and two buttons at the bottom right: 'Add Group' (highlighted with an orange border) and 'Cancel'.

**Group name**

Enter group name

☐ Turn off purchasing for this group

**Payment methods**

Which payment methods should members of this group use to place orders?

☐ Individual Payment Methods – Employees provide their own

☐ Shared Payment Methods – Admin will provide ones for the group to use

☒ Both Shared and Individual Payment Methods – Admins can provide payments for the group, employees can also use their own

**Shipping addresses**

Which shipping addresses can members of this group ship orders to?

☒ Individual Addresses – Employees provide their own

☐ Shared Addresses – Admin will provide ones for the group to use

**PunchOut (optional)**

Assign PunchOut orders to:

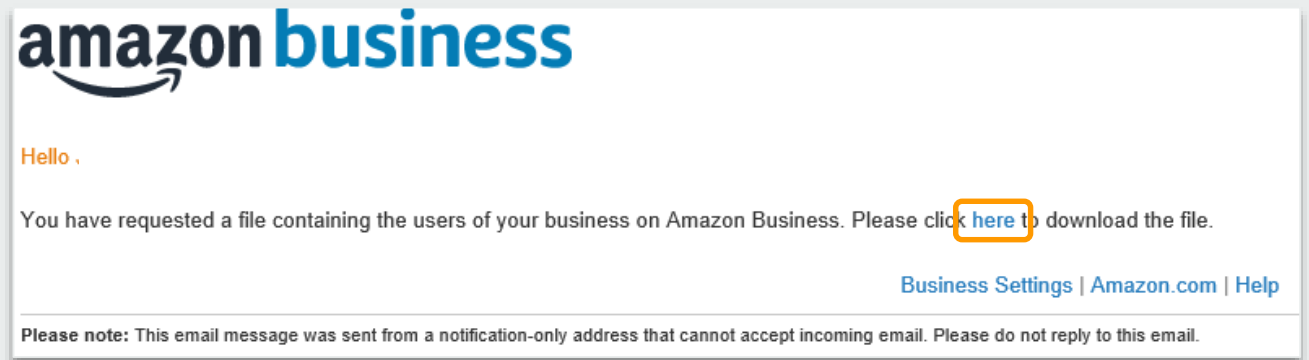
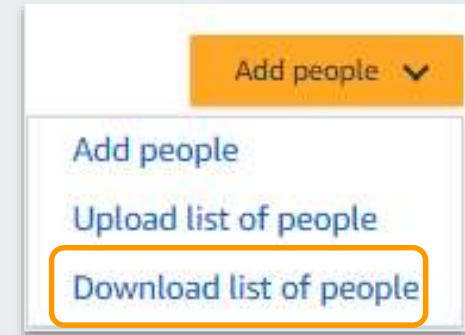
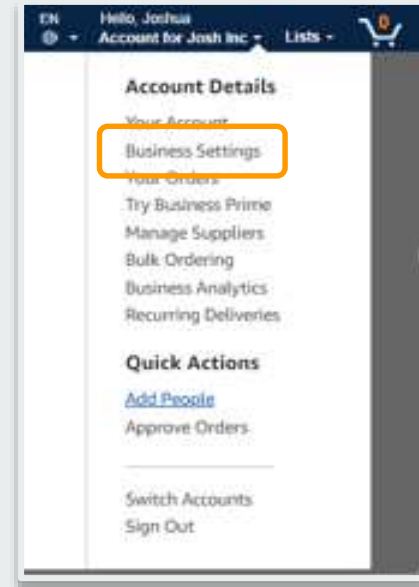
Business unit / Department name / Cost center

**Add Group** **Cancel**

# Determine Who is in Your Group(s)

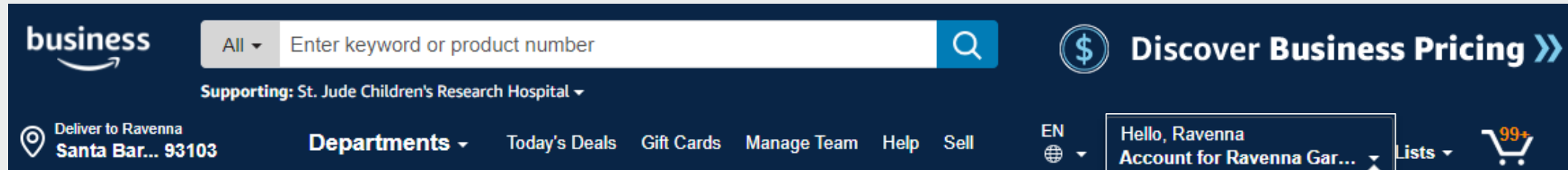
## [Download a user list](#)

- Navigate to "Business Settings"
- Select "Add people"
- Select "Download list of people". This action will trigger an email from [no-reply@amazon.com](mailto:no-reply@amazon.com) sent to your inbox titled "YOUR NAME, your customer list is ready to download"
- Select the hyperlink in the email to download an excel file

