



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

*We will begin shortly.*

# Amazon Business User Training

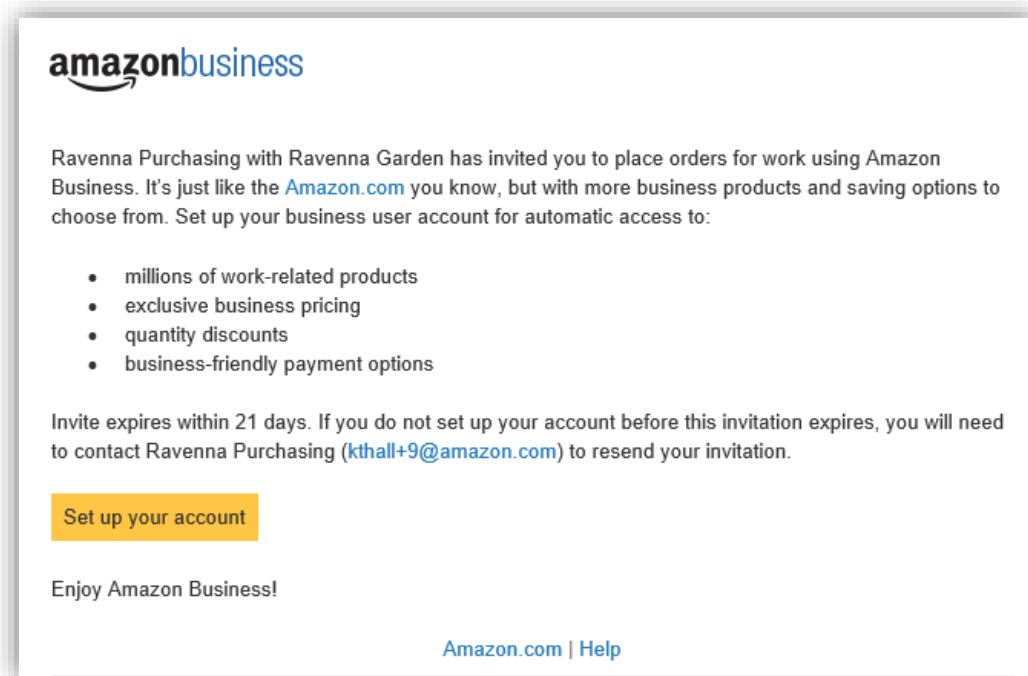


# Joining the Amazon Business Account

# 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

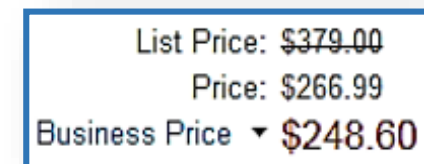
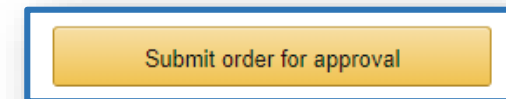
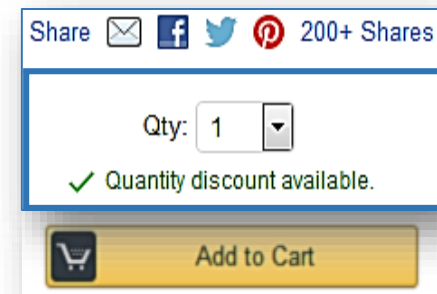
- Your account administrator has customized Amazon Business to help you comply with your organization's buying standards and procedures. Features include approval workflows, negotiated pricing, and preferred suppliers and preferred products.

