



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>



JOINLOGIN

ABOUTLEARN & DEVELOPTOPICS & TOOLSCONFERENCES & EVENTSMEMBERSHIPCONTACT US

HOME / MEMBERSHIP / JOIN IAFC AMAZON BUSINESS PRIME ACCOUNT

Membership

Join Now

Get Involved

Renew

KnowledgeNet

Member Benefits

Update Profile


Life Membership

Member Directory

IAFC Store

Join IAFC Amazon Business Prime Account

New! IAFC Members can join IAFC's Amazon Business Prime account with access to COVID-19 resources, a Public Safety storefront and discounted business supplies. Business Prime includes fast, free shipping, Prime shopping benefits and more! Please complete the form below and look for an invitation from business@amazon.com by the within the next week. We recommend you use an email address that you do not currently use on Amazon, because the business account does not include Video.



View a full list of discounted products on our [Private Brands Storefront](#). If you have questions, please contact the Amazon Business customer service: 888-281-3847.

First Name: *


Last Name: *

Email address: *

Phone: *

Provide an email address NOT associated with an Amazon Account.

Please enter phone using the following format ###-###-####



Generate New Image

Type the code from the image

Submit

Additional Information

IAFC Members can join IAFC's Amazon Business Prime Account with COVID-19 Resources.

Through our partnership with Amazon, we have created a Central Amazon Business Prime account for public safety business purchases. This account is not intended to be used for personal purchases. This new program will allow you to take advantage of Amazon's wide product selection, competitive prices, and will give you access to **COVID-19 & Public Safety Supplies**.

Benefits of Amazon Business Prime include:

- Business delivery:** Free same-day, one-day, and two-day shipping on eligible items, plus free delivery on special items, discounted expedited delivery, and consolidated deliveries that arrive on a pallet on your receiving dock or doorstep.
- Business pricing:** Members get access to Business Prime exclusives and Prime Day deals.

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



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

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

Would you like to join **Example** 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 to use for Amazon Business.

Next

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 **Username@email.com**.

Enter email address

Re-enter email address

Next

Back

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!

Join official account

You have been invited by **admin@workemail.com** to join the official account for

- 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 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

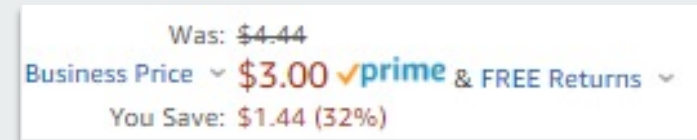
- Use Amazon Business Analytics to view data about your orders, create and filter reports based on your business needs, and view both charts and tables. [Click](#) to learn more.

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.



