amazon business

eProcurement Buyer Training

AMAZON CONFIDENTIAL

Joining the Florida State University Amazon Business Account

amazon business | Professional Services

Amazon Business Registration Scenarios

Depending on how an end user has used their work email on Amazon.com or Amazon Business in the past, they will be prompted through the corresponding registration flow.

Persona	Objective
New User	Has never used FSU email domain on any Amazon account
User to Convert	Amazon.com User (FSU email linked to Amazon) who's order history will be migrated to the Centralized Business Account
User to Split	Amazon.com User (FSU email linked to Amazon) who would like to transfer all previous order history and account information to a personal email address, freeing up the business email and starting with a clear profile in the Centralized Business Account
User to De-Register	Amazon Business User (FSU email currently linked to an Amazon Business account) who needs to convert account to a consumer account prior to joining the central account

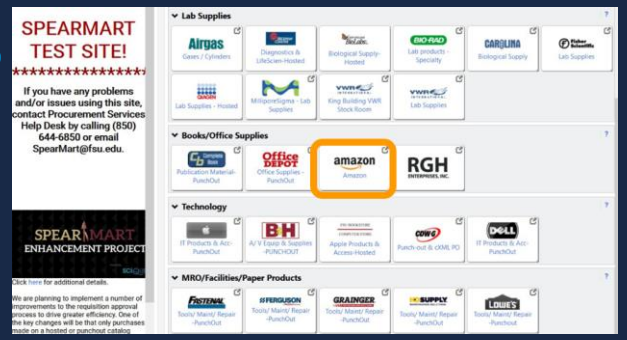
New User

1.

On your first punchout to Amazon Business from SpearMart, you may have to enter your name and then start shopping

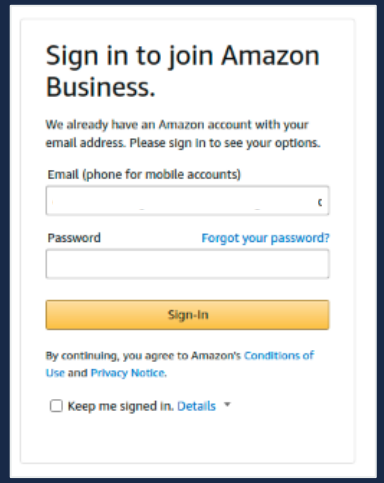
User To Convert

1.



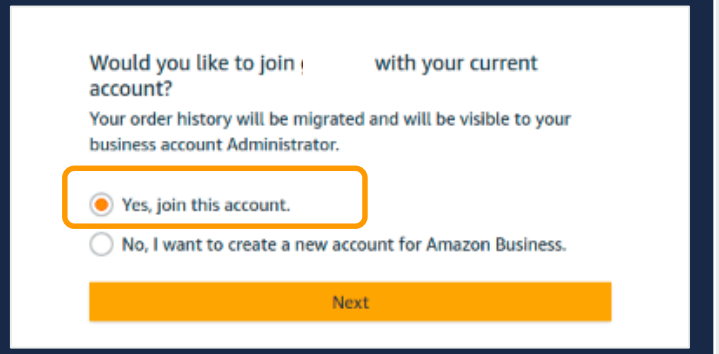
Begin the registration process from the welcome screen

2.



The system recognizes the email. Sign in with existing password

3.



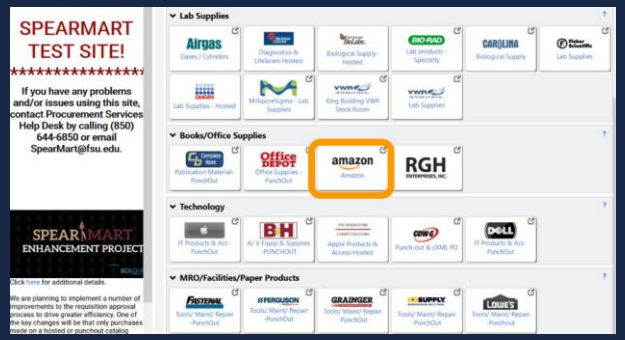
Choose 'Yes, join this account' in order to keep the same log in info and order history

4.

Review that the log in information is now an Amazon Business account and start shopping

User To Split

1.



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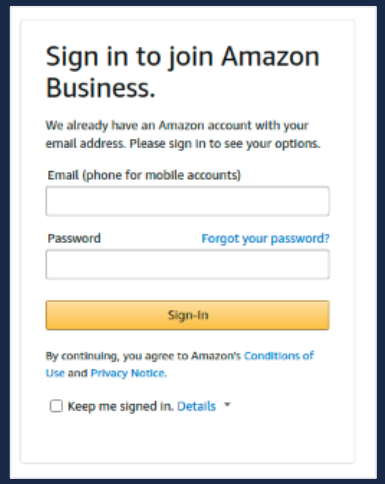

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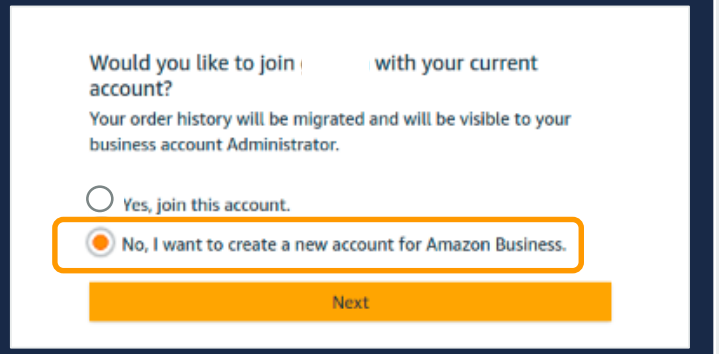
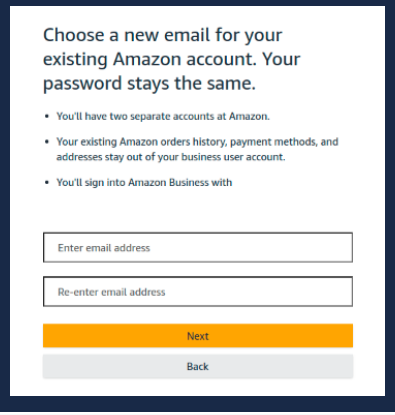


Choose 'No, I want to create a new account for Amazon Business'

4.



Enter the personal email address you want to split your account off to. Once complete, your previous order history will be associated with the account tied to your personal email address

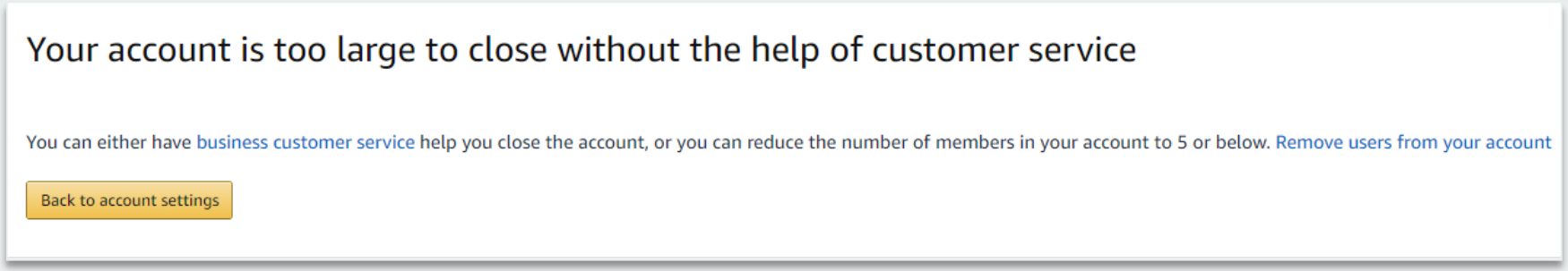
De-Registration

De-Registration

When the end user tries to access Amazon Business through the Punchout tile, they will encounter an error message. To resolve and get access, they must complete the following steps:

1. User must login to previously registered Amazon Business account outside of the eProcurement system by going to Amazon.com
2. Download an Order History Report to ensure all past group order history is available for future reference
3. Click De-registration link and follow all prompts (ignore account closure verbiage) - https://amazon.com/gp/b2b/manage/deregister
4. Follow "User to Convert" instructions

Note: If the Amazon Business account has more than 5 users, they will need to remove the users first. If they do not, they will receive the below error message and can work directly with Customer service for support



Error Messages

Error Messages

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

Application Error

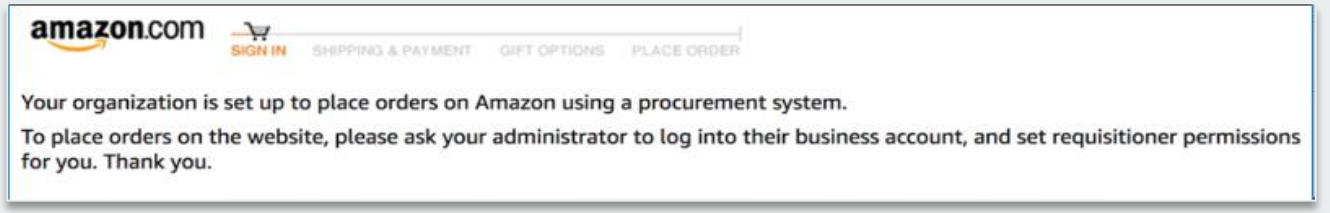
- End User will need assistance from SpearMart Admin to assist with their user's profile

Amazon Error

- End User is receiving this message because they are attached to a separate Amazon Business account and need to de-register, and/or have their Admin remove them from the existing Amazon Business account they are tied to

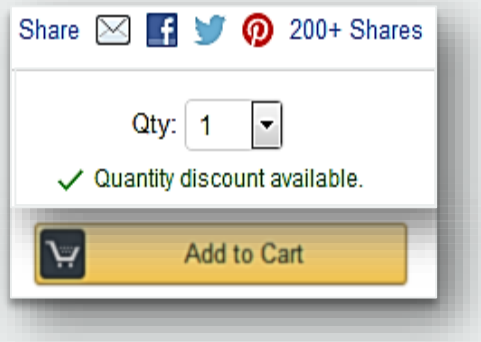
Amazon Error

- End User is trying to place an order outside of SpearMart after they registered their account



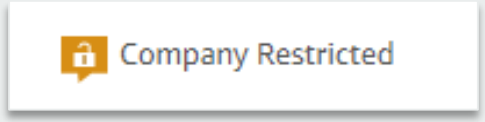
Shopping on Amazon Business

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.

