amazon business

International Association of Fire Chiefs

Amazon Business Buyer Training

Mat Major

Senior Customer Success Manager

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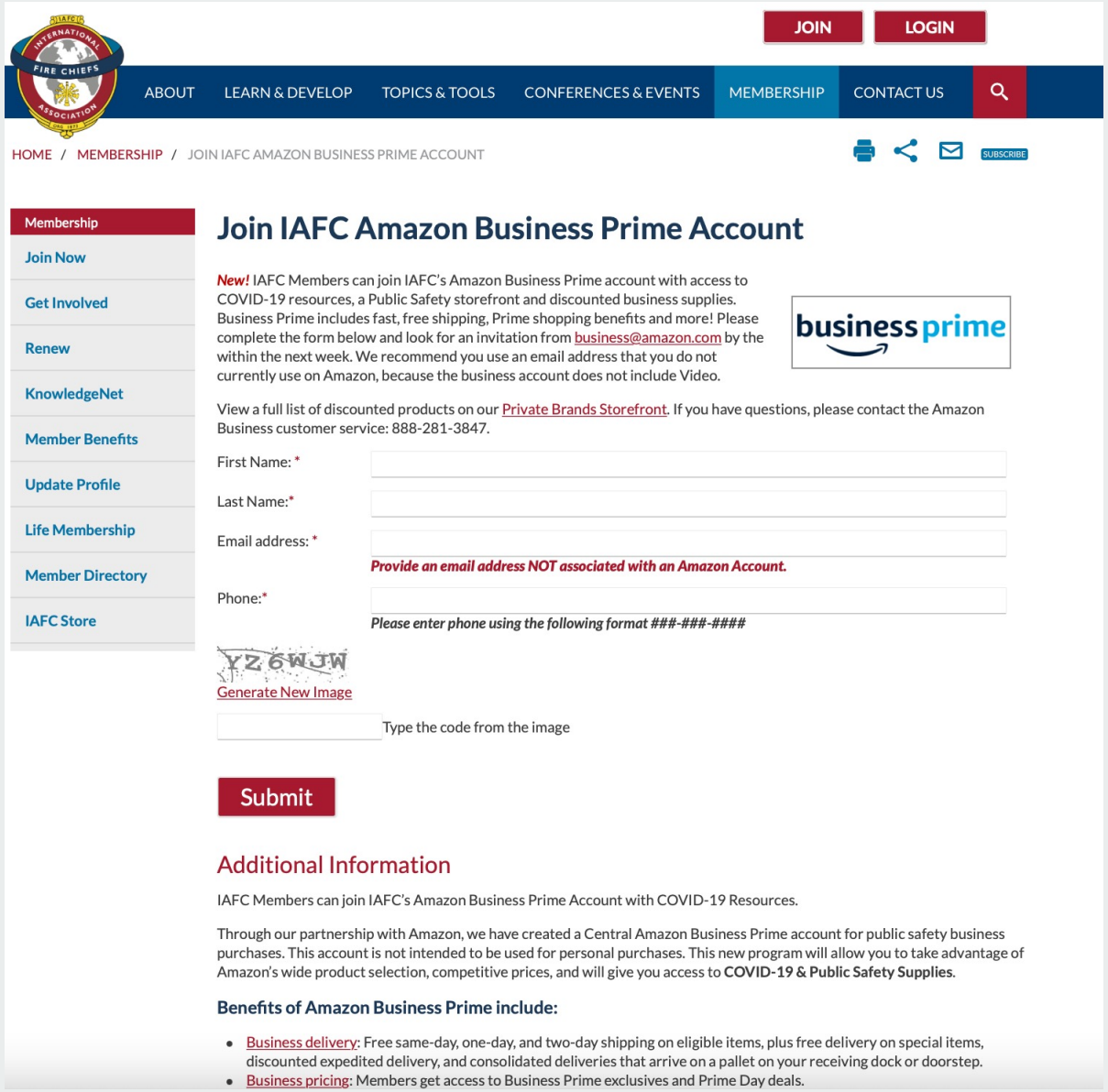
Join the Amazon Business Account

Go to the IAFC Amazon Business partnership page

Please visit the IAFC Amazon Business partnership page here:

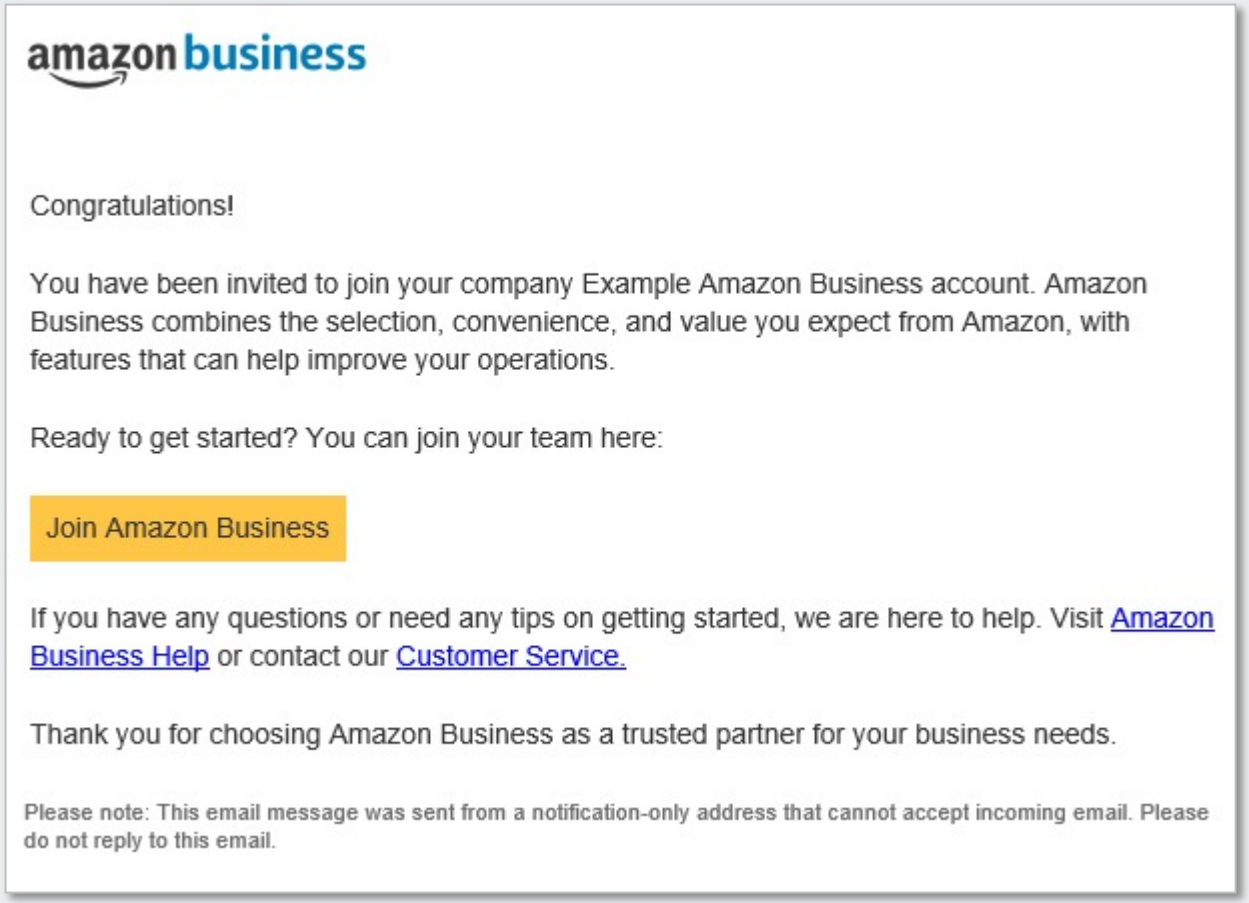
https://www.iafc.org/membership/join-iafc-amazon-business-prime-account



Inviting Users to Amazon Business

How do Invitations Work?