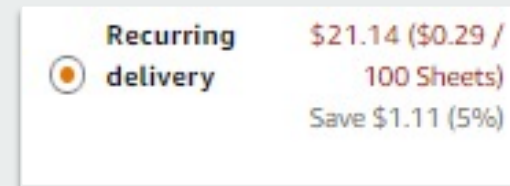
Quantity Discounts

- 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

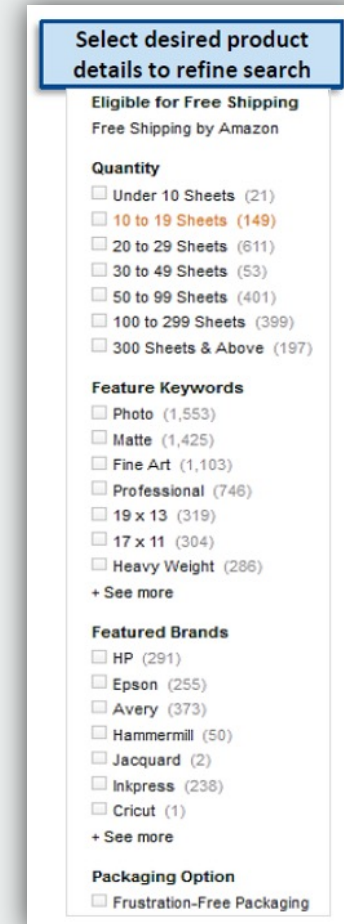
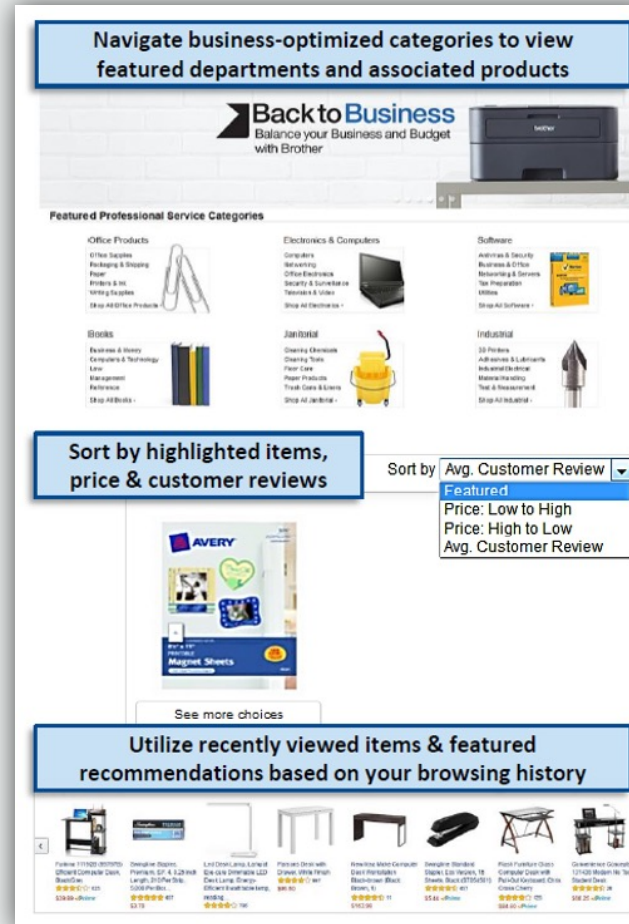
- Subscribe & Save is part of the Amazon Recurring Delivery program. Customers can subscribe to eligible Subscribe & Save items and get a 5% discount for their new subscriptions.



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

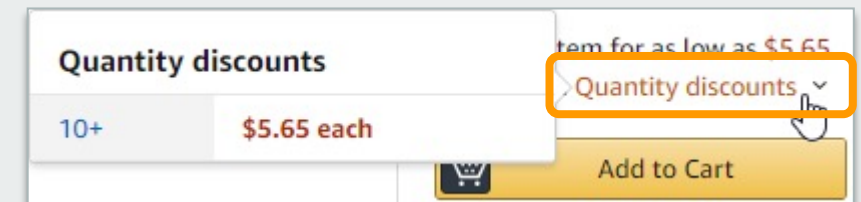
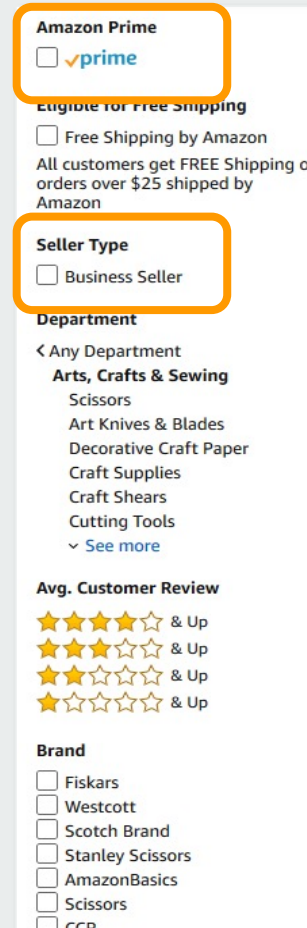
- Amazon is the “everything store.” With such a large selection, we do our best to make it easy for you and your end users to find what you’re looking for.
- Recommended filters:
 - Business Sellers
 - Prime Eligible
 - Brand
 - Average Customer Review/Rating
 - Diversity Credentials