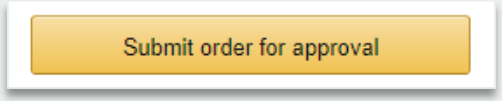


Business Prime Shipping

- 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.

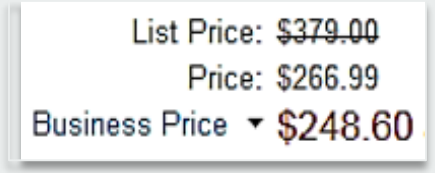
Buying Policies

- 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 prime

Take Advantage of Amazon Prime Shipping Benefits

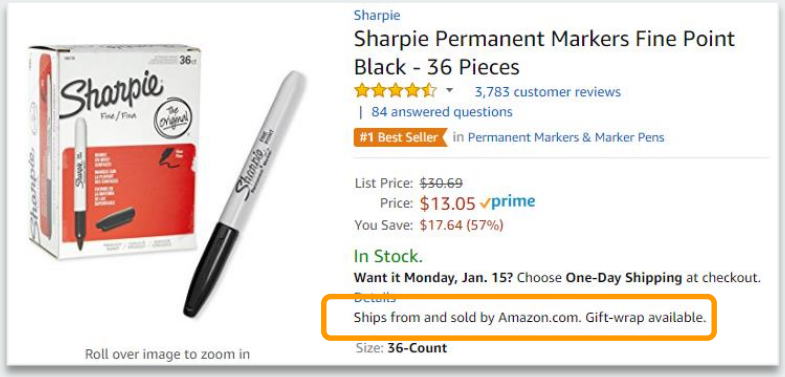
- An easy way to ensure that your products arrive on time and as expected, is to order products fulfilled directly from Amazon. All products clearly mark who the seller is on the product detail page.

Prime Eligibility – Fulfilled by Amazon

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

What's not Included?

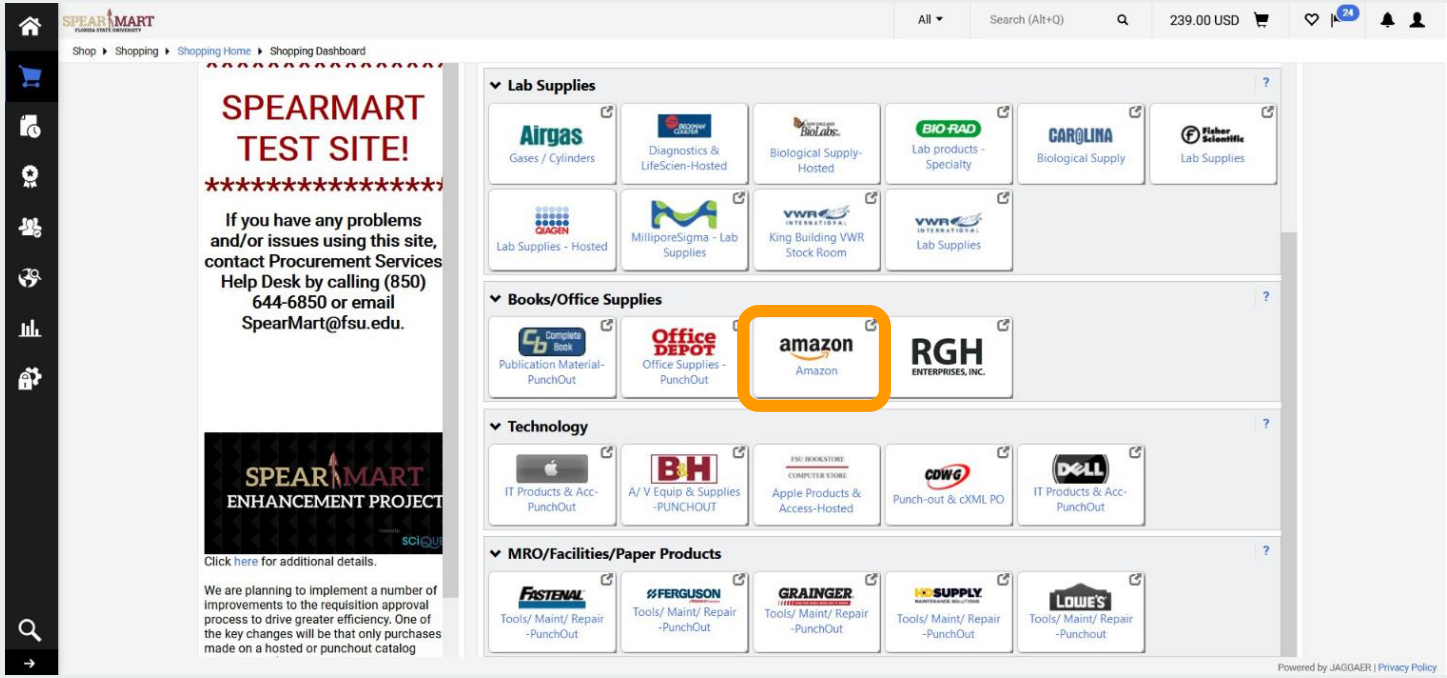
- Business Prime Shipping does not include additional Prime benefits such as Amazon Fresh, Pantry, Video, or Music.



How to Access Amazon Business

Amazon Business is integrated with SpearMart. All SpearMart users will access Amazon Business through SpearMart regardless of how they have previously accessed Amazon

- All registration flows start when the buyer clicks on the amazon Amazon tile in SpearMart for the first time
- End users must have access to SpearMart in order to access the Amazon Business punchout
- End users should NOT access Amazon Business directly (i.e. trying to sign in from the Amazon.com home page)

