Amazon Business Purchaser Training

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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 user's 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 setup 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.

Convert my existing Amazon account
to transfer my order history.

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

**Scenario 3**
Separate Business and Personal Shopping

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

Create a separate business account
so your order history stays private.

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.
Purchasing on Amazon Business
## Business Account Navigation

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Purchasing

When checking out on Amazon Business, the experience begins just like the consumer site.
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.
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

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### Recommended filters:
- Business Sellers
- Prime Eligible
- Brand
- Average Customer Review/Rating
- Diversity Credentials
Progressive Discounts
Unlock lower prices and save money on the products your organization buys the most.

• **Progressive Discounts** is a new pricing feature giving Business customers one more way to save.
• Your purchases, along with the purchases of your co-workers, unlock Progressive Discounts on eligible products. Once you've unlocked a discount for a product, the Progressive Discount is applied to all purchases of that product across your organization (unless there are better prices available).
• Increase your savings when your organization buys more over time. Progressive Discounts are unlocked based on the purchasing history of everyone in the organization over the last 12 months.
Checkout

Checkout experience is similar to the consumer experience

Click on Add to Cart to and then click Proceed to Checkout
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
• PO Number is optional
Shipping Address

The shipping address has been pre-selected, but you should update the Recipient’s Name.
Payment Method

This is where you can enter your Purchasing Card information and you can save it for efficient checkout in the future.
What is AmazonSmile?

- AmazonSmile 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.

How do I shop on AmazonSmile?

- To shop at AmazonSmile simply go to smile.amazon.com from the web browser on your computer or mobile device. You may also want to add a bookmark to smile.amazon.com to make it even easier to return and start your shopping at AmazonSmile.

Confirm your Charity

- Any time you are logged into AmazonSmile, your charity is displayed below the search bar. Use the drop down to learn about your selected non-profit, see how much your shopping has contributed, and edit the charity you are supporting.
Your Orders
Your Orders

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

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.
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.

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

Your Customer Advisor - Kevin Grimes: kggrimes@amazon.com
• This person is your point of contact for anything related to the Amazon Business account structure, new features and functionality, and questions that do not fall into the above categories
Thank You
See below for quick resolutions to frequently asked questions from your end users as well as contact information for a variety of support resources

Q: Do we have to enter our individual name and dept every time we order from amazon or will it save that?
A: Yes, you will need to enter the recipient name each time you order, it does not save that information.

Q: Do we need to enter the campus zip code e.g. 003 for College of ECC?
A: No, the zip code is to enable the package to get to receiving. Receiving will use the Name and Dept entered in the recipient field to distribute the package on campus.

Q: Should shipping be free on all items?
A: Only prime eligible items will be guaranteed free shipping. Look for the blue prime symbol.

Q: If for some reason we need to return an item, is that possible?
A: Yes, under “Your Orders” there will be an option to return an item. Customer Support will be able to help you and answer any questions.