- When your Administrator adds you to the business account, an invitation to join is immediately emailed.
- Invitations are tied to your business email address. You cannot change the email address used to invite you to the account.
- You must take action after being invited to an account in order to become an active user.
- Account invitations are valid for 90 days from send date. After 90 days, they will expire and need to be resent



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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:

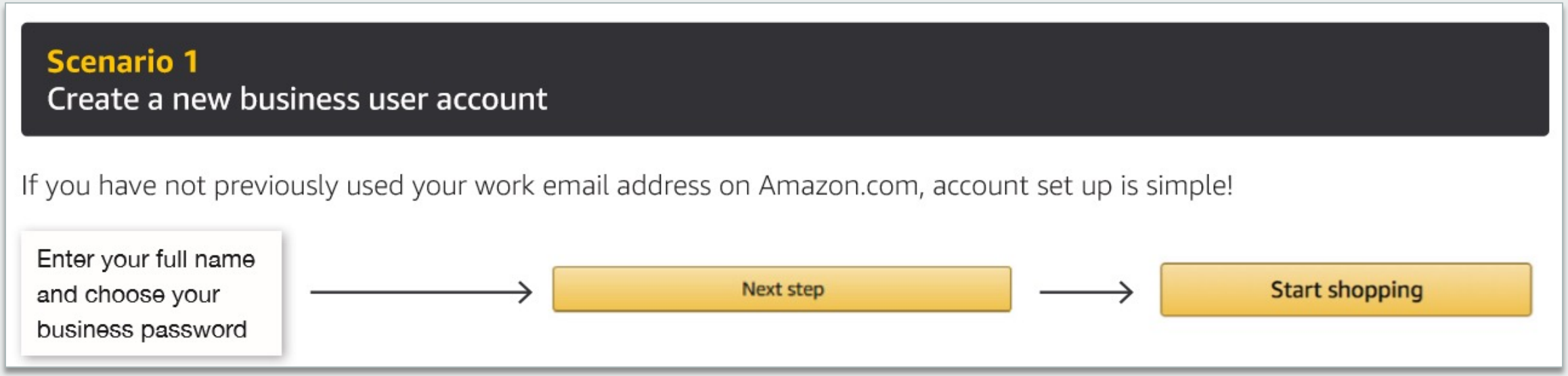
Join Amazon Business

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.

New to Amazon



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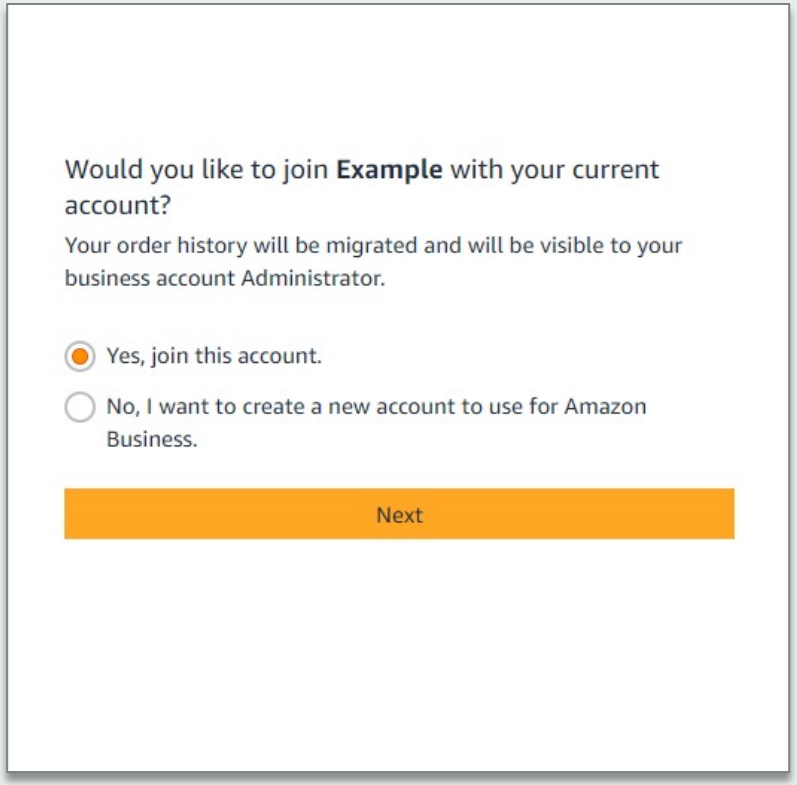
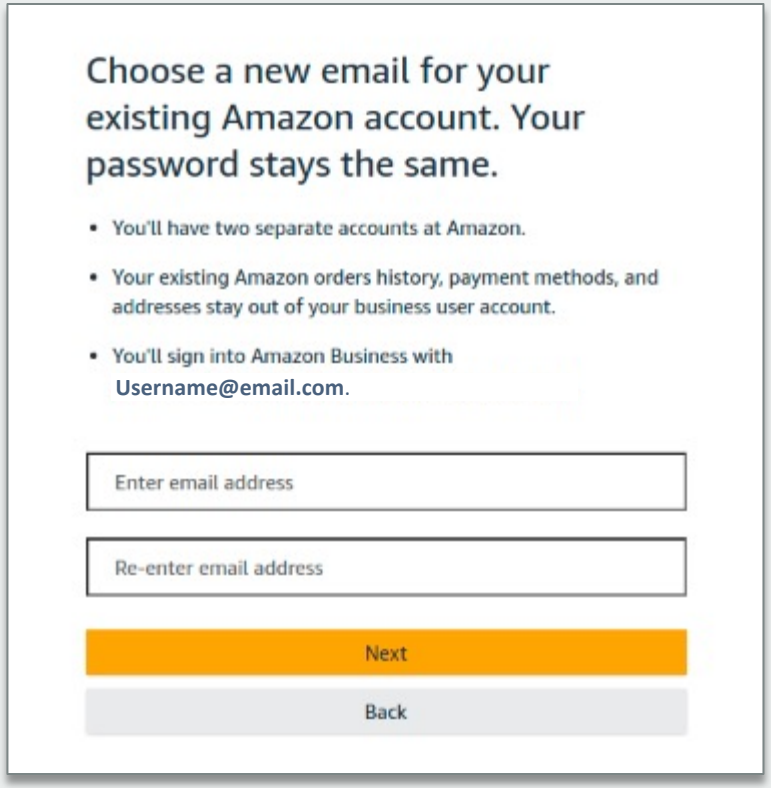
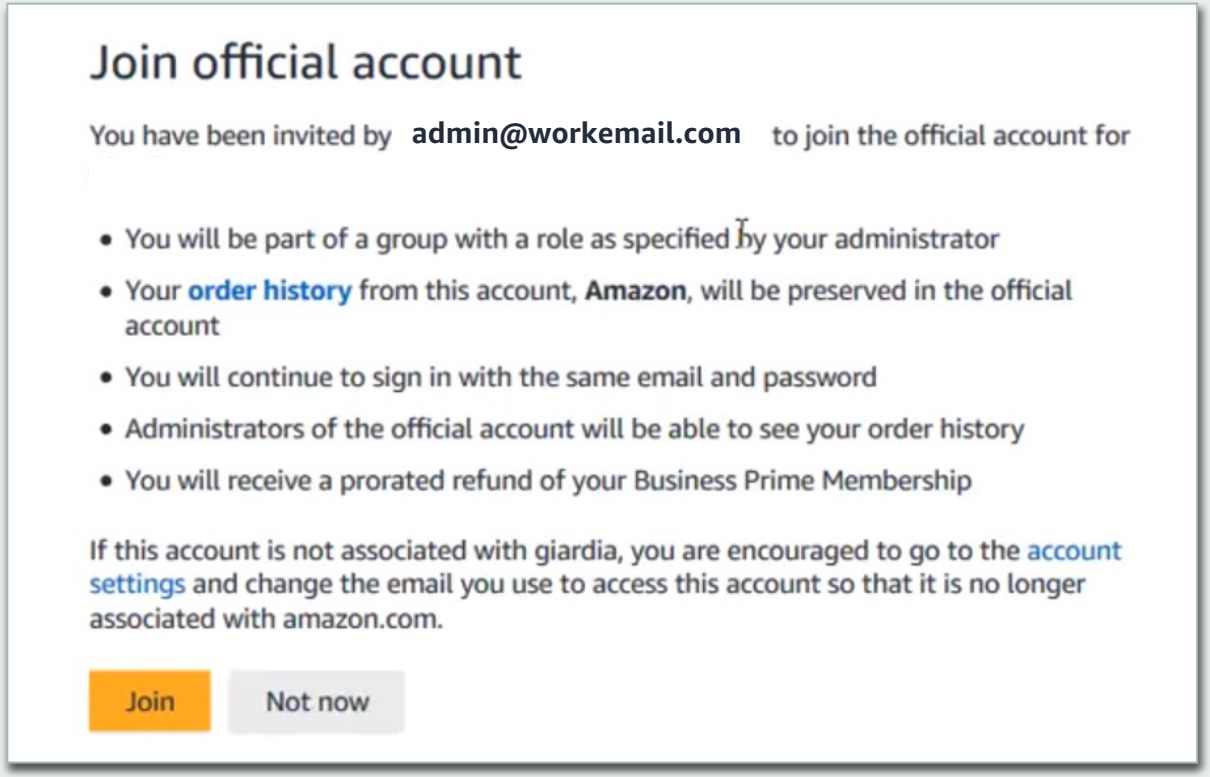
Existing Account with Work Email





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 added to the official account
- Same user credentials work, no password reset needed!



