Amazon Business User Training

Canyons School District
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.

**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.

**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
**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.com**

- 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.
Account Configuration
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.

### Business Account Navigation

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

Hello, Katherine

Account for Ravenna Gar... — [Learn more.](#)

- Your Account
- Your Orders
- Manage Suppliers
- Business Analytics
- Recurring Deliveries
You will be using your pcard for purchasing.

- 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.

- The Amazon Business account is intended for business purchases only. No purchases should be made on a personal credit card.
- Payment instruments are visible to your account administrator and can be audited.
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 provides users 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

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: Reconciliation, Orders, Returns, Refunds and Related offers
- 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, Ordering Users or Transaction Type.
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 Details

<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>ASN</th>
<th>Title</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
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 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

Your Customer Advisor – James Cappuccio – jcapp@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