

Amazon Business Buyer Training

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The rising STAR of Texas

Agenda

- Organization's Goals
- Joining the Amazon Business Account
- Shopping on Amazon Business
- Account Configuration
 - Checkout
- Business Account Navigation
- Amazon Business Analytics
- Tracking Your Orders
- Business Customer Support

Why We Set Up Amazon Business & When to Use

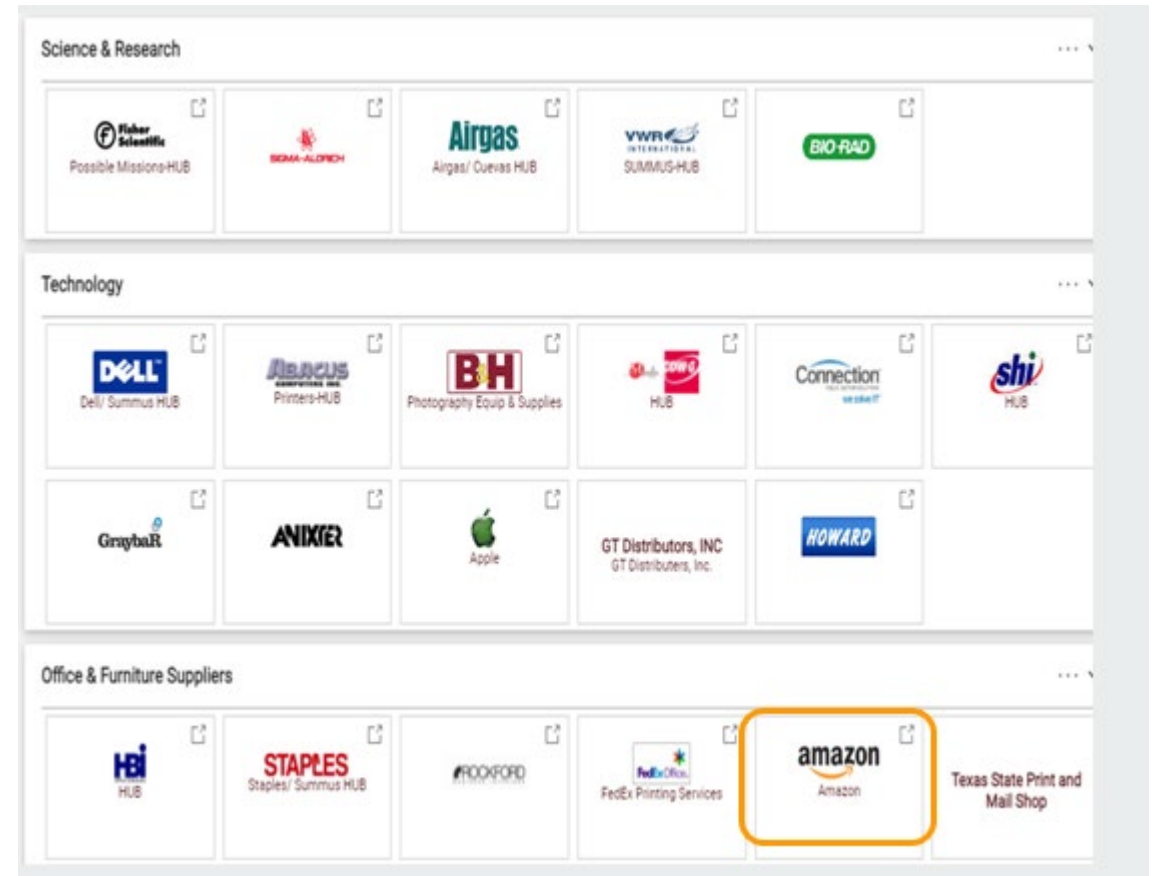
- Amazon Business offers a more efficient process and reduces our overall cost to do business by eliminating Prime Membership fees to the departments.
- Free shipping (on any “prime” item).
- Amazon Business is our preferred vendor for textbooks (not including e-books).
- Amazon Business is our secondary vendor for other goods that are not currently offered by another preferred vendor such as office supplies (Summus-Staples) and computers (Dell and Apple).

