

Amazon Business Buyer Training

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Process Change

- Setup Amazon Business to centralize all spending and utilize a single Business Prime account
- Employees should no longer have Amazon accounts (personal or work-related) tied to their work email outside of the centralized Amazon Business Account
- Employees should only access the centralized Amazon Business Account through SSO

Account Invitations

How do Invitations Work?

- You received an emailed invitation on 5/15 to your work email from business@amazon.com

Call to Action:

- Click on the “Join Amazon business” link in the email to ensure you have access to your Amazon Business Account
- If you don't take action within 90 days, your invitation will expire

amazon business

Congratulations!

You have been invited to join your company Example Amazon Business account. Amazon Business combines the selection, convenience, and value you expect from Amazon, with features that can help improve your operations.

Ready to get started? You can join your team here:

[Join Amazon Business](#)

If you have any questions or need any tips on getting started, we are here to help. Visit [Amazon Business Help](#) or contact our [Customer Service](#).

Thank you for choosing Amazon Business as a trusted partner for your business needs.

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

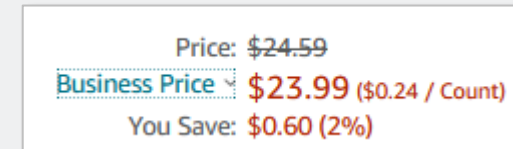
For Easier Access in the Future - Save this as a Favorite or bookmark in your web browser! [Amazon Business](#)

Amazon Business Benefits

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

Business Pricing

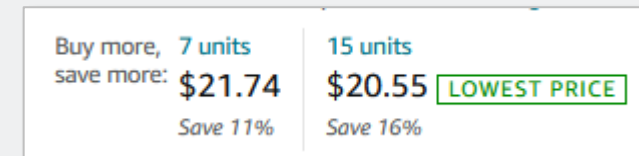
- Cheaper pricing available only for registered Amazon Business customers.



Price: ~~\$24.59~~
Business Price: **\$23.99** (\$0.24 / Count)
You Save: **\$0.60 (2%)**

Business-Only Selection

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



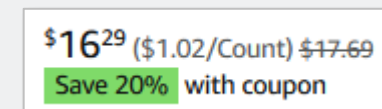
Buy more, 7 units save more: \$21.74 Save 11%	15 units \$20.55 LOWEST PRICE Save 16%
-------------------------------------------------------------------	-------------------------------------------------------------------

Quantity Discounts and Limited Time Deals/Coupons

- Volume-tiered discounts

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.



\$16²⁹ (\$1.02/Count) ~~\$17.69~~
Save 20% with coupon



Take Advantage of Amazon of Business Prime Shipping

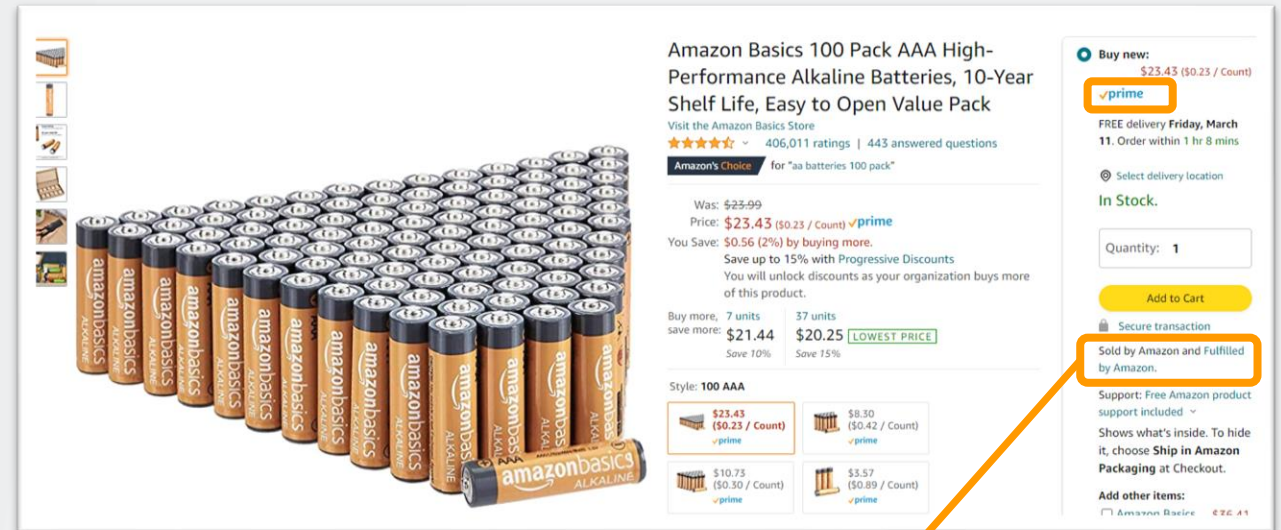
- Once Business Prime Shipping has been purchased, it provides Free Two-Day Shipping on eligible items for all users in the business account. There are multiple pricing tiers to meet the needs of businesses of all sizes. [Click](#) to learn more.