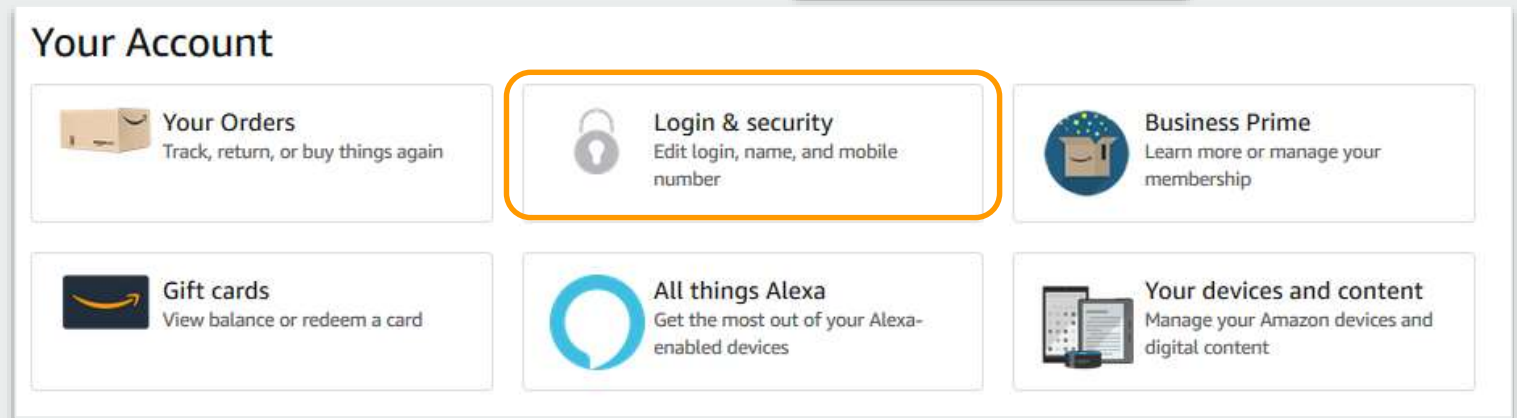




# Name or Email Address Correction



- You are able to update your user name and email address from within the 'Your Account' Page
- You are still able to set your initial password and log into the correct account with your email – this is YOUR account. Amazon identifies you by your email address, your name can be changed






# Buying Policies

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# 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



**Buying policies**

Guide employee buying by setting purchasing rules and approval workflows based on spending limits, seller or product preferences.

[Buying policies & approvals](#)

[Negotiated pricing](#)

**Buying policies**

**Buying policies & approvals**

Guide buyers from your organization to purchase the right thing by setting up preferences for what products or sellers are preferred, blocked, or restricted and what needs an approval.

[Manage](#)

**Negotiated pricing**

Manage your negotiated pricing with suppliers to access that pricing on Amazon Business

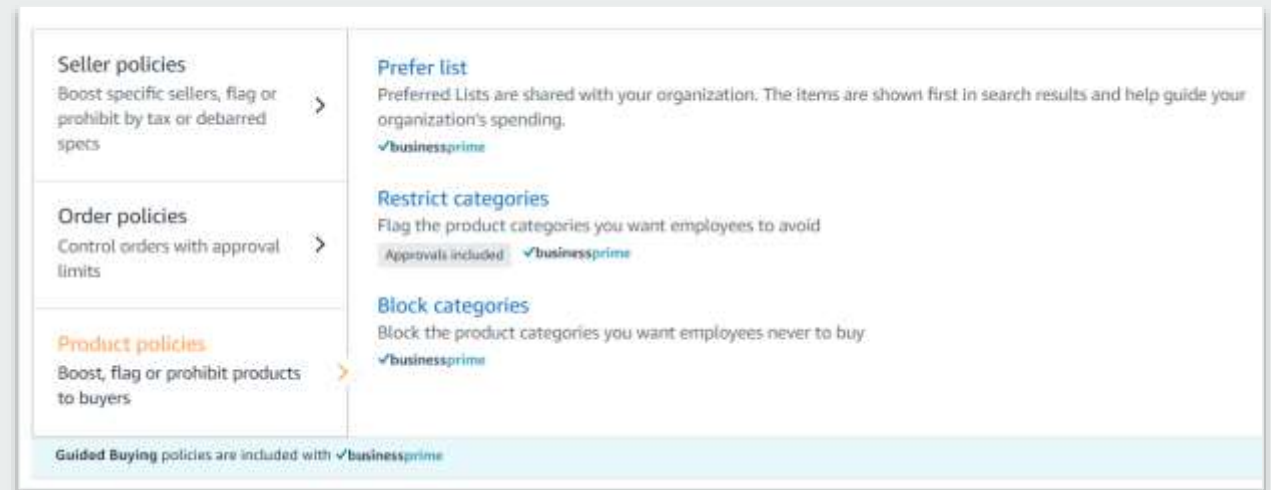
[Manage agreements](#)

# 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 UNSPSC based 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.

