

amazon business

Amazon Business Buyer Training

CSU- Long Beach

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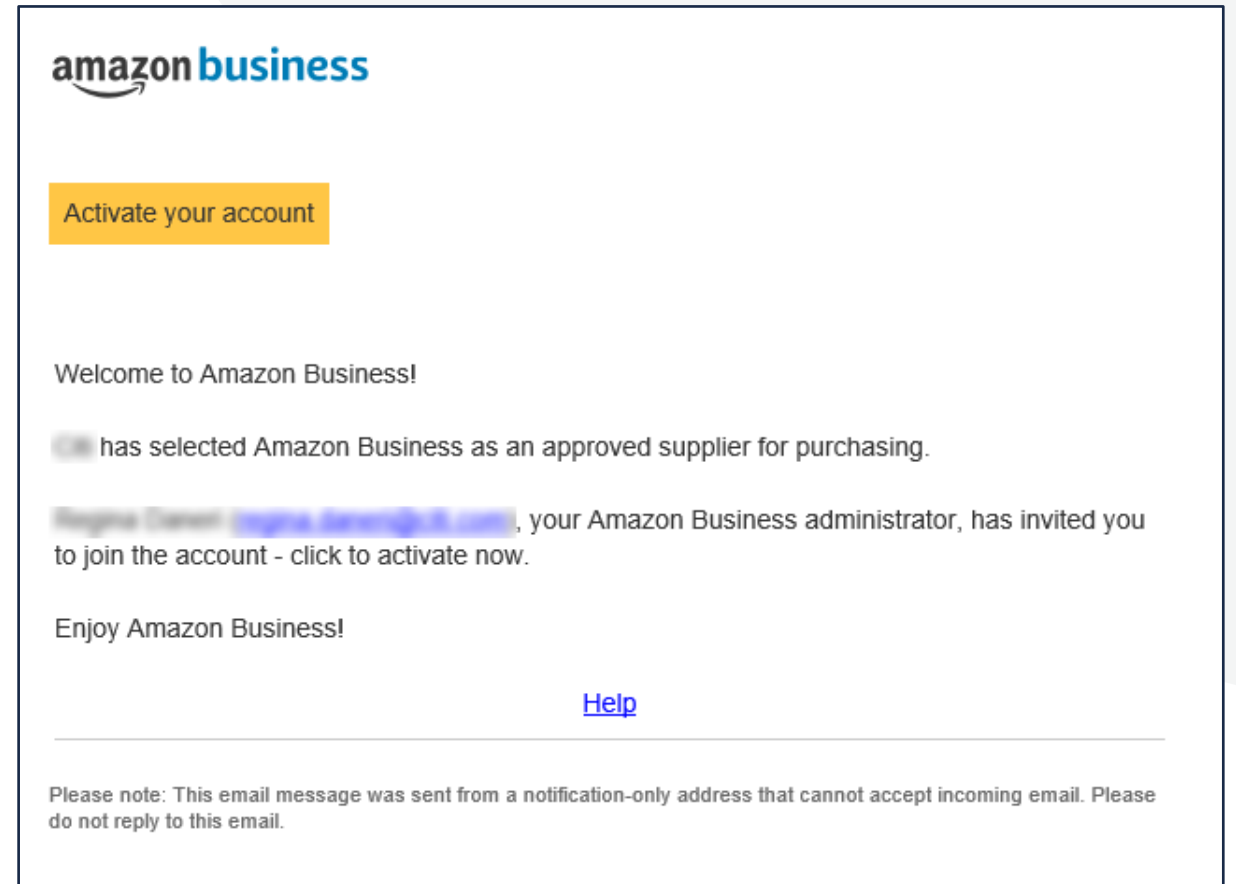
Joining the Amazon Business Account

Inviting users 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?

- When a user is added to the business account, an invitation to join is immediately emailed.
- Invitations are tied to an end users email address. The recipient cannot change the email address they use to register for the account.
- End users must take action after being invited to an account in order to become an active user.
- User permissions are assigned when a user is invited
- Account invitations are valid for 21 days from send date. After 21 days, they will expire and need to be resent



New to Amazon

Scenario 1

Create a new business user account

If you have not previously used your work email address on Amazon.com, account set up is simple!