## Business-Only Selection

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

## Amazon Business Analytics

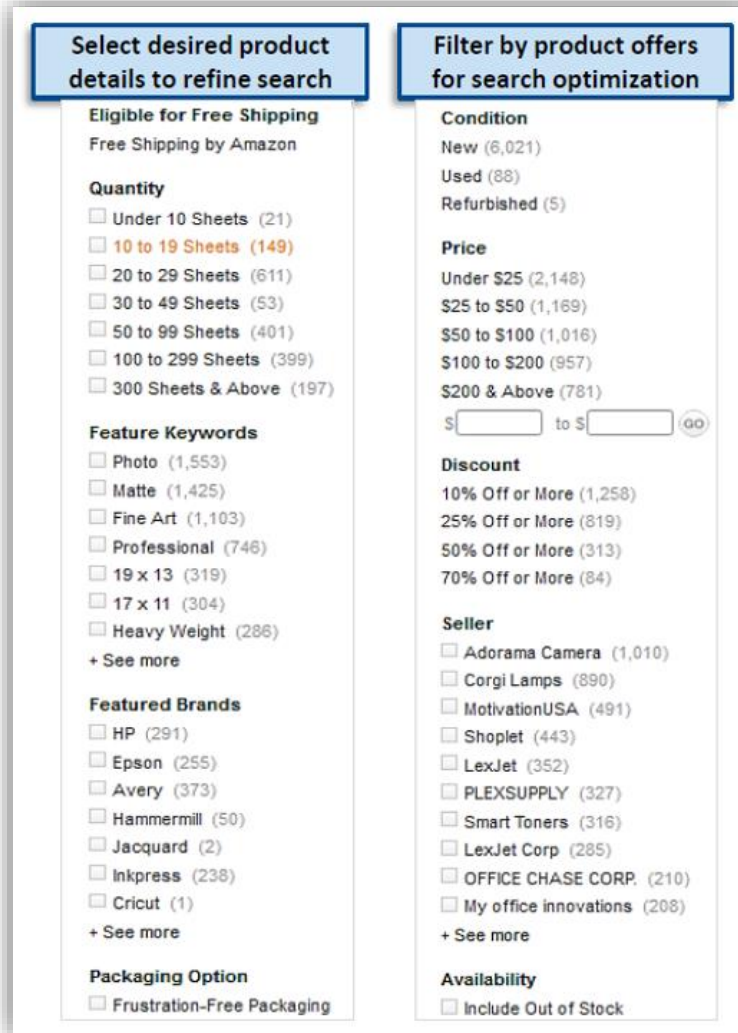
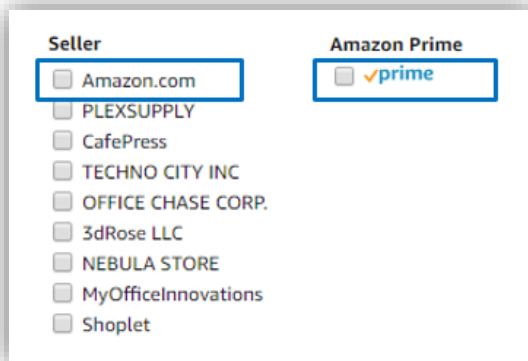
- Use Amazon Business Analytics to view data about your orders, create and filter reports based on your business needs, and view both charts and tables. [Click](#) to learn more.





# Search & Browse Optimization

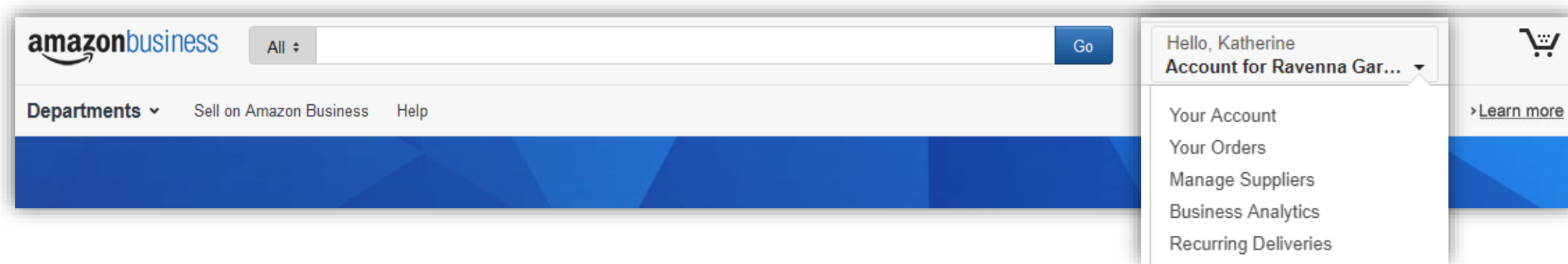
- Amazon is the “everything store.” With such a large selection, we do our best to make it easy for you to find what you’re looking for.
- Recommended filters:
  - Business Sellers
  - Prime Eligible
  - Brand
  - Average Customer Review/Rating
  - Diversity Credentials