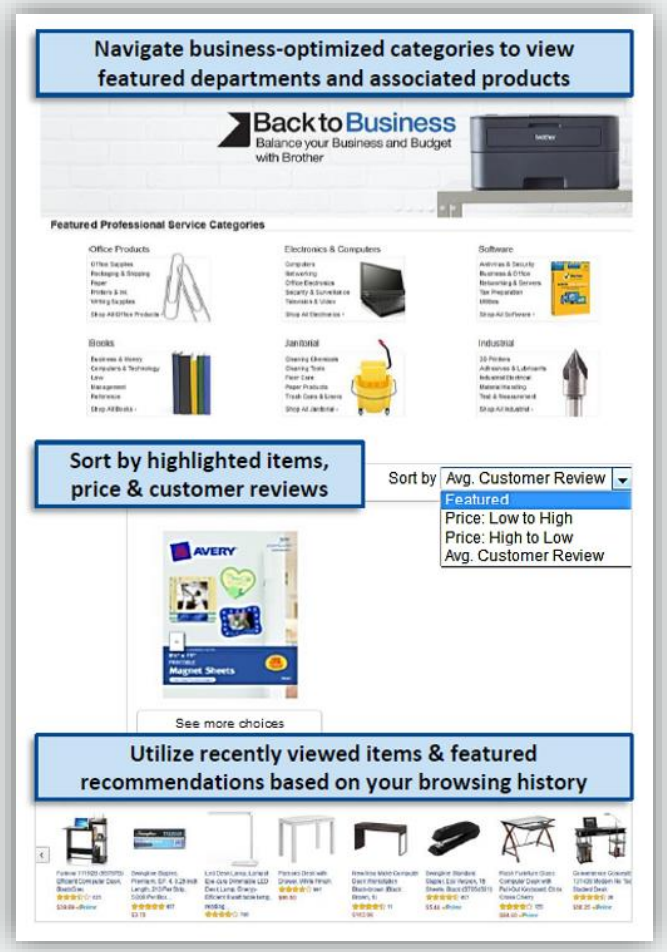


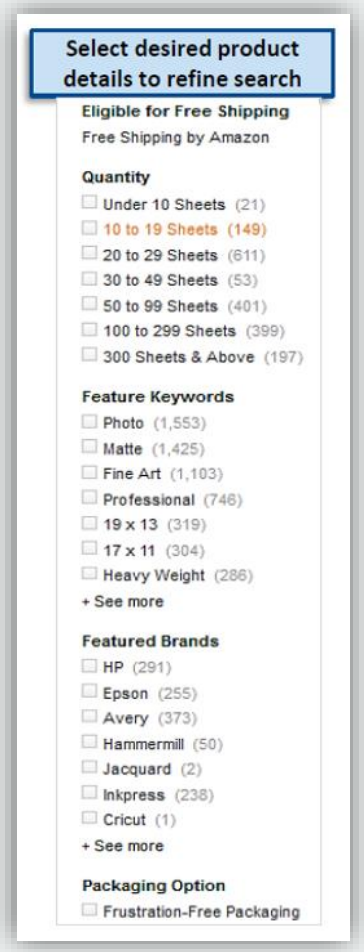
Search & Browse Optimization

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

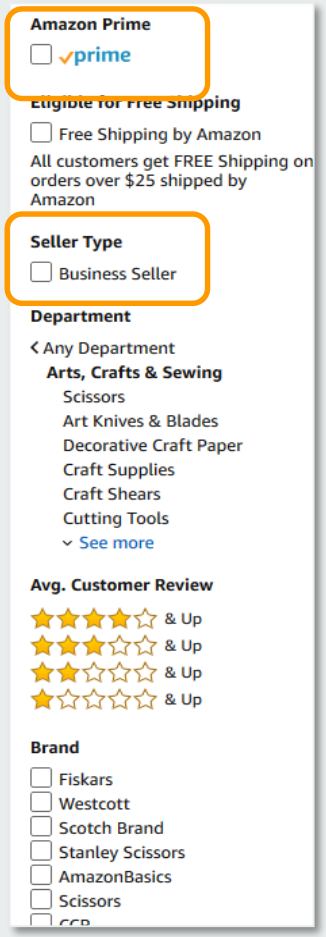


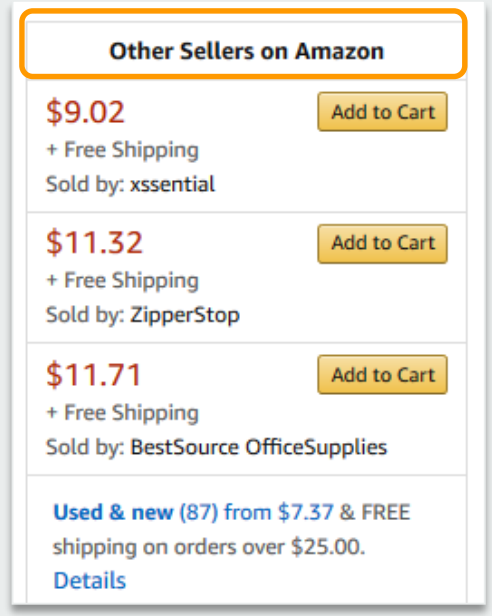


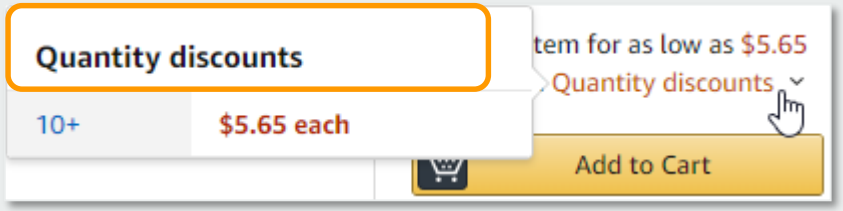
Search Optimization

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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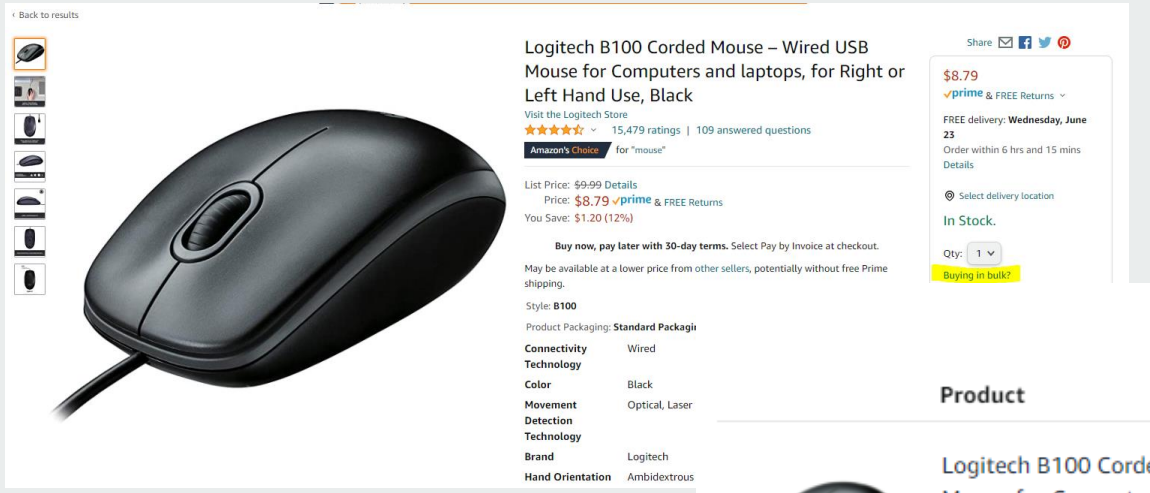
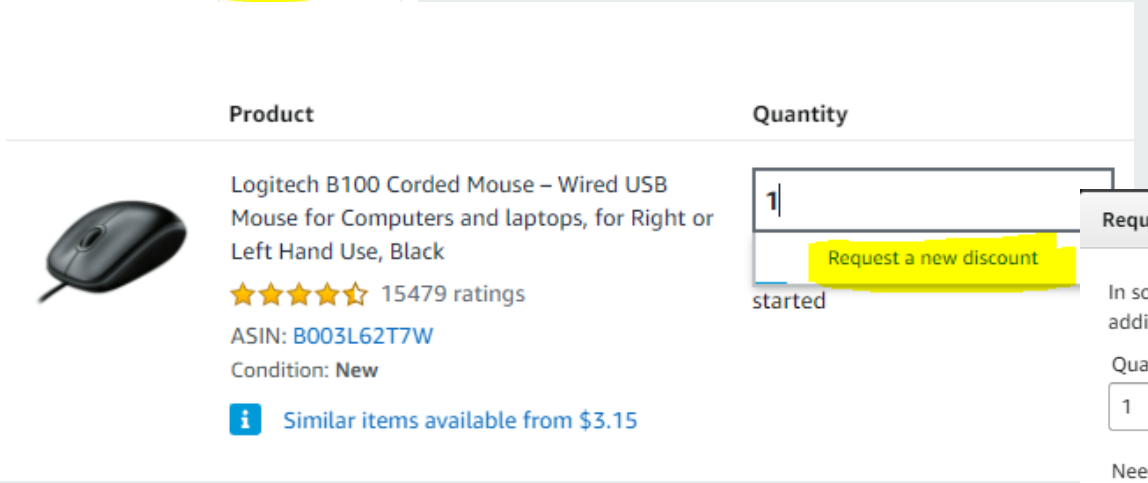
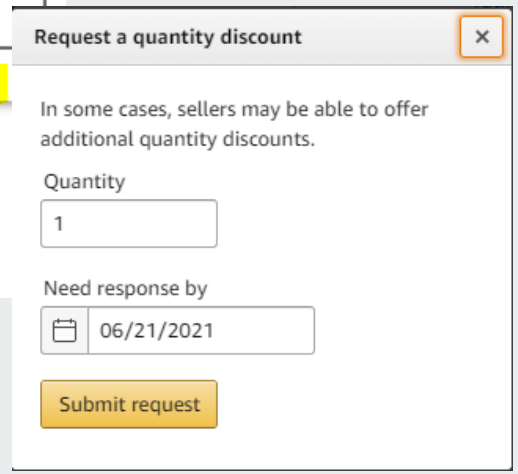
Bulk Orders / Quotes

If you are needing to order items in bulk, Amazon Business enables to you to do that in addition to requesting quantity discounts from sellers.







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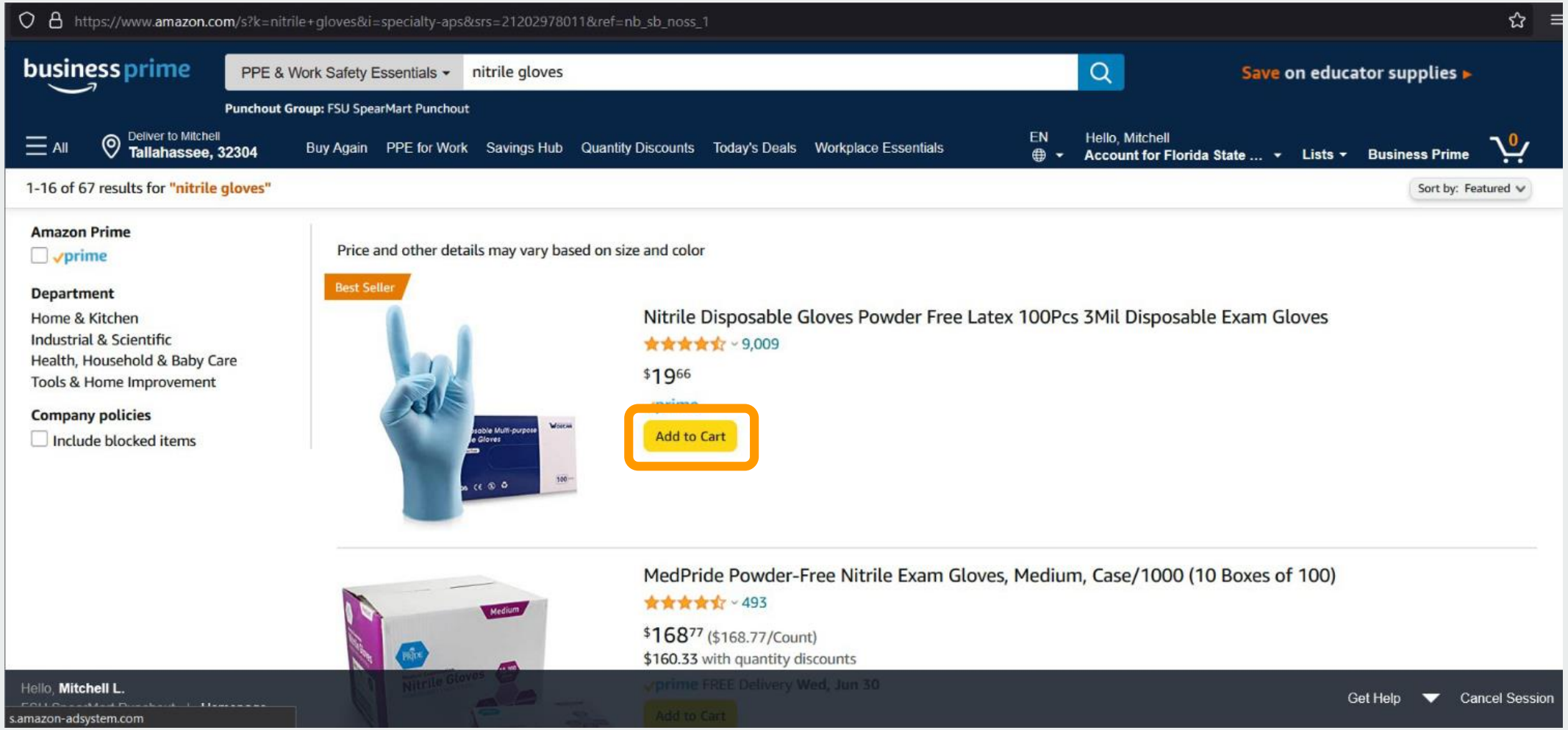
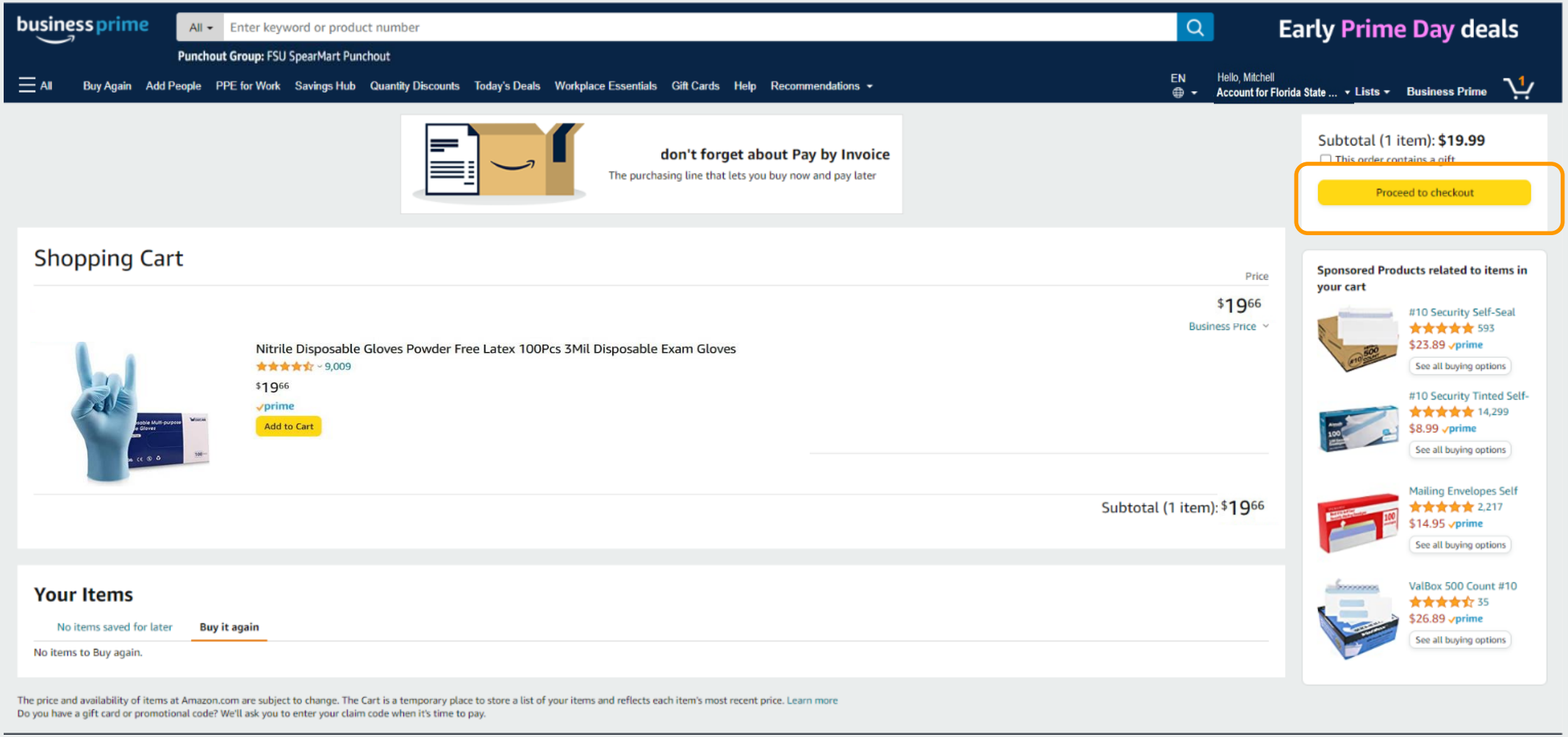
Checkout Experience – with Checkout Based Punchout