EXCLUSIVE

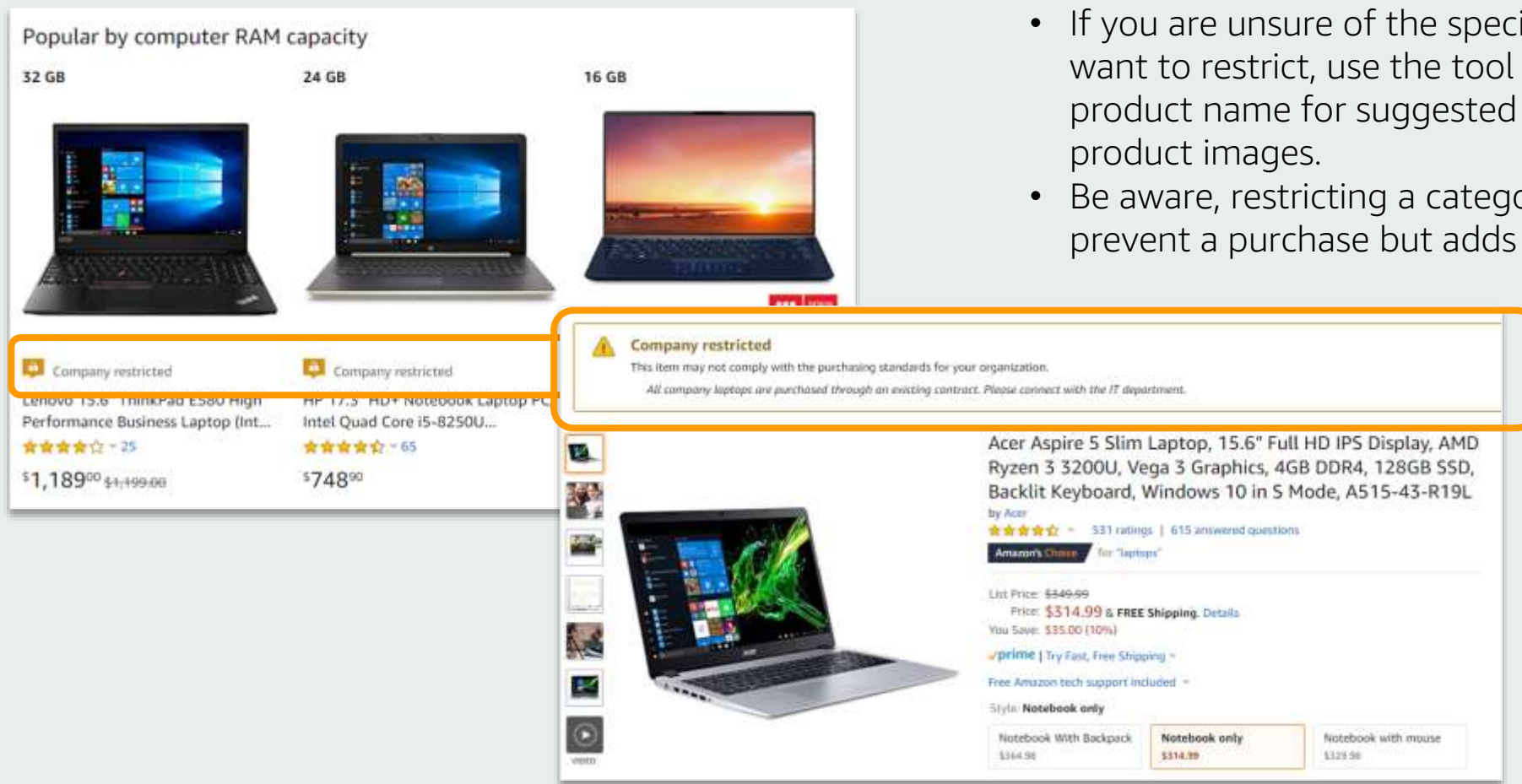


# Organization Restricted

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

## Restriction Best Practice:

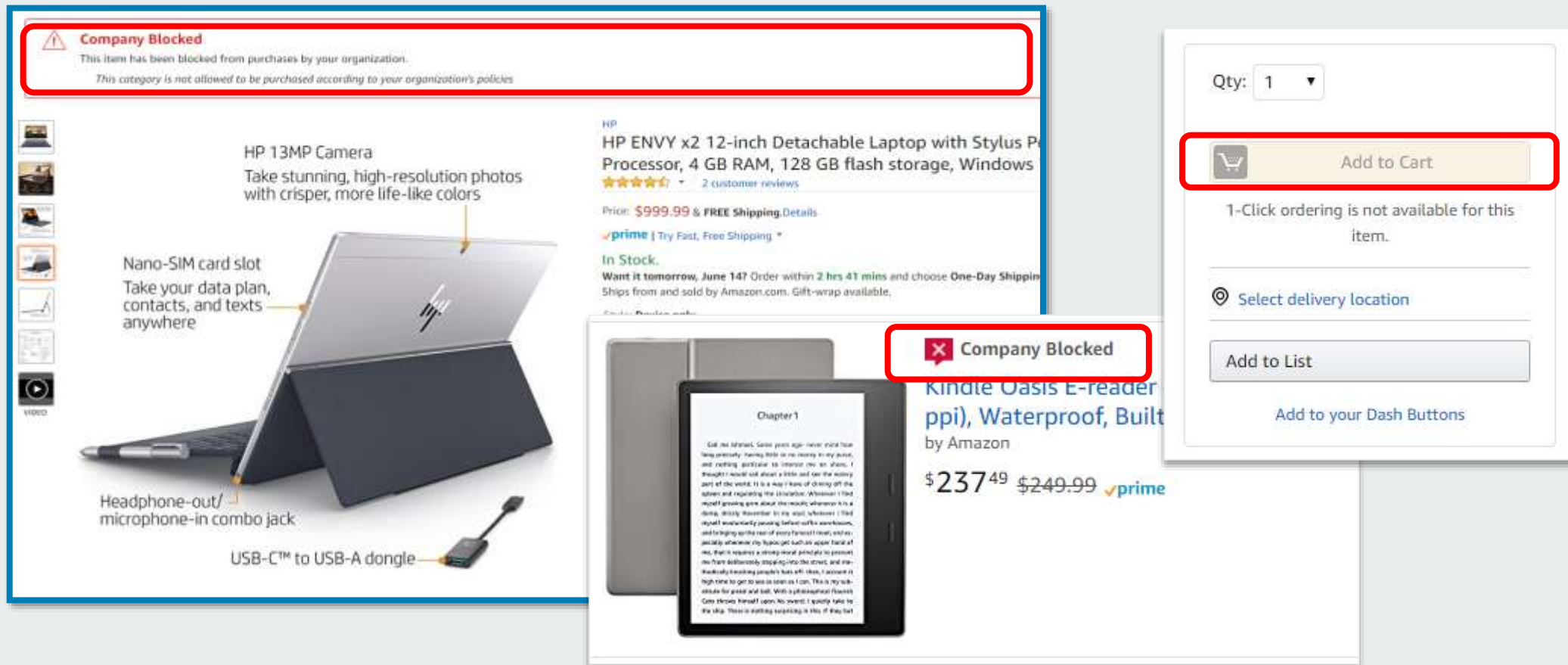
- If you are unsure of the specific UNSPSC you want to restrict, use the tool to search the product name for suggested codes and sample product images.
- Be aware, restricting a category does not prevent a purchase but adds a warning.