Texas State Process Change

- After July 7, 2021, employees should no longer have Amazon accounts (personal or work-related) tied to their work email outside of the centralized Amazon Business Account after this date.
- Employees should only access the centralized Amazon Business Account through TSUS Marketplace punchout tile after July 7th.
- As of COB July 2nd no more Amazon requisitions will be able to be placed in SAP. Orders can resume on July 7th via TSUS Marketplace.

How to Access Amazon Business

- Overall, registration starts when the buyer clicks on the Amazon tile in TSUS Marketplace for the first time
- Buyers must have access to punch-out in order to access Amazon Business
- Buyers should NOT access Amazon Business directly (i.e. trying to sign in from the Amazon.com home page)
- Depending on how you have used your work email on Amazon in the past, you may need to take action to separate or migrate an existing account.
- In this case, you will receive an email with specific instructions on how to join.

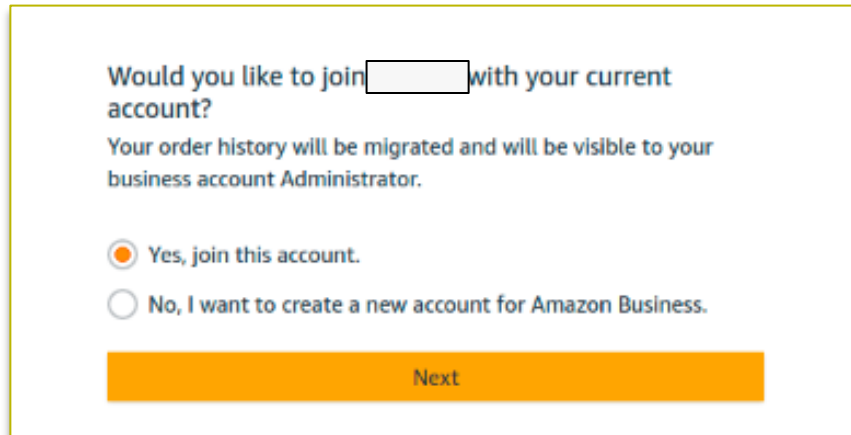


Existing Account with Work Email

You will receive an email with specific instructions, based on how you have used your work email on Amazon in the past

When accessing for the first time, pay close attention to the instructions to ensure no personal purchase history or information is merged into this business account.

If you use your @txstate.edu email address to make **BUSINESS** purchases on Amazon.com, then you will have the option to convert your existing account and transfer all purchase history and pending orders to the central Customer business account.



Would you like to join with your current account?

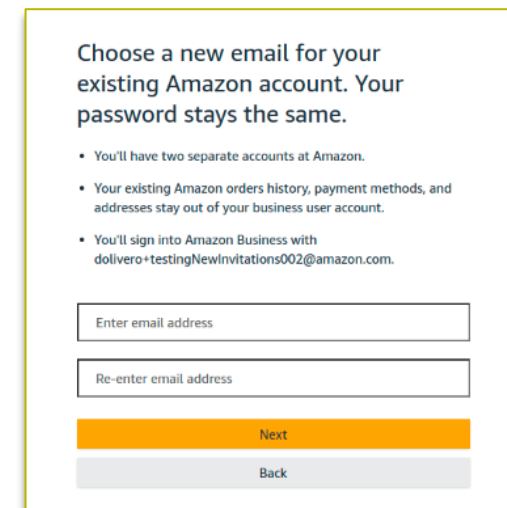
Your order history will be migrated and will be visible to your business account Administrator.

Yes, join this account.

No, I want to create a new account for Amazon Business.

