



Thank you for attending the Grand Rapids Community College Amazon Business hosted webinar.

We will begin shortly.



Amazon Business User Training

amazonbusiness

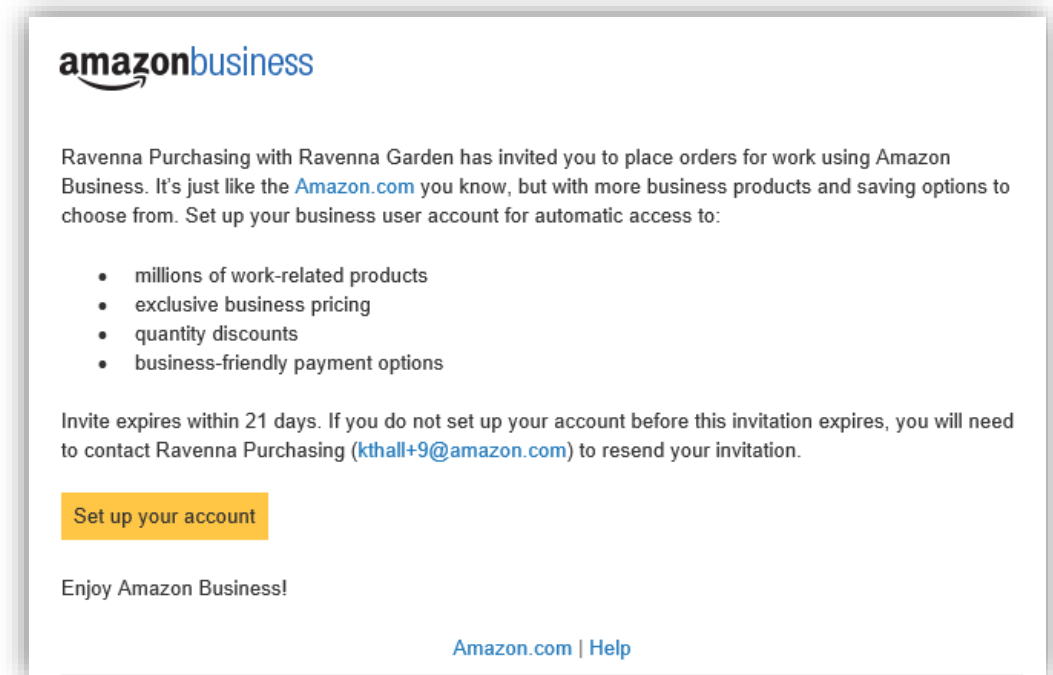
Joining the Amazon Business Account

The background of the slide is a grayscale image of a vast warehouse. It shows a long, straight aisle formed by tall metal shelving units. Each unit is filled with numerous white cardboard boxes, creating a dense grid of rectangular shapes. The perspective is from the end of the aisle, looking down its length, which creates a strong sense of depth and repetition. The lighting is even, highlighting the textures of the metal and the uniformity of the boxes.

Invitation Email

To access the Amazon Business account, you must accept your emailed invitation to join

- Invitations are tied to an end users email. The recipient cannot change the email you use to register for the account.
- Account invitations are valid for 21 days from date sent. Once an invitation has expired it cannot be used to join the account and will need to be re-sent. Please contact your Account Administrator if you need to have an invitation re-sent.
- Registration flow may differ depending on how a work email has been used on Amazon in the past.



Scenario 1

Create a new business user account

- If you don't have an existing Amazon account tied to your work email address, you will be provided step-by-step instructions to create your new account log-in for your organization's Amazon Business account.
- Please be sure to use your full name when completing this form (First Last).
- Once your account has been created, you can start shopping.

Start shopping

Scenario 2

Separate Business & Personal Shopping

- If you have an existing Amazon account tied to your work email and utilize this account for business & personal purchases, Please follow the prompts to separate your personal order history from your work email.
- This will free up your work email to be used strictly for business purchases moving forward.
- Confirm your name and new business password by complete the set up for your business log in following steps in Scenario 1.

Scenario 3

Migrate your existing Amazon Account

- If you already have an Amazon account tied to your work email address and utilize this account solely for business purchases, you can migrate this existing account to your organization's Amazon Business account.
- Sign in to the existing account that you for business purchases on Amazon.com
- Confirm that you have not made personal purchases on this account. If you change your mind you can still separate your accounts.
- Click next step to confirm your account conversion and start shopping on the central account with your same existing credentials.

