

# Placing Amazon orders using an MSU Pcard

January 28, 2021



MSU Pcard

Amazon Business



# Welcome!

## Agenda

- Introductions
- Overview
- Amazon Catalog Demo
  - Shopping
  - Account Configuration
  - Analytics
  - Your Orders
  - Business Customer Support
- Q&A



# MSU Purchasing Team

---

- Melinda Phillips – Strategic Contracts Manager
- Denise O’Brien – MSU Pcard Program Manager

# Amazon Team

- Kain Anderson – Senior Customer Success Manager
- James Herbert – Senior Customer Advisor - Education

# Amazon Business Account Benefits



**Dedicated 24/7 Support**



**Price and Quantity Discounts**



**Business Prime**



**Exclusive Products**

# Important



- Check University Stores first
- Orders can only be placed using a Pcard
- Restrictions on items per the Pcard Manual and MBP
- Personal Amazon accounts tied to an MSU email address must be changed to a non-MSU address (Amazon will cover)



# Amazon Catalog

---



Punchout process—locate the catalog logo



# Process Differences

Spartan Marketplace Checkout	Amazon	Other Catalogs in Spartan Marketplace
Displays a “Submit Order for Approval” button	✓	✗
Requires “Deliver To” and MSU account information	✗	✓
Order is routed through KFS	✗	✓
Appears in Order History	✓	✓
Displays a Req or PO number in Order History	✗	✓



# Submit order for approval tile in Amazon catalog

---

- Click “Submit for Approval” tile to proceed placing order
- Orders approve automatically – they do not route for approval
- After clicking the button, the order routes back to your cart in Spartan Marketplace. Click the "Checkout" button to send the order to Amazon



Submit order for approval

# Join the Amazon Business Account

---

# Registration Overview

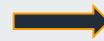
Admin sends email to end Members announcing AB program and new AB punchout option in Spartan Marketplace



Member accesses Spartan Marketplace, selects Amazon Business tile



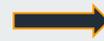
New to Amazon (NTA)



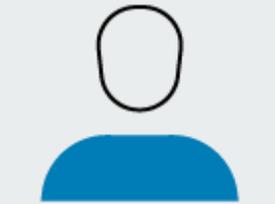
- Begin shopping.
- Use [Forgot Password](#) workflow your first time accessing a non-shopping page.



Existing .com



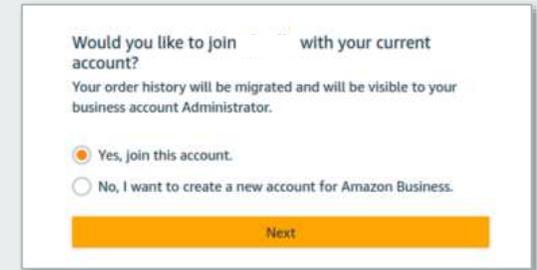
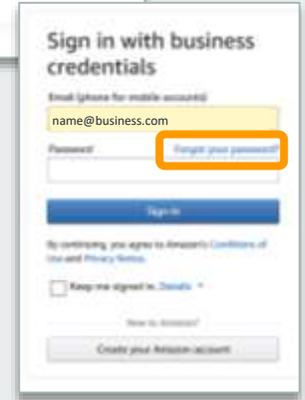
User chooses Separate/Convert



Existing Business\*



Existing business account end-users must contact their administrator to be removed.



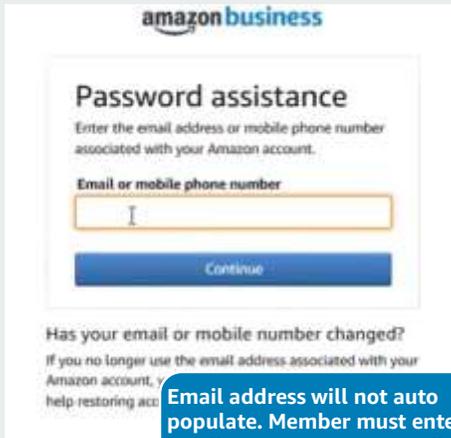
# New to Amazon



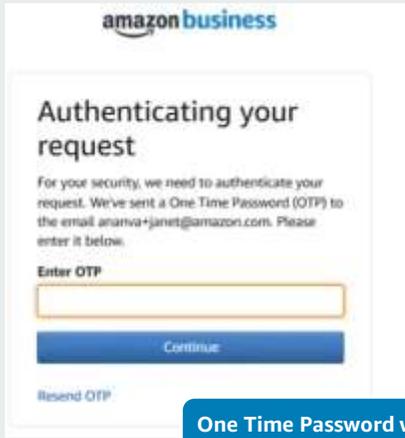
Member accesses Spartan Marketplace, selects Amazon Business tile