The screenshot displays the Amazon Business interface. At the top, a section titled 'Popular by computer RAM capacity' shows three laptop options: 32 GB, 24 GB, and 16 GB. Below this, two product listings are visible. The first listing is for a 'Lenovo 15.6" ThinkPad E580 High Performance Business Laptop (Int...)' with a price of \$1,189.00 (originally \$1,499.00) and 25 ratings. The second listing is for an 'HP 17.3" HD+ Notebook Laptop PC Intel Quad Core i5-8250U...' with a price of \$748.00 and 65 ratings. Both listings have a 'Company restricted' warning icon. A large orange box highlights the 'Company restricted' warning for the HP laptop, which reads: 'This item may not comply with the purchasing standards for your organization. All company laptops are purchased through an existing contract. Please connect with the IT department.' Below this, a detailed product page for an 'Acer Aspire 5 Slim Laptop, 15.6" Full HD IPS Display, AMD Ryzen 3 3200U, Vega 3 Graphics, 4GB DDR4, 128GB SSD, Backlit Keyboard, Windows 10 in S Mode, A515-43-R19L' is shown. The price is \$314.99 (originally \$449.99) with free shipping. The page also shows a 'Notebook only' option for \$314.99 and a 'Notebook with mouse' option for \$329.98.

# Organization Blocked

Hard blocking product categories prevents an end user from adding these product to their cart. The add to cart option will appear greyed out for any product categories that are blocked



The screenshot displays the Amazon Business interface with two product listings. The top listing is for an HP ENVY x2 12-inch Detachable Laptop. A red-bordered box highlights a 'Company Blocked' message at the top of the product page, stating: 'This item has been blocked from purchases by your organization. This category is not allowed to be purchased according to your organization's policies.' The bottom listing is for a Kindle Oasis E-reader. A red-bordered box highlights a 'Company Blocked' message above the product title. On the right side, a shopping cart overlay is visible. A red-bordered box highlights the 'Add to Cart' button, which is greyed out. Below the button, a message states: '1-Click ordering is not available for this item.' Other options in the cart include 'Select delivery location', 'Add to List', and 'Add to your Dash Buttons'.

**Company Blocked**  
This item has been blocked from purchases by your organization.  
This category is not allowed to be purchased according to your organization's policies

HP 13MP Camera  
Take stunning, high-resolution photos with crisper, more life-like colors.

Nano-SIM card slot  
Take your data plan, contacts, and texts anywhere

Headphone-out/microphone-in combo jack

USB-C™ to USB-A dongle

HP  
HP ENVY x2 12-inch Detachable Laptop with Stylus Pen, Intel Core i7 Processor, 4 GB RAM, 128 GB flash storage, Windows 10  
★★★★★ 2 customer reviews  
Price: \$999.99 & FREE Shipping. Details  
prime | Try Fast, Free Shipping \*  
In Stock.  
Want it tomorrow, June 14? Order within 2 hrs 41 mins and choose One-Day Shipping.  
Ships from and sold by Amazon.com. Gift-wrap available.

**Company Blocked**

Kindle Oasis E-reader (8" display, 300 ppi), Waterproof, Built by Amazon  
\$237.49 \$249.99 prime

Qty: 1 ▼

**Add to Cart**

1-Click ordering is not available for this item.

Select delivery location

Add to List

Add to your Dash Buttons

# 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 & approvals](#) > [Preferred Products](#) > [Add preferred products](#) >

- Preferring a specific product ensures that a particular make or model surfaces to buyers while they shop. Preferring a specific product does **NOT** lock in pricing or guarantee what seller is selling the preferred product.
- Preferred Item or List policies will override a restricted or blocked category policy, but a preferred seller policy will not.



















# 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

video

ASUS

ASUS Chromebook C202SA-YS02 11.6"

Ruggedized and Water with 180 Degree (Intel 16GB eMMC, Dark Blue

★★★★☆ 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 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, 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](#).