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





Take Advantage of Amazon Prime Shipping Benefits

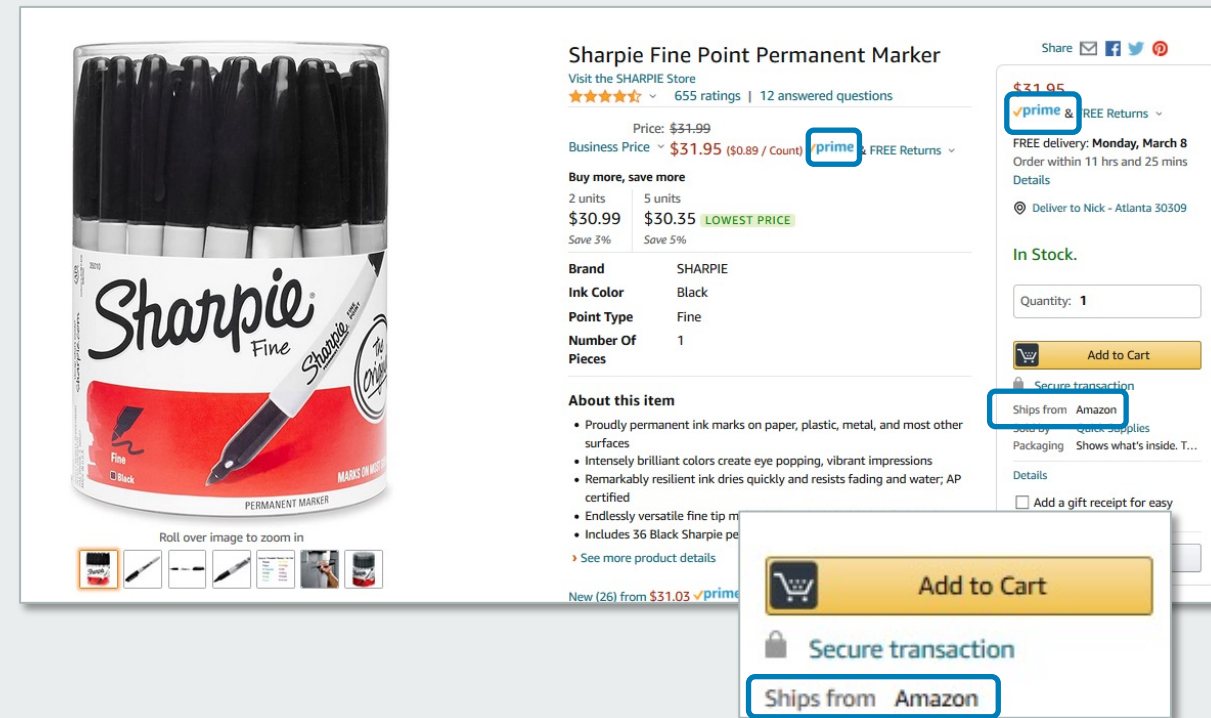
- An easy way to ensure that your products arrive on time and as expected, is to order products fulfilled directly from Amazon. All products clearly mark who the seller is on the product detail page.

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 **amazon**smile

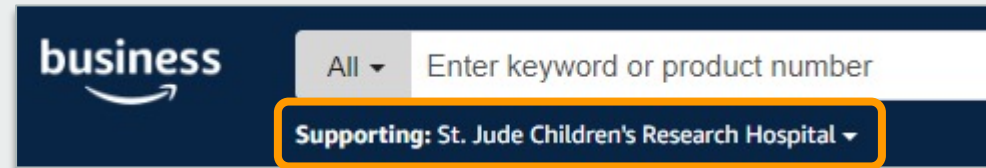
You shop. Amazon gives.

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.



