Amazon Business Buyer Guide
Joining the Amazon Business Account
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

Scenario 2
Convert your existing Amazon Account

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

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.

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.
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. There are multiple pricing tiers to meet the needs of businesses of all sizes. [Click](#) to learn more.

**Buying Policies**
- Customize Amazon Business to your organization’s buying standards and procedures. Features include approval workflows, negotiated pricing, and preferred suppliers and preferred products.

**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.
Business Pricing and Quantity Discounts

- Business pricing is shown on the product detail page and shows the savings from Amazon.com to Amazon Business
  - Note: Not all items on Amazon Business offer business pricing. It is on an item specific basis.
- If buying in bulk, you can click on Quantity discounts and see price per unit depending on number of units ordered
  - Note: Not all items on Amazon Business offer quantity discounts. It is on an item specific basis.
Search & Browse Optimization

• 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
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.
Business Account Navigation
## Business Account Navigation

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Account Configuration
Restricted Policies

Administrators can customize messaging to let end users know IF and WHEN they can purchase certain categories on Amazon Business.

Restriction Best Practice:
• Because restrictions are created at the category level, some permitted items may get unintentionally restricted.
• Be aware, restricting a category does not prevent a purchase but adds a warning.
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 tax 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 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
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.
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

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 Herbert – jhherber@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