

amazon business

eProcurement Buyer Training



Joining the Florida State University Amazon Business Account


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.



The screenshot shows the Amazon Business login interface. At the top left is the 'amazon business' logo. To its right is a small airplane icon. Below these is a stylized line-art illustration of a city skyline with various buildings, a factory, and a truck. The text 'Welcome to Amazon Business' is centered below the illustration. Underneath is a text input field with the placeholder text 'Please enter your name'. Below the input field is a yellow button labeled 'Start shopping'. At the bottom of the page, there is a small link for 'Conditions of Use | Privacy Notice' and a copyright notice '© 1996-2020, Amazon.com, Inc.'

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.



SPEARMART TEST SITE!

If you have any problems and/or issues using this site, contact Procurement Services Help Desk by calling (850) 644-6850 or email SpearMart@fsu.edu.

SPEARMART ENHANCEMENT PROJECT

Click here for additional details.
We are planning to implement a number of improvements to the registration approval process to drive greater efficiency. One of the key changes will be that only purchases made on a hosted or purchase order

Lab Supplies

- Airgas
- Chemicals & Lab/Scan Hosted
- Biological Supply Hosted
- Lab equipment Specialty
- GARJIMA Biological Supply
- Lab Supplies

Books/Office Supplies

- Publication Material
- Office Supplies
- amazon
- RGH

Technology

- IT Hardware & Net
- AV & Video & Imaging
- Apple Products & Access Hosted
- Printers & Copiers
- DELL

MRO/Facilities/Paper Products

- Facilities
- PERGUSON
- GRADING
- Supply
- LOUIS

Begin the registration process from the welcome screen

2.



Sign in to join Amazon Business.

We already have an Amazon account with your email address. Please sign in to see your options.

Email (phone for mobile accounts)

Password [Forgot your password?](#)

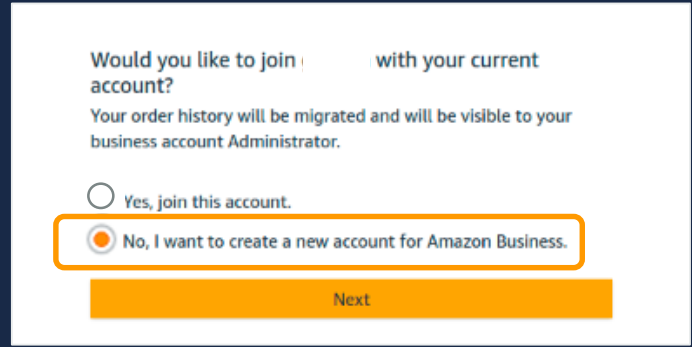
Sign-In

By continuing, you agree to Amazon's [Conditions of Use](#) and [Privacy Notice](#).

Keep me signed in. [Details](#)

The system recognizes the email. Sign in with existing password

3.



Would you like to join with your current account?

Your order history will be migrated and will be visible to your business account Administrator.

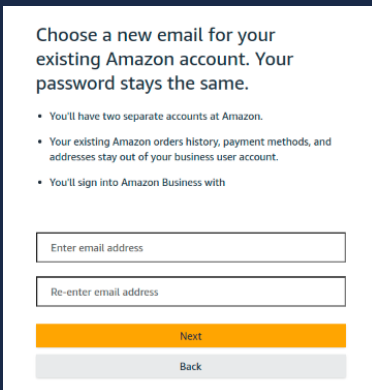
Yes, join this account.

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

Next

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

4.



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

Enter email address

Re-enter email address

Next

Back

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

Your account is too large to close without the help of customer service

You can either have [business customer service](#) help you close the account, or you can reduce the number of members in your account to 5 or below. [Remove users from your account](#)

[Back to account settings](#)