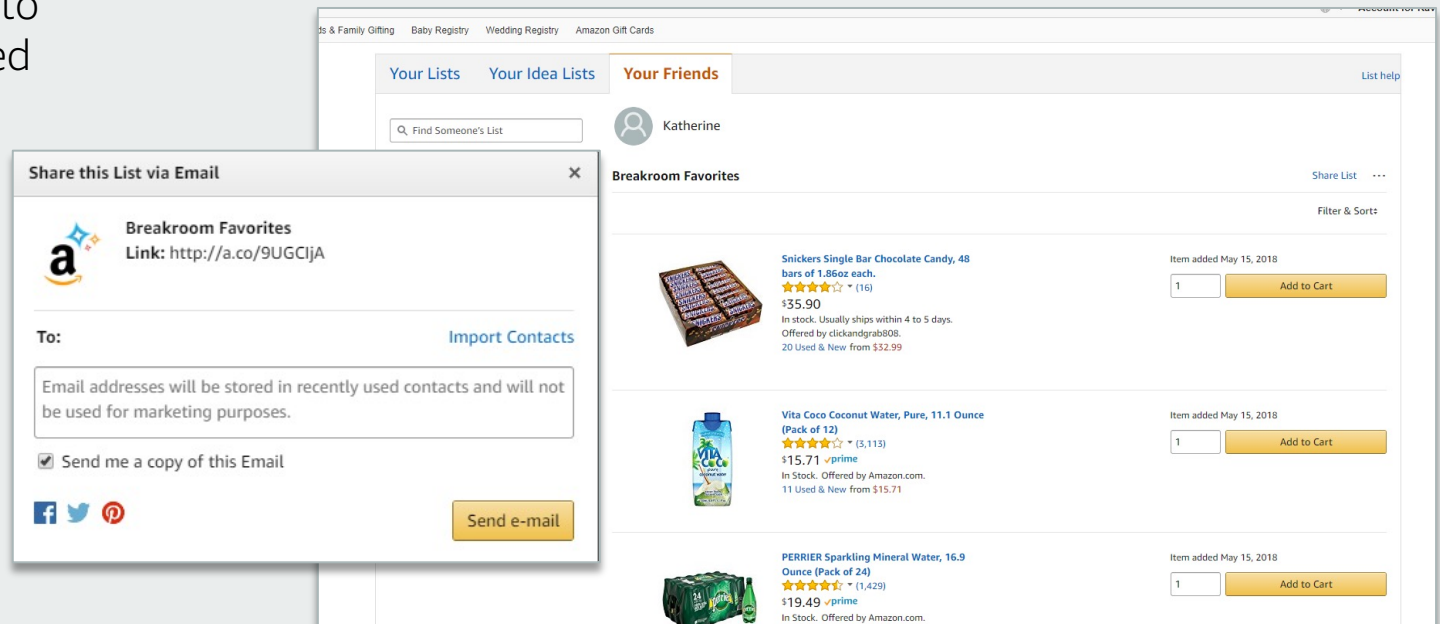
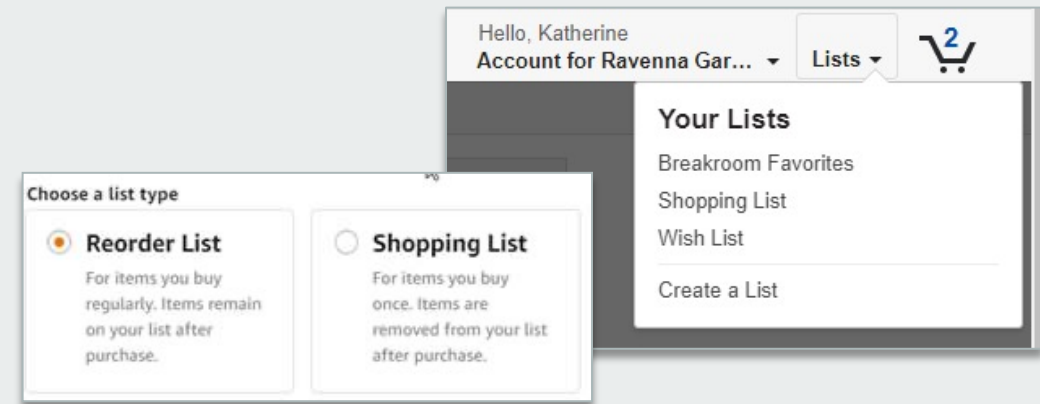
Confirm your Charity

- 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

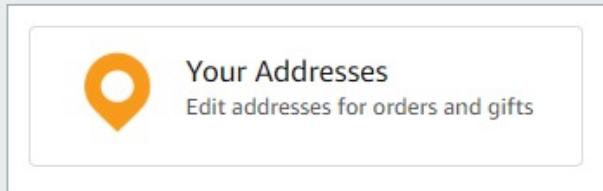
Business Account Navigation

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.

