



**Thank you for attending this Amazon Business hosted webinar.**  
*We will begin shortly.*

If you have not already, please take a minute to accept your invitation and register your Amazon Business account.

# Amazon Business Buyer Training

State of Hawaii

March 2019

**amazon**business

# Table of Contents

## State of Hawaii

- Amazon Policy Guidance

## Amazon Business

- Joining the Amazon Business Account
- Shopping on Amazon Business
  - Checkout – Shipping & Payment Options
  - Approvals
  - Guided Buying
- Amazon Business Analytics & Your Orders
- Administrator Functions
- Business Customer Support

# State of Hawaii Procurement Policies

## Transition to Amazon Business

- ✓ Effective 3/15/2019, PC2019-09, Amendment 2

## Policies:

- Mandatory for all Executive Branch Departments/Agencies (excluding DOE, UH, OHA and HHSC) whenever an employee is selecting Amazon to make a purchase.
- Use for Goods only.
  - Alcohol, food/groceries and services are restricted for Executive Branch. Alcohol for all jurisdictions
- Maximum spend per transaction shall NOT exceed \$2,500.
- Prime categories should be used whenever possible to avoid shipping fees.
- Authorized business use only.
  - Personal use strictly prohibited.

Departments and other CPO jurisdictions may impose additional policies & procedures.

# State of Hawaii Training Requirements\*

SPO-001	Procurement Basics
SPO-127	Understand, Detecting & Preventing Antitrust Violations
SPO-120	Small Purchase Method of Procurement
SPO-190	SPO Price & Vendor List Contract and Cooperative Purchasing

\*Required for Executive Branch, recommend for other CPO jurisdictions.

# State of Hawaii Procedures

## PROCEDURES:

1. Employee must first determine if Amazon is appropriate to use.
2. Check SPO Price/Vendor List
3. Compare the PL/VL price to Amazon, using SPO-010
4. If the Amazon price is less than the PL/VL, Amazon may be used.
5. If the PL/VL price is less expensive, Amazon shall NOT be used.
6. The State's pCard is the only acceptable form of payment.
7. Compliance verification is not required prior to issuing a pCard payment.
8. Employee responsible for verifying the product arrived satisfactorily at the correct price (pCard statement)

**\*Note: The department/agency may impose additional policies and procedures as appropriate.**

# SPO-010 (sample)



## STATE PROCUREMENT OFFICE RECORD OF PROCUREMENT

1. Agency: State Procurement Office
2. PO/pCard. No. xxxx-00-1234
3. Date: 3/15/2019
4. Project/Requisition/Work Order No. Office Operations
5. Record for:  Small Purchase procurements for goods, services, & construction less than \$5,000 (HRS §103D-305)
- Small Purchase procurements for goods, services, & construction \$5,000 to less than \$15,000 (HRS §103D-305)\*
- Small Purchase procurements for health & human services less than \$25,000 (HRS §103F-405)
- SPO Price List or Vendor List Contract No. [REDACTED]

\* Small purchases \$15,000 to less than \$100,000 (goods & services) and less than \$250,000 (construction) shall be conducted on an electronic procurement system.

6. **PART A.** Description of good/service/construction to be procured (Ref. HAR chapter 3-122, subchapter 8):

three hole punch heavy duty – padded handle

# SPO-010 (sample)

7. <b>PART B.</b> Quotations Solicited - Obtain no less than three written quotes (Ref. HAR §3-122-75(b) & (c)):					
Award To: (Check Box)	8. Vendor/Company Name	9. Representative Name	10. Phone No	11. Date of Quote	12. Amount Quoted
<input checked="" type="checkbox"/>	1. Amazon Business	Amazon.com	[REDACTED]	3/1/2019	18.97
<input type="checkbox"/>	2. Office Depot	SPO PL 17-02	[REDACTED]	3/1/2019	38.99
<input type="checkbox"/>	3. [REDACTED]	[REDACTED]	[REDACTED]	[REDACTED]	[REDACTED]
<input type="checkbox"/>	4. [REDACTED]	[REDACTED]	[REDACTED]	[REDACTED]	[REDACTED]
<input type="checkbox"/>	5. [REDACTED]	[REDACTED]	[REDACTED]	[REDACTED]	[REDACTED]