Prime Eligibility – Fulfilled by Amazon

- Prime eligible items are fulfilled by Amazon. We recommend searching for prime eligible items to ensure that your products arrive on time and as expected. All products clearly mark who the seller is on the product detail page.

What's not Included?

- Business Prime Shipping does not include additional Prime benefits such as Amazon Fresh, Pantry, Video, or Music.




Sold by Amazon and Fulfilled by Amazon.

Account Navigation

Account Navigation

Hover over your name in the top right hand corner to access additional tools in your account



The screenshot shows the Amazon Business Prime interface. At the top, there is a navigation bar with the Amazon Business Prime logo, a search bar, and the slogan "Wholesale made easy". Below the search bar, there are links for "Departments", "Add People", "Your Catalog", "Buy Again", "Today's Deals", "Gift Cards", and "Quantity Discounts". On the right side of the navigation bar, there is a language selector (EN), a user profile dropdown menu, and a shopping cart icon with a "1" badge. The user profile dropdown menu is open, showing options like "Your Account", "Your Orders", "Business Analytics", "Bulk Ordering", "Your Interactions", "Receiving", "Switch Accounts", and "Sign Out".

Page	Functionality
Your Account	Standard Amazon account information including name, email address & password
Your Orders	View and track your orders. Administrations can view orders others have placed on behalf of the organization
Bulk Ordering	Create a new bulk order, continue saved bulk orders, or track your requests for quotes and quantity discounts
Business Analytics	Create and filter custom reports based on your business needs to view your organization's orders
Switch Accounts	Allows you to easily toggle between your different Amazon accounts

Account Details

- Your Account
- Your Orders
- Manage your delivery
- Business Analytics
- Manage Recurring Deliveries
- Bulk Ordering
- Your Interactions
- Receiving

- Switch Accounts
- Sign Out

Start Your Shopping Experience

Utilize the Search bar or your to search for specific items



Click here to shop by department and/or category

LINKS TO EXPLORE:

- [Workplace Essentials](#): 4+ star rated work supplies, including top searched and purchased
- [Featured programs and storefronts](#)
- [Best Sellers](#): Shop best-selling items across all departments, updated hourly
- [Today's Deals](#): Discover all current deals, including coupons
- [Wholesale](#): Save by purchasing items in bulk, case packs, and large packs
- [Private Brands](#): Discover Amazon Business brands, including Amazon Commercial, Amazon Basics and more

Click here to create and manage lists. You can also access lists shared with you.

Access your Shopping Cart Here

Traditional Marketplace Search

Search for and filter results to identify items you are looking for.

