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 login 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.

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 completing 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.
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.
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
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.

<table>
<thead>
<tr>
<th>Business Account Navigation</th>
</tr>
</thead>
<tbody>
<tr>
<td><strong>Your Account</strong></td>
</tr>
<tr>
<td><strong>Your Orders</strong></td>
</tr>
<tr>
<td><strong>Manage Suppliers</strong></td>
</tr>
<tr>
<td><strong>Business Analytics</strong></td>
</tr>
<tr>
<td><strong>Recurring Deliveries</strong></td>
</tr>
</tbody>
</table>
Account Configuration
Individuals who purchase on behalf of multiple departments may be a member of multiple account “groups” in order to keep reporting organized.

- 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.
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 weekday 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.
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.

**Payment Method**
- This is a Pay By Invoice Group, so you will press continue with the payment.
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
Optional
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.
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.
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 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 specific Account Groups or Transaction Type.
### 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.

### 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

<table>
<thead>
<tr>
<th>Order Date</th>
<th>Order ID</th>
<th>Payment Reference ID</th>
<th>Payment Date</th>
<th>Payment Amount</th>
<th>Payment Instrument Type</th>
<th>Payment Identifier</th>
<th>Product Category</th>
<th>ASIN</th>
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Your Orders
The “Your Orders” section provides additional detail regarding the status of all orders you have placed.

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