- Begin shopping
- Use [Forgot Password](#) workflow your first time accessing a non-shopping page



Email address will not auto populate. Member must enter email (must use same email address that was sent the invitation)



One Time Password will be sent to Member via email



# Existing Amazon.com



Member accesses Spartan Marketplace, selects Amazon Business tile

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)  
name@business.com

Password [Forgot your password?](#)

Sign-In

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

Keep me signed in. [Details](#)

Member email pre-populates

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 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 email@business.com.

Enter email address

Re-enter email address

Next

Back

amazon business

Welcome to Amazon Business!

You are now a part of the Amazon Business account.

Start shopping



# Shopping on Amazon Business

---

# Amazon Business Benefits

## [Business Prime Shipping](#)

- Provides Free Two-Day Shipping on eligible items for all Members in the business account. [Click](#) to learn more.

## [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.

# Amazon Business Discounts

There are a variety of discounts available on Amazon Business that your organization can take advantage of to unlock savings.

## Business Pricing

- Business pricing is cheaper pricing available only for registered Amazon Business customers. No action is needed to turn on business pricing and is available on select items.



## Quantity Discounts

- Quantity Discounts are volume-tiered discounts, only available for registered Amazon Business customers. Quantity discounts appear on the product detail page and Members can review the tiered discounts available.



# 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 Members 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 Products
- Electronics & Computers
- Software
- Books
- 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**

**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  
 ...

**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
-----	-------------

[Quantity discounts](#)

[Add to Cart](#)



### Take Advantage of Amazon Prime Shipping Benefits

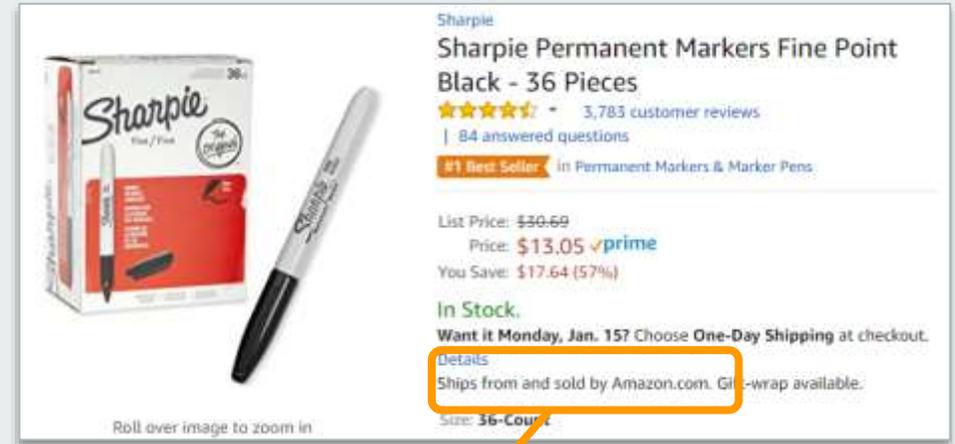
- An easy way to ensure that your products arrive on time and as expected, is to order products fulfilled directly from Amazon. All products clearly mark who the seller is on the product detail page.

