



amazon business

amazon business

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

OR

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

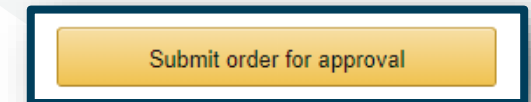
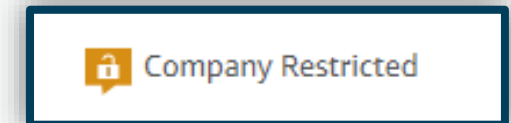
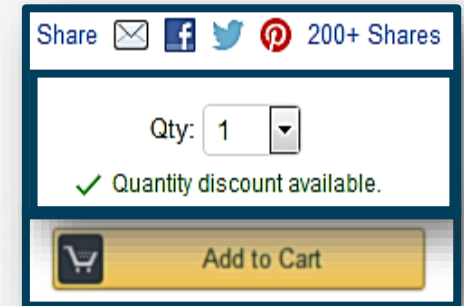
- Customize Amazon Business to your organization's buying standards and procedures. Features include approval workflows, negotiated pricing, and preferred suppliers and preferred products.

Business-Only Selection

- Business-only selection refers to items and offers that are only available for purchase by Amazon Business customers.

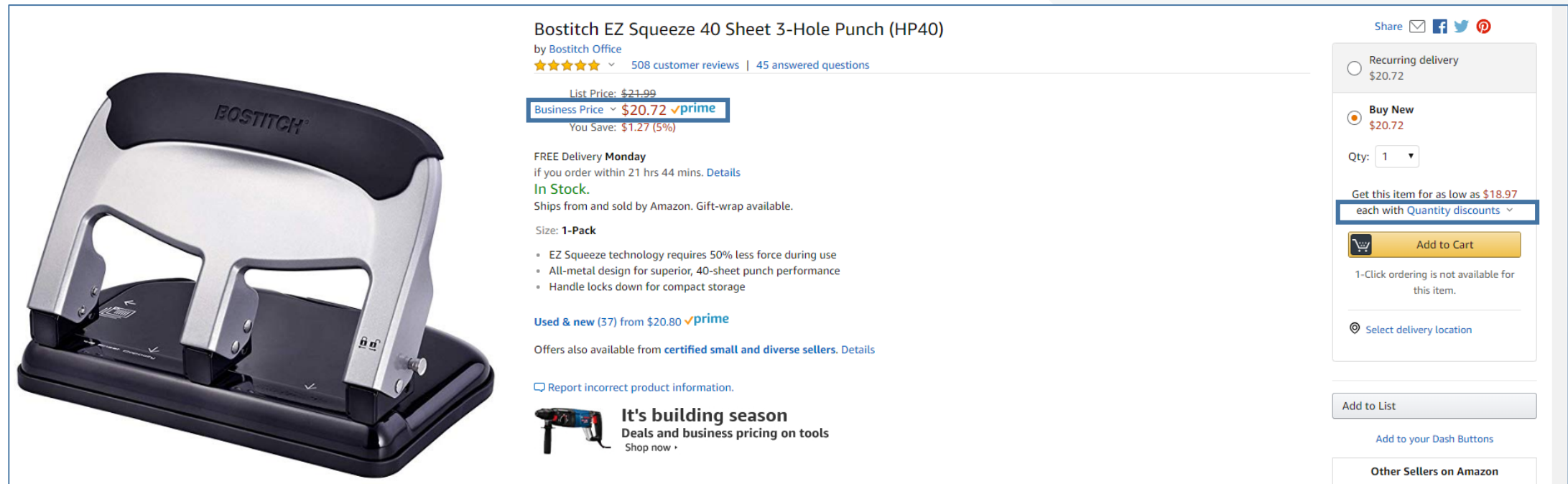
Amazon Business Analytics

- 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.*



Bostitch EZ Squeeze 40 Sheet 3-Hole Punch (HP40)
by Bostitch Office
★★★★★ 508 customer reviews | 45 answered questions

List Price: \$21.99
Business Price \$20.72 ✓prime
You Save: \$1.27 (5%)


FREE Delivery **Monday**
if you order within 21 hrs 44 mins. [Details](#)
In Stock.
Ships from and sold by Amazon. Gift-wrap available.

Size: **1-Pack**

- EZ Squeeze technology requires 50% less force during use
- All-metal design for superior, 40-sheet punch performance
- Handle locks down for compact storage

Used & new (37) from \$20.80 ✓prime
Offers also available from [certified small and diverse sellers](#). [Details](#)

[Report incorrect product information.](#)

 **It's building season**
Deals and business pricing on tools
[Shop now](#)

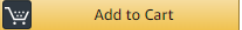
Share [✉](#) [f](#) [t](#) [p](#)

Recurring delivery
\$20.72

Buy New
\$20.72

Qty: 1 ▾

Get this item for as low as **\$18.97**
each with [Quantity discounts](#) ▾

 **Add to Cart**

1-Click ordering is not available for this item.