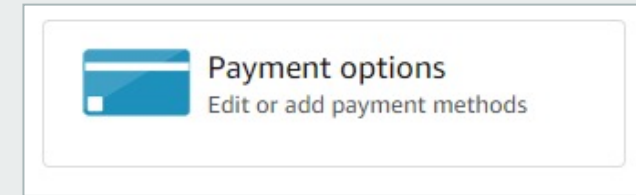
Account Configuration

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



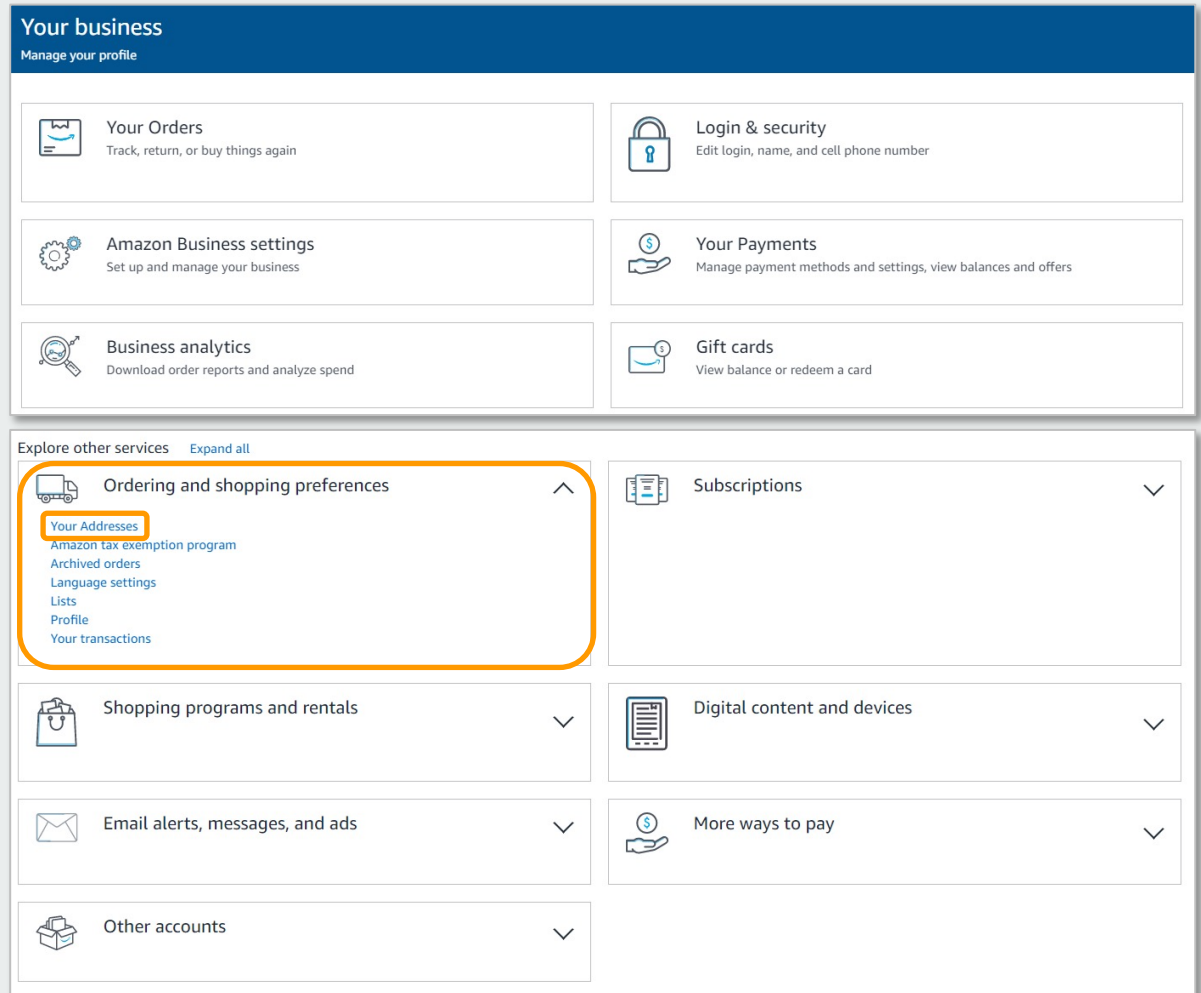
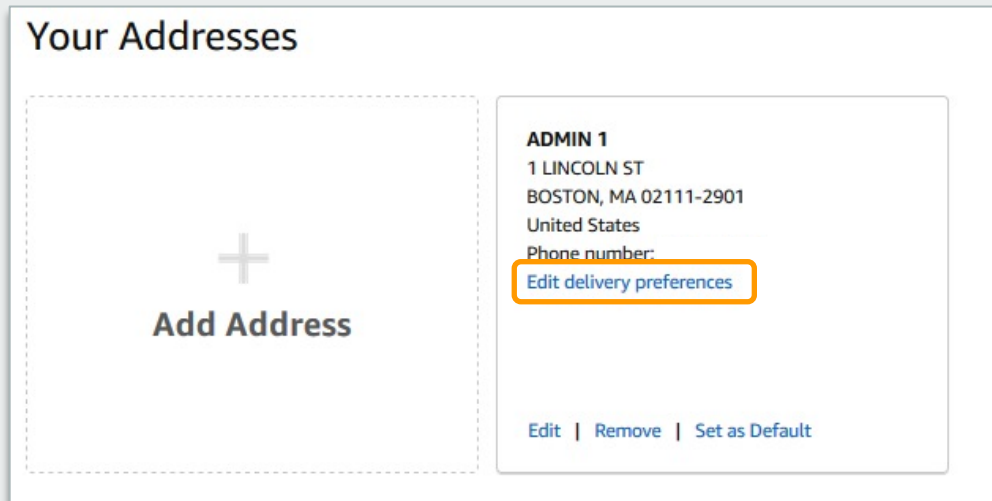
- Each time you add a new address, be sure to indicate if weekend deliveries can be accepted at that location. If in doubt, we recommend opting for week day deliveries only.
- Be sure to indicate if an access code is required to deliver to a specific address.
- Previously used ship to addresses will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