Enter your full name
and choose your
business password



Next step



Start shopping

Existing Account with Work Email

Scenario 2

Convert your existing Amazon Account

Sign in to the existing account that you use for business purchases on Amazon.com.



If you already have an Amazon account tied to your work email address and use this account solely for business purchases, you will migrate this existing account to your organization's Amazon Business account. Do not choose this option if you have made personal purchases on this account.

Start shopping

OR

Scenario 3

Separate Business and Personal Shopping

Sign in to the existing account you use for business/personal purchases on Amazon.com.



If you have an existing Amazon account tied to your work email and use this account for business and personal purchases, we will separate your personal order history from your work email.

Choose a new email for your existing Amazon account. Your password stays the same

Existing Business Account with Work Email

- When user clicks on "Get Started", he/she is taken to a page to download order history and start the process of moving.
- With one-click, the account is automatically de-registered and user is automatically to the official account
- Same user credentials work, no password reset needed!

Join official account

You have been invited by [admin@workemail.com](#) to join the official account for **giardia**

- 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 giardia, 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](#)

Shopping on Amazon Business

The Power of the Amazon Marketplace

1

Choice

**Breadth and depth
of selection**

Access to hundreds
of millions of products
and services

2

Competition

**Multiple offers
from sellers**

Including
Amazon Retail

3

Transparency

**Visibility to Buy-side
and Sell-side**

Product and seller reviews,
ratings and pricing

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.

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

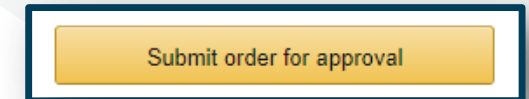
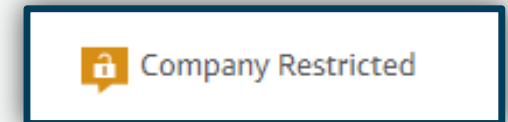
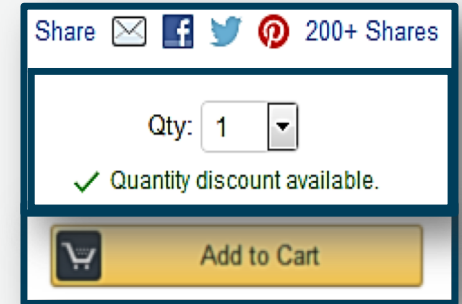
- Customize Amazon Business to your organization's buying standards and procedures. Features include approval workflows, negotiated pricing, and preferred suppliers and preferred products.

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.



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

A screenshot of the Amazon Business filter sidebar. Two blue circles highlight the 'Amazon Prime' section, which includes a checked 'prime' checkbox, and the 'Seller Type' section, which includes an unchecked 'Business Seller' checkbox. Other visible filters include 'Eligible for Free Shipping', 'Department' (with 'Arts, Crafts & Sewing' selected), 'Avg. Customer Review' (with 4-star and 5-star options), and 'Brand' (with 'Fiskars', 'Westcott', 'Scotch Brand', 'Stanley Scissors', 'AmazonBasics', and 'Scissors' listed).

A screenshot of the 'Other Sellers on Amazon' section. A blue circle highlights the title. Below it, three seller offers are listed: the first for \$9.02 by 'xssential', the second for \$11.32 by 'ZipperStop', and the third for \$11.71 by 'BestSource OfficeSupplies'. Each offer includes '+ Free Shipping' and an 'Add to Cart' button. At the bottom, a link for 'Used & new (87) from \$7.37 & FREE shipping on orders over \$25.00' is visible.