13. <b>PART C.</b> Justification for inability to obtain minimum three quotations, if applicable (Ref. HAR §3-122-75(d)): [REDACTED] Not required
---

14. <b>PART D.</b> Justification for award to other than lowest responsive, responsible vendor, if applicable (Ref. HAR §3-122-75(e)):          
--

<b>Employee</b> conducting procurement: Buyer signature required [REDACTED]	<b>Procurement Officer</b> approval: Approval signature if required by department [REDACTED]
15. <u>Signature</u> _____ Date _____	16. Signature _____ Date _____

**FILE A COPY AS SUPPORTING DOCUMENTATION IN THE FILE PROCUREMENT FILE.**

# State of Hawaii – Contact Information

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Assistant Administrator

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Shannon Ota

Purchasing Specialist

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Phone: (808) 586-0563

Website - [spo.hawaii.gov](http://spo.hawaii.gov)

Phone: (808) 586-0554

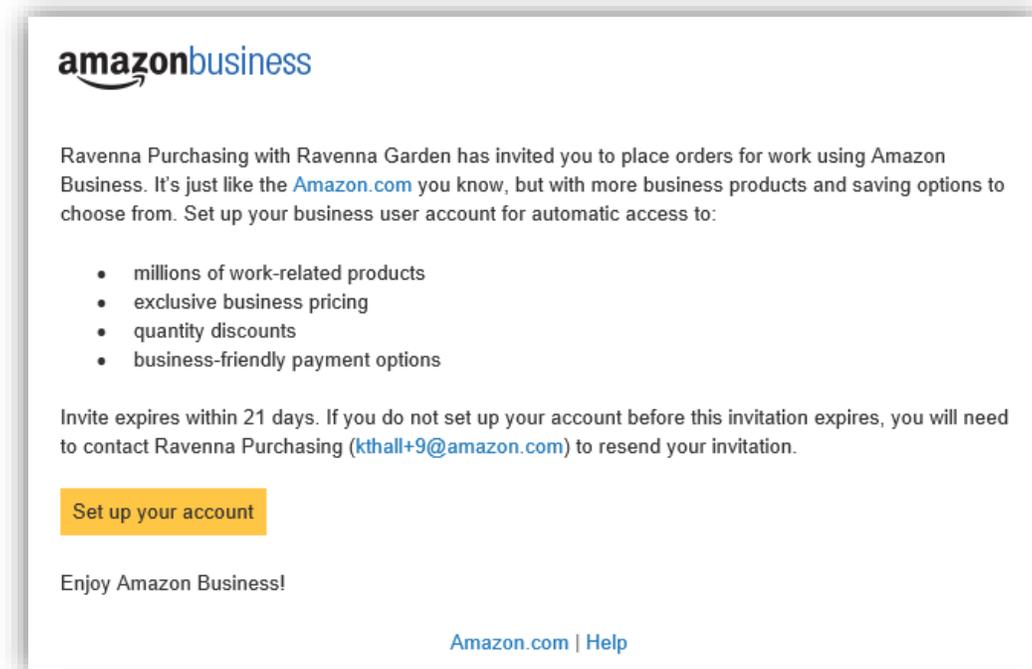
Email: [state.procurement.office@Hawaii.gov](mailto:state.procurement.office@Hawaii.gov)

# Joining the Amazon Business Account

# Invitation Email

*To access the Amazon Business account, you must accept your emailed invitation to join*

- Invitations are tied to an end users email. The recipient cannot change the email you use to register for the account.
- Account invitations are valid for 21 days from date sent. Once an invitation has expired it cannot be used to join the account and will need to be re-sent. Please contact your Account Administrator if you need to have an invitation re-sent.
- Registration flow may differ depending on how a work email has been used on Amazon in the past.



# First Time User Registration Guide

SET UP YOUR ACCOUNT

1. You will receive an email inviting you to join your organization's Amazon Business account. Click on **Invitations are time sensitive.**
2. If you do not receive your invitation, please check your spam folder. The email will come from no-reply@Amazon.com.
3. Choose the scenario below that applies to you and follow the instructions.