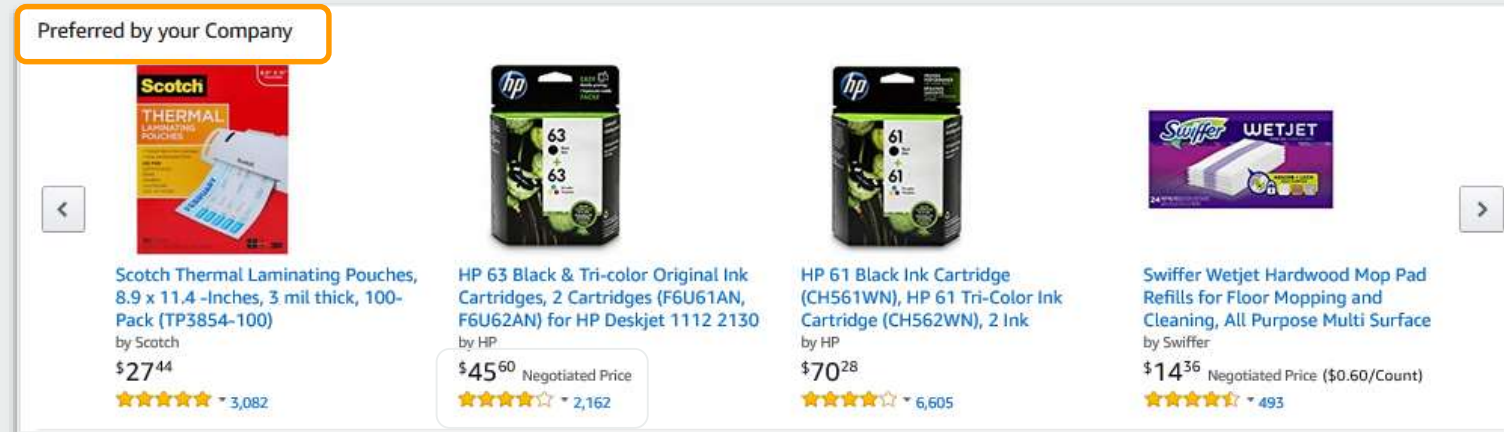
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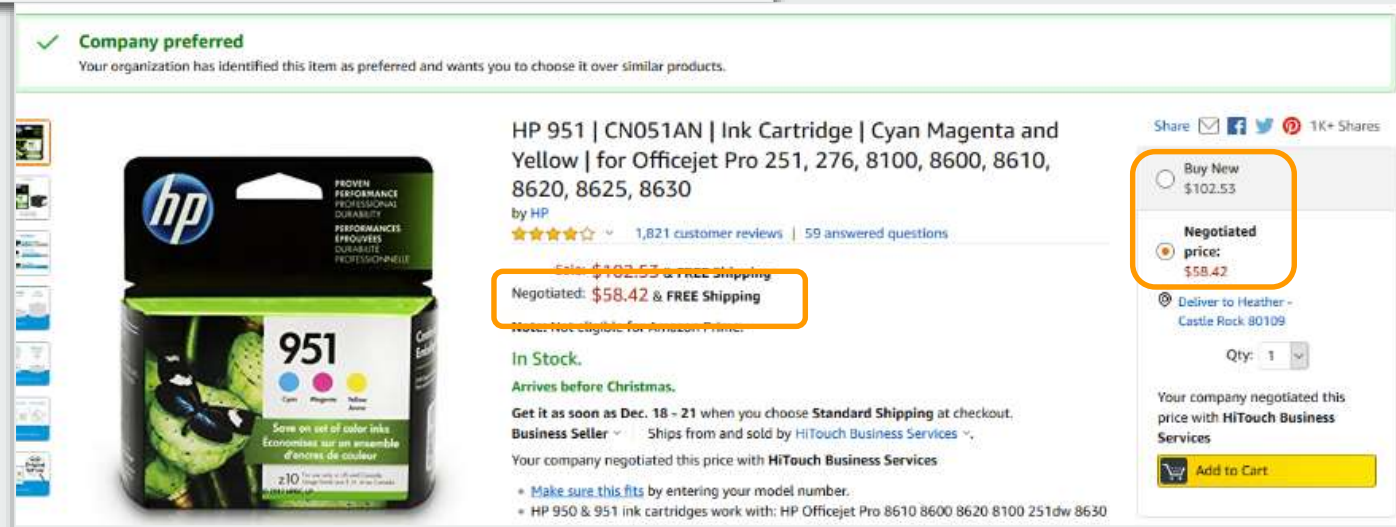
# Negotiated Pricing

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



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.