- Enter item or key word(s) in the search bar. Search All Departments & try using **generic descriptors instead of brand names**
- Consider refining search results with filters available of left side of your screen, such as **Prime** or **Business Seller** or **Climate Pledge Friendly**
- Sort results by options listed on the top left of your screen, such as Price: Low to High

The screenshot shows the Amazon Business search results for "batteries". The search bar at the top contains "batteries" and the results are sorted by "Featured". On the left side, there is a "FILTERS" panel with several sections:

- PRIME & DELIVERY**: Includes "DELIVERY" options like "Get It Today", "Get it by Tomorrow", "Today by 3PM", and "Overnight by 11AM".
- SHIPPING OPTIONS**: Includes "Frustration-Free Packaging", "Amazon Global Store", and "International Shipping Eligible".
- PRIME PROGRAMS**: Includes "All Prime".
- SELLER TYPE**: Includes "Business Seller".
- DISPOSABLE CUPS**: Includes "Climate Pledge Friendly".
- AMAZON BUSINESS OWNERSHIP & DIVERSITY**: Includes "REGISTERED SMALL BUSINESS", "WOMEN-OWNED BUSINESS ENTERPRISE", "WOMEN-OWNED SMALL BUSINESS", "VETERAN-OWNED SMALL BUSINESS", "MINORITY-OWNED BUSINESS", and "SBA-CERTIFIED HUB ZONE FIRM".

The main search results area shows a sponsored advertisement for Energizer batteries at the top, followed by a "RESULTS" section. The results include:

- A "Best Seller" result for Amazon Basics 20 Pack AAA High-Performance Alkaline Batteries.
- A sponsored result for Duracell Coppertop AA + AAA Batteries with Power Boost.
- A sponsored result for Duracell CopperTop AAA Alkaline Batteries.
- A sponsored result for Duracell CopperTop AA Alkaline Batteries.

Search & Shopping

Search & Order From Within Your Lists

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

- Review lists that have been shared with you
 - Shared with you
 - Shared with your groups
 - Public Lists
- Add items from your lists directly to your cart
- Utilize Search functionality to find specific items within the list

The screenshot displays the Amazon Business 'Lists' interface. At the top right, there is a navigation bar with 'EN', 'Hello, User', 'Account for Business', and 'Lists'. The main content area is titled 'Lists' and includes a 'Create a list' button. Below this, there are sections for 'Your reorder lists', 'Your shopping lists', 'Shared with you', 'Shared with your groups', and 'Public Lists'. The 'Public Lists' section is highlighted with an orange box and contains a list of recommended items such as 'Best sellers for you by Amazon Business', 'Recurring Delivery by Amazon', 'PPE & Workplace Safety by Amazon', 'Work from home supplies by Amazon', 'Janitorial & sanitation supplies by Amazon', 'Maintenance (MRO) supplies by Amazon', 'Breakroom supplies by Amazon', 'IT peripherals by Amazon', and 'Office supplies by Amazon'. The main content area shows a 'Preferred Item List' with an estimated subtotal of \$8.29 and an 'Add all to Cart (1 items)' button. A search bar is highlighted with an orange box. Below the search bar, there is a 'Filter & Sort' dropdown menu. The main content area also features a 'Best Seller' badge and a product listing for 'Amazon Basics 20 Pack AAA High-Performance Alkaline Batteries, 10-Year Shelf Life, Easy to Open Value Pack'. The product listing includes a star rating of 4.5 out of 5, 409,737 reviews, a price of \$8.29, and a 'Quantity discount available' notice. A 'Quantity' input field is highlighted with an orange box and contains the value '1'. Below the input field is an 'Add to Cart' button. Other options like 'Delete item', 'Comment Add', and 'Priority Add' are also visible. On the right side, there is a 'Your lists' sidebar with a 'Preferred Item List' button highlighted in orange, and a section for 'Amazon recommended lists' with various categories like 'Best sellers for you by Amazon Business', 'Recurring Delivery by Amazon', 'PPE & Workplace Safety by Amazon', 'Work from home supplies by Amazon', 'Janitorial & sanitation supplies by Amazon', and a 'More' link. At the bottom of the sidebar is a 'Create a list' button.