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



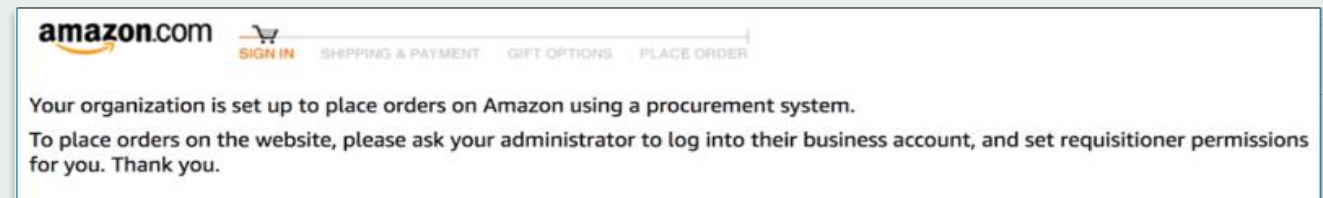
Amazon Error

- 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

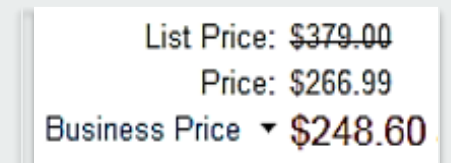
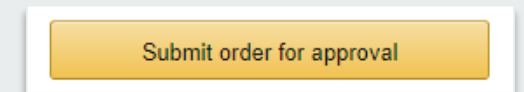
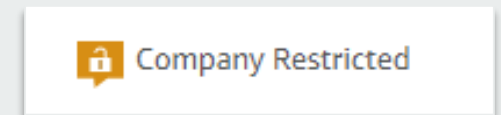
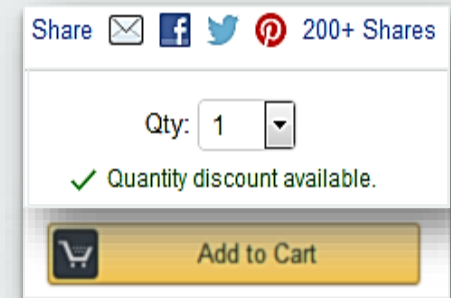
- Customize Amazon Business to your organization's buying standards and procedures. Features include approval workflows, negotiated pricing, and preferred suppliers and preferred products.

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.





Take Advantage of Amazon Prime Shipping Benefits

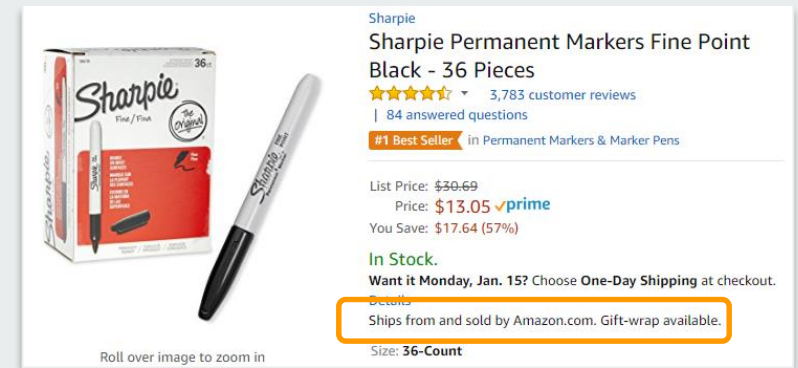
- An easy way to ensure that your products arrive on time and as expected, is to order products fulfilled directly from Amazon. All products clearly mark who the seller is on the product detail page.

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.

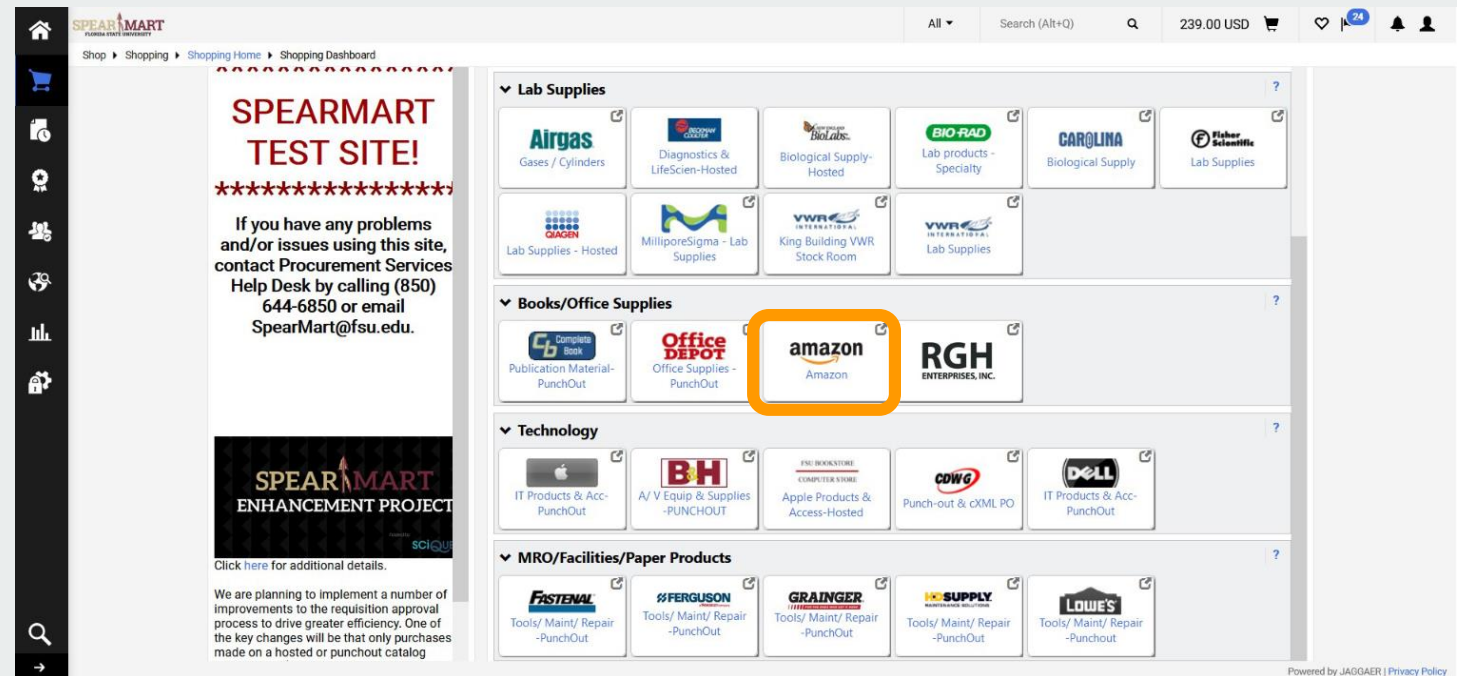


Ships from and sold by Amazon.com.