Select delivery location

[Add to your Dash Buttons](#)

Other Sellers on Amazon

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**

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 Supplies: Office Supplies, Packaging & Shipping, Paper, Binders & Filing, Writing Supplies, Shop All Office Products
- Electronics & Computers: Computers, Networking, Office Electronics, Security & Surveillance, Telephones & Video, Shop All Electronics
- Software: Analytics & Security, Business & Office, Networking & Servers, Tax Preparation, Utilities, Shop All Software
- Books: Business & Money, Computers & Technology, Law, Management, Reference, Shop All Books
- Janitorial: Cleaning Equipment, Cleaning Tools, Floor Care, Paper Products, Truck, Cars & More, Shop All Janitorial
- Industrial: 3D Printing, Adhesives & Labels, Industrial Electrical, Maintenance, 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

See more choices

Product listings for Magnet Sheets, including a listing for Avery 11x17 sheets with a price of \$14.99 and a rating of 4.5 stars.

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 (748)
- 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



r Shipping

Take Advantage of Amazon Prime Shipping Benefits

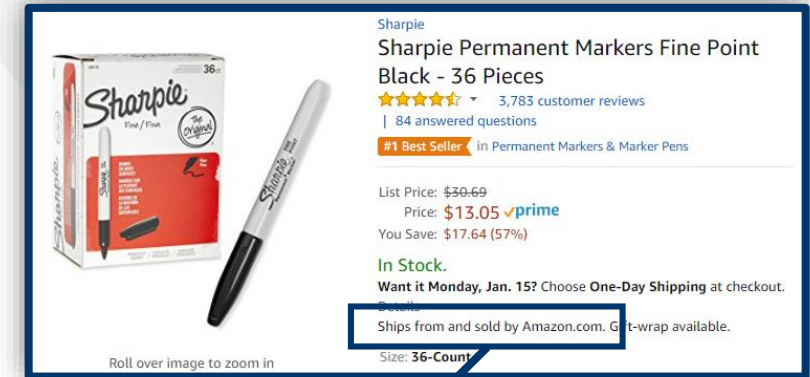
- An easy way to ensure that your products arrive on time and as expected, is to order products fulfilled directly from Amazon. All products clearly mark who the seller is on the product detail page.

Prime Eligibility – Fulfilled by Amazon

- Prime eligible items are fulfilled by Amazon. We recommend searching for prime eligible items.

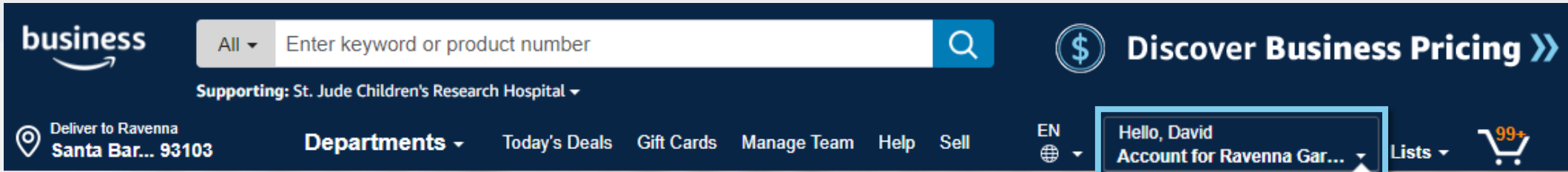
What's not Included?

- Business Prime Shipping does not include additional Prime benefits such as Amazon Fresh, Pantry, Video, or Music.



Ships from and sold by Amazon.com.

Business Account Navigation



Hello, David
 Account for Ravenna Gar...
 Your Account
 Approve Orders
 Your Orders
 Manage Suppliers
 Business Analytics
 Recurring Deliveries