A screenshot of the 'Quantity discounts' section. A blue circle highlights the 'Quantity discounts' text and a dropdown arrow. Below, a table shows a discount for '10+' items at '\$5.65 each'. An 'Add to Cart' button is visible at the bottom right.

business prime

Take Advantage of Amazon Prime Shipping Benefits

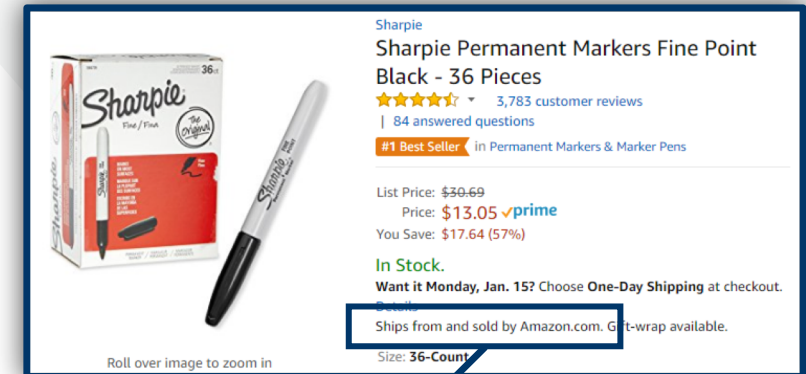
- An easy way to ensure that your products arrive on time and as expected, is to order products fulfilled directly from Amazon. All products clearly mark who the seller is on the product detail page.

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.

CSULB Amazon Smile Policy



What is Amazon Smile?

- Amazon Smile is a website operated by Amazon with the same products, prices, and shopping features as the Amazon you know. The difference is that when you shop on AmazonSmile, the AmazonSmile Foundation will donate 0.5% of the purchase price of eligible products to the charitable organization of your choice.

Can I use Amazon Smile with the CSULB Business Account?

- No. The use of Amazon Smile through the CSULB Amazon Business account is prohibited. You are NOT permitted to shop with your CSULB procurement card via Amazon Smile.

Can I use AmazonSmile with my own personal Amazon account?

- Yes. If you wish to support a charity via Amazon Smile within your separate personal Amazon.com account, you may continue to do so. However, the use of AmazonSmile within the CSULB account with your @csulb email address and procurement card is prohibited.

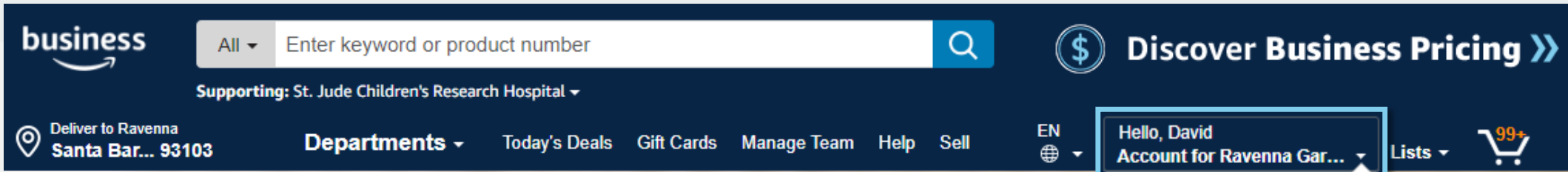
Reorder & Shopping Lists

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
- To share your list, create a public list and use the URL to email it directly to your desired audience
- When a list is shared with you, you can save it to your own account or make a copy to edit yourself

The image displays a composite of Amazon Business interface elements. At the top right, a user profile for Katherine is shown with a 'Lists' dropdown menu containing 'Breakroom Favorites', 'Shopping List', 'Wish List', and 'Create a List'. Below this, a 'Choose a list type' dialog box offers two options: 'Reorder List' (for items that remain on the list after purchase) and 'Shopping List' (for items removed after purchase). The main interface shows a 'Your Lists' section with 'Breakroom Favorites' selected. A 'Share this List via Email' modal is open, displaying the list name, a shareable link, a 'To:' field with an 'Import Contacts' button, a checkbox for 'Send me a copy of this Email', and social media sharing icons. The background shows a list of items including Snickers, Vita Coco, and Perrier.

Business Account Navigation



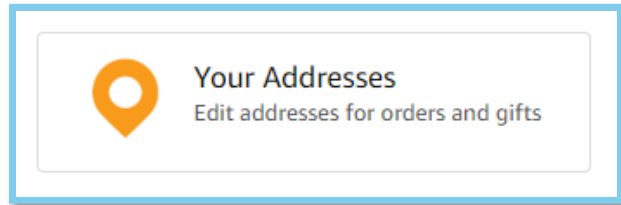
Business Account Navigation

Page	Functionality
Your Account	Standard Amazon account information
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. Learn more.
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. Learn More.