# 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*

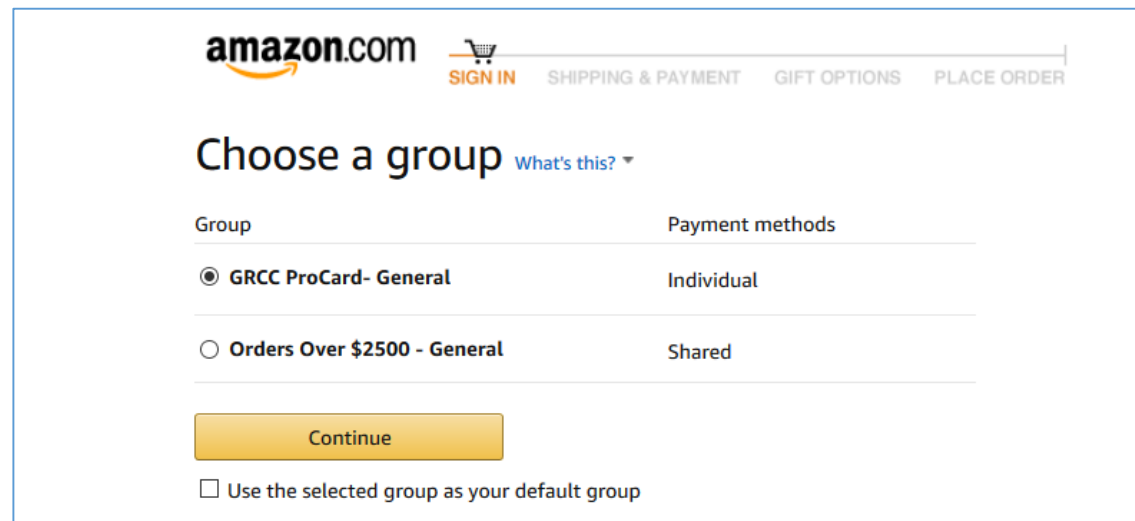


Your Account	Standard Amazon account information
Your Orders	View and track orders. Administrators can view orders others have placed on behalf of the organization.
Manage Suppliers	Easily find suppliers on Amazon Business and add them to your list of Saved Suppliers. <a href="#">Learn more.</a>
Business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

# 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 'Choose a group' step. 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. Below the navigation, the heading 'Choose a group' is followed by a link 'What's this?'. The main content area is divided into two columns: 'Group' and 'Payment methods'. Under 'Group', there are two radio button options: 'GRCC ProCard- General' (which is selected) and 'Orders Over \$2500 - General'. Under 'Payment methods', there are two options: 'Individual' and 'Shared'. A yellow 'Continue' button is located below the radio buttons. At the bottom, there is a checkbox labeled 'Use the selected group as your default group'.

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

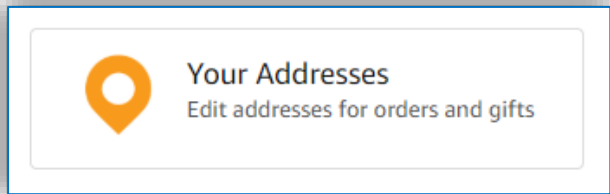
[What's this?](#)

☐ Use the selected group as your default group

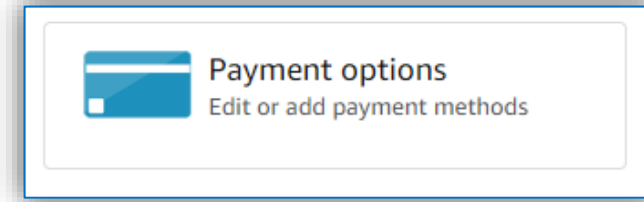
- Choose the group you wish to purchase on behalf of during the checkout process
- Shipping and payment options will differ depending on the group you have selected during checkout