## Scenario 1

Create a new business user account

If you have not previously used your work email address on Amazon.com, account set up is simple!

Enter your full name  
and choose your  
business password



Next step



Start shopping

### Scenario 2

#### Convert your existing Amazon Account

Sign in to the existing account that you use for business purchases on Amazon.com.



If you already have an Amazon account tied to your work email address and use this account solely for business purchases, you will migrate this existing account to your organization's Amazon Business account. Do not choose this option if you have made personal purchases on this account.

Start shopping



### Scenario 3

#### Separate Business and Personal Shopping

Sign in to the existing account you use for business/personal purchases on Amazon.com.



If you have an existing Amazon account tied to your work email and use this account for business and personal purchases, we will separate your personal order history from your work email.

Choose a new email for your existing Amazon account. Your password stays the same

The email designated here, will be used to access your previous account, including existing order history and saved payments or shipping addresses.



# 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

- If Business Prime Shipping has been purchased, it provides Free Expedited Shipping on eligible items for all users in the business account..

## Buying Policies

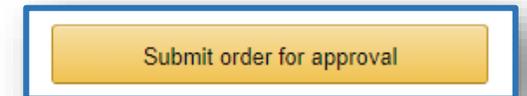
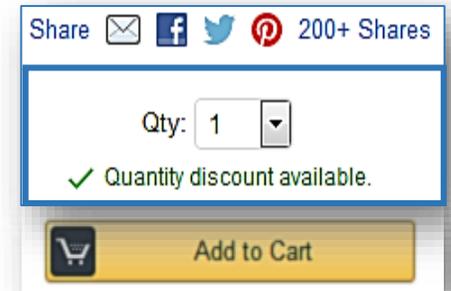
- Your account administrator has customized Amazon Business to help you comply with your organization's buying standards and procedures. Features include approval workflows, negotiated pricing, and preferred suppliers and preferred products.

## 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.



# Search & Browse Optimization

- Amazon is the “everything store.” With such a large selection, we do our best to make it easy for you to find what you’re looking for.
- Recommended filters:
  - Business Sellers
  - Prime Eligible
  - Brand
  - Average Customer Review/Rating
  - Diversity Credentials

**Seller**

- Amazon.com
- PLEXSUPPLY
- CafePress
- TECHNO CITY INC
- OFFICE CHASE CORP.
- 3dRose LLC
- NEBULA STORE
- MyOfficeInnovations
- Shoplet

**Amazon Prime**

- Prime

**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

**Filter by product offers for search optimization**

**Condition**

- New (6,021)
- Used (88)
- Refurbished (5)

**Price**

- Under \$25 (2,148)
- \$25 to \$50 (1,169)
- \$50 to \$100 (1,016)
- \$100 to \$200 (957)
- \$200 & Above (781)

\$  to \$  GO

**Discount**

- 10% Off or More (1,258)
- 25% Off or More (819)
- 50% Off or More (313)
- 70% Off or More (84)

**Seller**

- Adorama Camera (1,010)
- Corgi Lamps (890)
- MotivationUSA (491)
- Shoplet (443)
- LexJet (352)
- PLEXSUPPLY (327)
- Smart Toners (316)
- LexJet Corp (285)
- OFFICE CHASE CORP. (210)
- My office innovations (208)
- + See more

**Availability**

- Include Out of Stock

**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
- Janitorial
- Industrial

**Sort by highlighted items, price & customer reviews**

Sort by **Avg. Customer Review**

- Featured
- Price: Low to High
- Price: High to Low
- Avg. Customer Review

**Utilize recently viewed items & featured recommendations based on your browsing history**

See more choices

# 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.com

- 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.

Sharpie  
Sharpie Permanent Markers Fine Point  
Black - 36 Pieces  
★★★★☆ 3,783 customer reviews  
| 84 answered questions  
#1 Best Seller in Permanent Markers & Marker Pens

List Price: \$30.69  
Price: \$13.05 ✓prime  
You Save: \$17.64 (57%)

**In Stock.**  
Want it Monday, Jan. 15? Choose **One-Day Shipping** at checkout.  
[Details](#)  
Ships from and sold by Amazon.com. Gift-wrap available.