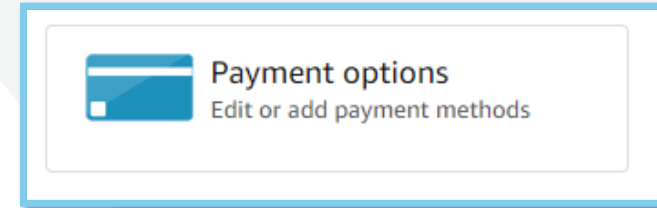
Account Configuration

Checkout – Individual Payment Methods

When checking out on Amazon Business, be sure to enter the appropriate payment and shipping details. This information can be entered 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 – Multiple Groups

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

End User Experience:

- Choose the group you wish to purchase on behalf of during the checkout process.
- Shipping and payment options may differ depending on the group you have selected during checkout.
- If you are a part of a large number of groups, you will also see the option to search.

Group Name	Group Settings
<input type="radio"/> Front Desk Admin Ravenna Garden	Shared payments and addresses
<input type="radio"/> Landscaping Ravenna Garden	Individual payments and addresses
<input checked="" type="radio"/> Ravenna Garden	Individual payments and addresses
<input type="radio"/> Warehouse Ravenna Garden	Shared payments and addresses
<input type="radio"/> plant buyers Ravenna Garden	Shared payments and addresses

Business Order Information

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
- Each field may be required or optional
- The information fields below have been configured on your account

Available Fields	
Purchase Order (PO)	

Shipping Addresses & Deliver To Information

When purchasing on Amazon Business, please only ship to the following locations:

- **Amazon Hub Locker+ (The Beach)**
 - 6049 E 7th St
 - Long Beach, CA 90840-0007-49
 - United States
- **CSULB Receiving and Mail Services**
 - 1331 Palo Verde Blvd.
 - Long Beach, CA 90840-5801

Please make sure to include your location when entering your address information to ensure proper delivery by campus services, see example below:

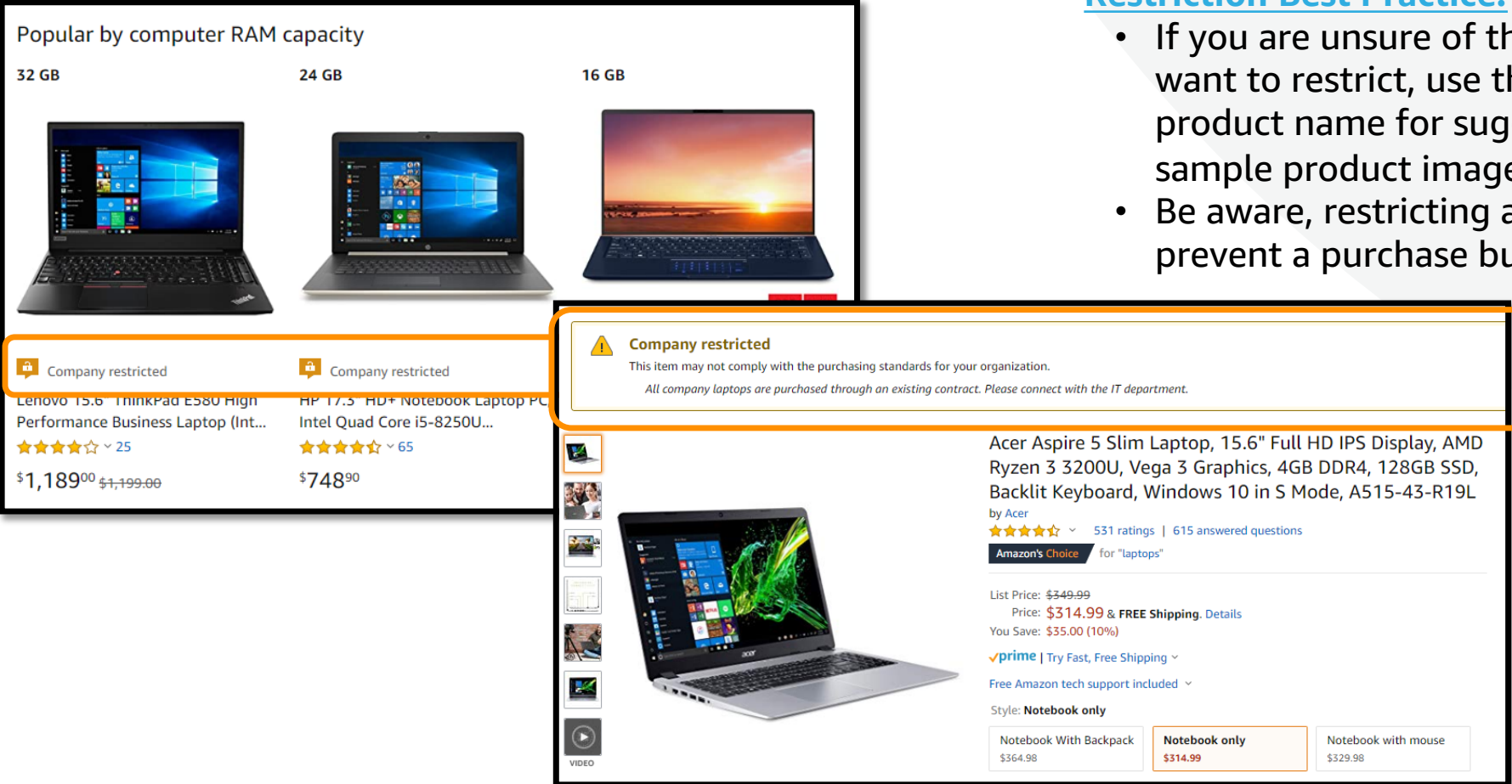
- **First Name: Marcella**
- **Last Name: Alvear (BH-346)**

Company 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 shows a product listing for an Acer Aspire 5 Slim Laptop. A yellow warning box is overlaid on the product information, containing the following text:


Company restricted
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 the warning, the product details are visible:


- Product Name:** 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 by Acer
- Rating:** 531 ratings | 615 answered questions
- Amazon's Choice:** for "laptops"
- Price:** List Price: \$349.99, Price: \$314.99 & FREE Shipping. Details
- Savings:** You Save: \$35.00 (10%)
- Options:** Notebook With Backpack (\$364.98), **Notebook only (\$314.99)**, Notebook with mouse (\$329.98)

Preferred Products

Mark specific products as preferred to ensure you 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 Resistant Design with 180 Degree (Intel Celeron 4 GB, 16GB eMMC, Dark Blue, Silver)
★★★★☆ 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 by Tuesday, Jan. 16 and 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, Real Sense 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**.

amazon business

AMAZON CONFIDENTIAL

Business Analytics

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



Reports

Use our reports to get line-item details about your organization's orders and access important documents like invoices. Start with one of our curated reports, then customize it to your needs.

Reconciliation

Compare order and payment history to your records.

Returns

Monitor what items are being returned and the reasons why.

Related offers

See what other offers were available at the time of an order.

Orders

Get detailed shipping, product, and seller info on an order.

Refunds

Track the payment, product, and status of a refund.

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

	<input type="checkbox"/>	Transaction Date	Payment Reference ID	Transaction Type	Payment Amount	Account Group
Filter	<input type="checkbox"/>	11/08/2018	K3TRZEKRUWL	Charge	\$13.47	Timberlands-Western
	<input type="checkbox"/>	11/08/2018	2FL26BHF590	Charge	\$357.88	Timberlands-Western
Adjust columns	<input type="checkbox"/>	11/08/2018	411MW1ZL1YS	Charge	\$51.62	Timberlands-Southern
	<input type="checkbox"/>	11/08/2018	5HQ2R3I0KBKO	Charge	\$60.99	CorpFunc-GeneralCounsel&Corp
Get order documents	<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

Your Orders

This section of the account provides additional detail regarding the status of all orders placed