Bulk Buying Tool

Access the Bulk Ordering tool from the drop down menu of your business account

- [Create bulk orders](#) when you need more of something
- You can [Buy in Bulk by Category](#)
- Request custom quotes directly from sellers based on your business needs
- Search for and Order Books in Bulk using ISBN or ASIN numbers

Hello, User
Account for Business ▾ Lists ▾


Account Details

- Your Account
- Business Settings
- Your Orders
- Try Business Prime
- Bulk Ordering**
- Business Analytics
- Category Savings Evaluation
- Manage Recurring Deliveries

Bulk ordering

Track your requests, evaluate offers and buy your bulk orders

You currently have no bulk requests



Create a bulk order

Conveniently buy large quantities of products in a single bulk purchase.


To create a bulk order, use the online or downloadable order form to add up to 49 different products (or 999 total items), then complete your purchase.


[Create a bulk order](#)

New bulk order

[Give us feedback on bulk orders](#)

Add up to 49 different products (or 999 total units)

**Form entry**
Enter products one by one

**Upload spreadsheet**
Upload our fill in template

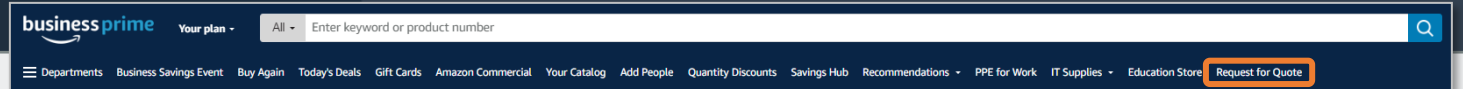
Input type: ASIN or ISBN ▾ ASIN or ISBN number: Eg: B01234567 or 978-3161484100 Quantity:

[Add to order](#)

Custom Quote Engine (CQE)

A tool Amazon Business customers can use when looking for quotes on orders of > 999 units or > \$10,000.00

- [Custom Quotes](#) allows you to receive customer offers tailored to your business needs
- Request custom quotes directly from sellers based on your business needs
- Typical savings of 10%



Product	Quantity	Availability	Seller	Price + Shipping
Organization restricted SanDisk 128GB Ultra microSDXC UHS-I Memory Card with Adapter - 120MB/s, C10, U1, Full HD, A1, Micro SD Card - SDSQUA4-128G-GN6MA ★★★★★ 237064 ratings ASIN: B08GYKNCCP Condition: New ⚠ Limited quantity available ℹ Similar items available from \$12.39	Quantity: 999	678 In Stock	Sold by Mobile deals and Fulfilled by Amazon. 98% positive (618 seller ratings)	\$11,688.72 ✓prime \$17.24 each Prime FREE Delivery FREE delivery for Prime members

Adding Items to Your Shopping Cart

Product considerations

- Prime eligibility
- Expected delivery time
- Quantity
- Seller and fulfillment

Amazon Basics 48 Pack AA High-Performance Alkaline Batteries, 10-Year Shelf Life, Easy to Open Value Pack

Visit the Amazon Basics Store
★★★★★ 429,155 ratings | 636 answered questions
Amazon's Choice for "batteries"

Was: ~~\$15.36~~
Business Price: **\$14.99** (\$0.31 / Count) prime Same-Day
You Save: \$0.37 (2%)
Save up to 18% with Progressive Discounts
You will unlock discounts as your organization buys more of this product.