Next

If you use your @txstate.edu email address to make **PERSONAL** purchases on Amazon.com, then **please choose the option to create a new account.** You will be prompted to select “Create a separate business account” and will need to choose a new, personal email address (e.g. gmail.com or hotmail.com) that is NOT tied to another Amazon account.



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

- You'll have two separate accounts at Amazon.
- Your existing Amazon orders history, payment methods, and addresses stay out of your business user account.
- You'll sign into Amazon Business with dolivero+testingNewInvitations002@amazon.com.

Enter email address

Re-enter email address

Next

Back

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 Prime Shipping

- Business Prime Shipping provides Free Two-Day Shipping on eligible items for all users in the business account. [Click](#) to learn more.



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 Business Discounts

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

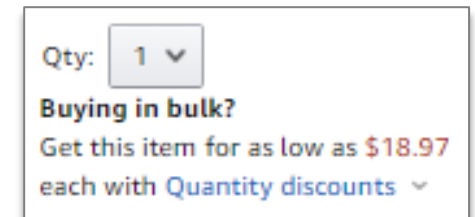
Business Pricing

- Business pricing is cheaper pricing available only for registered Amazon Business customers. No action is needed to turn on business pricing and is available on select items.



Quantity Discounts

- Quantity Discounts are volume-tiered discounts, only available for registered Amazon Business customers. Quantity discounts appear on the product detail page and users can review the tiered discounts available.



Search & Browse 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

- Amazon is the “everything store.” With such a large selection, we do our best to make it easy for you and your end users to find what you’re looking for.
- Recommended filters:
 - Prime Eligible
 - Brand
 - Average Customer Review/Rating
 - Diversity Credentials

Navigate business-optimized categories to view featured departments and associated products

Back to Business
Balance your Business and Budget with Brother

Featured Professional Service Categories

Office Products Office Supplies Shipping & Wrapping Paper Printers & Ink Writing Supplies Shop All Office Products	Electronics & Computers Computers Networking Office Electronics Security & Surveillance Software & Apps Shop All Electronics	Software Analytics & Security Business & Office Marketing & Services Tax Preparation Webinars Shop All Software
Books Business & Money Computers & Technology Law Management Reference Shop All Books	Janitorial Cleaning Chemicals Cleaning Tools Floor Care Paper Products Trash Cans & Bins Shop All Janitorial	Industrial 3D Printers Adhesives & Assembly Industrial Airflow Materials & Metals Tool & Measurement Shop All Industrial

Sort by highlighted items, price & customer reviews

Sort by **Avg. Customer Review**

Featured
 Price: Low to High
 Price: High to Low
 Avg. Customer Review

Utilize recently viewed items & featured recommendations based on your browsing history

Select desired product details to refine search

Eligible for Free Shipping
Free Shipping by Amazon

Quantity

- Under 10 Sheets (21)
- 10 to 19 Sheets (149)
- 20 to 29 Sheets (611)
- 30 to 49 Sheets (53)
- 50 to 99 Sheets (401)
- 100 to 299 Sheets (399)
- 300 Sheets & Above (197)

Feature Keywords

- Photo (1,553)
- Matte (1,425)
- Fine Art (1,103)
- Professional (746)
- 19 x 13 (319)
- 17 x 11 (304)
- Heavy Weight (286)

+ See more

Featured Brands

- HP (291)
- Epson (255)
- Avery (373)
- Hammermill (50)
- Jacquard (2)
- Inkpress (238)
- Cricut (1)

+ See more

Packaging Option

- Frustration-Free Packaging

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 on 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

Amazon Prime
 prime

Eligible for Free Shipping
 Free Shipping by Amazon
All customers get FREE Shipping on orders over \$25 shipped by Amazon

Seller Type
 Business Seller

Department
< Any Department
Arts, Crafts & Sewing
Scissors
Art Knives & Blades
Decorative Craft Paper
Craft Supplies
Craft Shears
Cutting Tools
See more