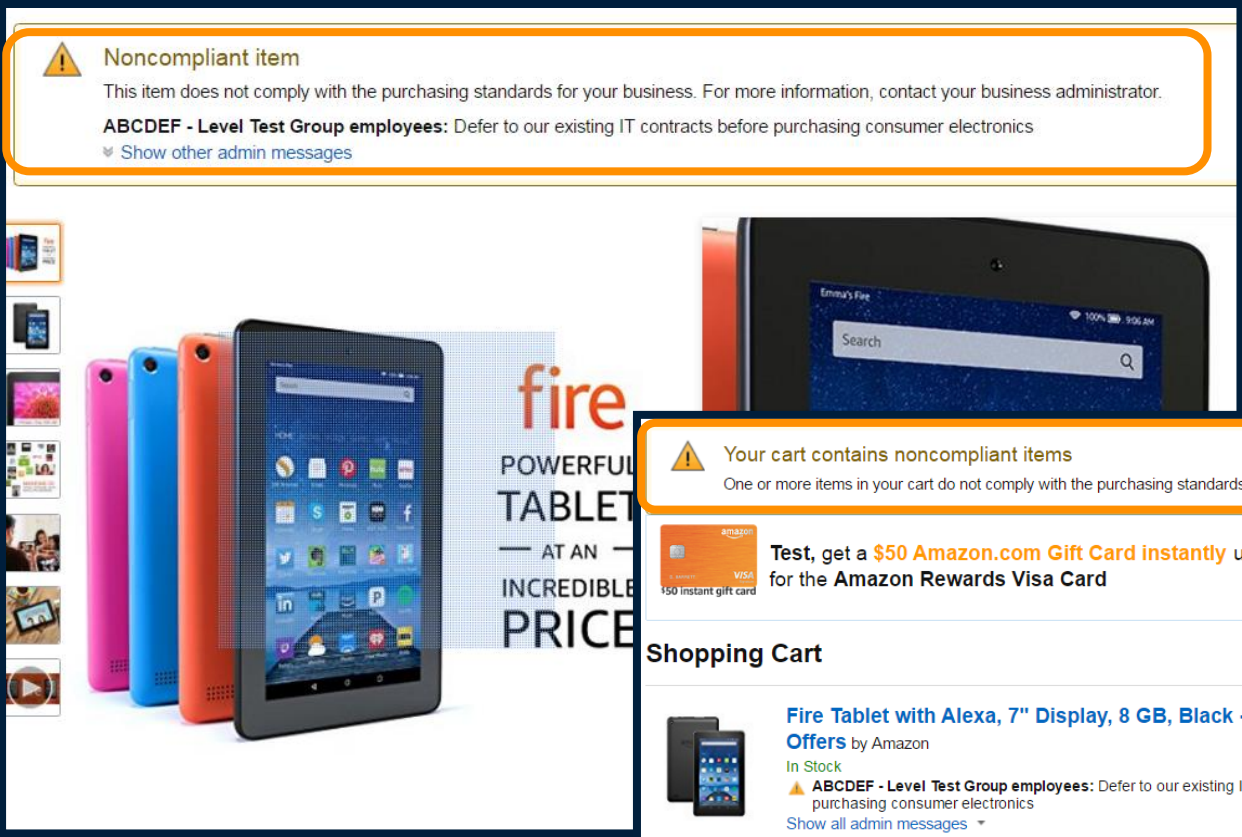
Business Account Navigation

Page	Functionality
Your Account	Standard Amazon account information
Your Orders	View and your track 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