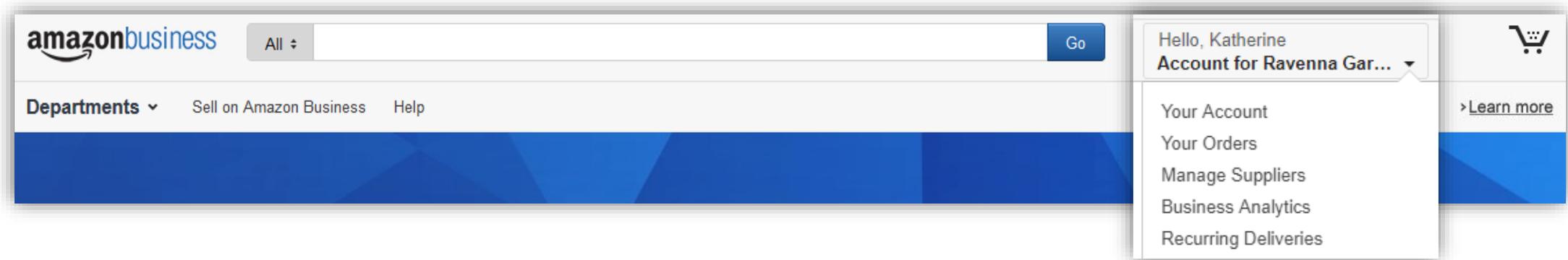
Size: 36-Count

Roll over image to zoom in

Ships from and sold by Amazon.com.

# Business Account Navigation

*Welcome to Amazon Business. You will notice a few changes to the look and feel of your Amazon experience, which are designed to streamline your purchasing process*



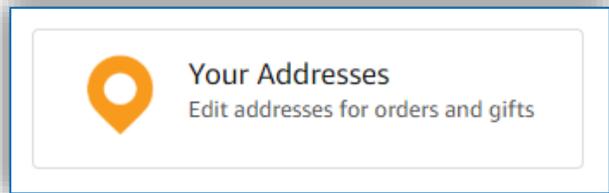
Your Account	Standard Amazon account information
Your Orders	View and track orders. Administrators can view orders others have placed on behalf of the organization.
Manage Suppliers	Easily find suppliers on Amazon Business and add them to your list of Saved Suppliers. <a href="#">Learn more.</a>
Business Analytics	Create and filter custom reports based on your business needs
Recurring Deliveries	Have essential items delivered automatically, based on a schedule you choose. <a href="#">Learn More.</a>

The background of the slide is a grid of small, faded images showing various scenes from a warehouse, including shelves, boxes, and workers. In the center of the grid, there is a larger, more prominent image of a long, perspective view of a warehouse aisle with high ceilings and rows of shelving units.

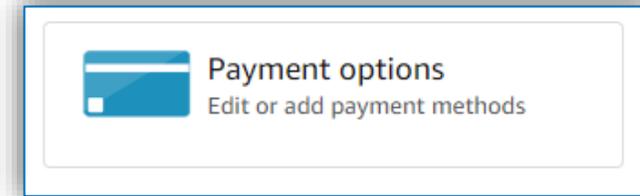
# Checkout

# 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 ahead of time 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.
- Ship to addresses can be audited by your account administrator at any time. Please be sure to comply with all purchasing rules and policies.



- Purchase cards are the recommended 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.

# Checkout – Multiple Groups

*Individuals who purchase on behalf of multiple departments may be a member of multiple account “groups” in order to keep reporting organized*

Group	Payment methods
<input checked="" type="radio"/> Front Desk Admin	Shared
<input type="radio"/> Landscaping	Individual
<input type="radio"/> Warehouse	Shared

Use the selected group as your default group

- Choose the group you wish to purchase on behalf of during the checkout process
- Shipping and payment options may differ depending on the group you have selected during checkout

# Business Order Info

*Custom order fields at checkout make it easier to track and manage orders*

- All information entered will appear in Order History Reports in the Business Analytics tool
- Fields may be required or optional depending on your organization's needs
- The information fields below have been configured on your account