Avg. Customer Review
★★★★☆ & Up
★★★★☆ & Up
★★★☆☆ & Up
★★☆☆☆ & Up

Brand
 Fiskars
 Westcott
 Scotch Brand
 Stanley Scissors
 AmazonBasics
 Scissors
 CCB

Other Sellers on Amazon

\$9.02 + Free Shipping
Sold by: xsential
Add to Cart

\$11.32 + Free Shipping
Sold by: ZipperStop
Add to Cart

\$11.71 + Free Shipping
Sold by: BestSource OfficeSupplies
Add to Cart

Used & new (87) from \$7.37 & FREE shipping on orders over \$25.00.
Details

Quantity discounts

10+ \$5.65 each

Quantity discounts

Add to Cart



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.

100pcs Black Disposable Face Mask 3-ply Black Face Masks Breathable

Brand: NNPCBT

★ ★ ★ ★ ★ 29,200 ratings | 51 answered questions

List Price: \$13.99

Business Price Prime & FREE Returns **\$9.88** (\$0.10 / Count) Prime & FREE Returns

You Save: \$4.11 (29%)

Buy more, save more

20 units	30 units
\$9.68	\$9.58 LOWEST PRICE
Save 30%	Save 31%

Color: 100pieces

\$9.88 (\$0.10 / Count) <input type="checkbox"/> Prime	\$58.88 (\$0.12 / Count) <input type="checkbox"/> Prime	\$5.90 (\$0.12 / Count) <input type="checkbox"/> Prime
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Brand: NNPCBT

Color: 100pieces

Material: Non-woven

Share

\$9.88 Prime & FREE Returns

FREE delivery: **Monday, June 7**
Order within 16 hrs and 6 mins
Details

Deliver to Rita - San Marcos 78666

In Stock.