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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

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Amazon Business Benefits

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.

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.

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Amazon Business Discounts

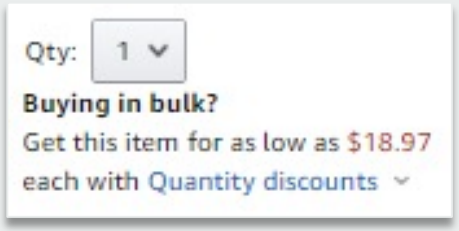
There are a variety of discounts available on Amazon Business that your organization can take advantage of to unlock savings.

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.



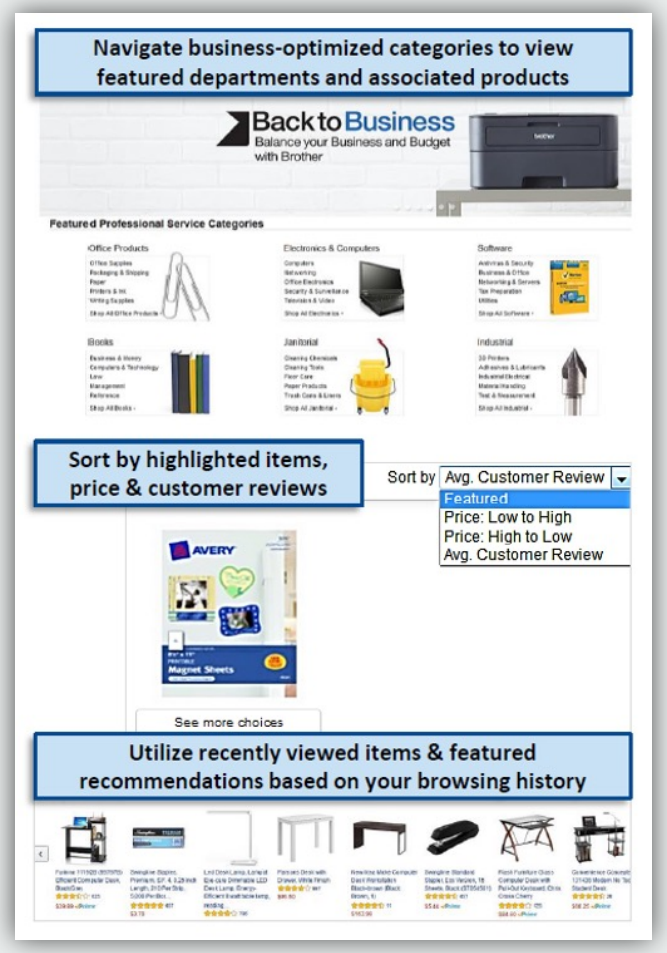
Subscribe & Save

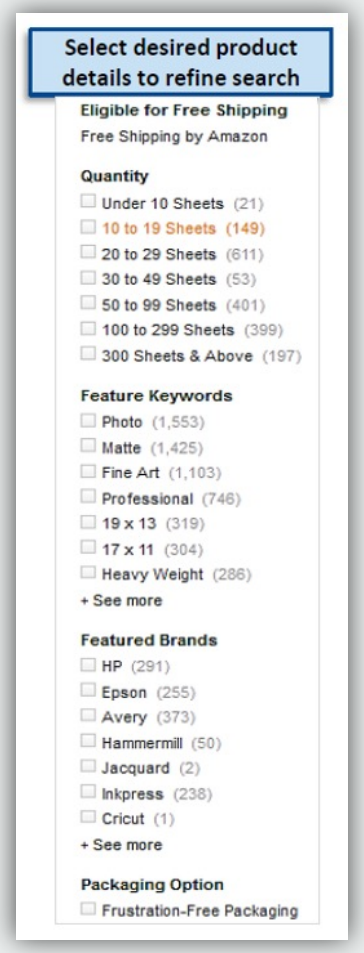
- Subscribe & Save is part of the Amazon Recurring Delivery program. Customers can subscribe to eligible Subscribe & Save items and get a 5% discount for their new subscriptions.

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:
  - Business Sellers
  - Prime Eligible
  - Brand
  - Average Customer Review/Rating
  - Diversity Credentials

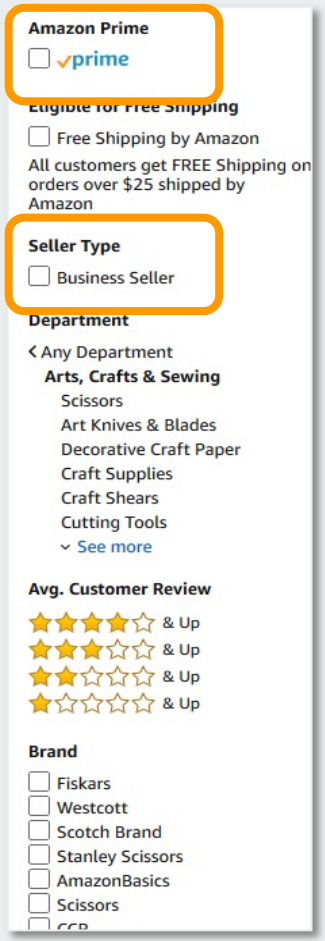


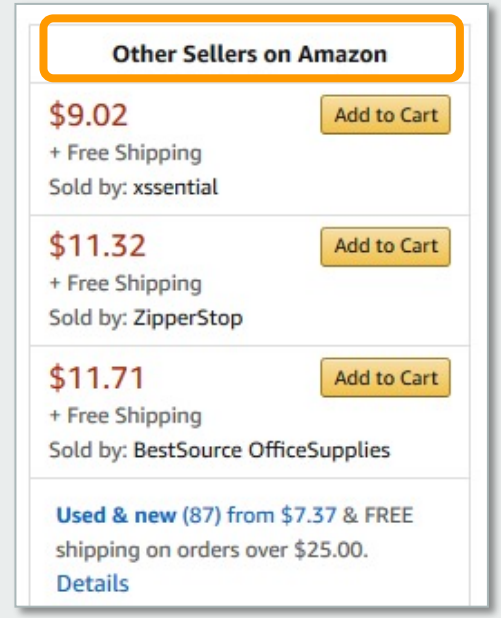


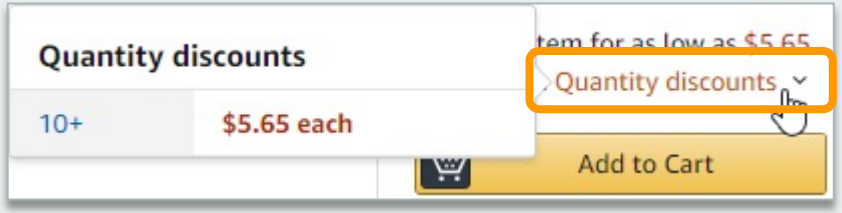
Search Optimization

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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business prime