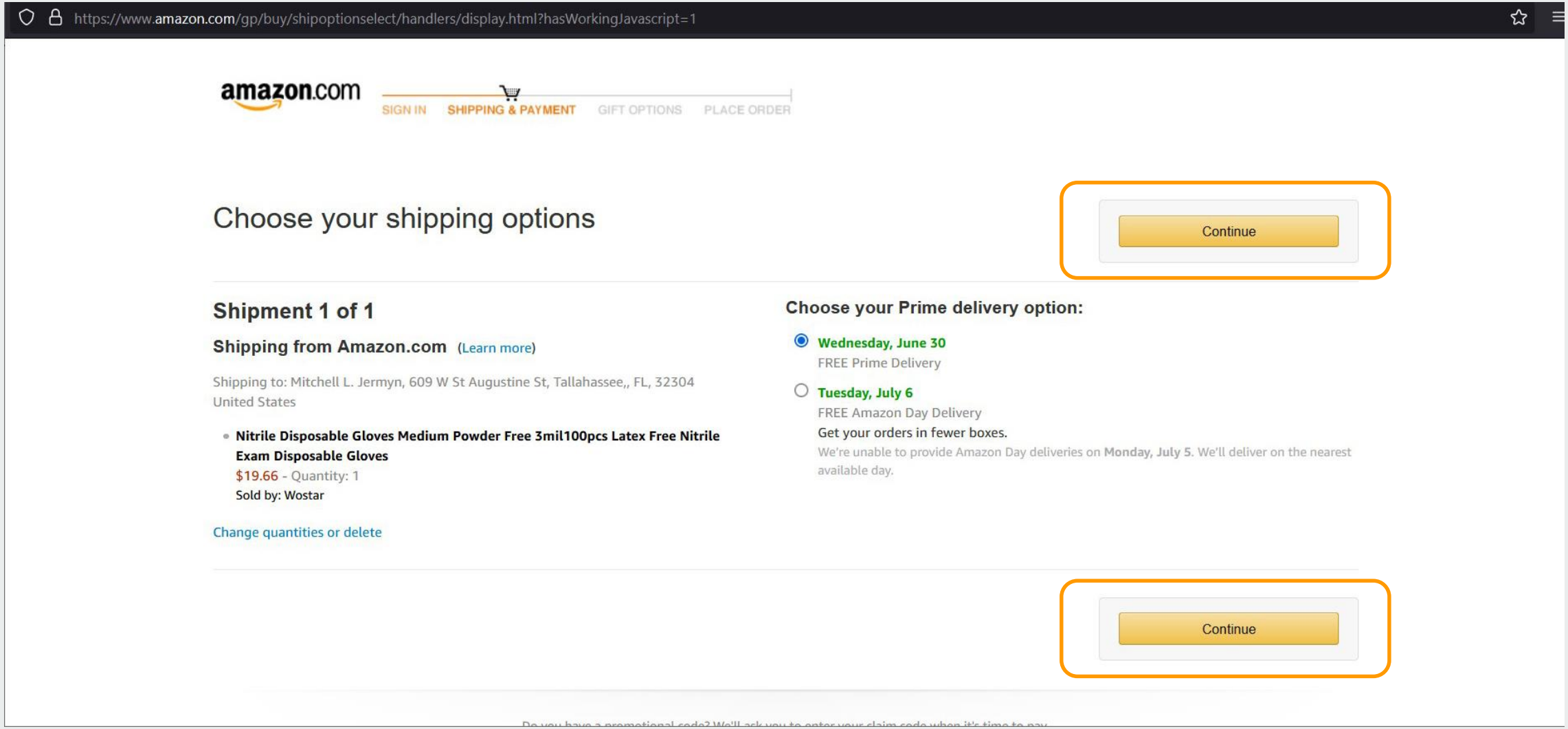
Find Item and Add to Cart



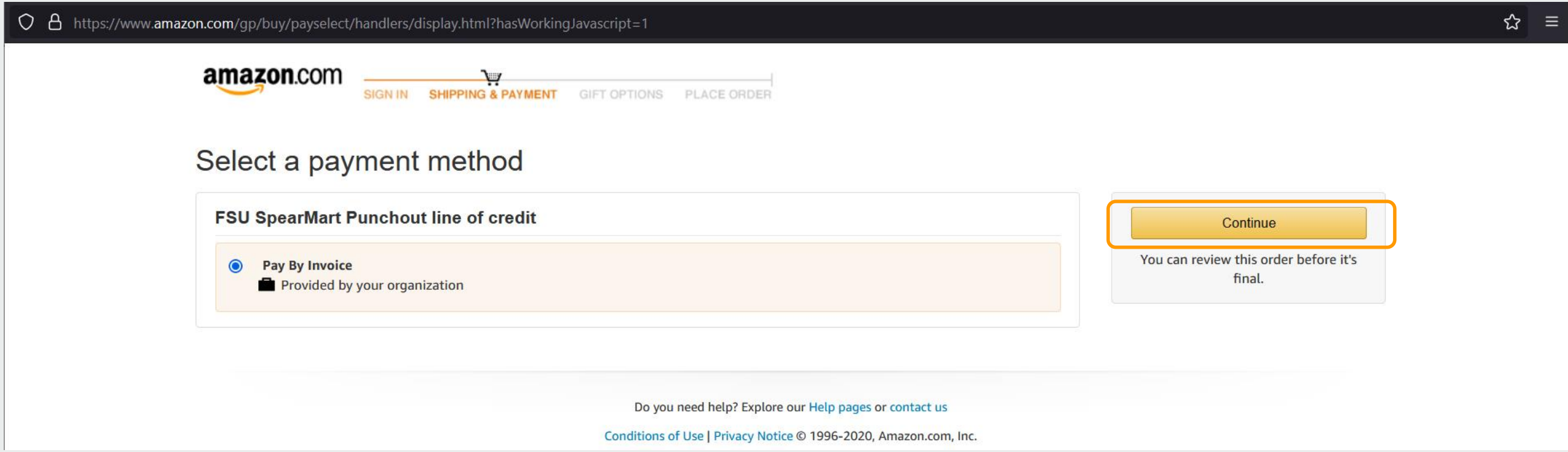
Begin Checkout Flow



Choose your shipping options

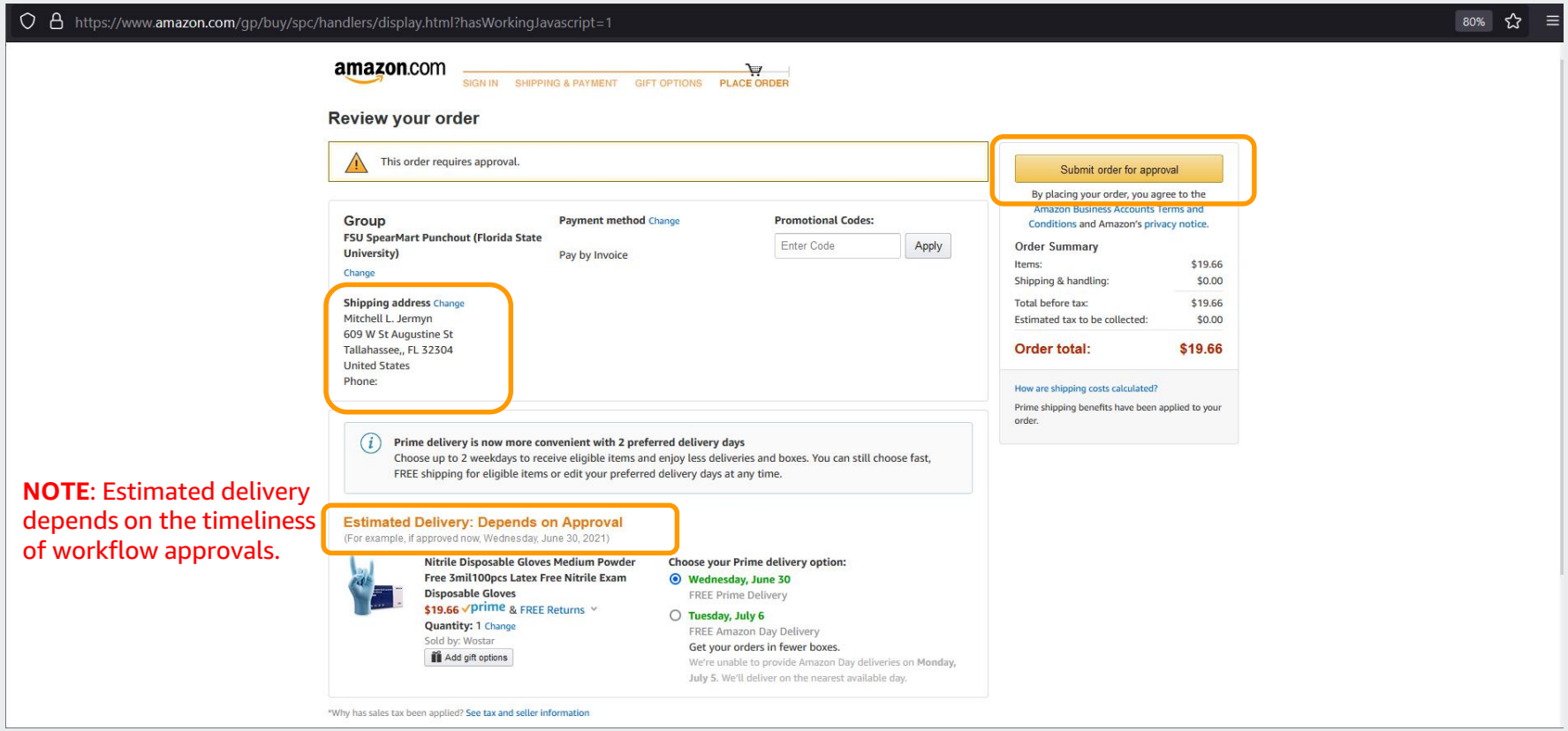


Payment Screen – payments to be made via Invoice (default selection)



Review Order Details + Submit for Approval

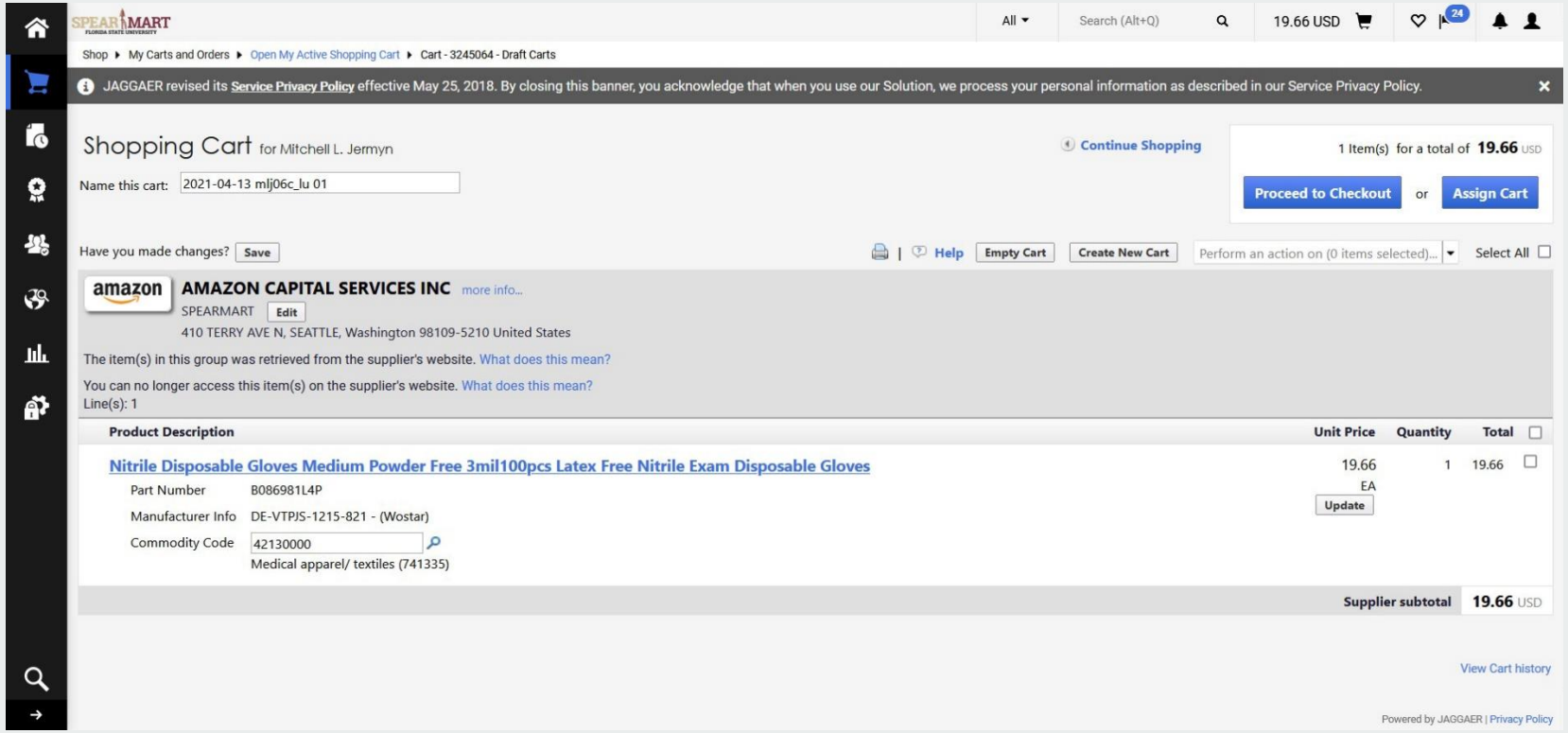
- Selecting “Submit order for approval” transfers your shopping cart back to SpearMart.



NOTE: Estimated delivery depends on the timeliness of workflow approvals.

Cart returned to Jaggaer for approvals

- Once the cart is transferred from Amazon Business to SpearMart, the normal approval process dictated by your business will start and complete before the Purchase Order is sent to Amazon for fulfillment



Halted Orders

Halted Orders

There are five instances in which orders can be halted/cancelled

- **Safeguards –** If the approval is not completed within the seven day cart lock, and the order falls outside of the safeguards (set by your organization) at the time of approval, the item or order will be halted and a new order will need to be created and submitted.