### 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.**

# Reorder & Shopping Lists

## How do lists work on Amazon Business?

- Lists make it easy to keep track of the things you need and are easy to share with others. Any Member on Amazon Business can create a shopping list
- Choose between multiple list types depending on if you want the items to remain on a list after they are ordered
- To share your list, create a public list and use the URL to email it directly to your desired audience
- When a list is shared with you, you can save it to your own account or make a copy to edit yourself

The image displays a composite of Amazon Business interface elements. At the top right, a user profile for 'Hello, Katherine' is shown with a 'Lists' dropdown menu and a shopping cart icon containing '2' items. Below this, a 'Your Lists' sidebar lists 'Breakroom Favorites', 'Shopping List', and 'Wish List', with a 'Create a List' button. A central modal titled 'Choose a list type' offers two options: 'Reorder List' (selected) and 'Shopping List'. The 'Reorder List' description states: 'For items you buy regularly. Items remain on your list after purchase.' The 'Shopping List' description states: 'For items you buy once. Items are removed from your list after purchase.' Below this, another modal titled 'Share this List via Email' is shown for the 'Breakroom Favorites' list. It provides a link: 'http://a.co/9UGCljA', a 'To:' field with an 'Import Contacts' button, a note that email addresses are stored in contacts, a checked box for 'Send me a copy of this Email', and social media sharing icons for Facebook, Twitter, and Pinterest, along with a 'Send e-mail' button. In the background, a list view for 'Breakroom Favorites' is visible, showing items like 'Snickers Single Bar Chocolate Candy, 48 Bars of 1.85oz each' for \$35.90, 'Vita Coco Coconut Water, Pink, 11.1 Ounce (Pack of 12)' for \$35.71, and 'FERRER Sparkling Mineral Water, 16.9 Ounce (Pack of 24)' for \$19.49. Each item has an 'Add to Cart' button and a quantity selector.

# Business Account Navigation

---

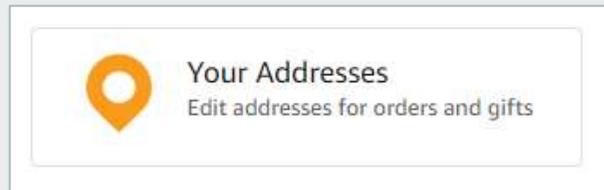
- Your Account
- Approve Orders
- Your Orders
- Manage Suppliers
- Business Analytics
- Recurring Deliveries

# Business Account Navigation

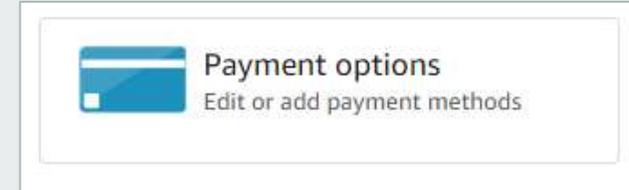
Page	Functionality
<b>Your Account</b>	Standard Amazon account information
<b>Your Orders</b>	View and track your orders. Administrations can view orders others have placed on behalf of the organization
<b>Manage Suppliers</b>	Easily find suppliers on Amazon Business and add them to your list of Saved Suppliers. <a href="#">Learn more</a>
<b>Business Analytics</b>	Create and filter custom reports based on your business needs to view your orders

# Checkout – Individual Payment Methods

When checking out on Amazon Business, be sure to enter the appropriate payment and shipping details. This information can be entered in **Your Account** or during the checkout process



- Each time you add a new address, be sure to indicate if weekend deliveries can be accepted at that location. If in doubt, we recommend opting for week day deliveries only.
- Be sure to indicate if an access code is required to deliver to a specific address.
- Previously used ship to addresses will automatically be saved and made available during future checkouts.



- Pcards are the only accepted form of payment for the Amazon Business account.
- The Amazon Business account is intended for business purchases only. No purchases should be made on a personal credit card.
- If you have access and permission to use multiple different cards, multiple cards can be stored in your account information.
- Payment instruments are visible to your account administrator and can be audited.

# Updating Your Address Preferences:

Your Account > Your Addresses > Edit Delivery Instructions

The image consists of three sequential screenshots of the Amazon Business website interface, illustrating the steps to update delivery instructions. Each screenshot is annotated with a numbered step:

- Step 1:** The user is on the 'Your Account' page. The 'Your Account' menu is open, and the 'Your Account' link is highlighted with an orange box.
- Step 2:** The user is on the 'Your Addresses' page. The 'Ordering and shopping preferences' link is highlighted with an orange box.
- Step 3:** The user is on the 'Add Address' page. The 'Add delivery instructions' link is highlighted with an orange box.