Quantity: 1

Add to Cart

Secure transaction

Ships... Amazon
Sold by **Ruineng Force**

Add a gift receipt for easy returns

Add to Cart

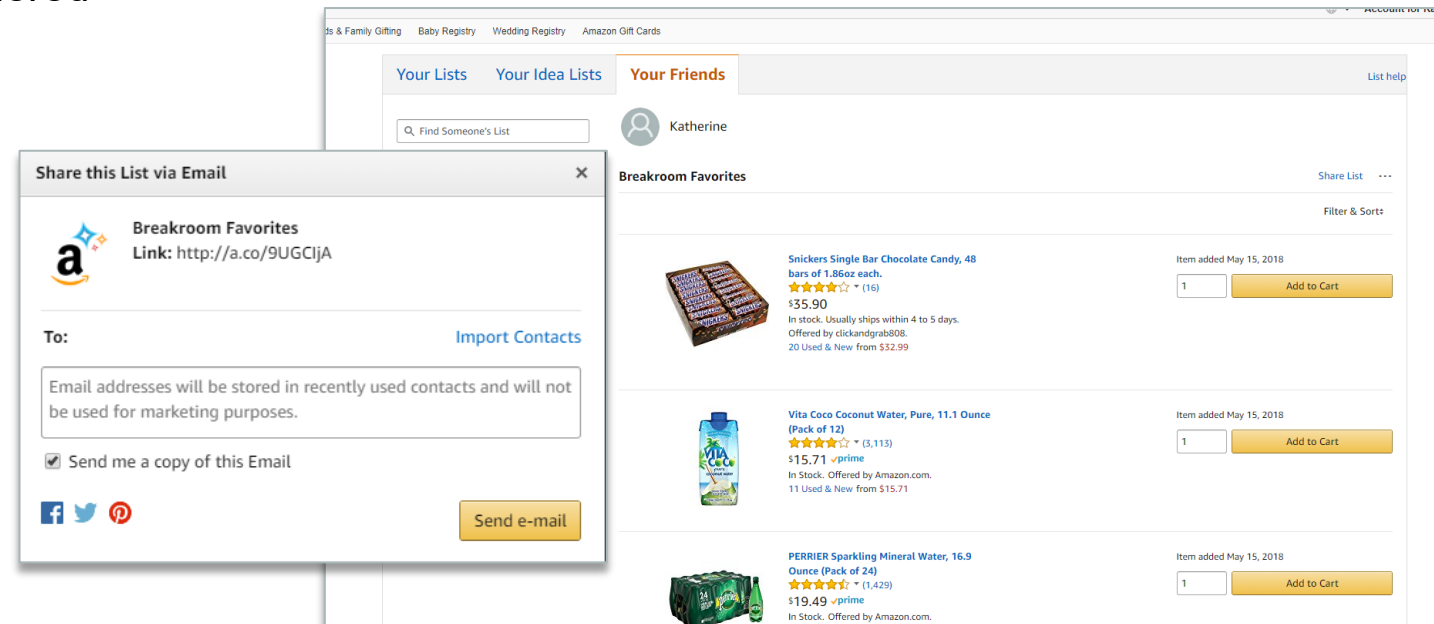
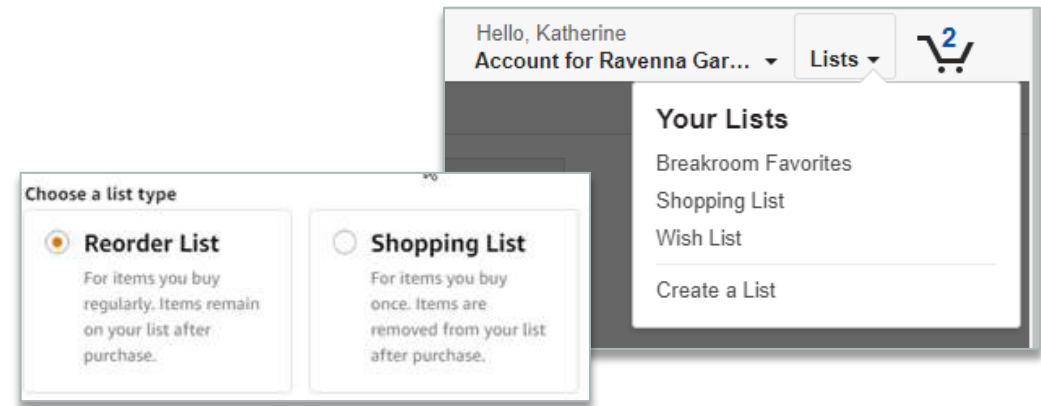
Secure transaction

Ships from Amazon

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



Checkout Experience





Rita, don't forget about Pay by Invoice
The purchasing line that lets you buy now and pay later

Subtotal (2 items): **\$21.44**


This order contains a gift


[Proceed to checkout](#)


Shopping Cart


	Price
 <p>Disposable Gloves Latex-Free Clear Vinyl Gloves [100-Count] Powder-Free All-Purpose Gloves, Dispenser Box Gloves 100 Pieces - Size Large Glove by Ridex Medical In Stock ✓prime & FREE Returns Gift options not available. Learn more Size: Large Qty: 1 Delete Save for later</p>	\$11.56
 <p>100pcs Black Disposable Face Mask 3-ply Black Face Masks Breathable In Stock ✓prime & FREE Returns <input type="checkbox"/> This is a gift Learn more Color: 100pieces Qty: 1 Delete Save for later Compare with similar items</p>	\$9.88 Business Price
Subtotal (2 items): \$21.44	

Sponsored Products related to items in your cart

- 

Medline-MSC281229C...
★★★★☆ 2,638
\$29.99 ✓prime
[See all buying options](#)
- 

Medd Max Vinyl Exam...
★★★★☆ 50
\$99.99 ✓prime
[See all buying options](#)
- 

Karat Nitrile Powder...
★★★★☆ 16
\$149.00
[See all buying options](#)
- 

Micro-Touch Royal...
\$25.87 ✓prime
[See all buying options](#)