- **Multiple PunchOut Sessions –** Multiple PunchOut sessions can result in a cancelled order. When shopping on Amazon Business through PunchOut, make sure to use one PunchOut Session per order.

- **Changing or Modifying Cart –** If PO is sent with deleted line items or modified quantities (modifications occur in Jaggaer after cart is transferred from Amazon Business), the order will be rejected and a new order will need to be created and submitted.

- **Address on Final PO Differs From Address at Checkout –** If the checkout address is in the contiguous US, but the address on the final PO is outside the contiguous US, the order will be cancelled and a new order will need to be created and submitted with the correct shipping address.

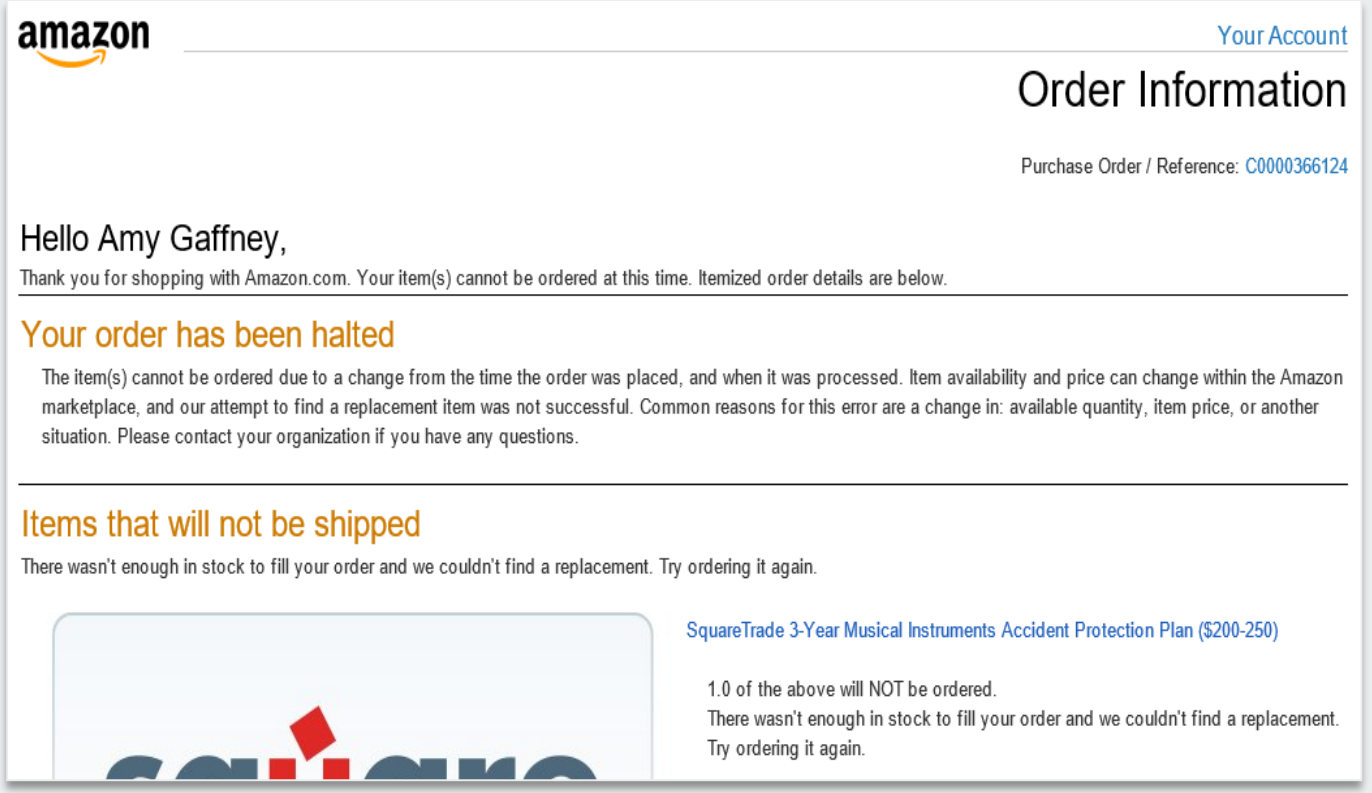
- **Zip Code Change for Next Day Delivery** – If the zip code on the final PO differs from the zip code used for the address at checkout in Amazon Business and the item is set for next day delivery, the order will be cancelled and a new order will need to be created and submitted.

Halted Orders

Amazon Business sends this email if an order hits one of the business rules (called “Safeguards”) set by your organization.