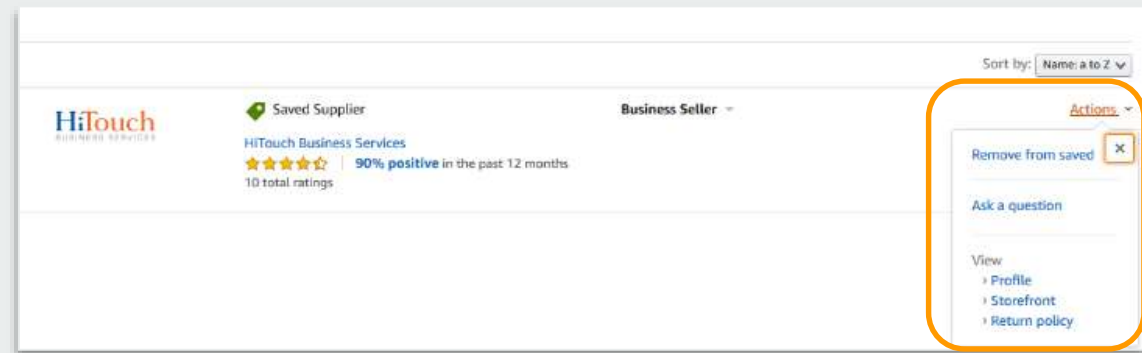
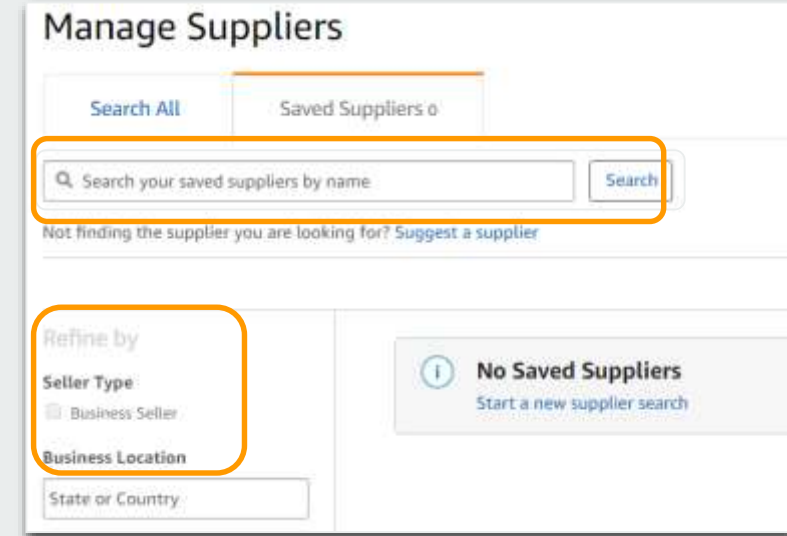
- Price appears in buy box below "buy new" price or it will direct you to the offer listing page to choose offer
  - Negotiated Price offer badged "Negotiated Price"
  - End users can select the Negotiated Price offer to add to their shopping cart



# 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 members 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

# Editing Approval Workflows with 'Group Approver'

To change a group's existing 'group approver' or to add a new group approver, go to [Buying policies & approvals](#) (under Business Settings) > [Approval Settings](#). Then navigate to the group you want to edit using the drop down menu. From that group's page you can edit that specific group's 'group approver'.

The screenshot shows the 'Buying policies & approvals' interface. The 'Policies' tab is active, displaying a list of policies. The 'Approval Policy' is highlighted, showing it applies to the group and subgroups and requires approvals. The 'Approval settings' button is highlighted with an orange box. The modal is open, showing the 'Company Name' dropdown menu with 'Group 1' and 'Group 2' as options. The modal also includes a 'Group approvers' section with a text input for 'Enter group name', a 'Cancel' button, and a 'Save' button. A warning message at the bottom states: 'If approvers are not specified, the orders from this group will not go through an approval workflow.'

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AMAZON CONFIDENTIAL

# Approving Orders

When orders are submitted for approval, approvers receive an email request. Purchase requests can be approved directly from the email or from the main menu dropdown

The screenshot shows an Amazon Business email approval interface. At the top is the Amazon Business logo. Below it, a message from David states: "Katherine submitted an order requisition on November 9, 2017 for Approval Demo (Ravenna Garden). Order details are below." The message body says "Message: needed for school project". A yellow button labeled "Approve or reject this order" is highlighted with an orange box. Below the email is a "Purchase Requests" web dashboard. It features a table with columns: Order ID, PO #, Requisitioner, Order Date (PST), Order Total, and Status. The first row is selected, indicated by a checked checkbox in the first column and a highlighted background. Above the table are buttons for "Approve selected" and "Reject selected".

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

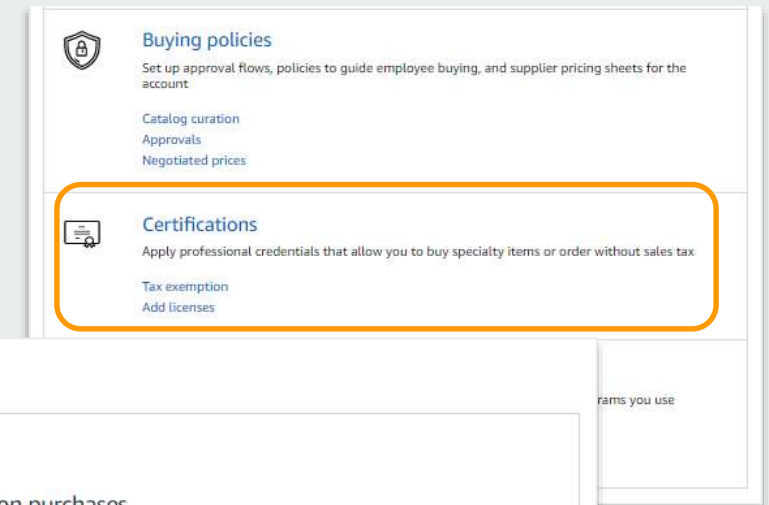
	Order ID	PO #	Requisitioner	Order Date (PST)	Order Total	Status
<input checked="" type="checkbox"/>	114-2458457-6918607 114-9916460-6146653	test PO	Katherine	November 9, 2017	\$71.27	Needs review
<input type="checkbox"/>	114-3102536-1238618	sample PO	Katherine	November 8, 2017	\$20.29	Needs review

- 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

# Certifications

Apply professional credentials that allow you to buy specialty items or order without sales tax

- The Amazon Tax Exemption Program (ATEP) allows Amazon Business administrators to apply tax exemption certificates to eligible purchases from Amazon and affiliates or other participating third party sellers.
- By clicking Certifications>Tax exemption>Manage Exemptions, Administrators can use the Amazon Tax Exemption Wizard to enroll in ATEP.
- Eligible business customers can add specific licenses to enable the purchase of some items requiring a healthcare license. Administrators must enroll in the Amazon Business Professional Healthcare program by state. Licenses may vary by state.