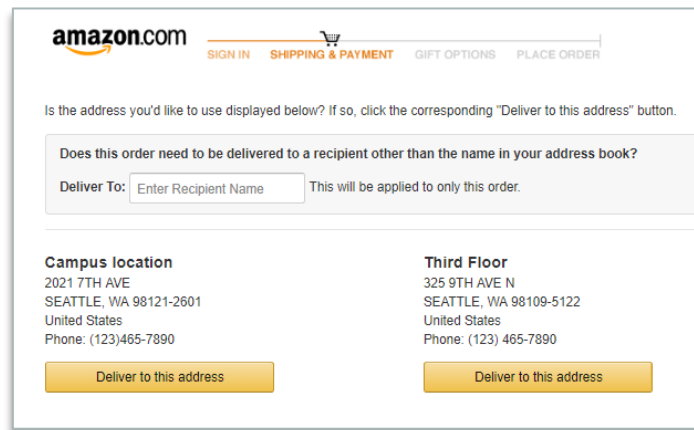
Note if placing a large order: There is a shopping cart limit of 50 unique line items, and a 1,000 total unit limit across all items. Please email purchasing@txstate.edu if you need assistance.

Checkout –Payment & Address Settings

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.

Select Shipping Address (sent via TSUS Marketplace)

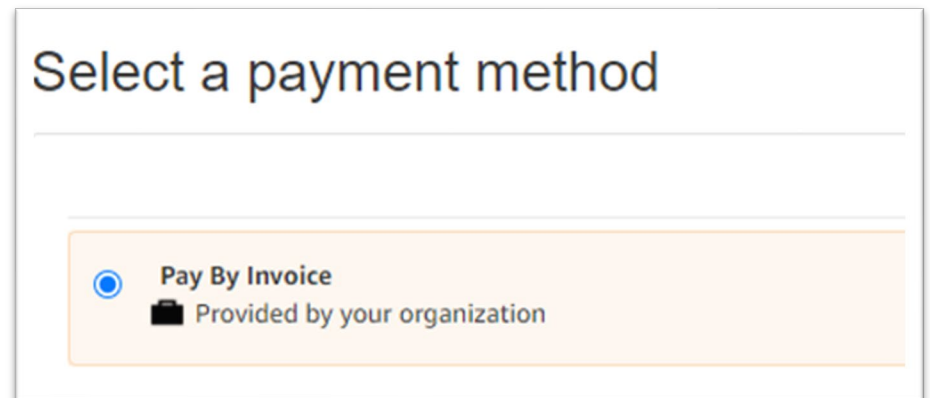
- When selecting shipping address, you can either use the default address name provided or choose to add the name of a specific recipient. This will replace the first line of the address.



The screenshot shows the Amazon Business checkout page. At the top, the Amazon logo is on the left, and navigation links for 'SIGN IN', 'SHIPPING & PAYMENT', 'GIFT OPTIONS', and 'PLACE ORDER' are on the right. Below the navigation, a question asks: 'Is the address you'd like to use displayed below? If so, click the corresponding "Deliver to this address" button.' A section titled 'Does this order need to be delivered to a recipient other than the name in your address book?' contains a 'Deliver To:' field with a text input 'Enter Recipient Name' and a note 'This will be applied to only this order.' Below this, two address options are listed: 'Campus location' (2021 7TH AVE, SEATTLE, WA 98121-2601, United States, Phone: (123)465-7890) and 'Third Floor' (325 9TH AVE N, SEATTLE, WA 98109-5122, United States, Phone: (123) 465-7890). Each address has a yellow 'Deliver to this address' button.

Select Payment Method

- Defaulted by your Amazon account Administrator



The screenshot shows the 'Select a payment method' screen. The title 'Select a payment method' is at the top. Below the title, there is a list of payment methods. The first method, 'Pay By Invoice', is selected with a blue radio button and is highlighted with a light orange background. It includes a briefcase icon and the text 'Provided by your organization'.