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.

Your delivery preferences

Delivery Times

Delivery Hours

Monday - Friday	09:00 AM - 03:00 PM
Saturday - Sunday	Closed For Deliveries

Edit

Delivery Instructions

Drop-Off Location

No Preference

Access Info

Security Code:

Call box name or number:

Additional Info

Edit

Delivery Instructions

Drop-Off Location

☐ Front Door

☐ Back Door

☐ In-Suite Reception

☐ Mail Room

☐ Garage

☒ No Preference

Security Code

Call box name or number

Additional Info

Provide details such as building description, a nearby landmark, or

Cancel Save

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.

Shipments New

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

Refunds

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

Savings New

Track your savings on Amazon Business.

Orders

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

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.

Credentials New

Get detailed seller diversity and product sustainability information for all your purchases on Amazon Business.

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


Business analytics Reports						
Reconciliation			Time period			
Add title and save to your templates			Month to date			
	<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 you have placed within the Business Account.

Your Account > Your Orders

 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 [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

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**

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 **past 6 months** ▾

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

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.*

The screenshot displays the Amazon Business Customer Support interface. The top navigation bar includes links for Departments, Buy Again, Savings Hub, Quantity Discounts, Today's Deals, Business Plus, Add People, Gift Cards, and Help. The 'Help' link is highlighted with an orange box. Below the navigation bar, the main content area features a teal background with the text 'Fixing things is quick & easy' and a 'Start chatting now' button. A chat window is overlaid on the right, showing a conversation with a 'Messaging Assistant - Customer Service' bot. The chat window has a 'Contact Us' button highlighted with an orange box. The bottom section of the page lists various services: Check on an order, Returns & Refunds, Manage content & devices, Get help with Prime, Update payment info, and Account settings.

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 table

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: '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

amazon business