Next step



Shopping on Amazon Business

Amazon Business Benefits

Business Pricing & Quantity Discounts

- Business pricing and quantity discounts are only available to registered business account customers on Amazon. [Click](#) to learn more.

Buying Policies

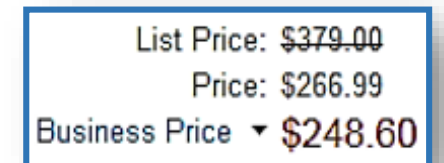
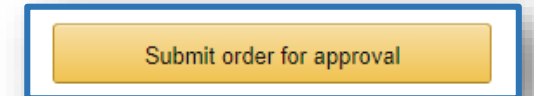
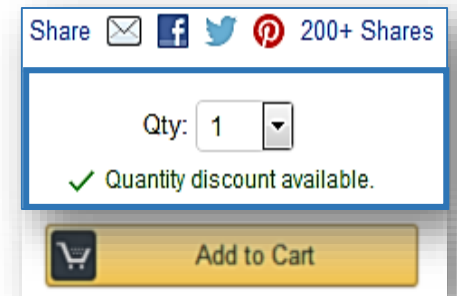
- Your account administrator has customized Amazon Business to help you comply with your organization's buying standards and procedures. Features include approval workflows, negotiated pricing, and preferred suppliers and preferred products.

Business-Only Selection

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

Amazon Business Analytics

- Use Amazon Business Analytics to view data about your orders, create and filter reports based on your business needs, and view both charts and tables. [Click](#) to learn more.



Search & Browse Optimization

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

Seller

- Amazon.com
- PLEXSUPPLY
- CafePress
- TECHNO CITY INC
- OFFICE CHASE CORP.
- 3dRose LLC
- NEBULA STORE
- MyOfficeInnovations
- Shoplet

Amazon Prime

- Prime

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

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

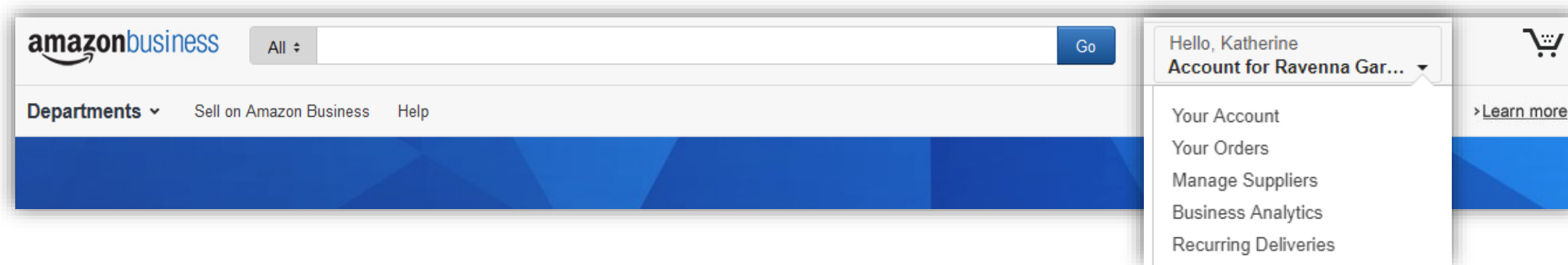
Utilize recently viewed items & featured recommendations based on your browsing history

See more choices

Recently viewed items and featured recommendations based on your browsing history.

Business Account Navigation

Welcome to Amazon Business. You will notice a few changes to the look and feel of your Amazon experience, which are designed to streamline your purchasing process