GL Code (optional/required)  
Project Code (optional/required)  
Department (optional/required)  
Purchase Order (PO) number  
(optional/required)  
Cost Center (optional/required)  
Location(optional/required)  
Custom Field (optional/required)

### Business Order Information

Complete the following to ensure accurate routing and reporting of your order. [Change group](#)

GL Code	<input type="text" value="Optional"/>	<input type="button" value="Continue"/>
Department	<input type="text"/>	
Cost Center	<input type="text"/>	
Store number	<input type="text" value="Optional"/>	

The background of the slide is a grid of small, faded images depicting various scenes from a warehouse, such as shelves, boxes, and equipment. In the center of the grid, there is a larger, more prominent image of a long, perspective view of a warehouse aisle with high ceilings and rows of shelving units.

# Approvals

# Approval Workflows

*Some orders or all orders placed on the account may be subject to approval before being fulfilled*

## Add Users from Manage your Business

- Depending on your role, some or all of your orders may require approval.
- There are no additional steps to take to submit your order for approval. Check out as you normally would and you will see the option at checkout.
- Your order will not be processed until it is approved by the appropriate approver. Keep this in mind for shipping timelines.
- You will be notified over email once your order is submitted and then again once your order has been approved and processed. Just as with a normal order on Amazon, you will also receive relevant shipping updates.
- If your order is not approved within 7 days, the order will automatically be canceled; however, the items in your order will not be deleted. If your order is canceled, you will need to submit the order again for approval.

**Submit order for approval**

By placing your order, you agree to Amazon's [privacy notice](#) and [conditions of use](#).

**Order Summary**

Items (2):	\$37.28
Shipping & handling:	\$5.99
<hr/>	
Total before tax:	\$43.27
Estimated tax to be collected:*	\$4.36
<hr/>	
<b>Order total:</b>	<b>\$47.63</b>

[How are shipping costs calculated?](#)

[Why didn't I qualify for free shipping?](#)

# Approval Workflows

## Approval policy

Approval settings will not apply to services, digital products, or punchout accounts. [Learn more](#) ▾

Applies to orders for the **State of Hawaii** group only.

### Conditions

- Apply to all orders
- Orders with restricted items ▾
- Orders with a total equal or greater than

\$

### Approvers

Requires one approval from each level. If an approver is going to be unavailable, you can assign a temporary delegate

1.

[Add another approver level](#)



## Buying policies

Set up approval flows, policies to guide employee buying, and supplier pricing sheets

[Guided Buying \(Catalog Curation\)](#)

[Debarment policies](#)

[Approvals](#)

[Negotiated pricing](#)

[Related offer reports](#)

## Approval policies

[State of Hawaii](#) / [Buying policies](#)

Displaying 2 of 2

[ADD POLICY](#)

Refine by

Sort by: **Lowest to highest**

Orders with restricted items  
1 level of approval required

[Actions](#) ▾

Orders of \$2,500.00 or more  
1 additional level of approval required

[Actions](#) ▾

Displaying 2 of 2



# Guided Buying



# Guided Buying | Catalog Curation

**⚠ 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



**⚠ 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.

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

Current Total:	\$ 49.99
Savings:	- \$ 50.00
<b>Cost After Savings:</b>	<b>\$ 0.00</b>
Savings Remaining:	\$ 0.01

Apply now

**Company Restricted**

- Some Items will have customized messaging letting you know IF and WHEN you can purchase them through Amazon Business

- Remember, while you are able to find most items on Amazon, always abide by your organization's purchasing policies

- Because restrictions are created at the category level, some permitted items may get unintentionally restricted.

**Shopping Cart**

	Price	Quantity
 <b>Fire Tablet with Alexa, 7" Display, 8 GB, Black - with Special Offers</b> by Amazon In Stock ⚠ <b>ABCDEF - Level Test Group employees:</b> 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 <a href="#">Learn more</a> <a href="#">Delete</a>   <a href="#">Save for later</a>	<b>\$49.99</b>	1