# 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.

<a href="#">Submit order for approval</a>	
By placing your order, you agree to Amazon's <a href="#">privacy notice</a> and <a href="#">conditions of use</a> .	
<b>Order Summary</b>	
Items (2):	\$37.28
Shipping & handling:	\$5.99
<hr/>	
Total before tax:	\$43.27
Estimated tax to be collected:*	\$4.36
<hr/>	
<b>Order total:</b>	<b>\$47.63</b>
<hr/>	
<a href="#">How are shipping costs calculated?</a>	
<a href="#">Why didn't I qualify for free shipping?</a>	



# 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](#)

### Shopping Cart

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

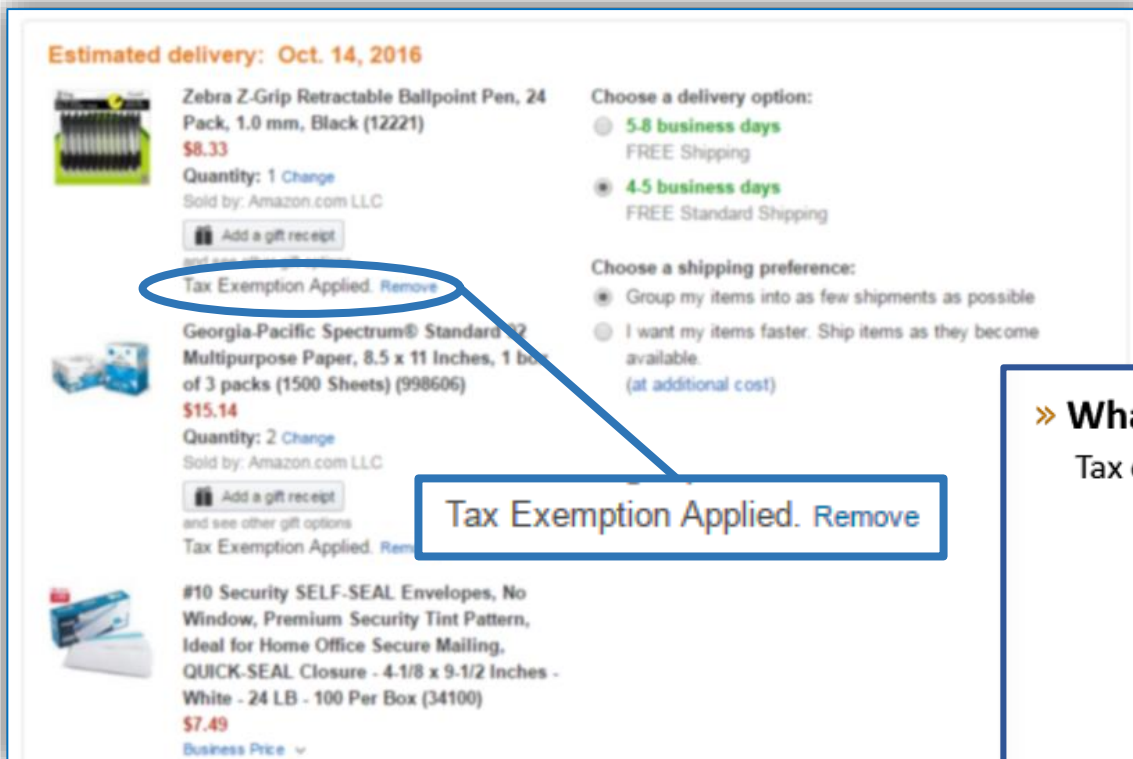


Company Restricted

- 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.