The screenshots show the following details:

- Header:** 'business prime' and 'business' logos, search bars, and navigation links like 'Departments', 'Buy Again', 'Today's Deals', and 'Gift Cards'.
- Account Information:** 'Hello, Dhruv', 'Account for Paresh Rabbit', and 'Deliver to Common Seattle 98109'.
- Account Details:** 'Your Orders', 'Gift cards', and 'Ordering and shopping preferences'.
- Address Page:** 'Your Account > Your Addresses', 'Add Address' button, and a list of addresses with 'Add delivery instructions' link.

# Updating Your Address Preferences

## 4 Enter weekend delivery preferences

Add delivery instructions x

Nile Test  
325 9TH AVE N, SEATTLE, WA, 98109-5122, US

Is this address closed for deliveries on Saturdays & Sundays?

Where should we leave your packages at this address?

Do we need a security code, call box number or key to access this building?

Do we need additional instructions to find this address?

Saturday Closed Open

Sunday Closed Open

Save instructions

## 5 Select preferred package drop-off location

Add delivery instructions x

Nile Test  
325 9TH AVE N, SEATTLE, WA, 98109-5122, US

Is this address closed for deliveries on Saturdays & Sundays?

Where should we leave your packages at this address?

Do we need a security code, call box number or key to access this building?

Do we need additional instructions to find this address?

Select a location

- Front desk
- Loading dock
- Mailroom
- No preference

Save instructions

## 6 Enter Building access instructions (if applicable)

Add delivery instructions x

Nile Test  
325 9TH AVE N, SEATTLE, WA, 98109-5122, US

Is this address closed for deliveries on Saturdays & Sundays?

Where should we leave your packages at this address?

Do we need a security code, call box number or key to access this building?

Do we need additional instructions to find this address?

Security code

Security code for the door

Call box

Call box number or name

Save instructions

## 7 Enter any additional instructions (free text field)

Add delivery instructions x

Nile Test  
325 9TH AVE N, SEATTLE, WA, 98109-5122, US

Is this address closed for deliveries on Saturdays & Sundays?

Where should we leave your packages at this address?

Do we need a security code, call box number or key to access this building?

Do we need additional instructions to find this address?

Provide details such as building description, a nearby landmark, or other navigation instructions.

Save instructions

# Select ship-to Address During Checkout

Address defaults to Spartan Marketplace database



## Choose your shipping options

[Continue](#)

---

**Shipment 1 of 1**  
Shipping from Amazon.com [\(Learn more\)](#)

**LANSING, Michigan, 48824 United States**

- U Brands Magnetic Dry Erase Board Eraser, Felt Bottom Surface, 4.5 x 2.25 x 1 Inches - 581U04-16**  
\$5.49 - Quantity: 1  
Sold by: Amazon.com Services LLC

[Change quantities or delete](#)

---

**Amazon Locker is available**  
20 pickup locations near you

**Choose your Prime delivery option:**

- Monday, Jan. 25**  
FREE Prime Delivery
- Monday, Jan. 25**  
FREE Amazon Day Delivery  
Get your orders together in fewer boxes and deliveries each Monday. [Change delivery day](#)

# Select ship-to Address During Checkout

If needed, change shipping address on final checkout screen

The screenshot displays the Amazon checkout process. At the top, the shipping address is shown as "EAST LANSING, Michigan 48824, United States". A "Change" button is highlighted with an orange box and an arrow pointing to a modal window titled "Choose a shipping address".

The modal window contains the following elements:

- Three redacted address options, each with a "Deliver to this address" button. The first button is highlighted with a green checkmark.
- Two more redacted address options at the bottom, each with a "Deliver to this address" button.
- An "Add a new shipping address" button with a plus sign.
- Links for "Add a new shipping address" and "Edit or delete addresses" on the right side.
- A section titled "Ship to an Amazon Pickup location" with a description and a "Learn more" link.
- A "Search by postal/ZIP Code:" field with an example "98144" and a "Find a Pickup Location" button.