Buy more, 2 units save more: **\$13.55** Save 17%
15 units **\$12.29** **LOWEST PRICE** Save 19%

Size: **48 Count**

4 Count -- \$5.49 (\$0.69 / Count)	8 Count \$5.49 (\$0.69 / Count)
10 Count \$6.99 (\$0.70 / Count)	Combo Pack: 12 AA + 12 AAA \$13.49 (\$0.56 / Count)
20 Count \$9.03 (\$0.45 / Count)	Combo Pack: 24 AA + 24 AAA + 12 C + 8 9V \$39.99 (\$0.59 / Count)
36 Count \$14.99 (\$0.42 / Count)	48 Count \$14.99 (\$0.31 / Count)

Number of Batteries: 48 AA batteries required.
Brand: Amazon Basics
Battery Cell: Alkaline
Composition:

Buy new: \$14.99 (\$0.31 / Count)
 prime Same-Day
FREE delivery Today 2 PM - 6 PM if you spend \$25 on qualifying items. Order within 2 hrs 32 mins
Deliver to May - Austin 78727
In Stock.
Quantity: 1
Add to Cart
Secure transaction
Sold by Amazon and Fulfilled by Amazon.
Support: Free Amazon product support included
Add other items:
 Amazon Basics 36 Pack AAA High-Perform... \$10.72
 AmazonBasics 9V-8 Pack Alkaline Batte... \$10.98
 Amazon Basics 24 Pack 9 Volt Performance... \$26.52
 AmazonBasics D-12 Pack Alkaline Batte... \$15.10
 Add a gift receipt for easy returns
 Recurring delivery \$14.58 (\$0.30 / Count) Save \$0.77 (5%)
Add to List

 **Added to Cart**
Size: 48 Count

Cart subtotal (1 item): **\$14.99**

Proceed to checkout

Go to Cart

Checkout

1. Select group for which you are purchasing
2. Enter Business Order Information
3. Select Shipping Address & Add Recipient
4. Select/Enter Payment Method
5. Review items and Select Shipping Speed and Place your order

1 Group ABCD Organization
Group under May Prodliv Change

2 Business order information PO number: XYZ123
GL code: 567ABC
Cost center: 99100 Change

3 Shipping address Admin Name
21 SAINT JAMES AVE
BOSTON, MA 02116-3807
[Edit delivery preferences](#)
Or pick up near this address - See nearby pickup locations


4 Payment method Pay by Invoice
~ Add a promotional code
 Change

5 Review items and shipping

Keep operating hours up to date
If your hours ever change at an address, click [Edit delivery preferences](#) to update them.

Select FREE Amazon Day Delivery below to have orders delivered together in fewer boxes on a single day.

Delivery date: May 16, 2022 If you order in the next 14 hours and 12 minutes (Details)
Items shipped from Amazon.com

 **Amazon Basics 48 Pack AA High-Performance Alkaline Batteries, 10-Year Shelf Life, Easy to Open Value Pack**
✓ Preferred by your organization.
\$14.99 ✓prime
Business Price ▾
Qty: 1 ▾
Sold by: Amazon.com Services LLC

Choose your Prime delivery option:
Monday & Overnight - Fastest Delivery
 Today 2 PM - 6 PM
 Today 5 PM - 10 PM
See more delivery slots
 Monday, May 16
FREE Prime Delivery
 Monday, May 16
FREE Amazon Day Delivery
Get your orders together in fewer boxes and deliveries each Monday. Change delivery day

1 Choose a group

Your groups	Addresses	Payment methods
<input checked="" type="radio"/> Group 1 Josh Inc	Individual	Shared and individual
<input type="radio"/> Group 2 Josh Inc	Individual	Shared and individual
<input type="radio"/> Group 3 Josh Inc	Individual	Shared and individual

2 Business order information Close

PO number (optional)

GL code

Cost center

3 Choose a shipping address

Keep operating hours up to date
If your hours ever change at an address, click [Edit delivery preferences](#) to update them.