Things to note:

- Refer to details provided in the email. Or, contact Customer Service for more information.
- If an Amazon Business order has been halted, the end user will need to start over and place a new order.



amazon

Your Account

Order Information

Purchase Order / Reference: C0000366124

Hello Amy Gaffney,

Thank you for shopping with Amazon.com. Your item(s) cannot be ordered at this time. Itemized order details are below.

Your order has been halted

The item(s) cannot be ordered due to a change from the time the order was placed, and when it was processed. Item availability and price can change within the Amazon marketplace, and our attempt to find a replacement item was not successful. Common reasons for this error are a change in: available quantity, item price, or another situation. Please contact your organization if you have any questions.

Items that will not be shipped

There wasn't enough in stock to fill your order and we couldn't find a replacement. Try ordering it again.

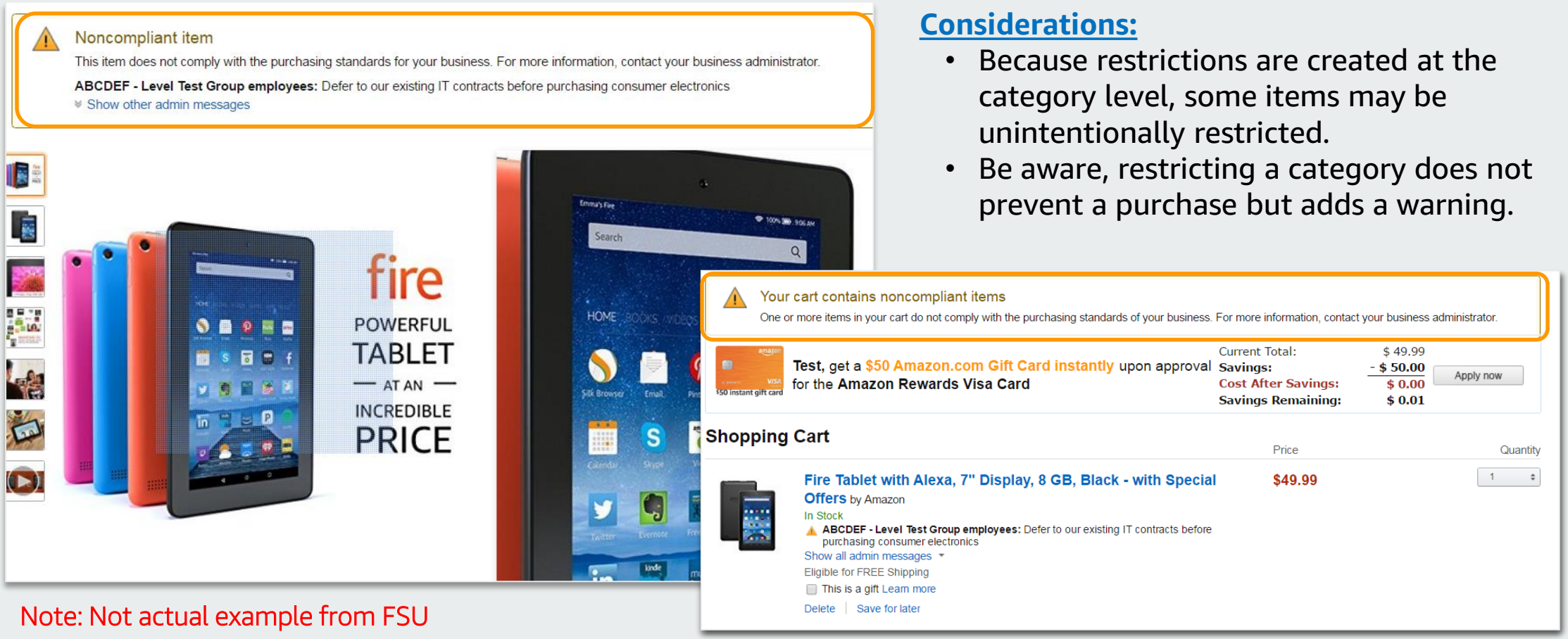
SquareTrade 3-Year Musical Instruments Accident Protection Plan ($200-250)

1.0 of the above will NOT be ordered.
There wasn't enough in stock to fill your order and we couldn't find a replacement.
Try ordering it again.

Buying Policies

Restricted Policies

Administrators can customize messaging (up to 120 characters) to let end users know IF and WHEN they can purchase certain categories on Amazon Business



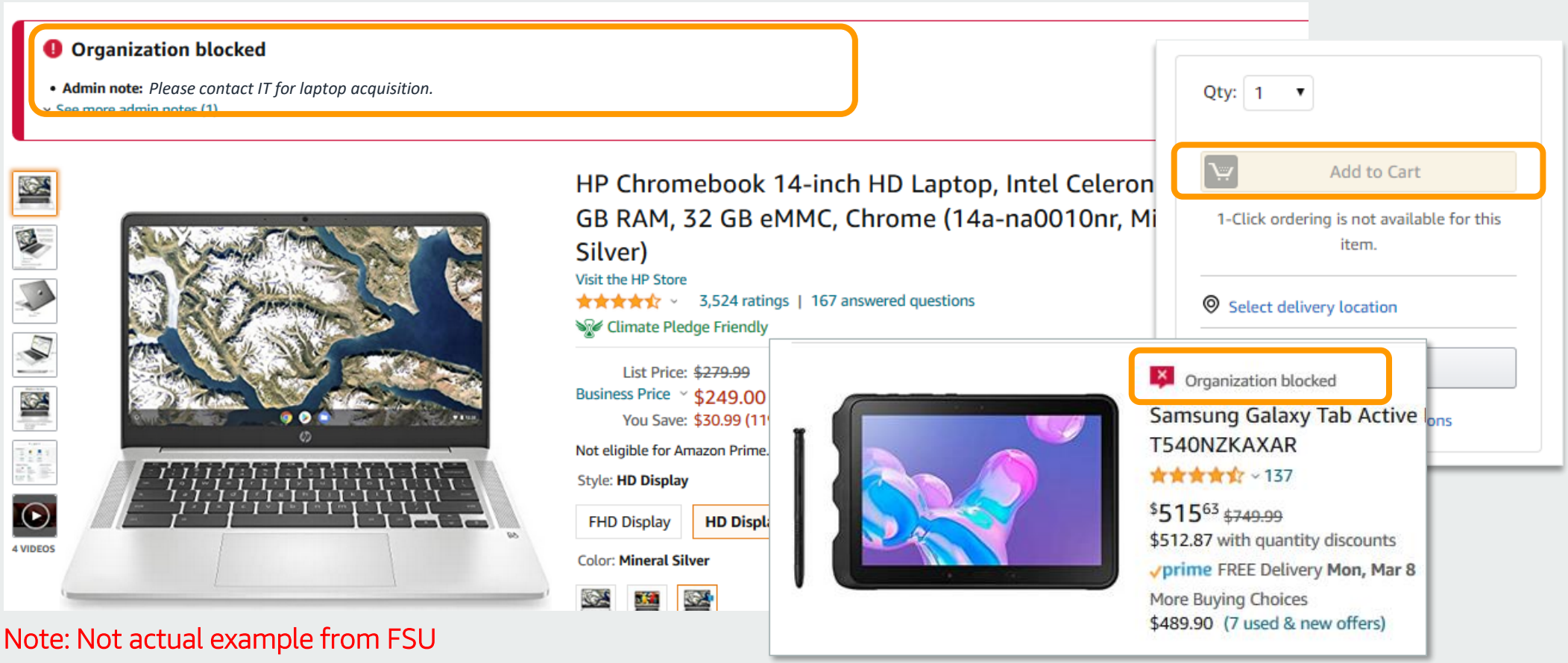
Note: Not actual example from FSU

Considerations:

- Because restrictions are created at the category level, some items may be unintentionally restricted.
- Be aware, restricting a category does not prevent a purchase but adds a warning.

Organization Blocked

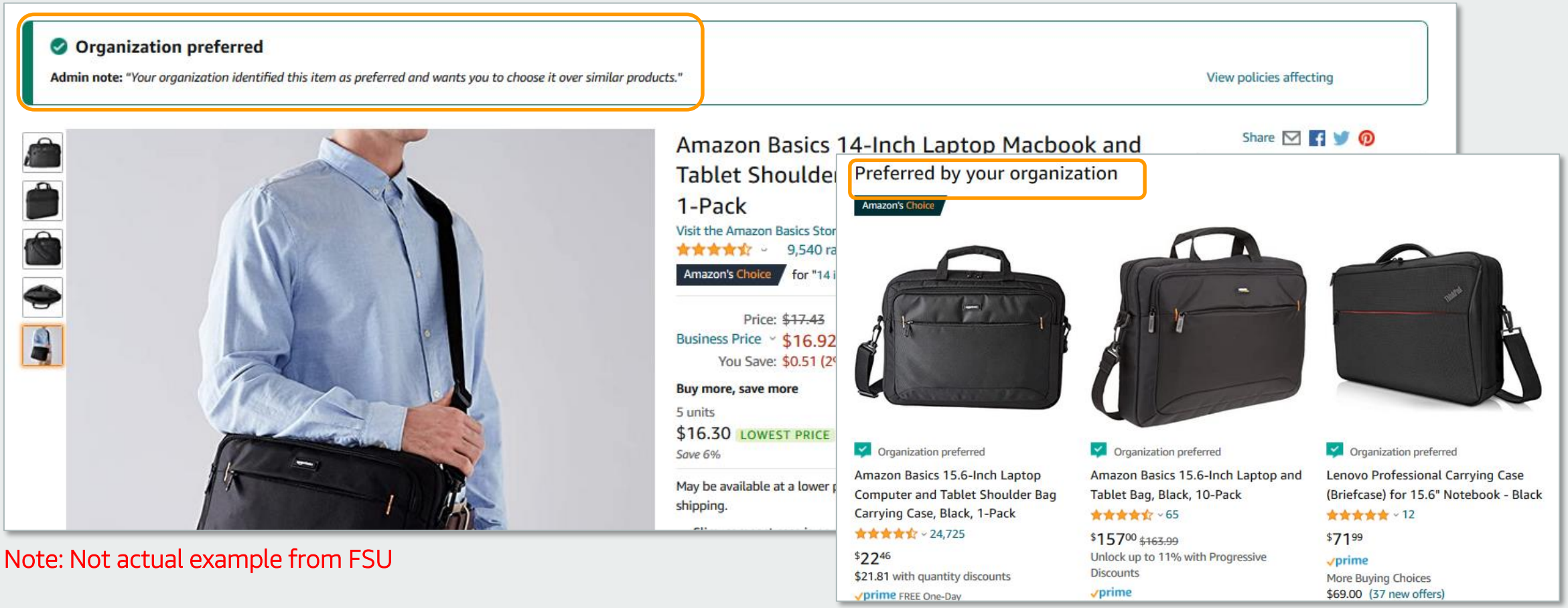
Hard blocking product categories prevents an end user from adding these product to their cart. The add to cart option will appear greyed out for any product categories that are blocked