Background elements include a "Prime delivery" section, an "Estimated Delivery" section, and a "How are shipping costs calculated?" section.

# Order Confirmation

There are three order-related emails

- **Spartan Marketplace Purchase Order Release** – sent from [noreply@esmsolutions.com](mailto:noreply@esmsolutions.com)
- **Amazon Order Confirmation** – sent from [noreply@amazon.com](mailto:noreply@amazon.com)
  - Check/confirm ship-to address
    - Contact customer support to correct/modify shipping address
- **Shipment Notification** - sent from [shipment-tracking@amazon.com](mailto:shipment-tracking@amazon.com)
  - Includes “Track your package” link

# Halted Orders

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

- **Multiple PunchOut Sessions** – Multiple PunchOut sessions will 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, the order will be rejected.
- **Safeguards** – If the approval is not completed within the seven day cart lock, and the order falls outside of the safeguards at the time of approval, the item or order will be halted.
- **Address on Final PO Differs From Address at Checkout** – If the checkout address is in the contiguous US, but the address on the PO is outside the contiguous US, the order will be cancelled.
  - If default addresses are set up in the account and orders are being shipped outside the contiguous US, please make sure to contact your administrator to add in a default address with your ship-to location.
- **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 and the item is set for next day delivery, the order will be cancelled.

# Account Configuration

---

# Organization Restricted



Your Account Administrator has restricted categories for purchase within Amazon Business based on your organization's buying policies

- Restricted products will be clearly marked throughout the buying process
- Administrators have direct visibility into any restricted purchases via Business Analytics

Popular by computer RAM capacity

32 GB      24 GB      16 GB

Company restricted      Company restricted

Lenovo 15.6" ThinkPad E580 High Performance Business Laptop (Int...  
★★★★☆ = 25  
\$1,189<sup>00</sup> ~~\$1,499.00~~

HP 17.3" HD+ Notebook Laptop PC Intel Quad Core i5-8250U...  
★★★★☆ = 65  
\$748<sup>90</sup>

**Company restricted**  
This item may not comply with the purchasing standards for your organization.  
*All company laptops are purchased through an existing contract. Please connect with the IT department.*

Acer Aspire 5 Slim Laptop, 15.6" Full HD IPS Display, AMD Ryzen 3 3200U, Vega 3 Graphics, 4GB DDR4, 128GB SSD, Backlit Keyboard, Windows 10 in S Mode, A515-43-R19L by Acer  
★★★★☆ = 531 ratings | 615 answered questions  
Amazon's Choice for "laptops"

List Price: \$549.99  
Price: **\$314.99** & FREE Shipping. Details  
You Save: \$235.00 (100%)  
prime | Try Fast, Free Shipping =  
Free Amazon tech support included =

Style: **Notebook only**

Notebook With Backpack \$314.98	<b>Notebook only</b> \$314.99	Notebook with mouse \$329.98
------------------------------------	----------------------------------	---------------------------------

# Organization Blocked



Your Administrator has blocked product categories that are prohibited based on your organization's buying policies. The "Add to Cart" option will appear greyed out for any product categories that are blocked.

The screenshot displays two Amazon Business product listings. The top listing is for an HP ENVY x2 12-inch Detachable Laptop. A red-bordered box highlights a 'Company Blocked' error message at the top of the product page, stating: 'This item has been blocked from purchases by your organization. This category is not allowed to be purchased according to your organization's policies.' The 'Add to Cart' button is greyed out and highlighted with a red border. The bottom listing is for a Kindle Oasis E-reader. A similar red-bordered box highlights a 'Company Blocked' error message. The 'Add to Cart' button is also greyed out and highlighted with a red border. A separate inset shows a shopping cart with a 'Company Blocked' error message and a greyed-out 'Add to Cart' button. The cart also shows a quantity of 1, a 'Select delivery location' option, and an 'Add to List' button.