Your addresses

Boston Office 31 SAINT JAMES AVE, BOSTON, MA, 02116-4101, United States [Edit address](#) | [Edit delivery preferences](#)


Your pickup locations

4 Choose a payment method

ABCD Organization line of credit

Pay By Invoice
Provided by your organization

ABCD Organization credit and debit cards


	Name on card	Expires on
<input type="radio"/>  American Express ending in 2001	Josh Solari	04/2024

Provided by your organization


Checking out with Tax Exemptions

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


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](#)

 Georgia-Pacific Spectrum® Standard 92 Multipurpose Paper, 8.5 x 11 Inches, 1 Box 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.

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](#)

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)

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

Checkout – Review and Finalize Order

[Place your order](#) **Order total: \$11.39**
By placing your order, you agree to the [Amazon Business Accounts Terms and Conditions](#) and [Amazon's privacy notice](#).

[Place your order](#)
By placing your order, you agree to the [Amazon Business Accounts Terms and Conditions](#) and [Amazon's privacy notice](#).

Order Summary

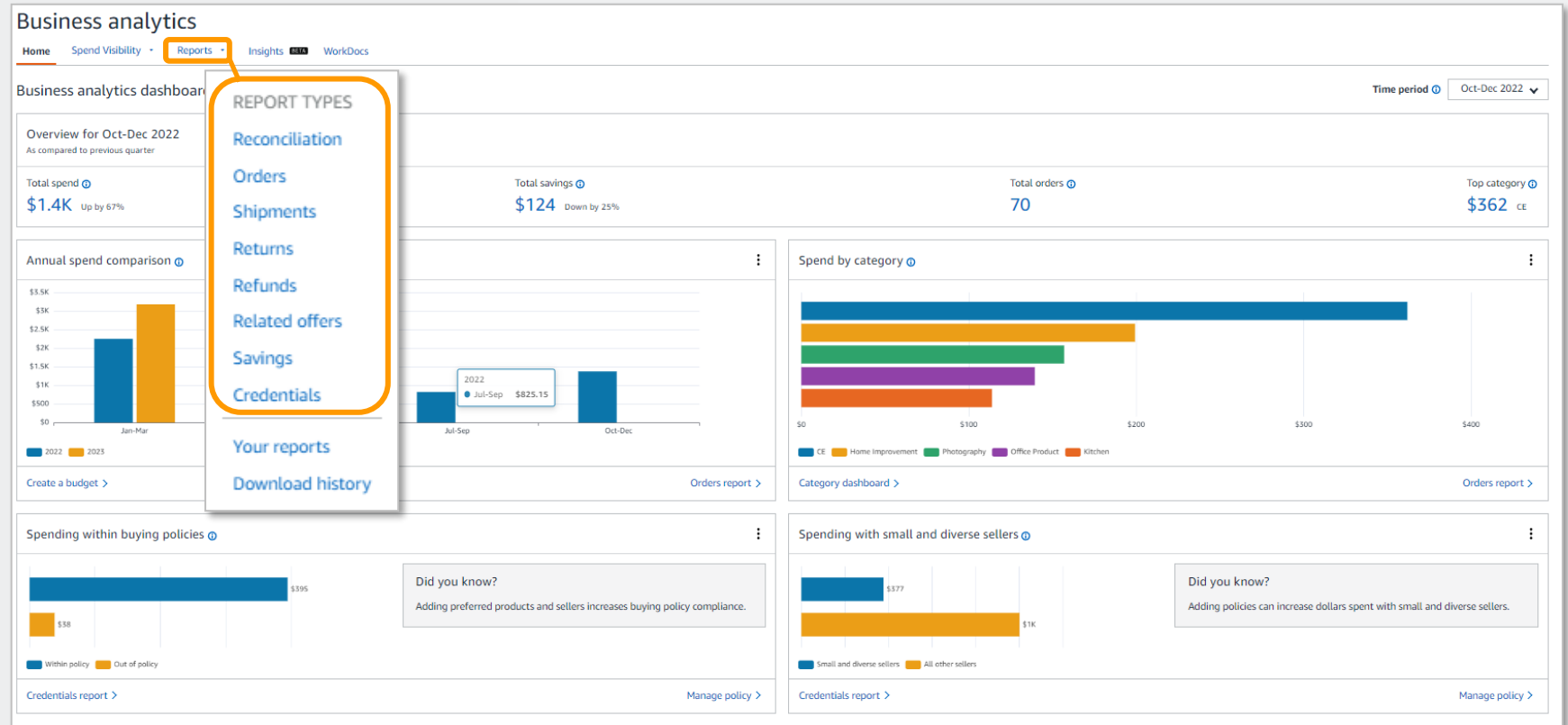
Items:	\$10.72
Shipping & handling:	\$0.00
Total before tax:	\$10.72
Estimated tax to be collected:	\$0.67
Order total:	\$11.39