Take Advantage of Amazon Prime Shipping Benefits

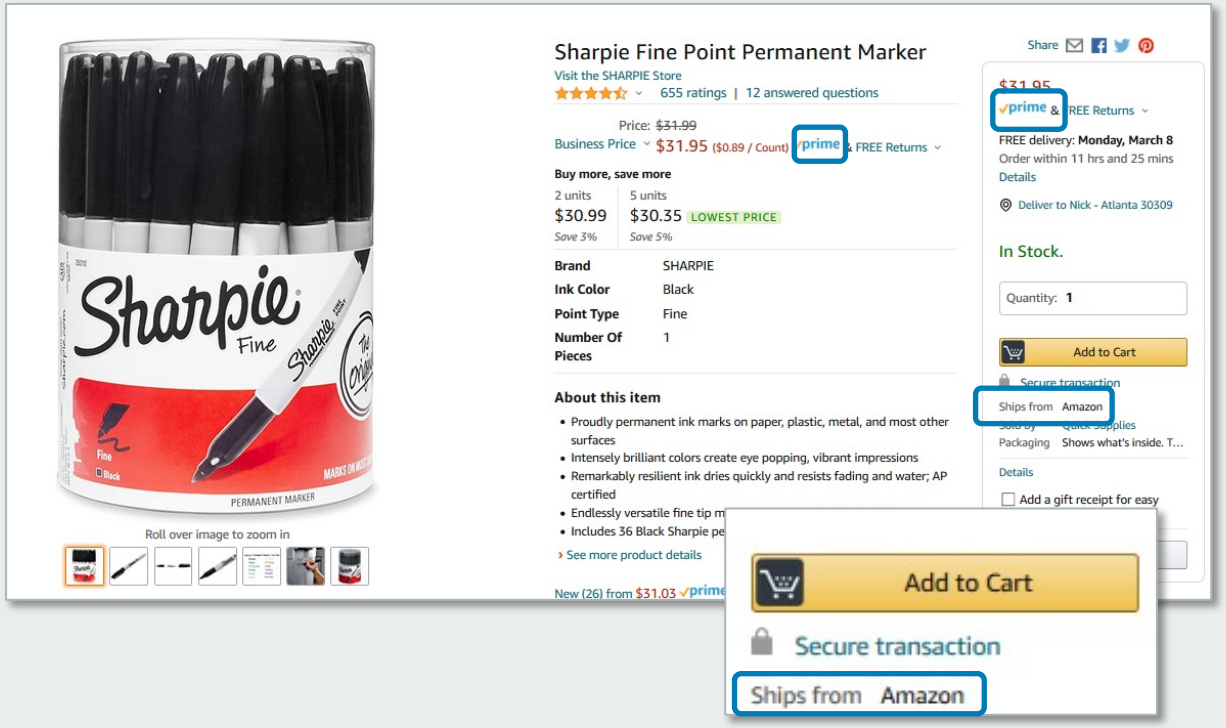
- An easy way to ensure that your products arrive on time and as expected, is to order products fulfilled directly from Amazon. All products clearly mark who the seller is on the product detail page.

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.



Shopping with amazonsmile

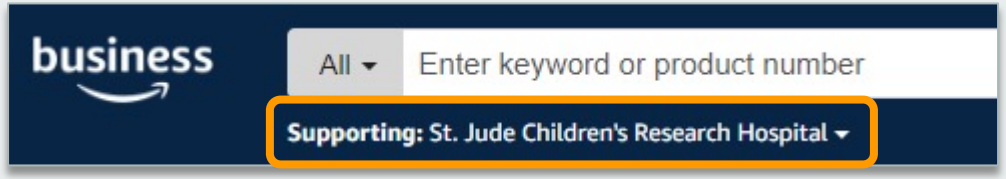
You shop. Amazon gives.

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.



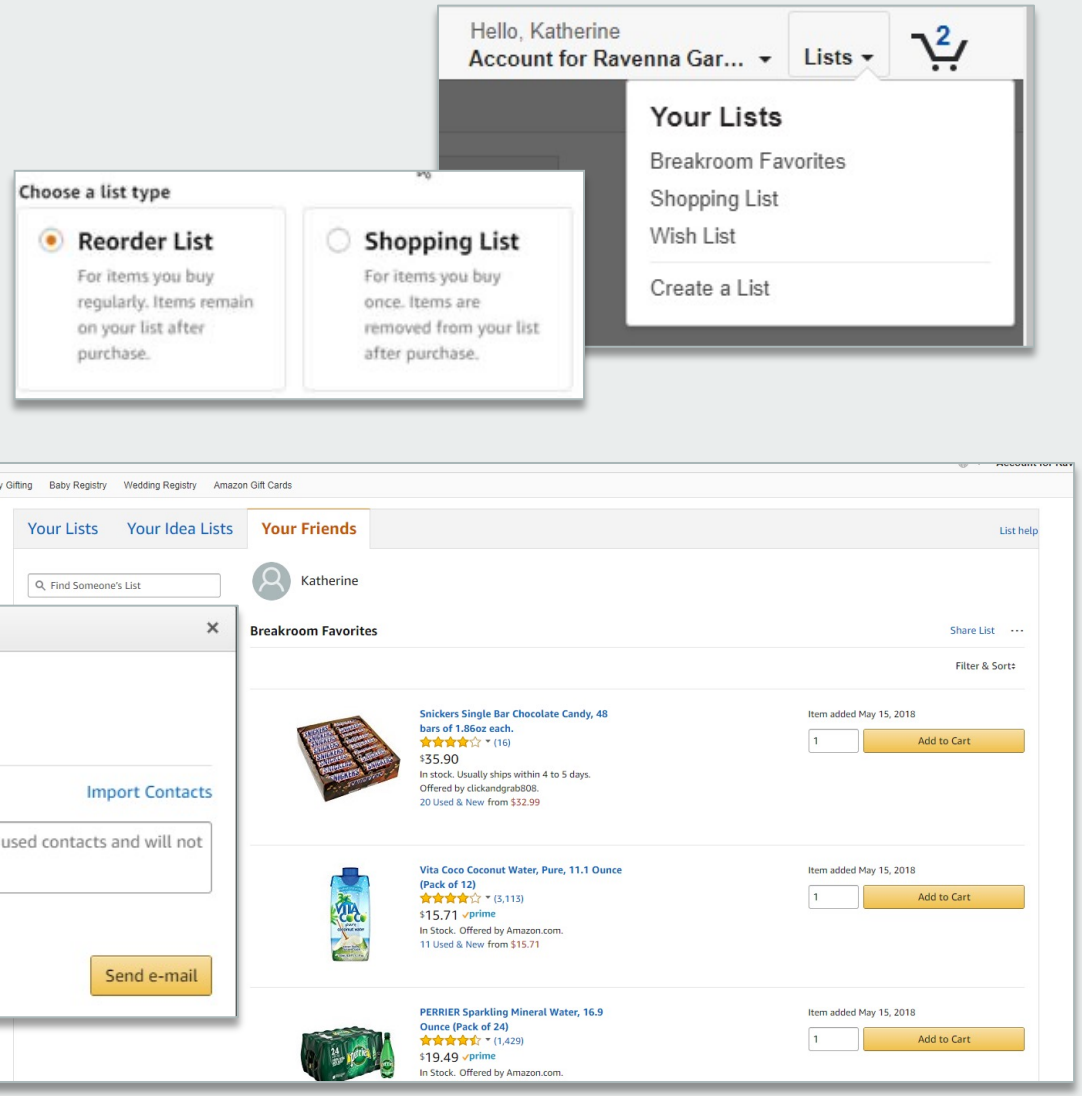
Confirm your Charity

- 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.