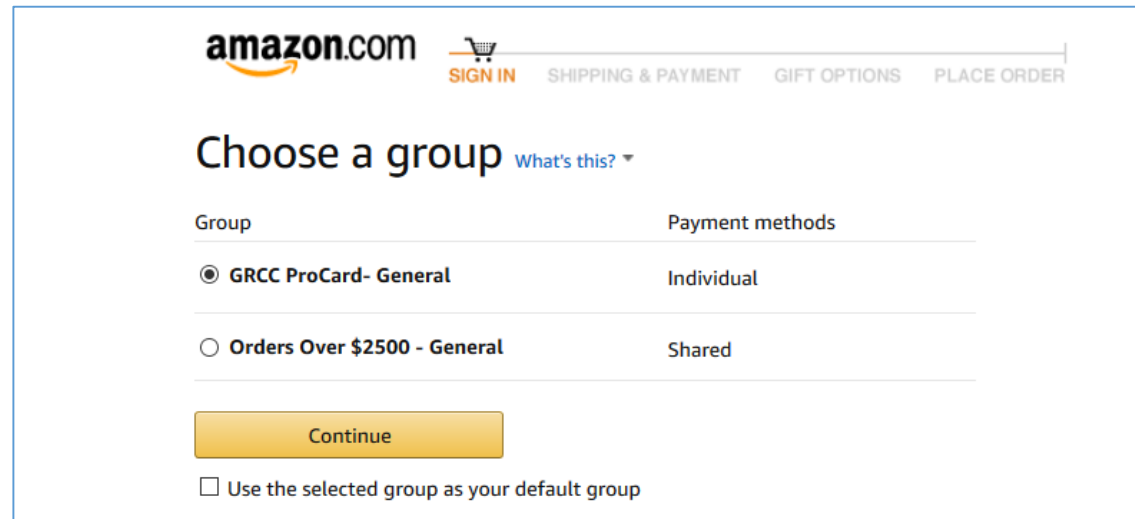
Your Account	Standard Amazon account information
Your Orders	View and track orders. Administrators can view orders others have placed on behalf of the organization.
Manage Suppliers	Easily find suppliers on Amazon Business and add them to your list of Saved Suppliers. Learn more.
Business Analytics	Create and filter custom reports based on your business needs
Recurring Deliveries	Have essential items delivered automatically, based on a schedule you choose. Learn More.



Account Configuration

Checkout – Multiple Groups

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



The screenshot shows the Amazon checkout process. At the top, the Amazon logo is on the left, and navigation links for 'SIGN IN', 'SHIPPING & PAYMENT', 'GIFT OPTIONS', and 'PLACE ORDER' are on the right. The main heading is 'Choose a group' with a 'What's this?' link. Below this, there are two columns: 'Group' and 'Payment methods'. The first row shows 'GRCC ProCard- General' selected with a radio button, and 'Individual' as the payment method. The second row shows 'Orders Over \$2500 - General' with an unselected radio button, and 'Shared' as the payment method. A yellow 'Continue' button is at the bottom left, and a checkbox for 'Use the selected group as your default group' is at the bottom right.

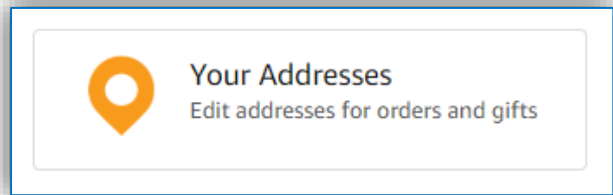
Group	Payment methods
<input checked="" type="radio"/> GRCC ProCard- General	Individual
<input type="radio"/> Orders Over \$2500 - General	Shared

Use the selected group as your default group

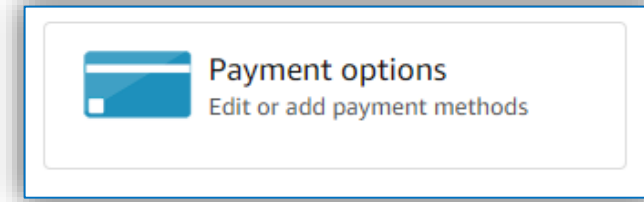
- Choose the group you wish to purchase on behalf of during the checkout process
- Shipping and payment options will differ depending on the group you have selected during checkout

Checkout – GRCC ProCard Group

*When checking out on Amazon Business, be sure to enter the appropriate payment and shipping details. This information can be entered ahead of time in “**Your Account**” or during the checkout process*



- Each time you add a new address, be sure to indicate if weekend deliveries can be accepted at that location. If in doubt, we recommend opting for week day deliveries only.
- Be sure to indicate if an access code is required to deliver to a specific address.
- Previously used ship to addresses will automatically be saved and made available during future checkouts.
- Ship to addresses can be audited by your account administrator at any time. Please be sure to comply with all purchasing rules and policies.