[How are shipping costs calculated?](#)
Prime shipping benefits have been applied to your order.

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: Month to date

Add title and save to your templates

	Transaction Date	Payment Reference ID	Transaction Type	Payment Amount	Account Group
<input type="checkbox"/>	11/08/2018	K3TRZEKRUWL	Charge	\$13.47	Timberlands-Western
<input type="checkbox"/>	11/08/2018	2FL26BHF590	Charge	\$357.88	Timberlands-Western
<input type="checkbox"/>	11/08/2018	411MW1ZL1YS	Charge	\$51.62	Timberlands-Southern
<input type="checkbox"/>	11/08/2018	5HQ2R310KBKO	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

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 all orders [Search Orders](#)


View All Orders: Ravenna Garden

16 orders placed in past 6 months

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 Ca Sheets)
Sold by: Amazon.com Services, Inc.
\$0.00

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:

- Track Packages
- Initiate a Return

Use **Contact Us** or our **Chat** feature for assistance with Returns

Amazon Business Help

Recommended Topics	Contact Us
Where's My Stuff?	Website Feedback
Manage Your Orders	Amazon Co-pilot
Getting Started	Ayuda en español
Manage Your Account	
Payments	
Business-only Features	
Punchout	
Contact Us	

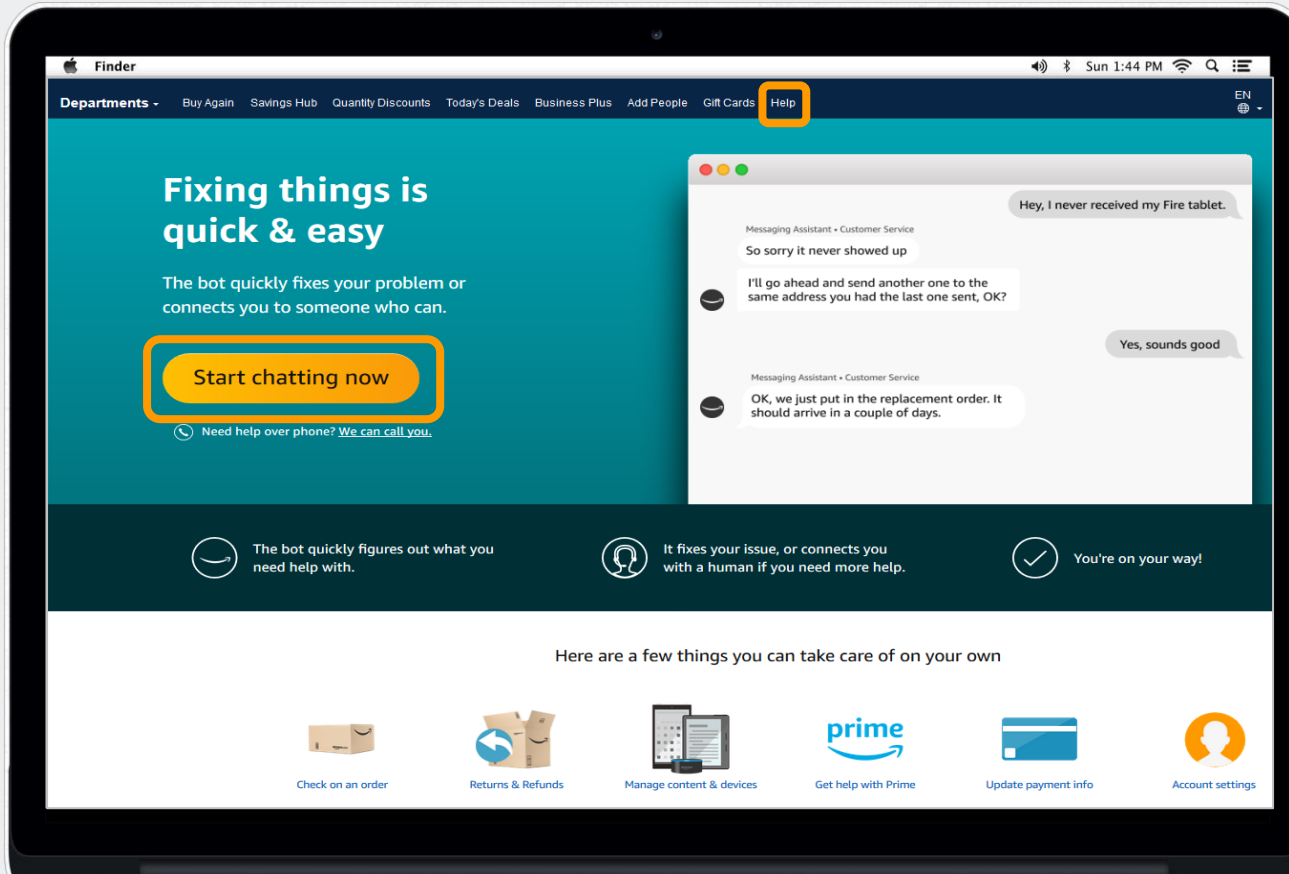
amazon business

Thank You

Additional Resources

Amazon 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.*



Amazon Business Help

Recommended Topics

[Where's My Stuff?](#)

[Manage Your Orders](#)

[Getting Started](#)

[Manage Your Account](#)

[Payments](#)

[Business-only Features](#)

[Punchout](#)

[Contact Us](#)

Contact Us

[Contact Us](#)

[Website Feedback](#)