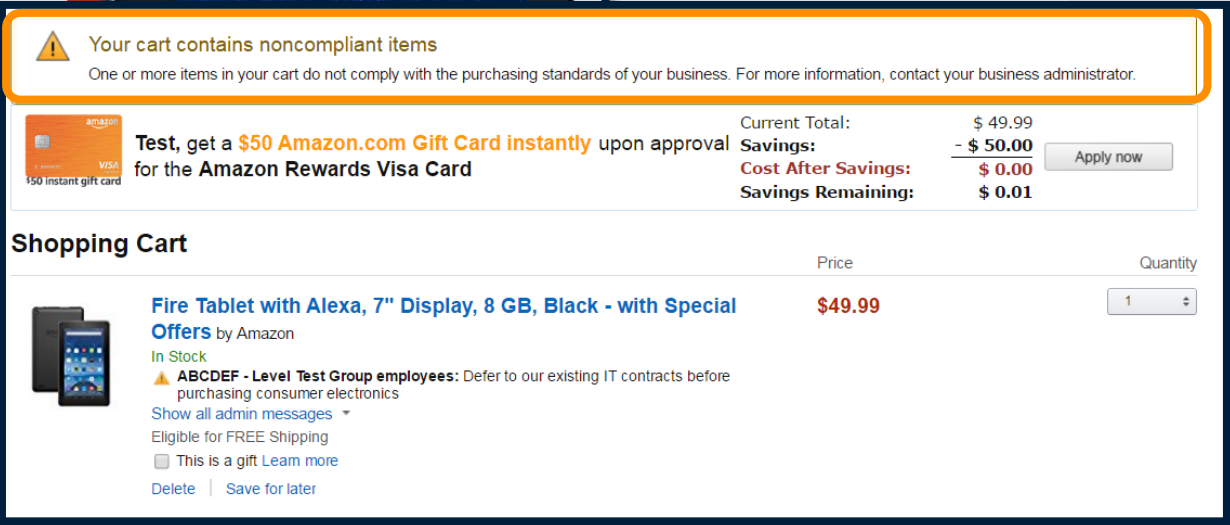
Restricted Policies

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



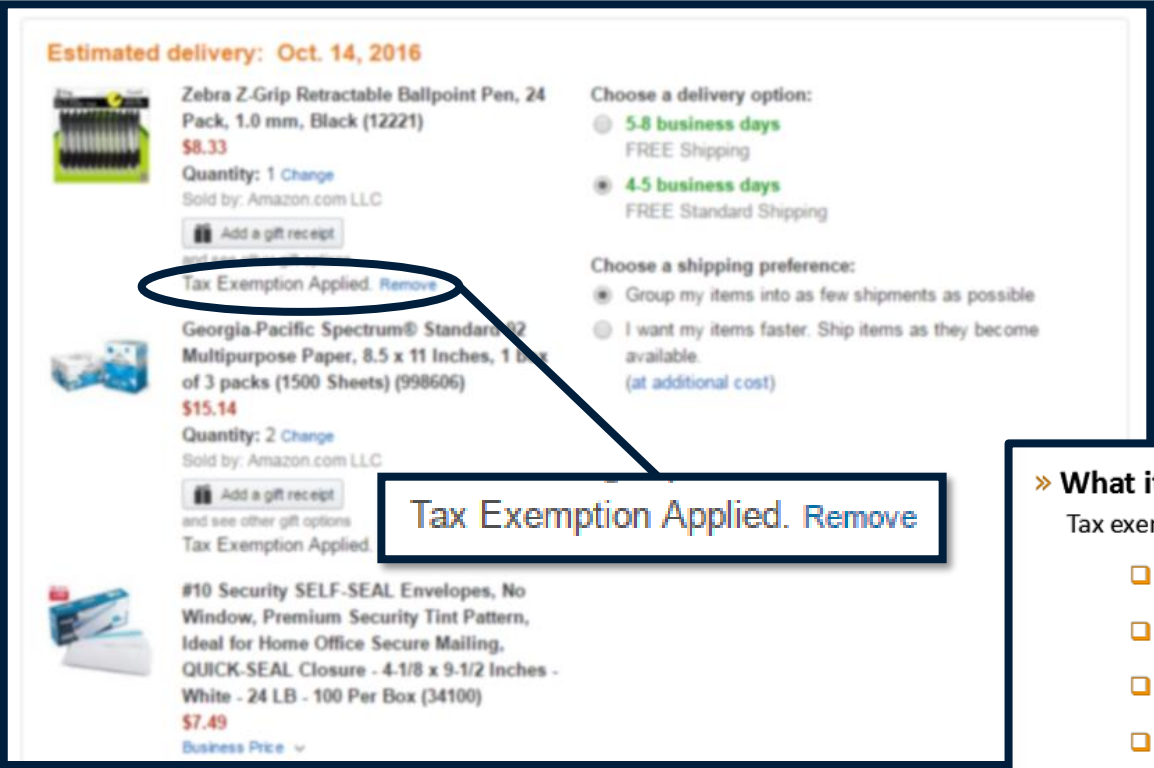
Restriction Best Practice:

- 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 . . .

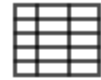
- ☐ Amazon.com LLC
- ☐ Amazon Digital Services LLC
- ☐ Warehouse Deals LLC
- ☐ Amazon Services LLC
- ☐ Sellers (Non-Amazon) participating in ATEP

Business Analytics

Amazon Business Analytics

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.

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.

Orders

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

Refunds

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

Your Orders

Your Orders

This section of the account provides additional detail regarding the status of all orders placed

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

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

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

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](#).

The screenshot displays the Amazon Business Customer Support interface. At the top, there are four main navigation categories: 'Get to Know Us', 'Let Us Help You', 'Work with Amazon', and 'Business Solutions'. Under 'Let Us Help You', the 'Contact Us' link is highlighted with a blue box and a callout line pointing to the contact form below. The contact form is titled 'Contact Us' and consists of three steps: 1. 'What can we help you with?' with a dropdown menu and buttons for 'An order I placed', 'Fire and Kindle', 'Digital Services', and 'Prime or Something else'; 2. 'Tell us more about your issue' with a 'Select an issue' dropdown menu; 3. 'How would you like to contact us?' with buttons for 'E-mail', 'Phone', and 'Chat'.

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 – jherber@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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Thank You