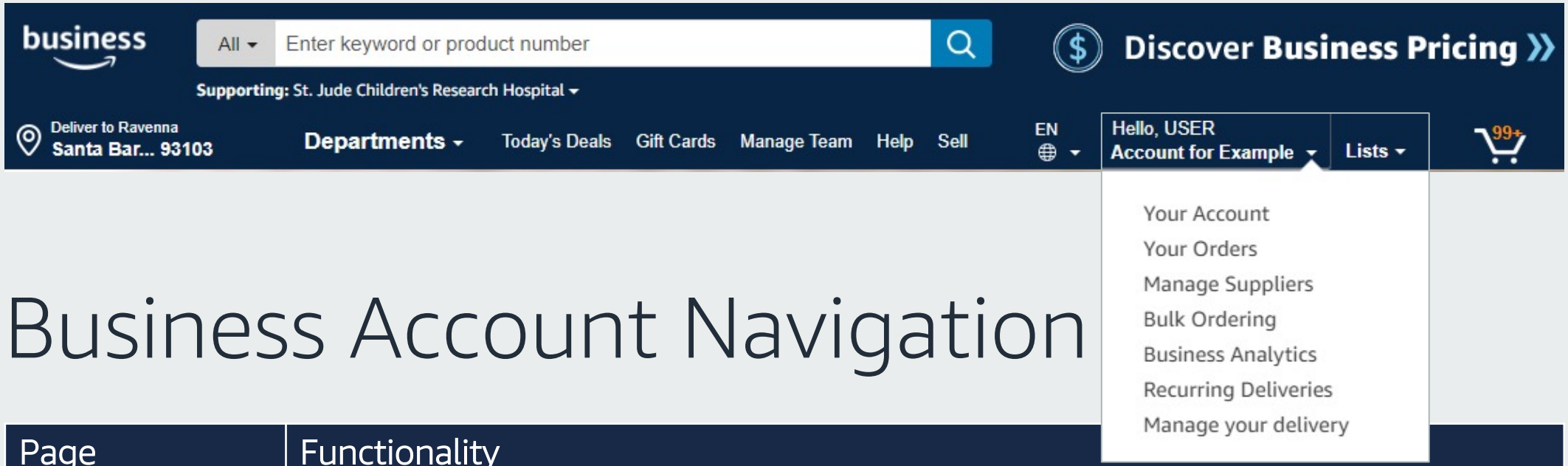
Reorder & Shopping Lists

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



Business Account Navigation



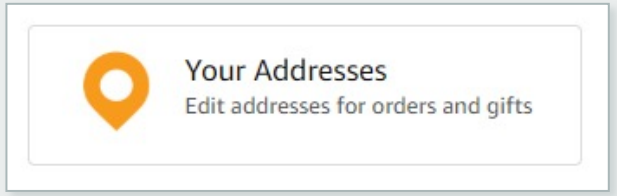
Business Account Navigation

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
Recurring Deliveries	Have essential items delivered automatically, based on a schedule you choose. Learn More.

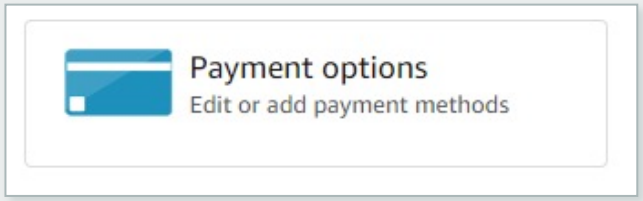
Account Configuration

Checkout – Individual Payment & Address Settings

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



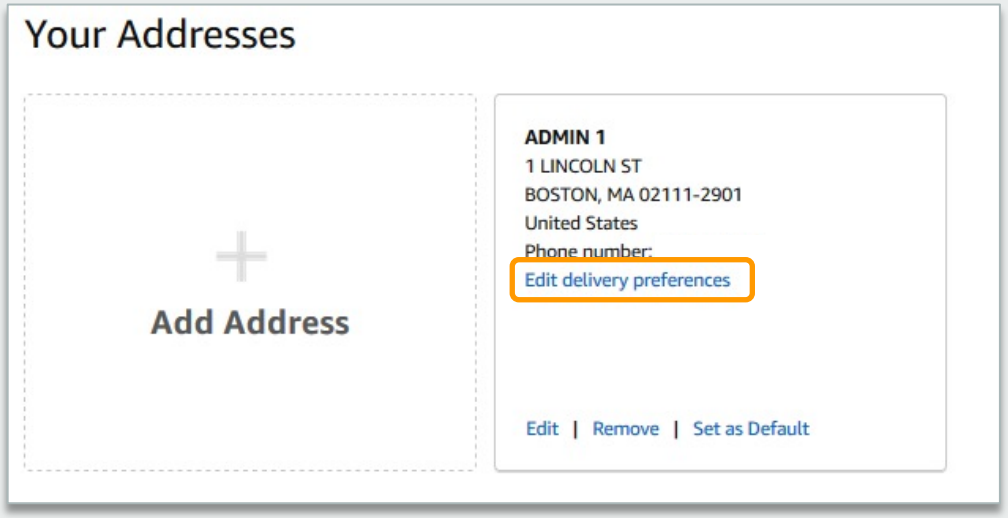
- Each time you add a new address, be sure to indicate if weekend deliveries can be accepted at that location. If in doubt, we recommend opting for week day deliveries only.
- Be sure to indicate if an access code is required to deliver to a specific address.
- Previously used ship to addresses will 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

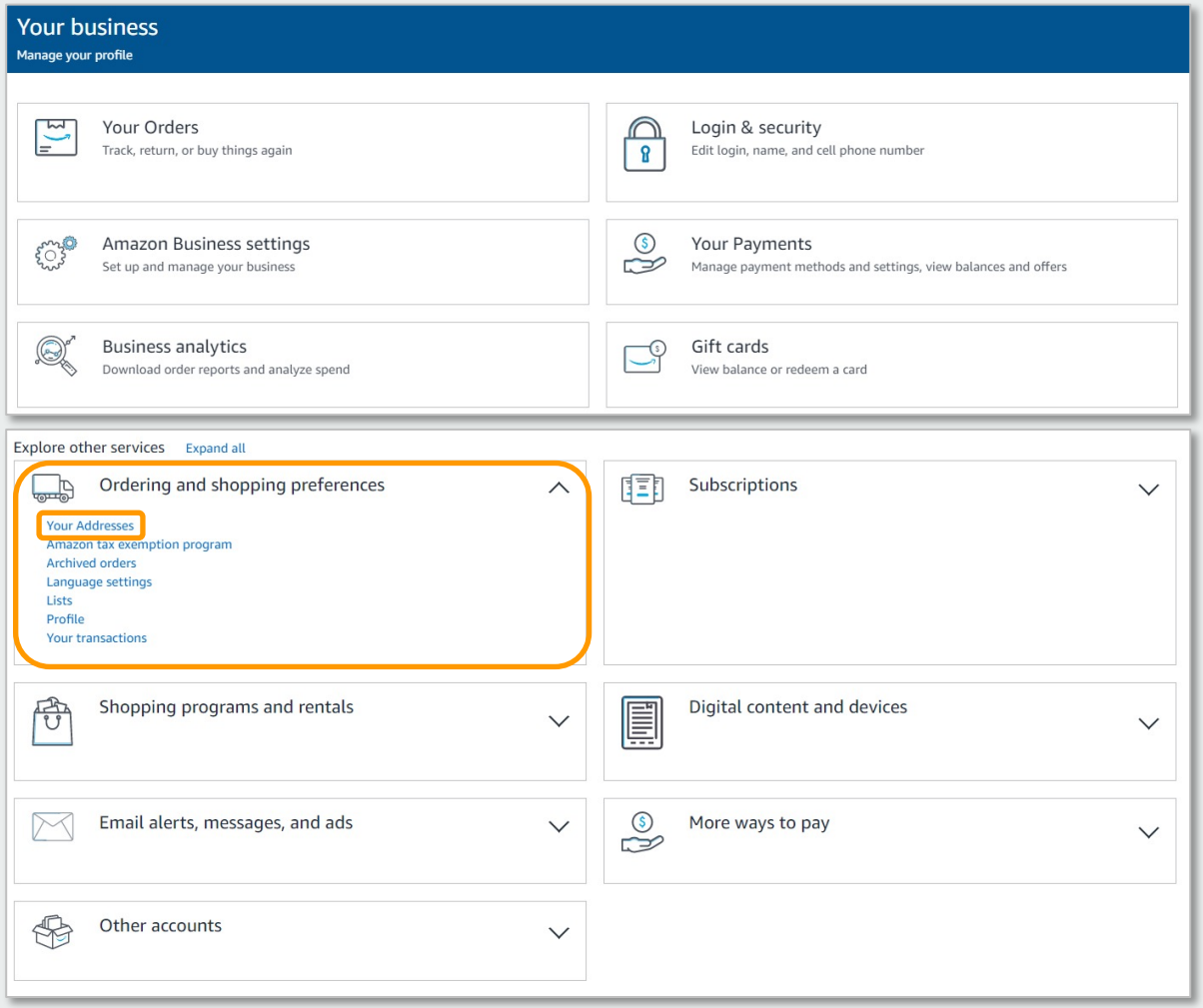


- Purchase cards are the recommended form of payment for the Amazon Business account.
- The Amazon Business account is intended for business purchases only. No purchases should be made on a personal credit card.
- If you have access and permission to use multiple different cards, multiple cards can be stored in your account information.
- Payment instruments are visible to your account administrator and can be audited.