[Amazon Co-pilot](#)

[Ayuda en español](#)

Your Interactions

Built in Amazon Business tool to track the issues that remain unresolved after the initial contact with Amazon Business Customer Support

Hello, AB
Account for AB Demo Acco...

Account Details

- Your Account
- Your Orders
- Business Settings
- Business Analytics
- Try Business Prime
- Manage Recurring Delive
- Bulk Ordering
- Category Savings Evalua
- Your Interactions**

Your Account / Your Interactions

Your Cases

Active Cases ▾

8 Cases

Delivery date was changed	Active: Your Action Required
Last update: 0 minutes ago	Case ID: 10613543421
Heavy Bulky item - Carrier refused to deliver	Active
Last update: 6 hours 49 minutes ago	Case ID: 10613305991
Shipment not delivered, past delivery date	Active
Last update: 6 hours 51 minutes ago	Case ID: 10589847591

One-stop location to track progress of open support issues. Allows users to monitor progress and re-open cases on their account without requiring follow-up.

How it works?

When a customer reaches out to a support team or selling partner with an issue, a ticket is created that customers can directly reference from their account at any time.

Common Amazon Business Support Questions

Quick resolutions to frequently asked questions and 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

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

How To Guides and Helpful Videos

- Self Service Resources

User Guides



New User Registration: Direct Access

New User Registration: Punchout

Creating and Sharing Lists

- Training Videos

Training Videos

amazon business

A portfolio of videos tailored for building the capabilities customers need to create a successful, data-driven procurement program.