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  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

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: Packaging & Shipping, Paper, Printers & Ink, Writing Supplies
- Electronics & Computers: Computers, Networking, Office Electronics, Security & Surveillance, Telephony & Video
- Software: Business & Security, Business & Office, Business & Services, Tax Preparation, Utilities
- Books: Business & Money, Computers & Technology, Law, Management, Reference
- Industrial: Cleaning Equipment, Cleaning Tools, Floor Care, Paper Products, Tool Cans & Storage
- Industrial: 3D Printers, Adhesives & Labels, Industrial Chemical, Material Handling, Tool & Measurement

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

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 (746)
- 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

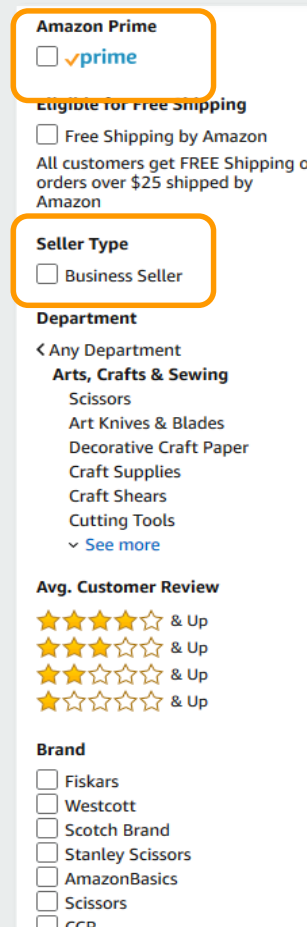
Packaging Option

- Frustration-Free Packaging

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



Amazon Prime
 prime

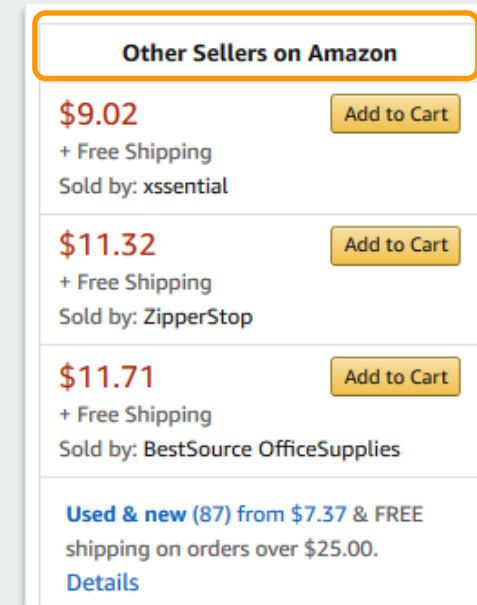
Eligible for Free Shipping
 Free Shipping by Amazon
All customers get FREE Shipping on orders over \$25 shipped by Amazon

Seller Type
 Business Seller

Department
< Any Department
Arts, Crafts & Sewing
Scissors
Art Knives & Blades
Decorative Craft Paper
Craft Supplies
Craft Shears
Cutting Tools
See more

Avg. Customer Review
★★★★☆ & Up
★★★★☆ & Up
★★★☆☆ & Up
★★☆☆☆ & Up

Brand
 Fiskars
 Westcott
 Scotch Brand
 Stanley Scissors
 AmazonBasics
 Scissors
 CCB