# 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*



## 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	Shipment Info	Organization Specific Info
<input checked="" type="checkbox"/> Order Date	<input checked="" type="checkbox"/> Shipment Date	<input checked="" type="checkbox"/> PO Line Item Id
<input checked="" type="checkbox"/> Order ID	<input checked="" type="checkbox"/> Shipment Status	<input checked="" type="checkbox"/> Tax Exemption Applied
<input checked="" type="checkbox"/> Account Group	<input checked="" type="checkbox"/> Carrier Tracking #	<input checked="" type="checkbox"/> Tax Exemption Type
<input checked="" type="checkbox"/> PO Number	<input checked="" type="checkbox"/> Shipment Quantity	<input checked="" type="checkbox"/> Tax Exemption Opt Out
<input checked="" type="checkbox"/> Order Quantity	<input checked="" type="checkbox"/> Shipping Address	<input checked="" type="checkbox"/> Discount Program
<input checked="" type="checkbox"/> Order Subtotal	<input checked="" type="checkbox"/> Shipment Subtotal	<input checked="" type="checkbox"/> Pricing Discount applied (\$ off)
<input checked="" type="checkbox"/> Order Shipping & Handling	<input checked="" type="checkbox"/> Shipment Shipping & Handling	<input checked="" type="checkbox"/> Pricing Discount applied (% off)
<input checked="" type="checkbox"/> Order Promotion	<input checked="" type="checkbox"/> Shipment Promotion	
<input checked="" type="checkbox"/> Order Tax	<input checked="" type="checkbox"/> Shipment Tax	<b>Organization Specific Info</b>
<input checked="" type="checkbox"/> Order Net Total	<input checked="" type="checkbox"/> Shipment Net Total	<input checked="" type="checkbox"/> GL Code
<input checked="" type="checkbox"/> Order Status	<input checked="" type="checkbox"/> Carrier Name	<input checked="" type="checkbox"/> Department
<input checked="" type="checkbox"/> Approver		<input checked="" type="checkbox"/> Cost Center
		<input checked="" type="checkbox"/> Project Code
		<input checked="" type="checkbox"/> Location
		<input checked="" type="checkbox"/> Custom Field 1

Customer Info	Product Info	Seller Info
<input checked="" type="checkbox"/> Account User	<input checked="" type="checkbox"/> Product Category	<input checked="" type="checkbox"/> Seller Name
<input checked="" type="checkbox"/> Account User Email	<input checked="" type="checkbox"/> ASIN	<input checked="" type="checkbox"/> Seller Credentials
	<input checked="" type="checkbox"/> Title	<input checked="" type="checkbox"/> Seller Address
	<input checked="" type="checkbox"/> UNSPSC	
<b>Invoice Info</b>	<input checked="" type="checkbox"/> Brand Code	
<input checked="" type="checkbox"/> Invoice Status	<input checked="" type="checkbox"/> Brand	
<input checked="" type="checkbox"/> Total Amount	<input checked="" type="checkbox"/> Manufacturer	
<input checked="" type="checkbox"/> Invoice Due Amount	<input checked="" type="checkbox"/> Product Condition	
<input checked="" type="checkbox"/> Invoice Issue Date	<input checked="" type="checkbox"/> Company Compliance	
<input checked="" type="checkbox"/> Invoice Due Date	<input checked="" type="checkbox"/> Listed PPU	
	<input checked="" type="checkbox"/> Purchase PPU	
<b>Payment Info</b>	<input checked="" type="checkbox"/> Item Quantity	
<input checked="" type="checkbox"/> Payment Reference ID	<input checked="" type="checkbox"/> Item Subtotal	
<input checked="" type="checkbox"/> Payment Date	<input checked="" type="checkbox"/> Item Shipping & Handling	
<input checked="" type="checkbox"/> Payment Amount	<input checked="" type="checkbox"/> Item Promotion	
<input checked="" type="checkbox"/> Payment Instrument Type	<input checked="" type="checkbox"/> Item Tax	
<input checked="" type="checkbox"/> Payment Identifier	<input checked="" type="checkbox"/> Item Net Total	