Review Order Details + Submit for Approval

- Selecting “Submit order for approval” transfers your shopping cart back to TSUS Marketplace
- This starts the regular approval process, dictated by TX State, before the Purchase Order is sent to Amazon and the Amazon order is created.
- You will receive email confirmations.

The screenshot shows an Amazon order review page. Key elements are highlighted with orange boxes:

- Shipping address:** Lansing High School, 1412 147th St, Lansing, KS 66043, United States. Includes a link to "Ship to multiple addresses".
- Business Order Information:** A section with a "Change" link.
- Estimated Delivery:** "Estimated Delivery: Depends on Approval" (For example, if approved now, Thursday, Dec. 14, 2017).
- Product:** AmazonBasics D-Cell Everyday Alkaline Batteries (12-Pack) for \$8.99. Includes options to "Add a gift receipt" and "Ship in Amazon box".
- Delivery Options:** Radio buttons for "5-8 business days" (FREE Shipping), "4-5 business days" (FREE Standard Shipping), "2 business days" (FREE Two-Day Shipping), and "1 business day" (\$66.88 - One-Day Shipping).
- Shipping Preference:** Radio buttons for "Group my items into as few shipments as possible" and "I want my items faster. Ship items as they become available. (at additional cost)".
- Order Summary:** Items (9): \$80.91, Shipping & handling: \$34.31, Free Shipping: -\$34.31, Total before tax: \$80.91, Estimated tax to be collected: \$7.20, **Order total: \$88.11**.
- Submit order for approval:** A yellow button with a link to "By placing your order, you agree to Amazon's privacy notice and conditions of use."

Organization Restricted



Your Account Administrator has restricted categories for purchase within Amazon Business based on your organization's buying policies.



- Restricted products will be clearly marked throughout the buying process
- Purchases with Restricted items may require additional approval
- Administrators have direct visibility into any restricted purchases via Business Analytics

Organization restricted	Organization restricted
Hammermill Printer Paper, 20 lb Copy Paper, 8.5 x 11 - 8 Ream (4,000 Sheets) - 92 Bright, Made in the USA	HP Printer Paper 8.5 x 11 - 500 Sheets 92 Bright, Made in USA FSC Certified Copy Paper
★★★★★ ~ 23,365	★★★★★ ~ 97,757
\$28.78	\$4.47 \$7.62
✓prime FREE Delivery Mon, Mar 8	\$4.37 with quantity discount
More Buying Choices	✓prime FREE Delivery Mon, Mar 8
\$27.34 (30 used & new offers)	

Organization restricted

Admin note: "This item may not comply with the purchasing standards for your organization."

	Hammermill Printer Paper, 20 lb Copy Paper, 8.5 x 11 - 8 Ream (4,000 Sheets) - 92 Bright, Made in the USA
	Visit the Hammermill Store
	★★★★★ ~ 23,365 ratings 72 answered questions
	#1 Best Seller in Inkjet Printer Paper
	Price: \$28.78 ✓prime & FREE Returns
	Save up to 15% with Progressive Discounts
	You will unlock discounts as your organization buys more of this product.
	May be available at a lower price from other sellers, potentially without free Prime shipping
	Size: 8 Ream 4000 Sheets

Organization Blocked



Your Administrator has blocked product categories that are prohibited based on your organization's buying policies. The "Add to Cart" option will appear greyed out for any product categories that are blocked.

Organization blocked

- **Admin note:** Please contact IT for laptop acquisition.

See more admin notes (1)

HP Chromebook 14-inch HD Laptop, Intel Celeron GB RAM, 32 GB eMMC, Chrome (14a-na0010nr, Mi Silver)

Visit the HP Store
★★★★☆ 3,524 ratings | 167 answered questions
Climate Pledge Friendly

List Price: \$279.99
Business Price: **\$249.00**
You Save: \$30.99 (11%)

Not eligible for Amazon Prime.

Style: **HD Display**

FHD Display **HD Display**

Color: **Mineral Silver**

Qty: 1

Add to Cart

1-Click ordering is not available for this item.