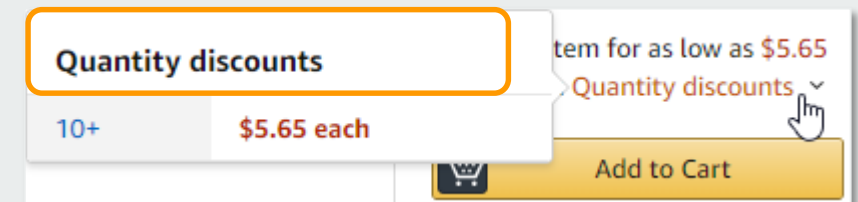
Other Sellers on Amazon

\$9.02 Add to Cart
+ Free Shipping
Sold by: xssential

\$11.32 Add to Cart
+ Free Shipping
Sold by: ZipperStop

\$11.71 Add to Cart
+ Free Shipping
Sold by: BestSource OfficeSupplies

Used & new (87) from \$7.37 & FREE shipping on orders over \$25.00.
Details



Quantity discounts

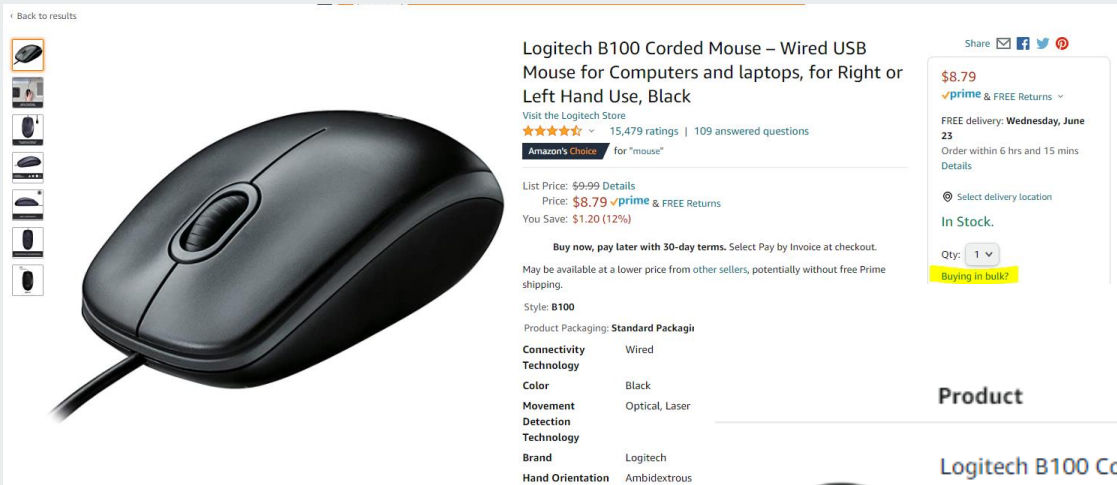
10+ \$5.65 each

Item for as low as \$5.65
Quantity discounts


Add to Cart

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.



Back to results



Logitech B100 Corded Mouse – Wired USB Mouse for Computers and laptops, for Right or Left Hand Use, Black

Visit the Logitech Store

★★★★★ 15,479 ratings | 109 answered questions

Amazon's Choice for "mouse"

List Price: \$9.99 Details
Price: \$8.79 ✓prime & FREE Returns
You Save: \$1.20 (12%)

Buy now, pay later with 30-day terms. Select Pay by Invoice at checkout.

May be available at a lower price from other sellers, potentially without free Prime shipping.

Style: B100

Product Packaging: Standard Packaging

Connectivity Technology: Wired

Color: Black

Movement Detection Technology: Optical, Laser

Brand: Logitech

Hand Orientation: Ambidextrous

Share

\$8.79 ✓prime & FREE Returns

FREE delivery: Wednesday, June 23

Order within 6 hrs and 15 mins


Details

Select delivery location

In Stock.

Qty: 1

Buying in bulk?

Product	Quantity
 <p>Logitech B100 Corded Mouse – Wired USB Mouse for Computers and laptops, for Right or Left Hand Use, Black</p> <p>★★★★★ 15479 ratings</p> <p>ASIN: B003L62T7W</p> <p>Condition: New</p> <p>Similar items available from \$3.15</p>	<input type="text" value="1"/> Request a new discount started

Request a quantity discount ✕

In some cases, sellers may be able to offer additional quantity discounts.

Quantity

Need response by

[Submit request](#)

Checkout Experience – with Checkout Based Punchout

Find Item and Add to Cart

The screenshot shows the Amazon Business Prime interface. At the top, the search bar contains "nitrile gloves" and the category "PPE & Work Safety Essentials". The page displays search results for "nitrile gloves" with 1-16 of 67 results shown. The first result is "Nitrile Disposable Gloves Powder Free Latex 100Pcs 3Mil Disposable Exam Gloves", which is marked as a "Best Seller" and has a price of \$19.66. The "Add to Cart" button for this item is highlighted with a yellow border. The second result is "MedPride Powder-Free Nitrile Exam Gloves, Medium, Case/1000 (10 Boxes of 100)", priced at \$168.77. The left sidebar includes filters for Amazon Prime, Department (Home & Kitchen, Industrial & Scientific, Health, Household & Baby Care, Tools & Home Improvement), and Company policies (Include blocked items). The bottom of the page shows the user's name "Mitchell L.", the date "Wed, Jun 30", and the "Add to Cart" button for the second item.

https://www.amazon.com/s?k=nitrile+gloves&i=specialty-aps&srs=21202978011&ref=nb_sb_noss_1

business prime PPE & Work Safety Essentials nitrile gloves Save on educator supplies ▶

Punchout Group: FSU SpearMart Punchout

Deliver to Mitchell Tallahassee, 32304 Buy Again PPE for Work Savings Hub Quantity Discounts Today's Deals Workplace Essentials EN Hello, Mitchell Account for Florida State ... Lists Business Prime

1-16 of 67 results for "nitrile gloves" Sort by: Featured

Amazon Prime prime

Department
Home & Kitchen
Industrial & Scientific
Health, Household & Baby Care
Tools & Home Improvement

Company policies
 Include blocked items

Price and other details may vary based on size and color

Best Seller

Nitrile Disposable Gloves Powder Free Latex 100Pcs 3Mil Disposable Exam Gloves
★★★★☆ ~ 9,009
\$19.66
Add to Cart

MedPride Powder-Free Nitrile Exam Gloves, Medium, Case/1000 (10 Boxes of 100)
★★★★☆ ~ 493
\$168.77 (\$168.77/Count)
\$160.33 with quantity discounts
prime FREE Delivery Wed, Jun 30
Add to Cart