Note: Not actual example from FSU

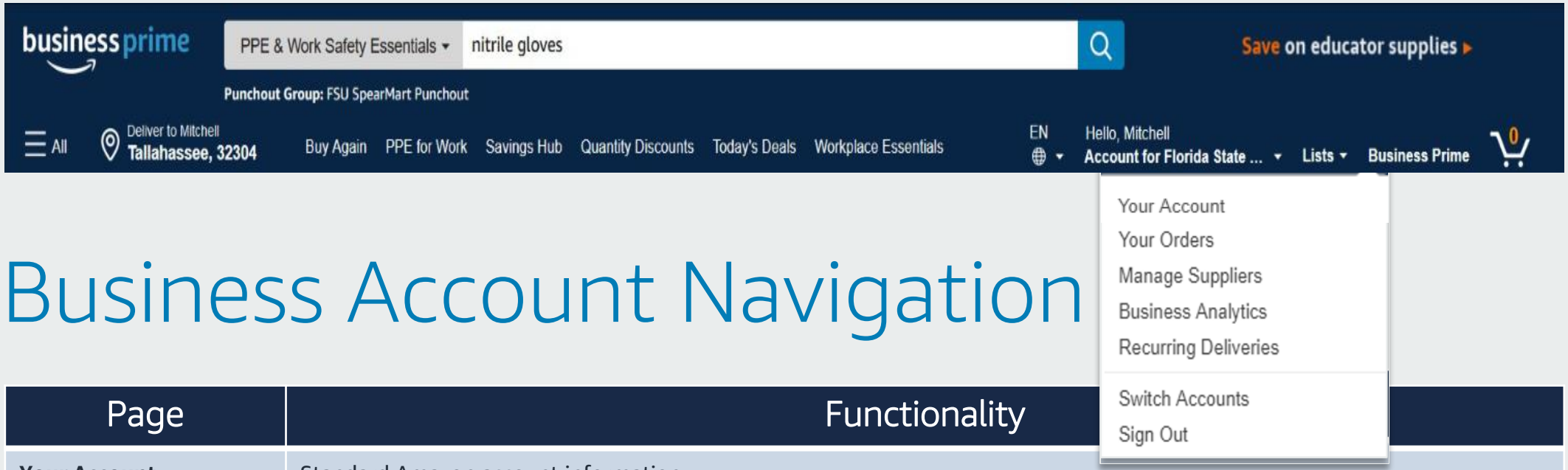
Preferred Products

Mark specific products as preferred to ensure your end users can easily find what they are looking for. This messaging is visible throughout the shopping experience, search results, and on product detail pages.



Note: Not actual example from FSU

Business Account Navigation



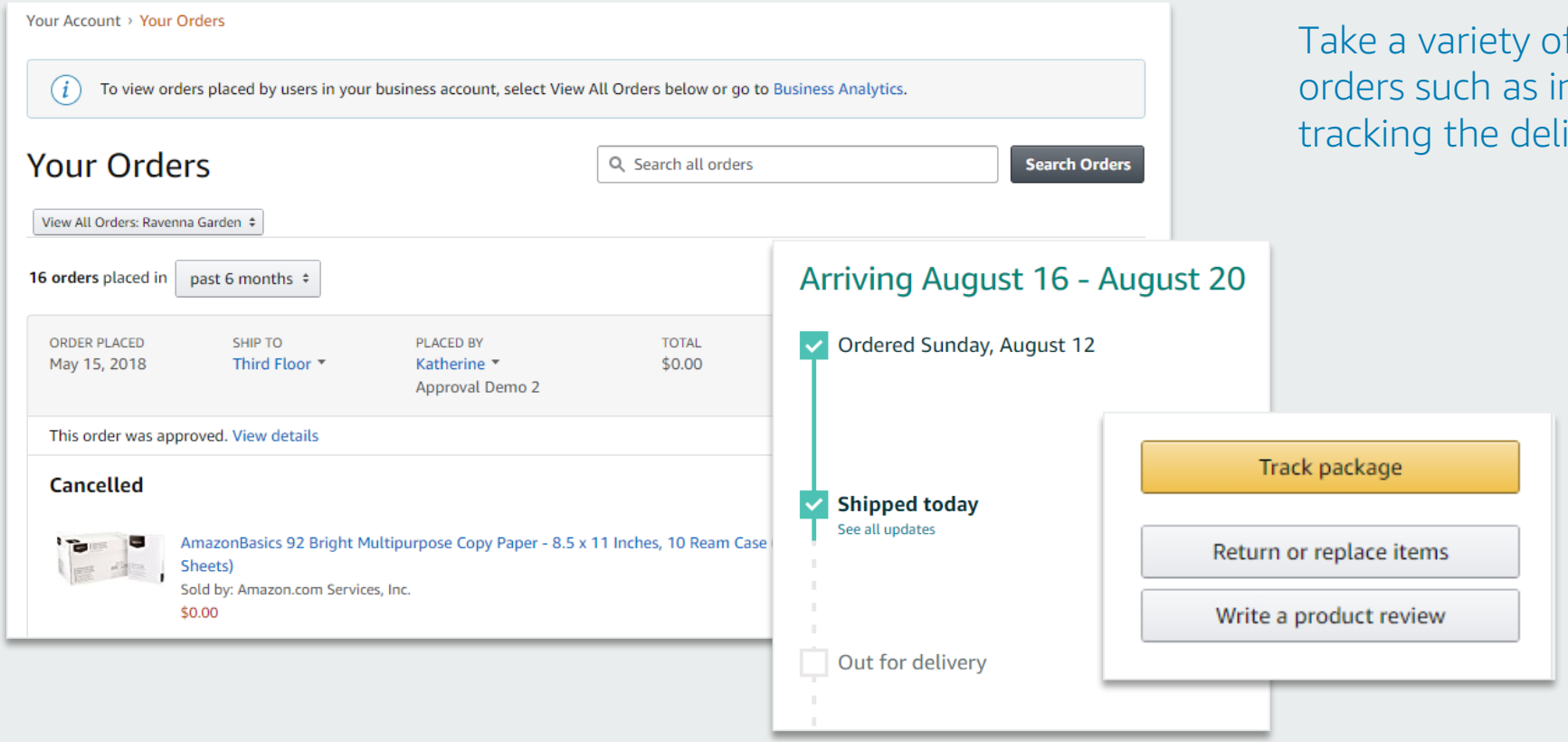
Business Account Navigation

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
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.

Your Orders

Your Orders

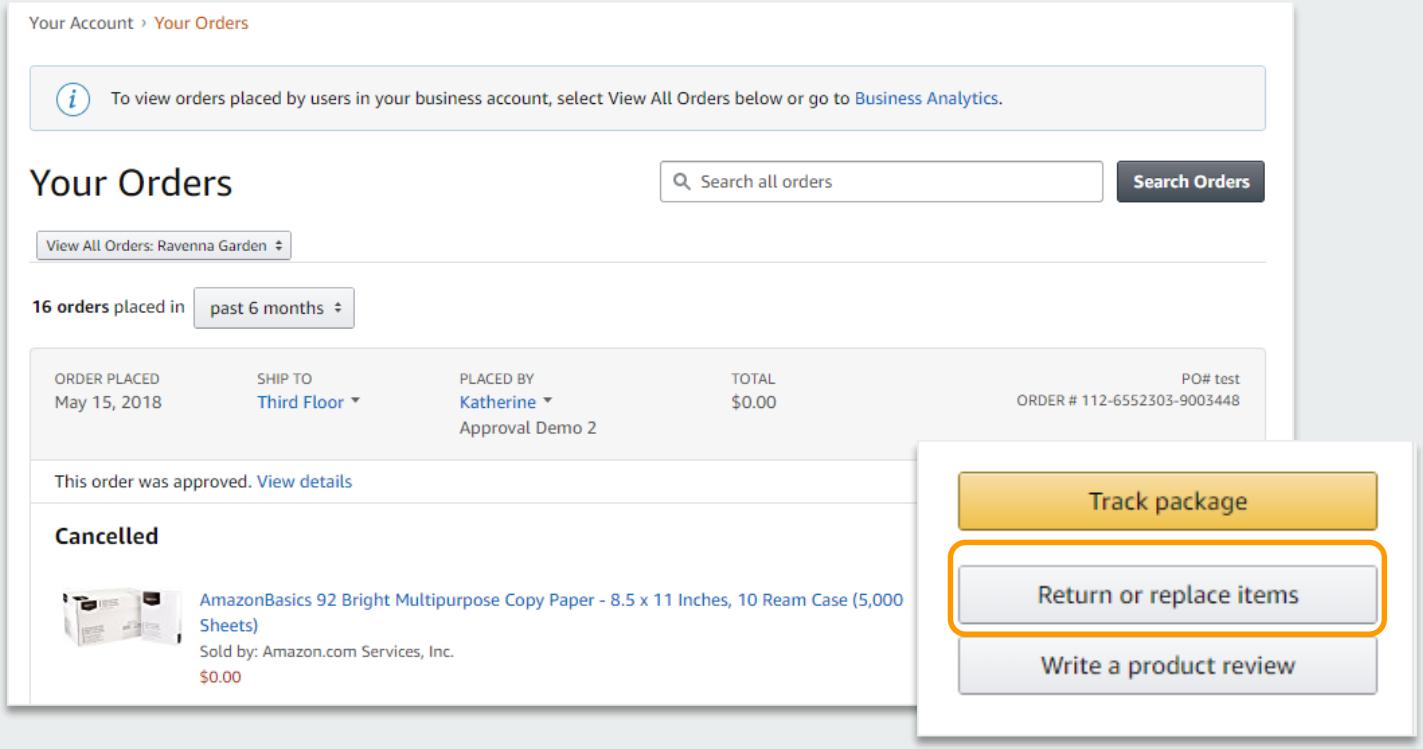
This section of the account provides additional detail regarding the status of all orders you have placed within the Business Account.