## Certifications

### Tax exemption

1 sales tax exemption on file for eligible Amazon purchases

### [Manage exemptions](#)

### Licenses and credentials [Learn more](#)

Add a professional healthcare license in order to buy restricted medical products.

### [Set up](#)

# Business Analytics

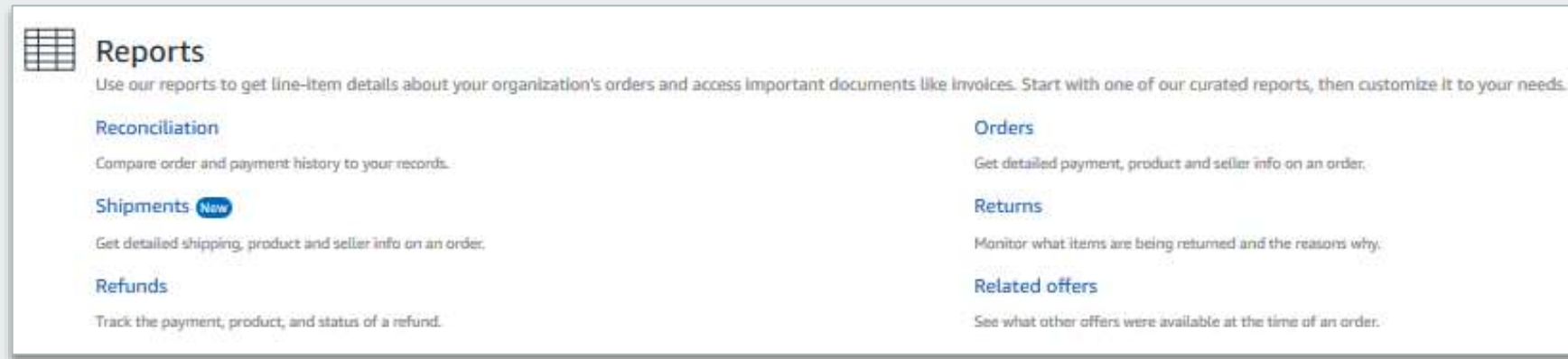
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# Amazon Business Analytics

## 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



# 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			
<a href="#">Add title and save to your templates</a>			Month to date ▾			
Filter	<input type="checkbox"/>	Transaction Date	Payment Reference ID	Transaction Type	Payment Amount	Account Group
	<input type="checkbox"/>	11/08/2018	K3TRZEKRUWL	Charge	\$13.47	Timberlands-Western
Adjust columns	<input type="checkbox"/>	11/08/2018	2FL26BHF590	Charge	\$357.88	Timberlands-Western
	<input type="checkbox"/>	11/08/2018	411MW1ZL1YS	Charge	\$51.62	Timberlands-Southern
Get order documents	<input type="checkbox"/>	11/08/2018	5HQ2R3I0KBKO	Charge	\$60.99	CorpFunc-GeneralCounsel&Corp
	<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

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# Your Orders

This section of the account provides additional detail regarding the status of all orders you have placed within the Business Account.

Your Account > Your Orders

 To view orders placed by users in your business account, select View All Orders below or go to [Business Analytics](#).

## Your Orders

[Search Orders](#)


[View All Orders: Ravenna Garden](#)

16 orders placed in [past 6 months](#)

ORDER PLACED May 15, 2018	SHIP TO <a href="#">Third Floor</a>	PLACED BY <a href="#">Katherine</a> Approval Demo 2	TOTAL \$0.00
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This order was approved. [View details](#)

**Cancelled**



AmazonBasics 92 Bright Multipurpose Copy Paper - 8.5 x 11 Inches, 10 Ream Case Sheets)  
Sold by: Amazon.com Services, Inc.  
\$0.00

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

### Arriving August 16 - August 20

☒ Ordered Sunday, August 12

☒ Shipped today  
[See all updates](#)

☐ Out for delivery

[Track package](#)


[Return or replace items](#)

[Write a product review](#)

# Return an Item

Navigate to Your Orders from the dropdown

Your Account > **Your Orders**

 To view orders placed by users in your business account, select View All Orders below or go to [Business Analytics](#).

## Your Orders

**Search Orders**


**View All Orders:** Ravenna Garden ▾

**16 orders** placed in past 6 months ▾

ORDER PLACED May 15, 2018	SHIP TO <b>Third Floor</b> ▾	PLACED BY <b>Katherine</b> ▾ Approval Demo 2	TOTAL \$0.00	PO# test ORDER # 112-6552303-9003448
------------------------------	---------------------------------	--	-----------------	---

This order was approved. [View details](#)

### Cancelled



AmazonBasics 92 Bright Multipurpose Copy Paper - 8.5 x 11 Inches, 10 Ream Case (5,000 Sheets)  
Sold by: Amazon.com Services, Inc.  
\$0.00

**Track package**

**Return or replace items**


Write a product review

[Gift Cards](#) [Help](#) **Contact Us**

**Fixing things is quick & easy**

The bot quickly fixes your problem or connects you to someone who can.