Hello, Mitchell L.
s.amazon-adssystem.com

Get Help Cancel Session

Begin Checkout Flow

business prime All

Punchout Group: FSU SpearMart Punchout

All Buy Again Add People PPE for Work Savings Hub Quantity Discounts Today's Deals Workplace Essentials Gift Cards Help Recommendations

EN Hello, Mitchell Account for Florida State ... Lists Business Prime

don't forget about Pay by Invoice
The purchasing line that lets you buy now and pay later

Subtotal (1 item): **\$19.99**
 This order contains a gift

Proceed to checkout

Shopping Cart

	Price
<p>Nitrile Disposable Gloves Powder Free Latex 100Pcs 3Mil Disposable Exam Gloves ★★★★☆ ~ 9,009 \$19.66 ✓prime Add to Cart</p>	\$19.66 Business Price
Subtotal (1 item): \$19.66	

Your Items

No items saved for later **Buy it again**

No items to Buy again.

Sponsored Products related to items in your cart

- #10 Security Self-Seal
★★★★☆ 593
\$23.89 ✓prime
[See all buying options](#)
- #10 Security Tinted Self-Seal
★★★★☆ 14,299
\$8.99 ✓prime
[See all buying options](#)
- Mailing Envelopes Self-Seal
★★★★☆ 2,217
\$14.95 ✓prime
[See all buying options](#)
- ValBox 500 Count #10
★★★★☆ 35
\$26.89 ✓prime
[See all buying options](#)

The price and availability of items at Amazon.com are subject to change. The Cart is a temporary place to store a list of your items and reflects each item's most recent price. Learn more
Do you have a gift card or promotional code? We'll ask you to enter your claim code when it's time to pay.

Choose your shipping options

https://www.amazon.com/gp/buy/shipoptionselect/handlers/display.html?hasWorkingJavascript=1

amazon.com

SIGN IN  SHIPPING & PAYMENT GIFT OPTIONS PLACE ORDER

Choose your shipping options

Continue

Shipment 1 of 1

Shipping from Amazon.com [\(Learn more\)](#)

Shipping to: Mitchell L. Jermyn, 609 W St Augustine St, Tallahassee,, FL, 32304
United States

- **Nitrile Disposable Gloves Medium Powder Free 3mil100pcs Latex Free Nitrile Exam Disposable Gloves**
\$19.66 - Quantity: 1
Sold by: Wostar

[Change quantities or delete](#)


Choose your Prime delivery option:

- Wednesday, June 30**
FREE Prime Delivery
- Tuesday, July 6**
FREE Amazon Day Delivery
Get your orders in fewer boxes.
We're unable to provide Amazon Day deliveries on **Monday, July 5**. We'll deliver on the nearest available day.

Continue

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

https://www.amazon.com/gp/buy/payselect/handlers/display.html?hasWorkingJavascript=1

amazon.com  SIGN IN SHIPPING & PAYMENT GIFT OPTIONS PLACE ORDER

Select a payment method

FSU SpearMart Punchout line of credit

- Pay By Invoice**
Provided by your organization

Continue

You can review this order before it's final.

Do you need help? Explore our [Help pages](#) or [contact us](#)

[Conditions of Use](#) | [Privacy Notice](#) © 1996-2020, Amazon.com, Inc.

Review Order Details + Submit for Approval

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

https://www.amazon.com/gp/buy/spc/handlers/display.html?hasWorkingJavascript=1

amazon.com

SIGN IN SHIPPING & PAYMENT GIFT OPTIONS PLACE ORDER

Review your order

Warning: This order requires approval.

Submit order for approval

By placing your order, you agree to the Amazon Business Accounts Terms and Conditions and Amazon's privacy notice.

Order Summary

Items:	\$19.66
Shipping & handling:	\$0.00
Total before tax:	\$19.66
Estimated tax to be collected:	\$0.00
Order total:	\$19.66

How are shipping costs calculated?
Prime shipping benefits have been applied to your order.

Group: FSU SpearMart Punchout (Florida State University)
Change

Payment method: Pay by Invoice
Change

Promotional Codes: Enter Code Apply

Shipping address: Mitchell L. Jermyn, 609 W St Augustine St, Tallahassee, FL 32304, United States
Change

Prime delivery is now more convenient with 2 preferred delivery days
Choose up to 2 weekdays to receive eligible items and enjoy less deliveries and boxes. You can still choose fast, FREE shipping for eligible items or edit your preferred delivery days at any time.

Estimated Delivery: Depends on Approval
(For example, if approved now, Wednesday, June 30, 2021)

Nitrile Disposable Gloves Medium Powder Free 3mil100pcs Latex Free Nitrile Exam Disposable Gloves
\$19.66 ✓ Prime & FREE Returns
Quantity: 1
Sold by: Wostar
Add gift options

Choose your Prime delivery option:

- Wednesday, June 30**
FREE Prime Delivery
- Tuesday, July 6**
FREE Amazon Day Delivery
Get your orders in fewer boxes.
We're unable to provide Amazon Day deliveries on Monday, July 5. We'll deliver on the nearest available day.