Updating Your Address Preferences:

- Go to "Your Account" by hovering over your name in the top right hand corner
- Select "Ordering and shopping preferences"
- Select "Your Addresses"
- Click on "Edit delivery preferences" for the desired address





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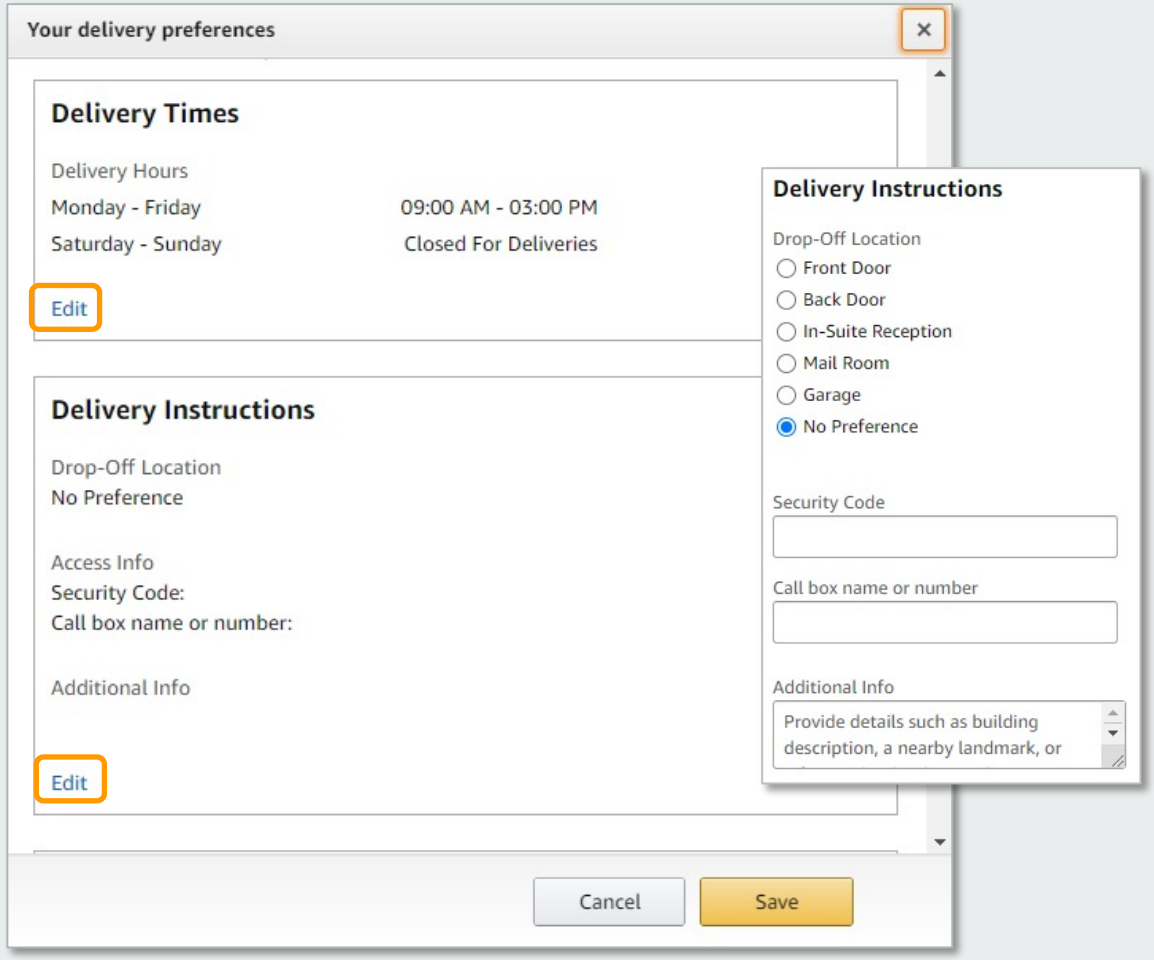
Updating Your Address Preferences

From the Delivery Preferences page you will be able to customize **Delivery Times**, **Delivery Instructions** , **Pallet Preference**, **Observed Holidays**

- Select "**Edit**" to customize delivery times or instructions for a specific location. **Note, your delivery preferences help us improve your delivery experience. However, we may not always be able to adhere to all preferences.**
- You can then outline your preferences for **Drop-Off Location**, **Security Code/Call box** information, or any other critical information in the '**Additional Info**' box.



