

Amazon Business User Guide



Business Account Navigation

The screenshot shows the top navigation bar of the Amazon Business interface. On the left is the 'business' logo. Next to it is a search bar with a dropdown menu set to 'All' and the placeholder text 'Enter keyword or product number'. To the right of the search bar is a magnifying glass icon. Further right is a promotional banner for 'Holiday deals on office and tech'. Below the search bar, on the left, is a location pin icon and the text 'Deliver to University Portland 97203'. In the center are navigation links: 'Departments', 'Buy Again', 'Today's Deals', 'Best Products', 'Add People', 'Help', and 'Sell'. On the right side of the header, there is a language selector set to 'EN', a user profile dropdown showing 'Hello, [redacted] Account for University of ...', a 'Lists' dropdown, and a shopping cart icon with a '0' inside.

Your Account	Standard Amazon account information order tracking and account settings.
Business Settings	Access your management tools such as adding users, payment methods, and shipping address.
Your Orders	View and track orders. Administrators can view orders others have placed on behalf of the organization.
Manage Suppliers	Search for suppliers by name and save preferred vendors.
Bulk Ordering	Conveniently buy large quantities of products in a single purchase.
Business Analytics	Create and filter custom templates based on your business needs to view your orders as well as the orders others have placed on behalf of your Department.
Recurring Deliveries	Essential items can be delivered automatically, based on a schedule you choose.

Account Details

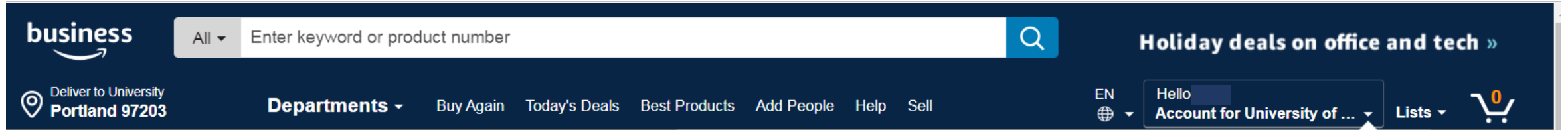
- Your Account
- Business Settings
- Your Orders
- Try Business Prime
- Manage Suppliers
- Bulk Ordering
- Business Analytics
- Recurring Deliveries

Quick Actions

Add People

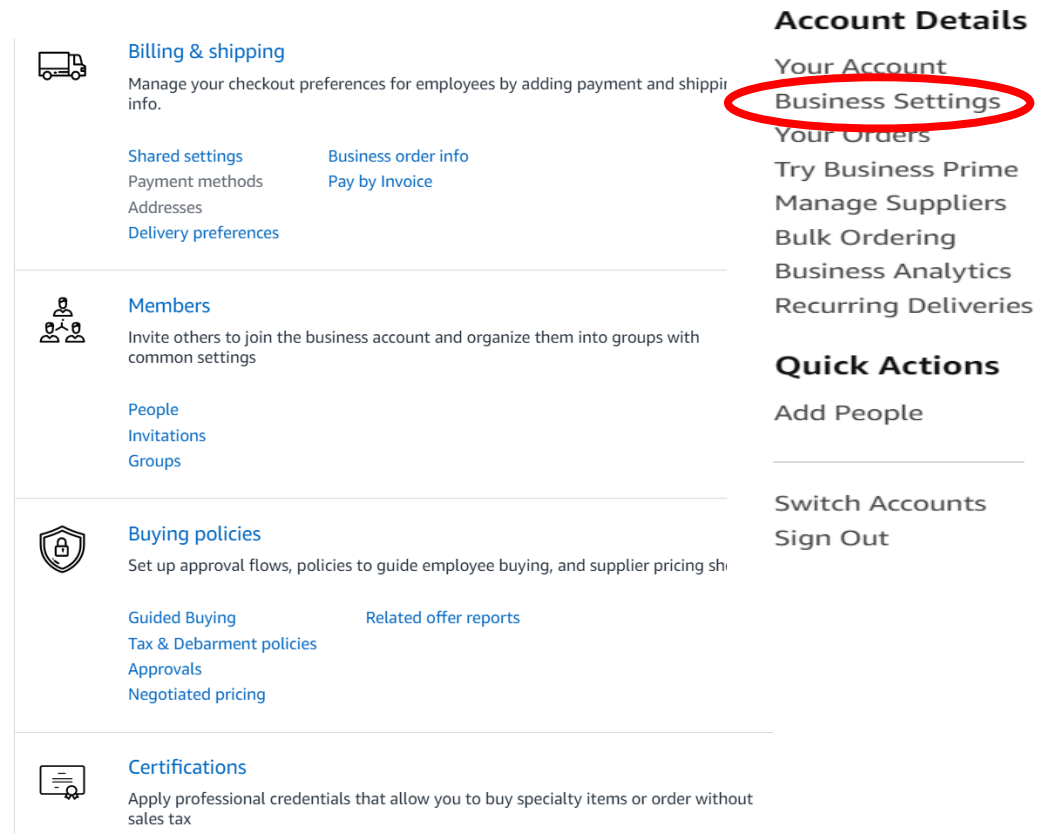
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- Switch Accounts
 - Sign Out

Business Settings



The **Business Settings** area will be crucial to setting up and managing your account.

- Hover the area, Hello, NAME, and click Business Settings
- Payment Methods: Individuals will be prompted to add their pcard information upon checking out for the first time.
- Shipping Address: The University address will automatically default .
- People: Add/remove Requisitioner users (for Administrator role only)
- Groups: Create sub-groups of users



User Roles & Permissions

When an Administrator invites a participant to Amazon Business, they assign permissions for that person. Each user can be both an Administrator and a Requisitioner. Administrators can change user permissions at any time.