# Checking out with Tax Exemptions

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

Estimated delivery: Oct. 14, 2016

**Zebra Z-Grip Retractable Ballpoint Pen, 24 Pack, 1.0 mm, Black (12221)**  
\$8.33  
Quantity: 1 Change  
Sold by: Amazon.com LLC  
Add a gift receipt  
Tax Exemption Applied. Remove

**Georgia-Pacific Spectrum® Standard 92 Multipurpose Paper, 8.5 x 11 Inches, 1 Box of 3 packs (1500 Sheets) (998606)**  
\$15.14  
Quantity: 2 Change  
Sold by: Amazon.com LLC  
Add a gift receipt  
and see other gift options  
Tax Exemption Applied.  
Tax Exemption Applied. Remove

**#10 Security SELF-SEAL Envelopes, No Window, Premium Security Tint Pattern, Ideal for Home Office Secure Mailing, QUICK-SEAL Closure - 4-1/8 x 9-1/2 Inches - White - 24 LB - 100 Per Box (34100)**  
\$7.49  
Business Price

## 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

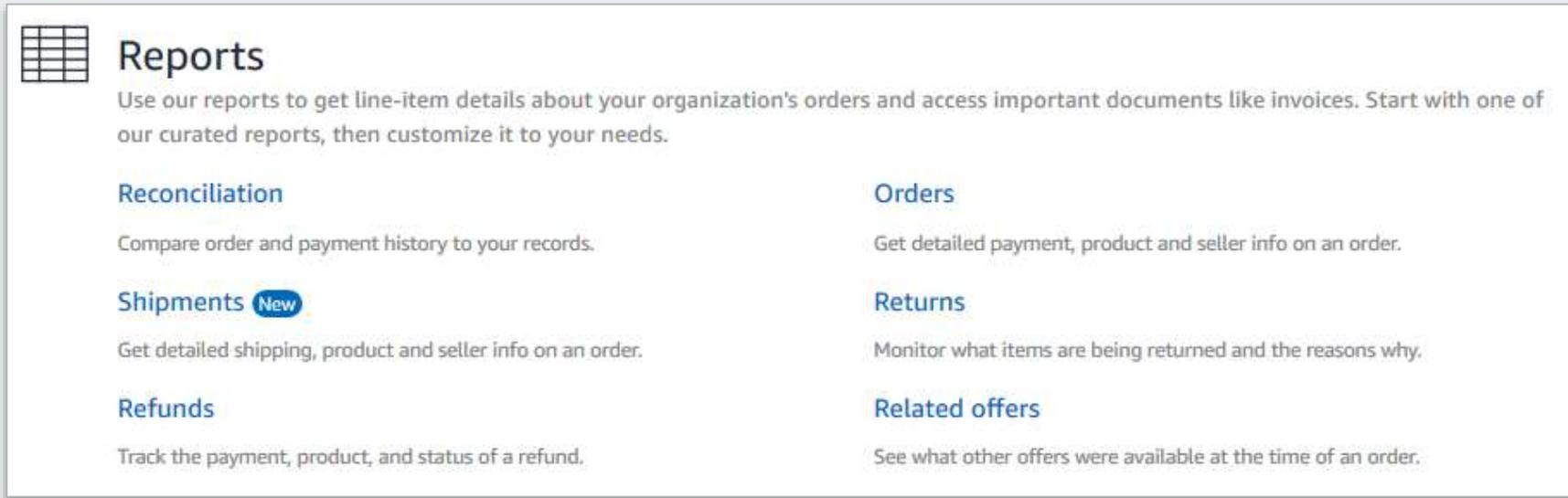
# Business Analytics

---

# 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



The screenshot shows 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 paragraph. Below this, there are four report categories: 'Reconciliation', 'Shipments' (marked as 'New'), 'Refunds', 'Orders', 'Returns', and 'Related offers', each with a brief description of what the report provides.

**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.

**Shipments** New  
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
Adjust columns	<input type="checkbox"/>	11/08/2018	2FL26BHF590	Charge	\$357.88	Timberlands-Western
Get order documents	<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
	<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

# 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 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](#).*

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 tablet

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

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 Members as well as contact information for a variety of support resources

## Contact Business Customer Support: [CLICK HERE](#)

- Provides end Members 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 Member 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](mailto:tax-exempt@amazon.com)

## Your Customer Advisor – James Herbert – [jherber@amazon.com](mailto: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

# business

A blue curved arrow pointing from left to right, positioned below the word "business".