*Why has sales tax been applied? See tax and seller information

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

The screenshot displays the SpearMart shopping cart interface. At the top, the navigation bar includes the SpearMart logo, a search bar, and a cart icon showing a total of 19.66 USD. Below the navigation bar, a banner for JAGGAER's updated Service Privacy Policy is visible. The main content area shows the shopping cart for Mitchell L. Jermyn, with a cart name field containing '2021-04-13 mjj06c_lu 01'. A 'Continue Shopping' button is present. A summary box indicates '1 Item(s) for a total of 19.66 USD' and includes 'Proceed to Checkout' and 'Assign Cart' buttons. Below this, there are options to 'Save' changes, 'Empty Cart', or 'Create New Cart'. The supplier information for Amazon Capital Services Inc. is shown, along with a note that the item was retrieved from the supplier's website and is no longer accessible. The product details for 'Nitrile Disposable Gloves Medium Powder Free 3mil100pcs Latex Free Nitrile Exam Disposable Gloves' are listed, including the part number B086981L4P, manufacturer info DE-VTPJS-1215-821 - (Wostar), and commodity code 42130000. A table shows the item's unit price of 19.66, a quantity of 1, and a total of 19.66. The supplier subtotal is also 19.66 USD. A 'View Cart history' link and a footer note 'Powered by JAGGAER | Privacy Policy' are at the bottom.

Product Description	Unit Price	Quantity	Total
Nitrile Disposable Gloves Medium Powder Free 3mil100pcs Latex Free Nitrile Exam Disposable Gloves	19.66	1	19.66

Supplier subtotal: 19.66 USD

Halted Orders

Halted Orders

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

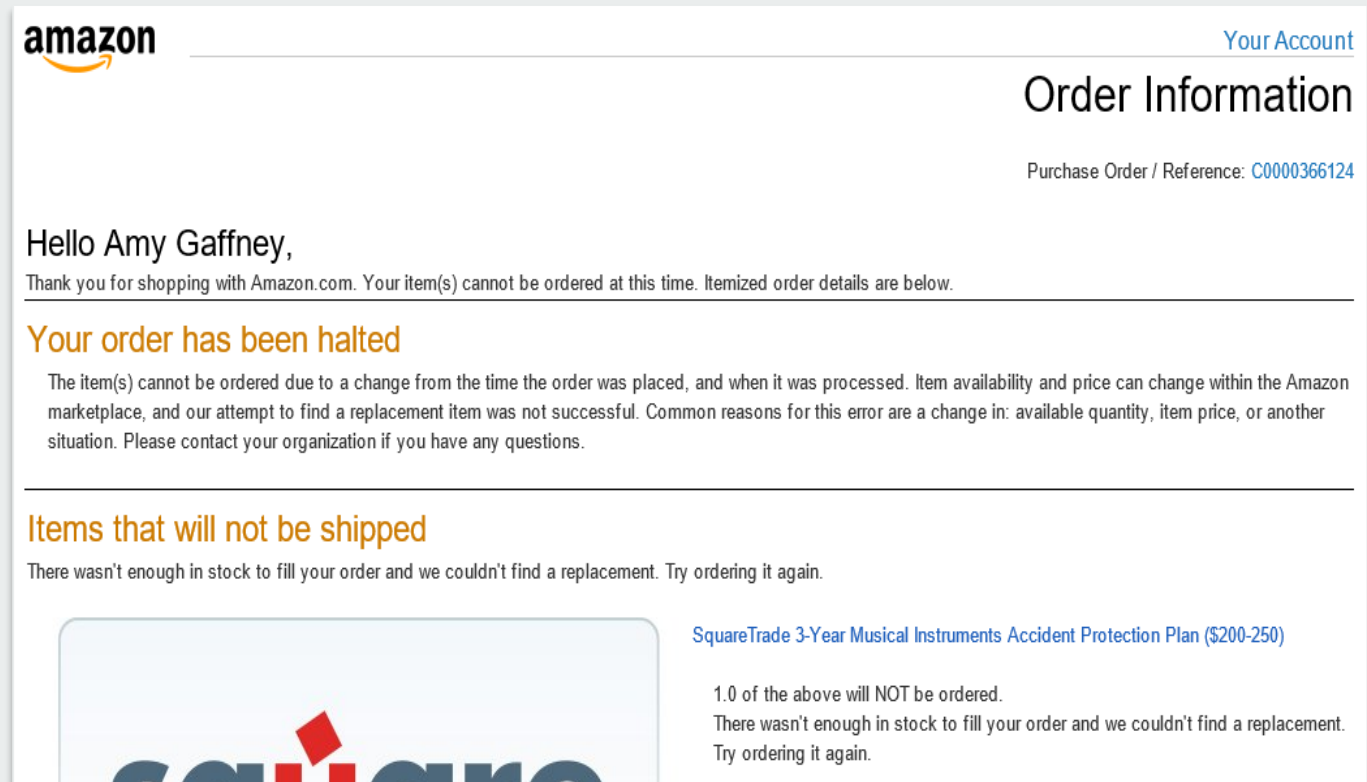
- **Safeguards** – If the approval is not completed within the seven day cart lock, and the order falls outside of the safeguards (set by your organization) at the time of approval, the item or order will be halted and a new order will need to be created and submitted.
- **Multiple PunchOut Sessions**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