Assign Administrator permissions on a per-group basis. One Administrator can manage multiple groups. Group level Administrators only have admin authority over the group they are assigned.

Role	Permissions & Functionality	Visibility
Administrator	<ul style="list-style-type: none">• Manage account settings & Business features• Invite people to join the business account• Assign a role to a user• Set up approval workflows and spending limits	<ul style="list-style-type: none">• Administrators can view orders and order history for all purchases on behalf of the business.• Last 4 digits of any payment methods used by Requisitioners• Billing & Ship To addresses• All Amazon Business Analytics field for orders
Requisitioner	<ul style="list-style-type: none">• Place orders on behalf of the organization• Select payment methods and shipping addresses at checkout• Utilize Business Analytics to create reports and review their own purchases (not for the entire group)	<ul style="list-style-type: none">• Order history for all orders that they placed for their organization with their business user account• Payment methods & shipping addresses (last 4 digits visible).

Inviting Participants

Invite faculty and staff to join your departmental group

Business Settings>Members

- The **People** section of your account enables you to manage all active users on the business account. You can add and remove users, edit user roles, and download a complete list of account users from this section of your account.
- The invitation section tracks all *pending* invitations to users. Once a user has accepted their invitation, they will move to the **People** section.

Business Settings>Add People

- To invite a user, route to the Business Setting section of your account. Select the **Add People** drop down menu.
- Select **Add People**, to add people individually enter the email address, select their role, and click **Add**.
 - To add 10 users or more, select **Upload list of people** to upload a spreadsheet of users.

The screenshot displays the Amazon Business account settings interface for the University of Portland. The top navigation bar includes a hamburger menu icon and the text 'University of Portland'. Below this, there are several settings sections: 'Billing & shipping' (Manage your checkout preferences for employees by adding payment and shipping info.), 'Shared settings' (Payment methods, Addresses, Delivery preferences), and 'Business order info' (Pay by Invoice). The 'Members' section is highlighted with a red circle and contains a sub-menu with 'People' (4 people in the business account), 'Invitations' (1 pending invitation for the business account), and 'Groups' (7 groups within the business account). The 'Business settings' section is also visible, featuring a dropdown menu for 'Add people' which is also highlighted with a red circle. The dropdown menu options are 'Add people', 'Upload list of people', and 'Download list of people'.

Migrate an existing Amazon Account

If you receive an error message saying a user belongs to another business when inviting a user to the account, this means the user already belongs to an existing Business account. Provide the user with the following instructions:

1. Click Accept the Invitation within the “Welcome to Amazon Business” email and select Get Started.
2. Sign in using the same password that you already use for your existing Amazon.com account.
3. If you **utilize this account solely for Business purchases**, you can migrate this account, including order history by selecting **“I want to convert my existing account and transfer my order history and info to my Business user account”**.

**If the existing account is used for both Business and personal purchases please see the next slide.*

4. Complete your activation by selecting **Start shopping**.

The Amazon Business Customer Service team can be reached Monday through Sunday from 8am to 12am Eastern time at **(866) 486-2360** or at www.amazon.com/gp/help/contact-us.

amazonbusiness

This will be the email for your new business user account.

Email

nss+chi@amazon.com

amazon

Now choose a new email for your existing account (this password stays the same).

New email address

Re-enter email

[I want to convert my existing account and transfer my order history and info to my business user account](#)

Separate Business & Personal Shopping

If **you utilize this account for business and personal purchases**, we recommend changing your existing account to a personal address in order to prevent your personal purchase history from migrating over to the Business account.

1. Click **Accept the Invitation** and sign in using the same password that you already use for your existing Amazon.com account.
2. When prompted, update the email on your existing account to a personal, non-work email address. The new email address cannot be associated with an existing Amazon.com account.
3. Enter your name and choose a password for your Business account that will now be associated with your work email address.
4. Complete your account activation by selecting **Start shopping**.

amazonbusiness

This will be the email for your new business user account.

Email

nss+chi@amazon.com

amazon

Now choose a new email for your existing account (this password stays the same).

New email address

Re-enter email

[I want to convert my existing account and transfer my order history and info to my business user account](#)

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Amazon Business Analytics

Amazon Business Analytics improves spending visibility. Gain insight into what, when and how people are buying. Create and download custom reports to match your team's needs.

- Both administrators and requisitioners can access the analytics tool. Administrators can see activity by group, user, product category, and more.
- Use a combination of filters and column selections to give you an overview of activity on the account, including orders, returns and refunds.
- Define and save your custom templates. Download spending data to analyze how your organization is spending.

The screenshot shows the 'Business analytics' header with a 'Reports' dropdown menu. Below this, the 'Reports' section is highlighted, featuring a grid icon and a description: '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.' There are five report categories listed: '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), and 'Refunds' (Track the payment, product, and status of a refund). Below the Reports section is the 'Spend Visibility' section, which includes a bar chart icon and a description: 'Run an analysis of employee spending patterns for insights that can help inform your budgeting decisions and buying policies. [Learn more](#)'.

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Reports	Description
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.

Business Customer Support

Dedicated U.S. based Business Customer Support can be reached a number of ways including email, chat and phone. The team can be reached Monday through Sunday from 8am to 12am Eastern time at **(866) 486-2360** or www.amazon.com/gp/help/contact-us.