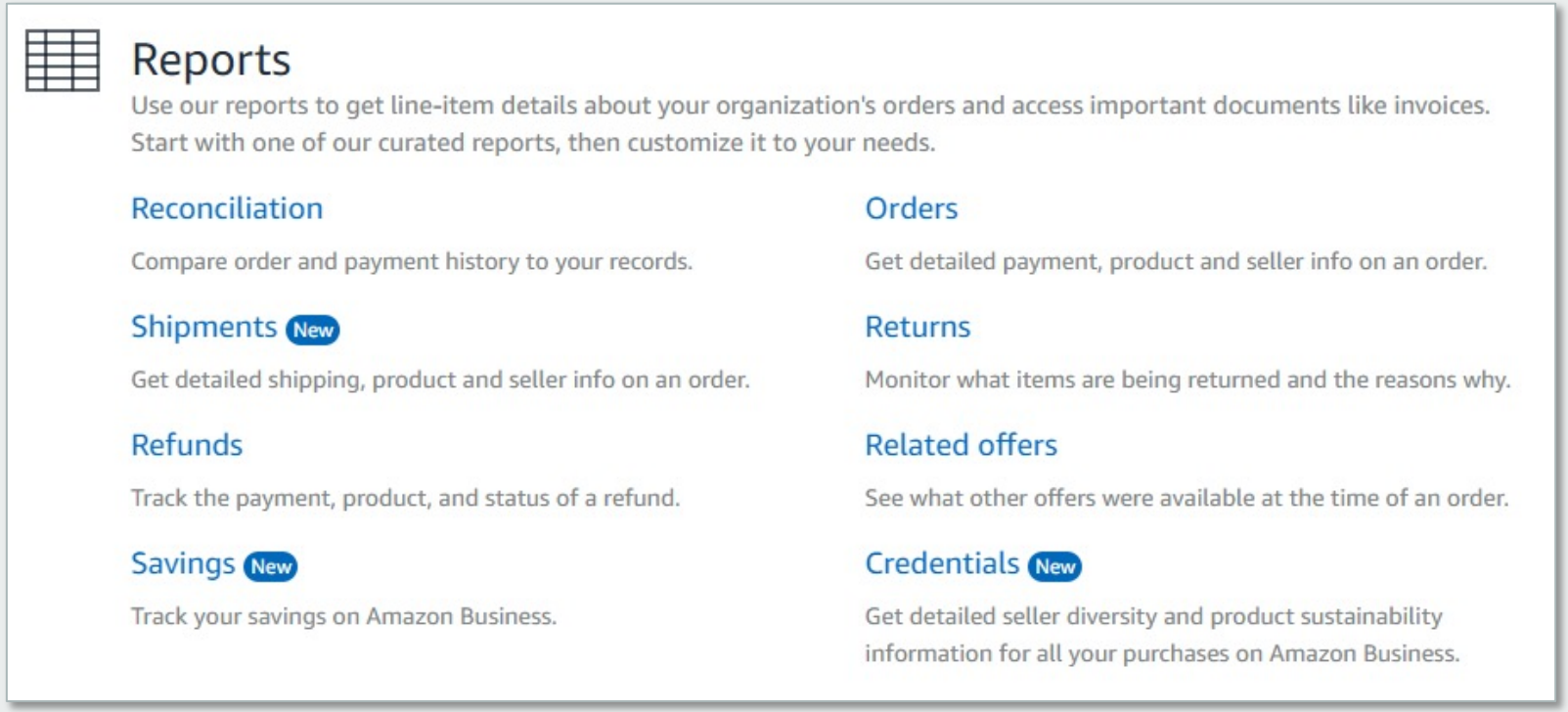
Business Analytics

amazon business | Professional Services

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

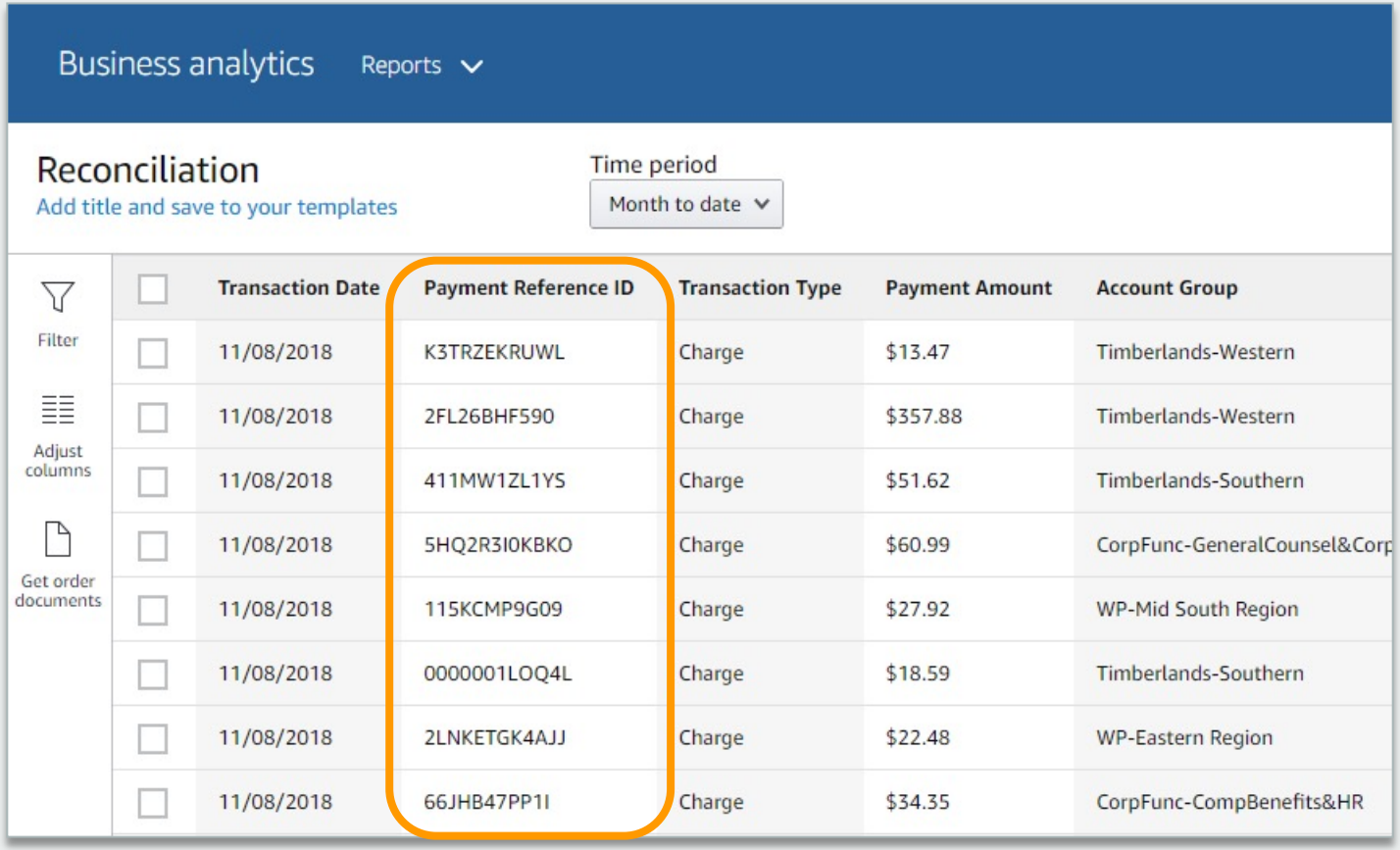


Reporting & Reconciliation

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

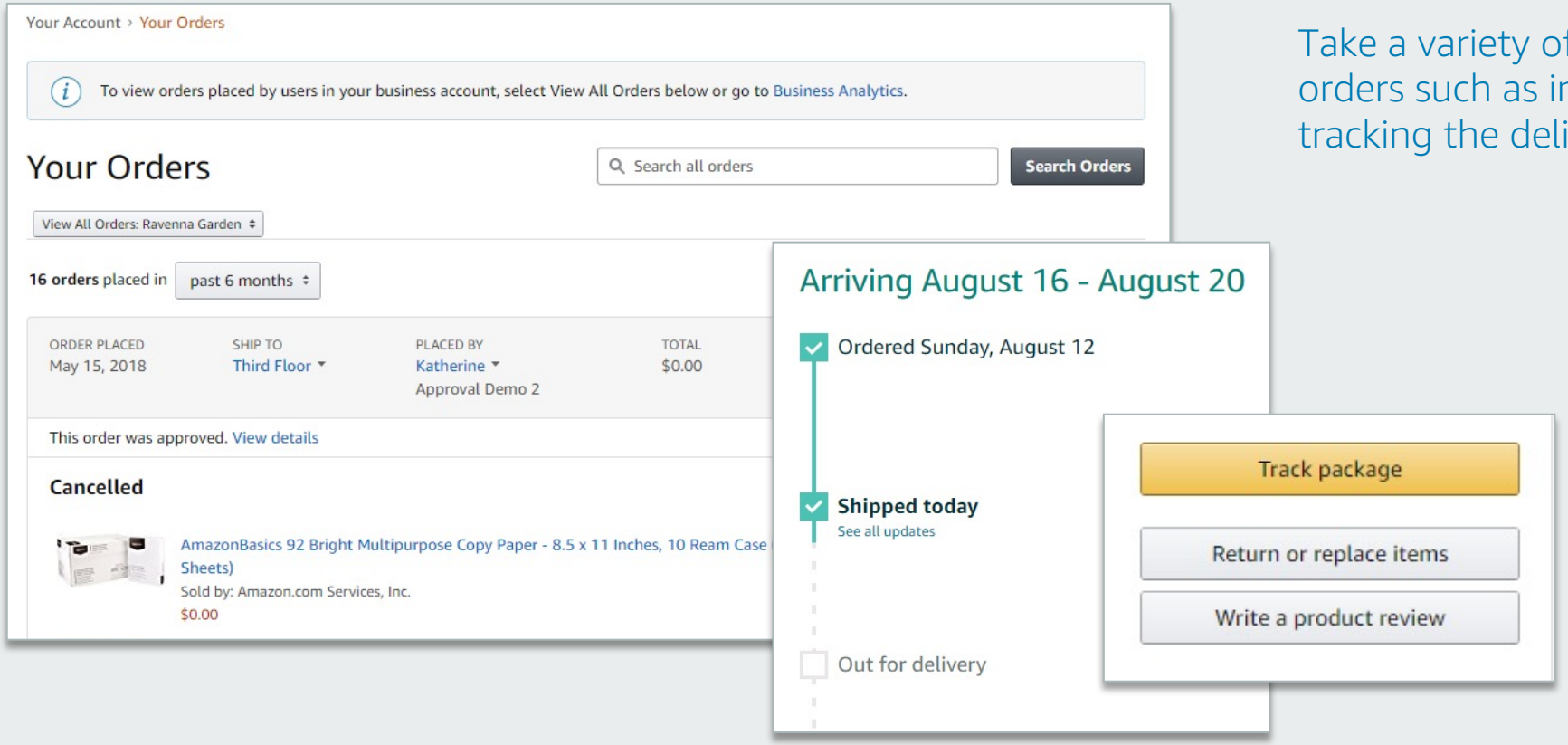


Transaction Date	Payment Reference ID	Transaction Type	Payment Amount	Account Group
11/08/2018	K3TRZEKRUWL	Charge	$13.47	Timberlands-Western
11/08/2018	2FL26BHF590	Charge	$357.88	Timberlands-Western
11/08/2018	411MW1ZL1YS	Charge	$51.62	Timberlands-Southern
11/08/2018	5HQ2R3I0KBKO	Charge	$60.99	CorpFunc-GeneralCounsel&Corp
11/08/2018	115KCMP9G09	Charge	$27.92	WP-Mid South Region
11/08/2018	0000001LOQ4L	Charge	$18.59	Timberlands-Southern
11/08/2018	2LNKETGK4AJJ	Charge	$22.48	WP-Eastern Region
11/08/2018	66JHB47PP1I	Charge	$34.35	CorpFunc-CompBenefits&HR