The screenshot shows an email from Amazon Business. At the top left is the Amazon logo, and at the top right is a link for "Your Account". The main heading is "Order Information" with a sub-heading "Purchase Order / Reference: C0000366124". The email is addressed to "Hello Amy Gaffney," and includes a thank you message: "Thank you for shopping with Amazon.com. Your item(s) cannot be ordered at this time. Itemized order details are below." The primary message is "Your order has been halted" in orange text, followed by an explanation: "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." Below this is a section titled "Items that will not be shipped" with the text: "There wasn't enough in stock to fill your order and we couldn't find a replacement. Try ordering it again." A specific item is listed: "SquareTrade 3-Year Musical Instruments Accident Protection Plan (\$200-250)". The quantity is noted as "1.0 of the above will NOT be ordered." and the reason is repeated: "There wasn't enough in stock to fill your order and we couldn't find a replacement. Try ordering it again." The bottom of the email shows a partial view of a product image with a red square overlay.

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

⚠ Noncompliant item
This item does not comply with the purchasing standards for your business. For more information, contact your business administrator.
ABCDEF - Level Test Group employees: Defer to our existing IT contracts before purchasing consumer electronics
[Show other admin messages](#)

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.

⚠ Your cart contains noncompliant items
One or more items in your cart do not comply with the purchasing standards of your business. For more information, contact your business administrator.

Current Total:	\$ 49.99
Savings:	- \$ 50.00
Cost After Savings:	\$ 0.00
Savings Remaining:	\$ 0.01

[Apply now](#)

Test, get a \$50 Amazon.com Gift Card instantly upon approval for the Amazon Rewards Visa Card

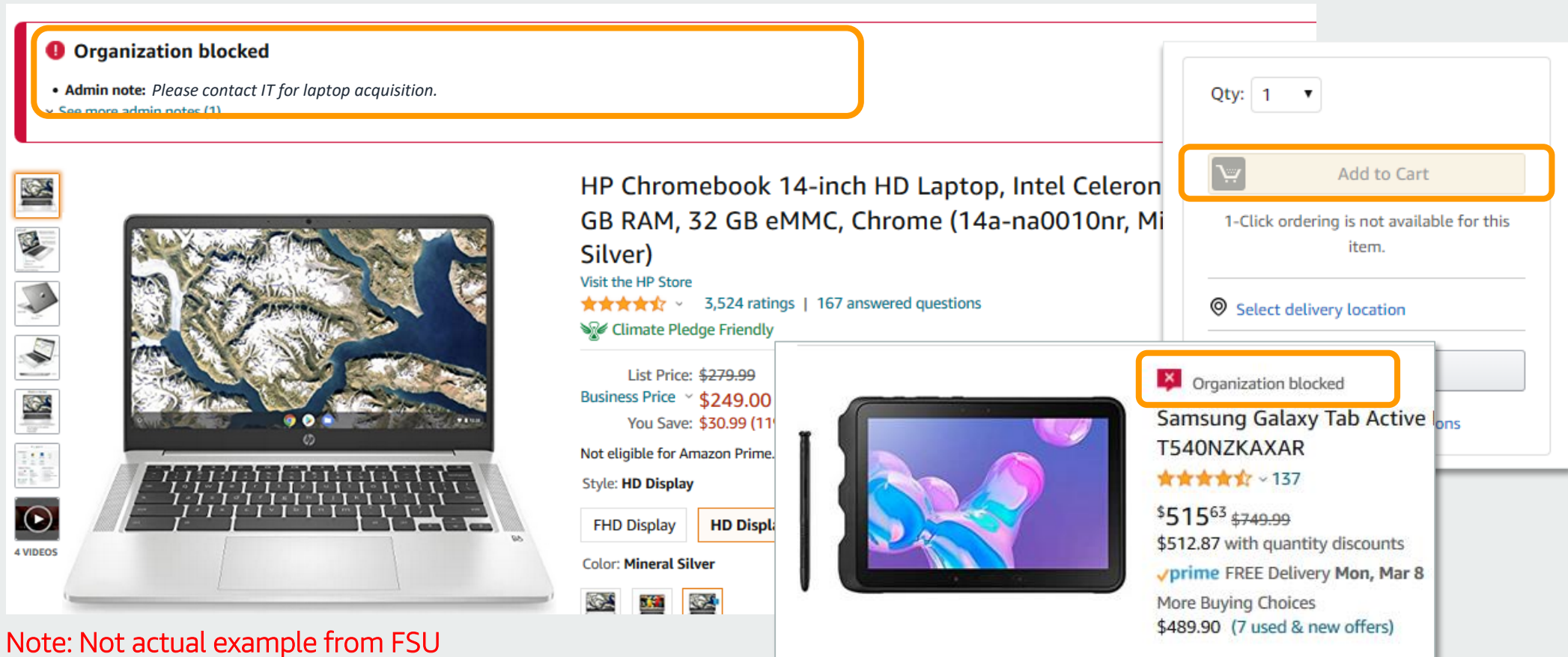
Shopping Cart

	Price	Quantity
 In Stock ⚠ ABCDEF - Level Test Group employees: Defer to our existing IT contracts before purchasing consumer electronics Show all admin messages Eligible for FREE Shipping <input type="checkbox"/> This is a gift Learn more Delete Save for later	\$49.99	1

Note: Not actual example from FSU

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



Organization blocked

- **Admin note:** Please contact IT for laptop acquisition.
- See more admin notes (1)

Qty: 1

Add to Cart

1-Click ordering is not available for this item.