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


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 Case (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

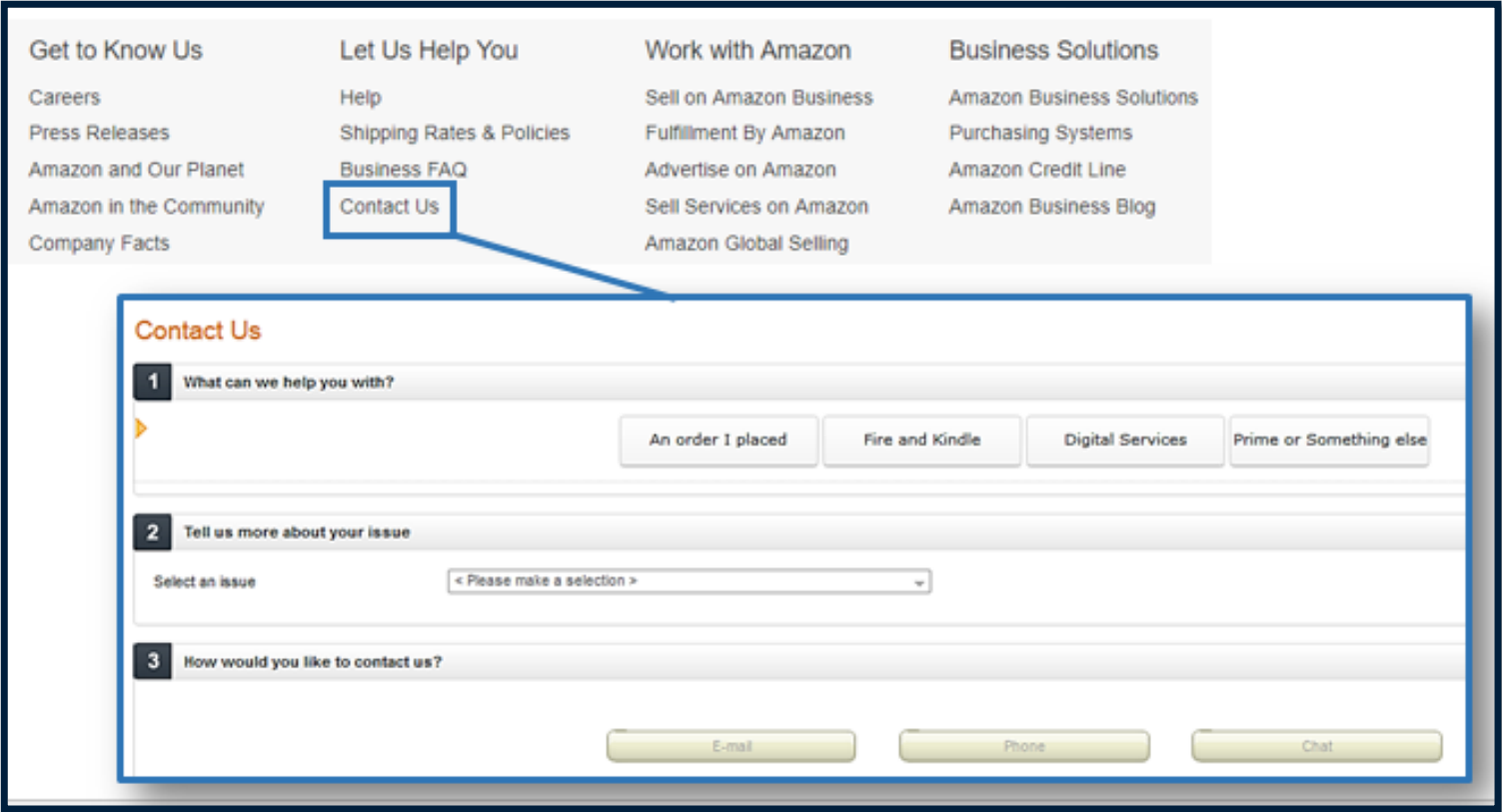
Take a variety of actions on your orders such as initiating returns or tracking the delivery of a package.

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](#).



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.

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

amazon business

Thank You