Your Orders

Your Orders

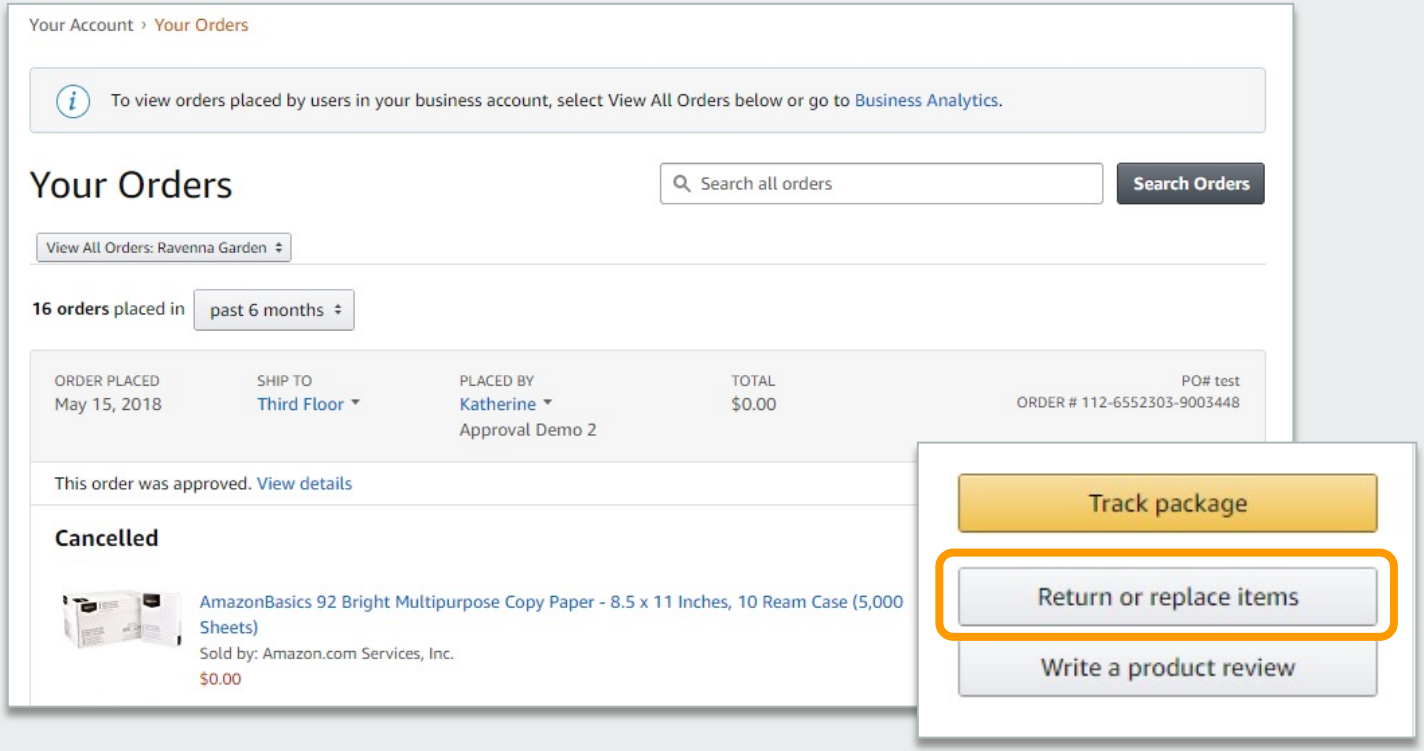
This section of the account provides additional detail regarding the status of all orders you have placed within the Business Account.

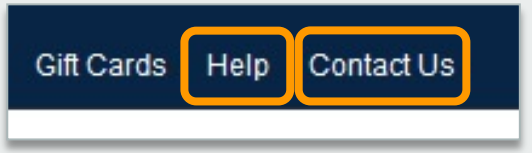


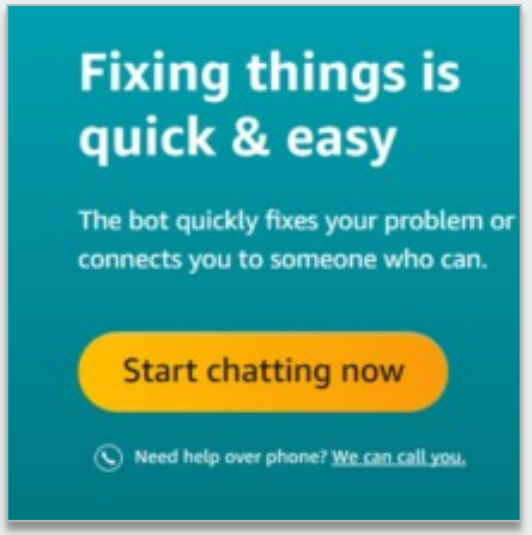
Take a variety of actions on your orders such as initiating returns or tracking the delivery of a package.

Return an Item

Navigate to Your Orders from the dropdown







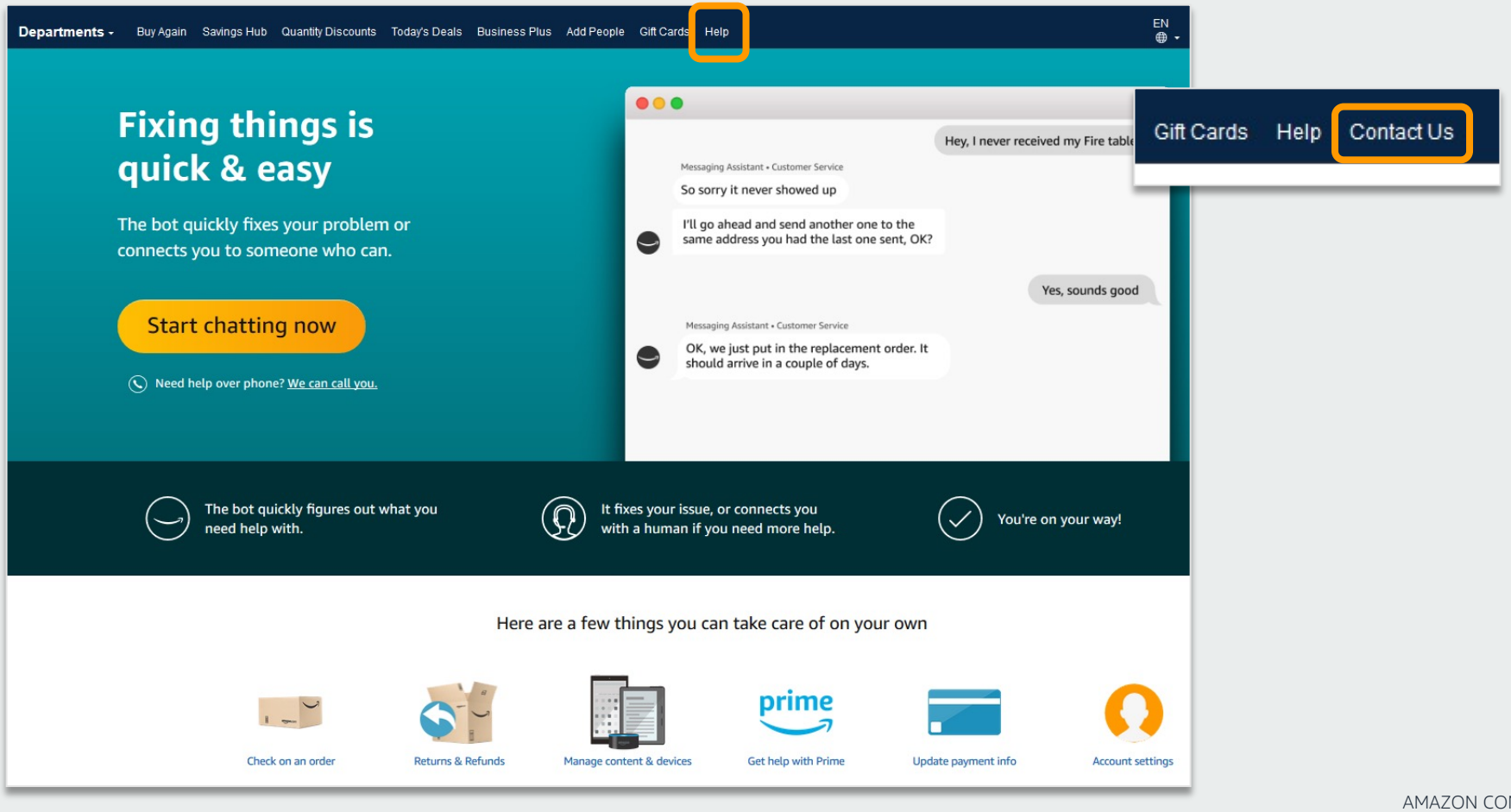
Use **Contact Us** or our **Chat** feature for assistance with Returns

Business Customer Support

amazon business | Professional Services

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: 'Contact Us' – At the bottom of any Amazon Business webpage

- 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 – Jaryd Herbert – ARYH@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

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