Select delivery location

Organization blocked

Samsung Galaxy Tab Active T540NZKAXAR

★★★★★ ~ 137

\$515⁶³ ~~\$749.99~~

\$512.87 with quantity discounts

✓prime FREE Delivery Mon, Mar 8

More Buying Choices

\$489.90 (7 used & new offers)

HP Chromebook 14-inch HD Laptop, Intel Celeron, 4 GB RAM, 32 GB eMMC, Chrome (14a-na0010nr, Mineral Silver)

Visit the HP Store

★★★★★ 3,524 ratings | 167 answered questions

Climate Pledge Friendly

List Price: \$279.99

Business Price **\$249.00**

You Save: \$30.99 (11%)

Not eligible for Amazon Prime.

Style: HD Display

FHD Display **HD Display**

Color: Mineral Silver

4 VIDEOS

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.

Organization preferred

Admin note: "Your organization identified this item as preferred and wants you to choose it over similar products."

[View policies affecting](#)



Amazon Basics 14-Inch Laptop Macbook and Tablet Shoulder Bag, Black, 1-Pack

Visit the Amazon Basics Store

★★★★☆ 9,540 ratings





Amazon's Choice for "14 inch laptop bag"

Price: \$17.43
Business Price \$16.92
You Save: \$0.51 (2%)

Buy more, save more


5 units
\$16.30 **LOWEST PRICE**
Save 6%

May be available at a lower price with shipping.

Share    

Preferred by your organization

Amazon's Choice




Organization preferred

Amazon Basics 15.6-Inch Laptop Computer and Tablet Shoulder Bag Carrying Case, Black, 1-Pack

★★★★☆ 24,725 ratings

\$22.46
\$21.81 with quantity discounts
prime FREE One-Day




Organization preferred

Amazon Basics 15.6-Inch Laptop and Tablet Bag, Black, 10-Pack

★★★★☆ 65 ratings

\$157.00 ~~\$163.99~~
Unlock up to 11% with Progressive Discounts
prime



Organization preferred

Lenovo Professional Carrying Case (Briefcase) for 15.6" Notebook - Black

★★★★☆ 12 ratings

\$71.99
prime
More Buying Choices
\$69.00 (37 new offers)

Note: Not actual example from FSU

Business Account Navigation

- Your Account
- Your Orders
- Manage Suppliers
- Business Analytics
- Recurring Deliveries
- Switch Accounts
- Sign Out

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.

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

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 all orders [Search Orders](#)


View All Orders: [Ravenna Garden](#)

16 orders placed in [past 6 months](#)

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

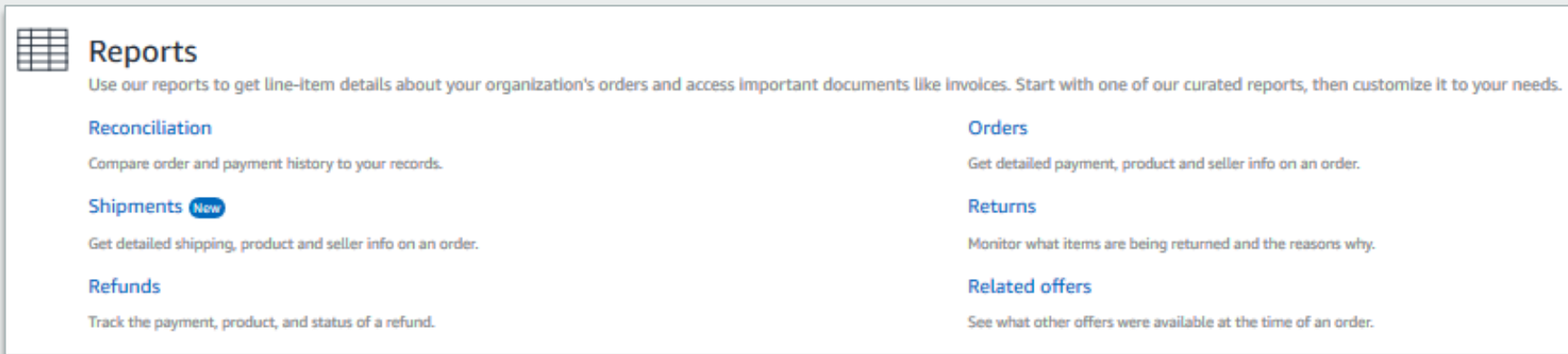
Need help over phone? [We can call you.](#)

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



The screenshot displays the 'Reports' section of the Amazon Business Analytics interface. It features a grid icon on the left and a main heading 'Reports' followed by a descriptive sentence: '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.' Below this, there are four columns of report categories, each with a title and a brief description:

Report Category	Description
Reconciliation	Compare order and payment history to your records.
Shipments <small>New</small>	Get detailed shipping, product and seller info on an order.
Refunds	Track the payment, product, and status of a refund.
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.

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

Add title and save to your templates

Time period: 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

Business Customer Service

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](#).

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: [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