**Start chatting now**

 Need help over phone? We can call you.

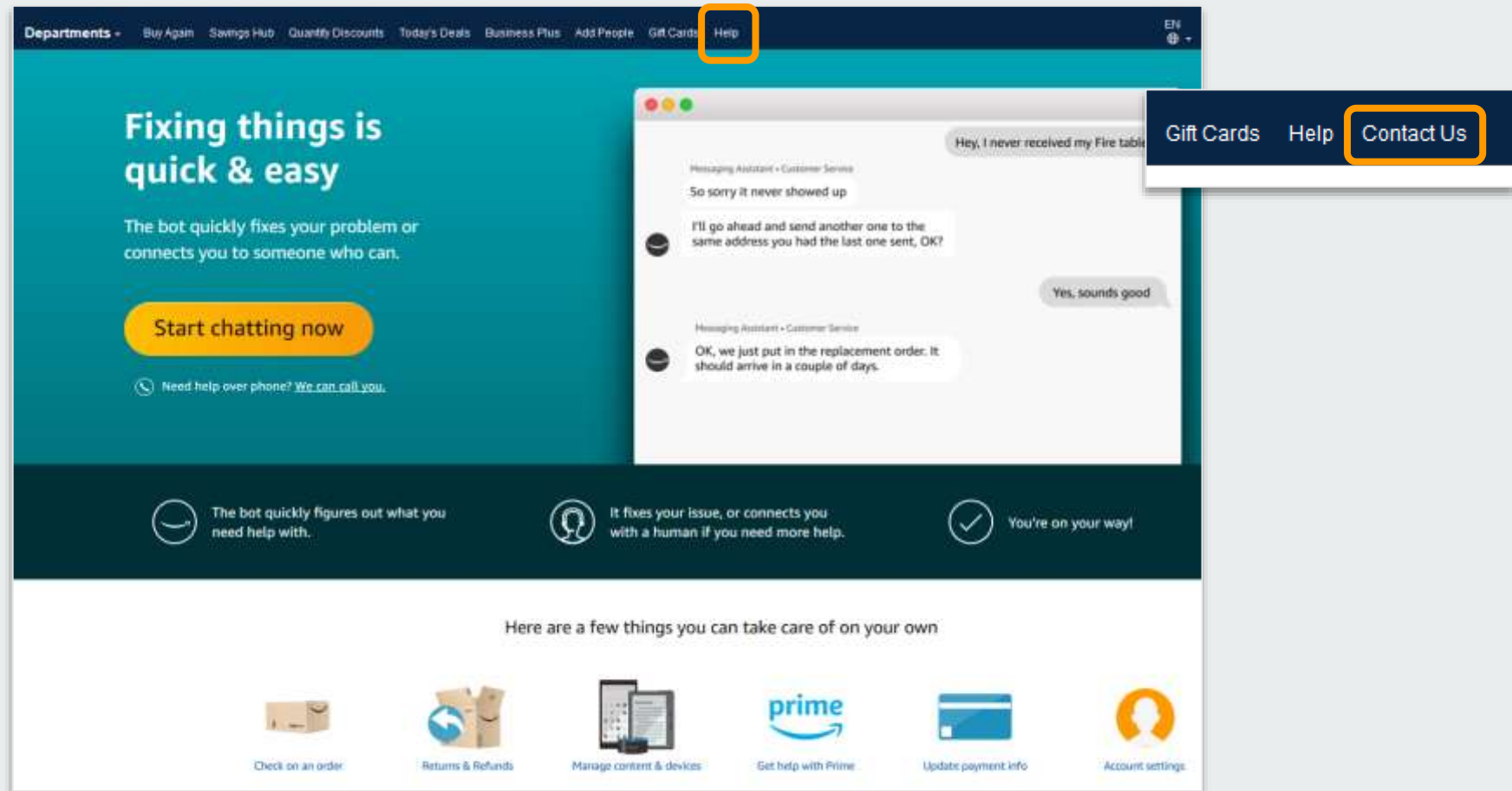
# Business Customer Support

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# 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

## Call Business Customer Support:

- 888. 281. 3847

## Cancel an Individual Prime Membership:

- Your Account > Manage My Prime Membership > End Membership
- The end user must follow the steps to receive a pro-rated refund

## Request a Tax Exemption Refund:

- Your Orders > Locate Order > Contact Seller > Request refund through email
- Additional tax queries can be emailed to [tax-exempt@amazon.com](mailto:tax-exempt@amazon.com)

## Your Customer Advisor – Lyle Newson – [lsnewson@AMAZON.COM](mailto:lsnewson@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 Resource Center

See below for support collateral from our Resource Center

- [Amazon Business Getting Started Resource Center](#)
- [Invite Your Coworkers](#)
- [Create Approval Workflows](#)
- [Benefits of Business Prime](#)
  - [Fast, FREE business delivery](#)
  - [Spend Visibility](#)
  - [Guided Buying](#)
  - [Member-Only Offers](#)
- [Set Up Payment Methods](#)
- [Amazon Business Analytics](#)

# business

A blue curved arrow pointing upwards and to the right, positioned below the word "business".