- Purchase cards are the recommended form of payment for the Amazon Business account.
- The Amazon Business account is intended for business purchases only. No purchases should be made on a personal credit card.
- If you have access and permission to use multiple different cards, multiple cards can be stored in your account information.
- Payment instruments are visible to your account administrator and can be audited.

Checkout – Orders Over \$2500 Group

When checking out on Amazon Business, choose from the pre-configured payment methods and shipping addresses. These options can only be updated by an account administrator.

Shipping Address

- When selecting shipping address, you can either use the default address name provided or choose to add the name of a specific recipient. This will replace the first line of the address.
- If you don't see the shipping address you are looking for, contact your account or group administrator.

Does this order need to be delivered to a recipient other than the name in your address book?

Deliver To: This will be applied to only this order.

Payment Method

- This is a Pay By Invoice Group, so you will press continue with the payment

Business Order Info

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

- All information entered will appear in Order History Reports in the Business Analytics tool
- The information fields below have been configured on your account

Purchase Order (PO) number

(optional/required)

- Optional for ProCard Purchases
- **REQUIRED FOR ORDERS OVER \$2500**

Complete the following to ensure accurate routing and reporting of your order. [Change group](#)

Purchase Order (PO) Number

[What's this?](#) ▾

Optional

Continue

Approval Workflows

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

Add Users from Manage your Business

- Depending on the item or purchase, some orders may require approval.
 - All orders over \$2500 will be submitted for approval
 - All orders containing a restricted item will be submitted for approval
- There are no additional steps to take to submit your order for approval. Check out as you normally would and you will see the option at checkout.
- Your order will not be processed until it is approved by the appropriate approver. Keep this in mind for shipping timelines.
- You will be notified over email once your order is submitted and then again once your order has been approved and processed. Just as with a normal order on Amazon, you will also receive relevant shipping updates.
- If your order is not approved within 7 days, the order will automatically be canceled; however, the items in your order will not be deleted. If your order is canceled, you will need to submit the order again for approval.

The screenshot shows a checkout page with a yellow button labeled "Submit order for approval". Below the button, it states: "By placing your order, you agree to Amazon's [privacy notice](#) and [conditions of use](#)." Below this is an "Order Summary" table:

Items (2):	\$37.28
Shipping & handling:	\$5.99
<hr/>	
Total before tax:	\$43.27
Estimated tax to be collected:*	\$4.36
<hr/>	
Order total:	\$47.63

At the bottom of the summary box, there are two links: "[How are shipping costs calculated?](#)" and "[Why didn't I qualify for free shipping?](#)".



Curation – Company Restricted

⚠ Noncompliant item
 This item does not comply with the purchasing standards for your business. For more information, contact your business administrator.
ABCDEF - Level Test Group employees: Defer to our existing IT contracts before purchasing consumer electronics
 Show other admin messages

⚠ Your cart contains noncompliant items
 One or more items in your cart do not comply with the purchasing standards of your business. For more information, contact your business administrator.

Test, get a \$50 Amazon.com Gift Card instantly upon approval for the Amazon Rewards Visa Card

Current Total:	\$ 49.99
Savings:	- \$ 50.00
Cost After Savings:	\$ 0.00
Savings Remaining:	\$ 0.01

Apply now

Company Restricted

- Some Items will have customized messaging letting you know IF and WHEN you can purchase them through Amazon Business

- Remember, while you are able to find most items on Amazon, always abide by your organization’s purchasing policies
- Because restrictions are created at the category level, some permitted items may get unintentionally restricted.

Shopping Cart

	Price	Quantity
 Fire Tablet with Alexa, 7" Display, 8 GB, Black - with Special Offers by Amazon In Stock ⚠ ABCDEF - Level Test Group employees: Defer to our existing IT contracts before purchasing consumer electronics Show all admin messages Eligible for FREE Shipping <input type="checkbox"/> This is a gift Learn more Delete Save for later	\$49.99	1

Checking out with ATEP

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

The screenshot shows an Amazon checkout page with three items. Each item has a 'Tax Exemption Applied. Remove' link. A blue box highlights the 'Tax Exemption Applied. Remove' text for the second item, and a blue arrow points from this box to another 'Tax Exemption Applied. Remove' text for the first 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

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)

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

#10 Security SELF-SEAL Envelopes, No Window, Premium Security Tint Pattern, Ideal for Home Office Secure Mailing, QUICK-SEAL Closure - 4-1/8 x 9-1/2 Inches - White - 24 LB - 100 Per Box (34100)
\$7.49
Business Price

Confirm tax exemptions are applied:

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

» What items are eligible for tax exemption?