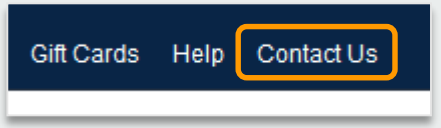


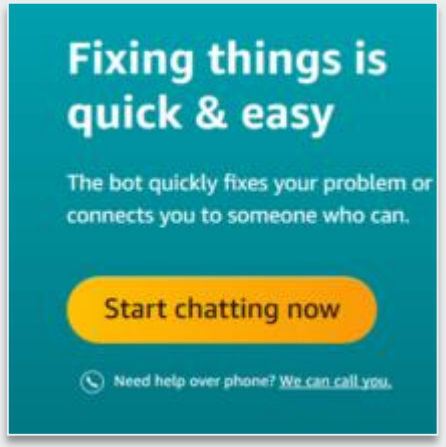
Take a variety of actions on your orders such as initiating returns or tracking the delivery of a package.

Return an Item

Navigate to Your Orders from the dropdown







Business Analytics

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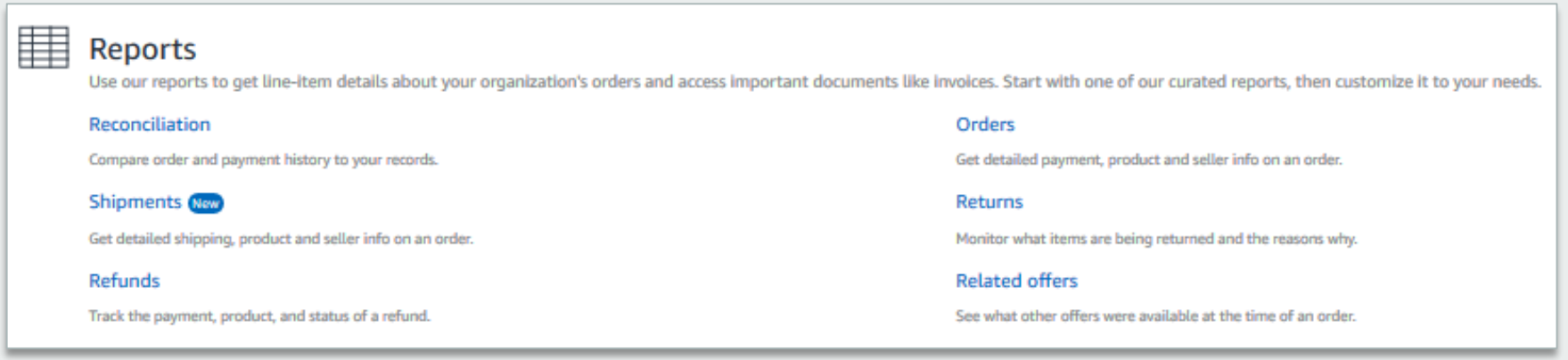
Amazon Business Analytics

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

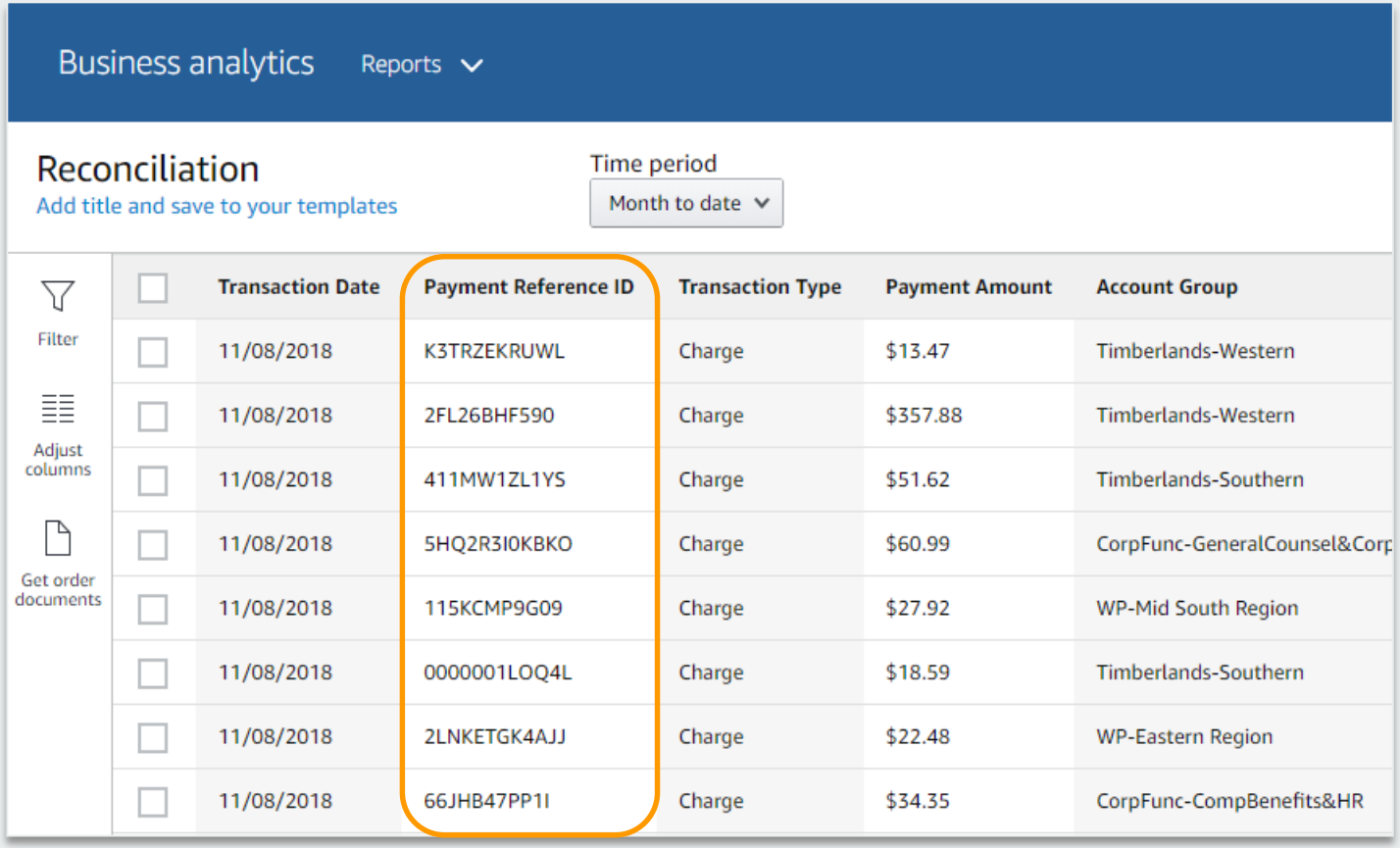


Reporting & Reconciliation

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

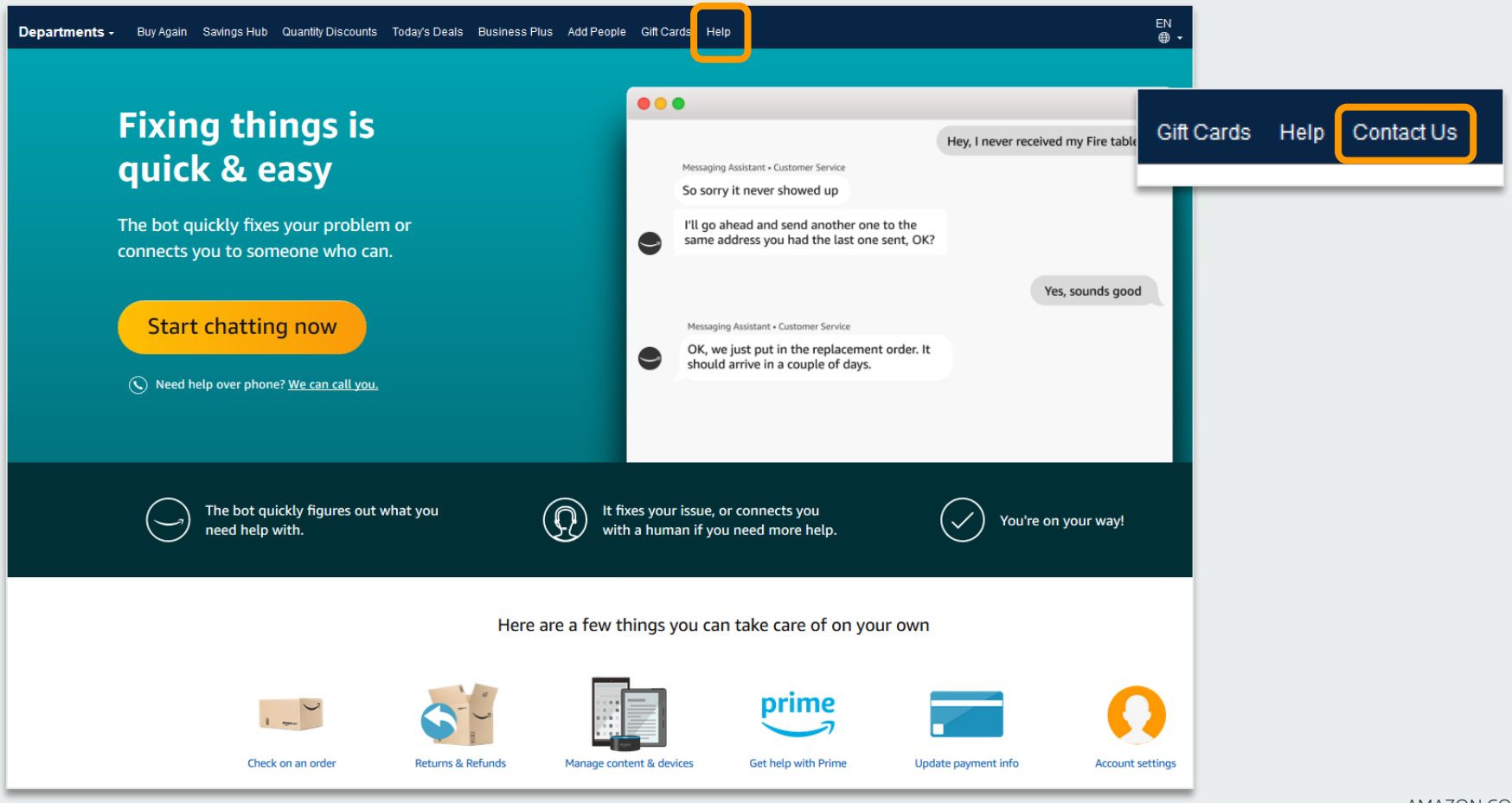
Business Customer Service

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.



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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

Call Business Customer Support:
- 888. 281. 3847

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 – Candace Pinataro – pinataro@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

business