Cancel Apply

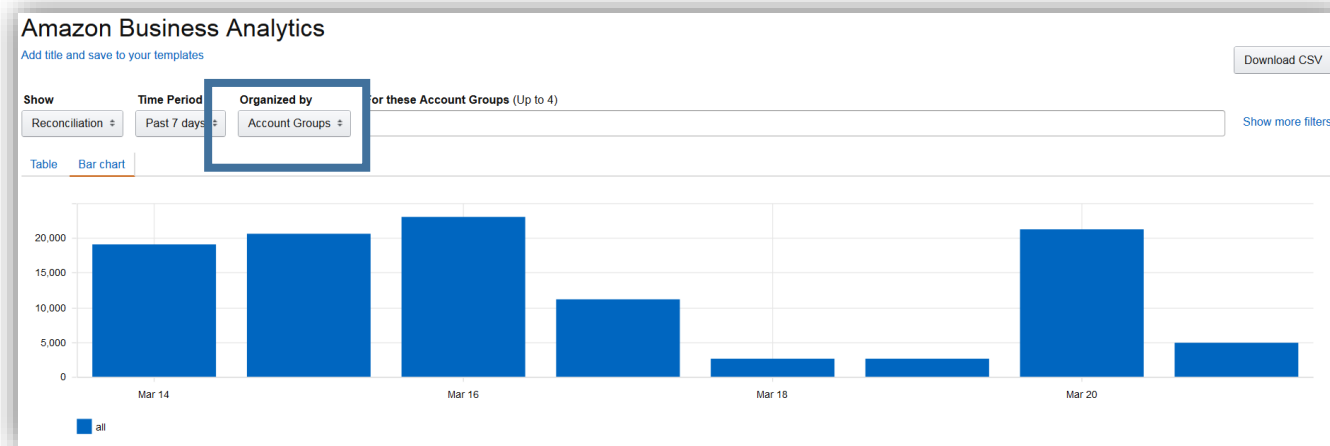
## Amazon Business Analytics provides users the ability to:

- 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)

Table Bar chart

☒ Order Info ☒ Customer Info ☒ Product Info ☒ Seller Info

Manage columns

Show more table filters

Results per page: 15

Order Date	Order Id	Account Group	PO Number	Account User	Return Date	Return Reason	Return Quantity	Product Category	ASIN	Title
03/06/2017	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	B001G5CASC	5.11 Tactical
02/28/2017	103-8995858-6361062	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-XXXXXX-XXXXXX	12345678901112	02/08/2016	\$199.98	Line of Credit	1234	Personal Computer	B00D78QCYK	ViewSonic VA2
02/08/2016	108-XXXXXX-XXXXXX	12345678901112	02/08/2016	\$199.98	Line of Credit	1234	Personal Computer	B00D78QCYK	ViewSonic VA2
02/08/2016	108-XXXXXX-XXXXXX	12345678901112	02/08/2016	\$17.99	Line of Credit	1234	CE	B001F42MKG	Logitech Track
02/07/2016	108-XXXXXX-XXXXXX	N/A	N/A	N/A	N/A	1234	Health and Beauty	B000VEDK66	Renew Life Die
02/04/2016	106-XXXXXX-XXXXXX	12345678901112	02/07/2016	\$221.87	Line of Credit	1234	CE	B0007WDIW8	Tripp Lite HDM
		12345678901112	02/08/2016	\$17.95	Line of Credit	1234	CE	B0000AZK6H	StarTech.com
							CE	B001D5RPEK	StarTech.com
							CE	B001D5RPEK	StarTech.com
		12345678901112	02/04/2016	\$34.02	Line of Credit	1234	CE	B0007WDIW8	Tripp Lite HDM
		12345678901112	02/06/2016	\$83.07	Line of Credit	1234	CE	B0000AZK6H	StarTech.com
							CE	B0007WDIW8	Tripp Lite HDM
							CE	B0000AZK6H	StarTech.com

The background of the slide is a grayscale image of an Amazon warehouse. It features a dense grid of shelving units filled with boxes. A prominent perspective view of a long, empty aisle with high ceilings and industrial lighting runs vertically through the center of the image, creating a sense of depth and scale.

# Your Orders

# Your Orders

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
------------------------------	--	---	-----------------

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	<b>Contact Us</b>	Sell Services on Amazon	Amazon Business Blog
Company Facts		Amazon Global Selling	

### Contact Us

1

What can we help you with?

An order I placed

Fire and Kindle

Digital Services

Prime or Something else

2

Tell us more about your issue

Select an issue 

< Please make a selection >

3

How would you like to contact us?

E-mail

Phone

Chat

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](mailto:tax-exempt@amazon.com)



**amazonbusiness**