Tax exemption applies to items sold by . . .

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



Business Analytics

Amazon Business Analytics

Edit displayed columns

Order Info

- Order Date
- Order ID
- Account Group
- PO Number
- Order Quantity
- Order Subtotal
- Order Shipping & Handling
- Order Promotion
- Order Tax
- Order Net Total
- Order Status
- Approver

Customer Info

- Account User
- Account User Email

Invoice Info

- Invoice Status
- Total Amount
- Invoice Due Amount
- Invoice Issue Date
- Invoice Due Date

Payment Info

- Payment Reference ID
- Payment Date
- Payment Amount
- Payment Instrument Type
- Payment Identifier

Shipment Info

- Shipment Date
- Shipment Status
- Carrier Tracking #
- Shipment Quantity
- Shipping Address
- Shipment Subtotal
- Shipment Shipping & Handling
- Shipment Promotion
- Shipment Tax
- Shipment Net Total
- Carrier Name

Product Info

- Product Category
- ASIN
- Title
- UNSPSC
- Brand Code
- Brand
- Manufacturer
- Product Condition
- Company Compliance
- Listed PPU
- Purchase PPU
- Item Quantity
- Item Subtotal
- Item Shipping & Handling
- Item Promotion
- Item Tax
- Item Net Total

PO Line Item Id

- PO Line Item Id

Tax Exemption Applied

- Tax Exemption Applied
- Tax Exemption Type
- Tax Exemption Opt Out

Discount Program

- Discount Program

Pricing Discount applied (\$ off)

- Pricing Discount applied (\$ off)

Pricing Discount applied (% off)

- Pricing Discount applied (% off)

Organization Specific Info

- GL Code
- Department
- Cost Center
- Project Code
- Location
- Custom Field 1

Seller Info

- Seller Name
- Seller Credentials
- Seller Address

Cancel Apply

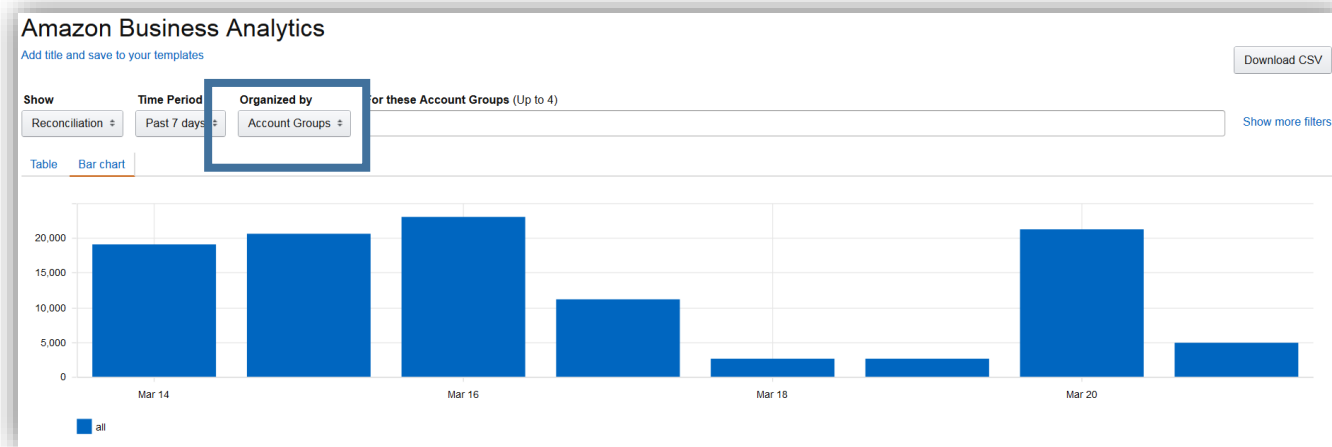
Amazon Business Analytics provides users the ability to:

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

Filters allow you to customize both the table and bar charts.