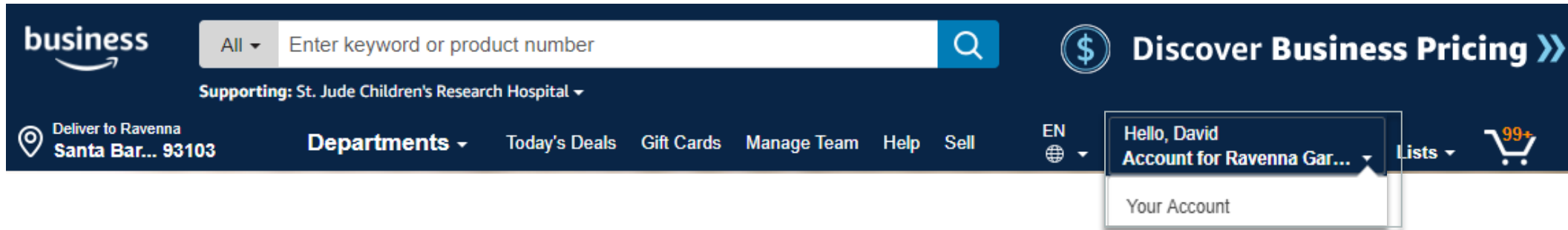
Select delivery location

Organization blocked

Samsung Galaxy Tab Active T540NZKAXAR

★★★★☆ 137

\$515.63 ~~\$749.99~~
\$512.87 with quantity discounts
✓prime FREE Delivery Mon, Mar 8
More Buying Choices
\$489.90 (7 used & new offers)



Business Account Navigation

Page	Functionality
Your Account	Standard Amazon account information
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

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

i To view orders placed by users in your business account, select View All Orders below or go to [Business Analytics](#).

Your Orders

 Search Orders


View All Orders: Ravenna Garden ▾

16 orders placed in

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

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

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

Return an Item

Navigate to Your Orders from the dropdown

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 [Search Orders](#)


View All Orders: [Ravenna Garden](#)

16 orders placed in [past 6 months](#)

ORDER PLACED	SHIP TO	PLACED BY	TOTAL	PO# test
May 15, 2018	Third Floor	Katherine Approval Demo 2	\$0.00	ORDER # 112-6552303-9003448

This order was approved. [View details](#)

Cancelled

 [AmazonBasics 92 Bright Multipurpose Copy Paper - 8.5 x 11 Inches, 10 Ream Case \(5,000 Sheets\)](#)
Sold by: Amazon.com Services, Inc.
\$0.00

[Track package](#)

[Return or replace items](#)

[Write a product review](#)

[Gift Cards](#) [Help](#) [Contact Us](#)

Fixing things is quick & easy

The bot quickly fixes your problem or connects you to someone who can.

[Start chatting now](#)

Need help over phone? [We can call you.](#)

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

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.

Shipments New

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

Orders

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

Returns

Monitor what items are being returned and the reasons why.

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](#).*

Departments - Buy Again Savings Hub Quantity Discounts Today's Deals Business Plus Add People Gift Cards **Help** EN

Fixing things is quick & easy

The bot quickly fixes your problem or connects you to someone who can.

[Start chatting now](#)

Need help over phone? [We can call you.](#)

Hey, I never received my Fire tablet

Messaging Assistant • Customer Service

So sorry it never showed up

I'll go ahead and send another one to the same address you had the last one sent, OK?

Yes, sounds good

Messaging Assistant • Customer Service

OK, we just put in the replacement order. It should arrive in a couple of days.

[Gift Cards](#) [Help](#) **[Contact Us](#)**

The bot quickly figures out what you need help with.

It fixes your issue, or connects you with a human if you need more help.

You're on your way!

Here are a few things you can take care of on your own

- Check on an order
- Returns & Refunds
- Manage content & devices
- Get help with Prime
- Update payment info
- Account settings

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

Questions???