- The **Show** option allows you to select the data view you are interested in: **Orders, Returns, Refunds** and **Reconciliation**
- **Time Period** supports a range of default settings (month to date, quarter to date, etc.) as well as a custom range option
- **Organized by** allows you to drill down into spend from **Organized by** allows you to drill down into spend from specific **Account Groups** or **Transaction Type**.

Bar Charts vs. Table View



Bar Chart View

- In the Bar Chart view, the **Organized by** option determines how the data is aggregated so you can compare and track spending over time
- You can also compare how you are spending towards certain product categories on Amazon Business

Amazon Business Analytics

Add title and save to your templates

Download CSV

Show: Returns Time Period: Past 7 days Organized by: Account Groups For these Account Groups (Up to 4)

Show more filters

Table Bar chart

Order Info Customer Info Product Info Seller Info

Show more table filters

Results per page: 15

Manage columns

Order Date	Order Id	Account Group	PO Number	Account User	Return Date	Return Reason	Return Quantity	Product Category	ASIN	Title
03/08/2017	116-5528884-980636	70322 - SBA		Dawn Boyd	03/17/2017	Ordered the wrong item	1	Wireless	B01N98UZR	mophie juice
03/03/2017	104-0889722-4801055	65109 ERO SDG		Irma Ramirez	03/14/2017	Undeliverable	12	Personal Computer	B007AB9JK4	Case Logic 1
03/01/2017	103-4159773-1661007	78139		Manuel David Rojas	03/15/2017	Exchanged	5	Personal Computer	B003F1UAMY	Gearit 20-Pa
03/01/2017	103-4159773-1661007	78139		Manuel David Rojas	03/15/2017	Exchanged	2	Personal Computer	B00X8EJ3Y4	Gearit 16-Pa
02/28/2017	109-8900663-5547419	78235		nick johnston	03/17/2017	Ordered the wrong item	2	Sports	B001G5CAS	5.11 Tactical
02/28/2017	103-895858-6361062	65297 HSI SDG		Elizabeth Kiley	03/14/2017	Missed estimated delivery	3	Office Product	B004W6JOYG	Georgia-Pac

Table View

- In the table view, you can customize to include only the attributes that are relevant to you by clicking **Manage Columns**.
- You can also **Download a CSV** of the table view if you prefer to do spend analysis 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
- Improved formatting & roll-up support streamlines reporting and reconciliation for orders containing multiple shipments and/or multiple charges

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	1234	CE	B001D5RPEK	StarTech.com
								CE	B0007WDIW8	Tripp Lite HDM
								CE	B0000AZK6H	StarTech.com
		12345678901112	02/04/2016	\$34.02	Line of Credit	1234	1234	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		



Your Orders

Your Orders

Your Account > Your Orders

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

Your Orders

Search all orders **Search Orders**


View All Orders: Ravenna Garden ▾

16 orders placed in

ORDER PLACED	SHIP TO	PLACED BY	TOTAL
May 15, 2018	Third Floor ▾	Katherine ▾ Approval Demo 2	\$0.00

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

Cancelled

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

- The “Your Orders” section provides additional detail regarding the status of all orders you have placed.

Arriving August 16 - August 20

Ordered Sunday, August 12

Shipped today
[See all updates](#)

Out for delivery

Track package

Return or replace items

Write a product review

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



Business Customer Support

Business Customer Support

- Dedicated U.S. based [Business Customer Support](#) can be reached a number of ways including email, chat and phone.
- Not sure what you're looking for? Learn more about the features and benefits on Amazon Business [HERE](#).

Get to Know Us	Let Us Help You	Work with Amazon	Business Solutions
Careers	Help	Sell on Amazon Business	Amazon Business Solutions
Press Releases	Shipping Rates & Policies	Fulfillment By Amazon	Purchasing Systems
Amazon and Our Planet	Business FAQ	Advertise on Amazon	Amazon Credit Line
Amazon in the Community	Contact Us	Sell Services on Amazon	Amazon Business Blog
Company Facts		Amazon Global Selling	

Contact Us

1 What can we help you with?

2 Tell us more about your issue

Select an issue

3 How would you like to contact us?

Amazon.com Confidential

Common Customer Support Questions

See below for quick resolutions to frequently asked questions and additional support contact information

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.

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

amazonbusiness