# Business Analytics

# Amazon Business Analytics

**Edit displayed columns**

Order Info	Shipment Info	Product Info	Organization Specific Info	Customer Info	Invoice Info	Payment Info	Seller Info
<input checked="" type="checkbox"/> Order Date	<input checked="" type="checkbox"/> Shipment Date	<input checked="" type="checkbox"/> Product Category	<input checked="" type="checkbox"/> PO Line Item Id	<input checked="" type="checkbox"/> Account User	<input checked="" type="checkbox"/> Invoice Status	<input checked="" type="checkbox"/> Payment Reference ID	<input checked="" type="checkbox"/> Seller Name
<input checked="" type="checkbox"/> Order ID	<input checked="" type="checkbox"/> Shipment Status	<input checked="" type="checkbox"/> ASIN	<input checked="" type="checkbox"/> Tax Exemption Applied	<input checked="" type="checkbox"/> Account User Email	<input checked="" type="checkbox"/> Total Amount	<input checked="" type="checkbox"/> Payment Date	<input checked="" type="checkbox"/> Seller Credentials
<input checked="" type="checkbox"/> Account Group	<input checked="" type="checkbox"/> Carrier Tracking #	<input checked="" type="checkbox"/> Title	<input checked="" type="checkbox"/> Tax Exemption Type		<input checked="" type="checkbox"/> Invoice Due Amount	<input checked="" type="checkbox"/> Payment Amount	<input checked="" type="checkbox"/> Seller Address
<input checked="" type="checkbox"/> PO Number	<input checked="" type="checkbox"/> Shipment Quantity	<input checked="" type="checkbox"/> UNSPSC	<input checked="" type="checkbox"/> Tax Exemption Opt Out		<input checked="" type="checkbox"/> Invoice Issue Date	<input checked="" type="checkbox"/> Payment Instrument Type	
<input checked="" type="checkbox"/> Order Quantity	<input checked="" type="checkbox"/> Shipping Address	<input checked="" type="checkbox"/> Brand	<input checked="" type="checkbox"/> Discount Program		<input checked="" type="checkbox"/> Invoice Due Date	<input checked="" type="checkbox"/> Payment Identifier	
<input checked="" type="checkbox"/> Order Subtotal	<input checked="" type="checkbox"/> Shipment Subtotal	<input checked="" type="checkbox"/> Manufacturer	<input checked="" type="checkbox"/> Pricing Discount applied (\$ off)				
<input checked="" type="checkbox"/> Order Shipping & Handling	<input checked="" type="checkbox"/> Shipment Shipping & Handling	<input checked="" type="checkbox"/> Product Condition	<input checked="" type="checkbox"/> Pricing Discount applied (% off)				
<input checked="" type="checkbox"/> Order Promotion	<input checked="" type="checkbox"/> Shipment Promotion	<input checked="" type="checkbox"/> Company Compliance					
<input checked="" type="checkbox"/> Order Tax	<input checked="" type="checkbox"/> Shipment Tax	<input checked="" type="checkbox"/> Listed PPU					
<input checked="" type="checkbox"/> Order Net Total	<input checked="" type="checkbox"/> Shipment Net Total	<input checked="" type="checkbox"/> Purchase PPU					
<input checked="" type="checkbox"/> Order Status	<input checked="" type="checkbox"/> Carrier Name	<input checked="" type="checkbox"/> Item Quantity					
<input checked="" type="checkbox"/> Approver		<input checked="" type="checkbox"/> Item Subtotal					
		<input checked="" type="checkbox"/> Item Shipping & Handling					
		<input checked="" type="checkbox"/> Item Promotion					
		<input checked="" type="checkbox"/> Item Tax					
		<input checked="" type="checkbox"/> Item Net Total					

Cancel Apply

## Amazon Business Analytics provides users the ability to:

- Aggregate purchases to compare and track spend over time
- Monitor and track 60+ data fields including, shipment info, payment info, and seller info
- Customize and save report templates to meet business needs
- Download CSV files to analyze your Order History in excel

## Filters allow you to customize both the table and bar charts.

- The **Show** option allows you to select the data view you are interested in: **Orders, Returns, Refunds** and **Reconciliation**
- **Time Period** supports a range of default settings (month to date, quarter to date, etc.) as well as a custom range option
- **Organized by** allows you to drill down into spend from **Organized by** allows you to drill down into spend from specific **Account Groups** or **Transaction Type**.

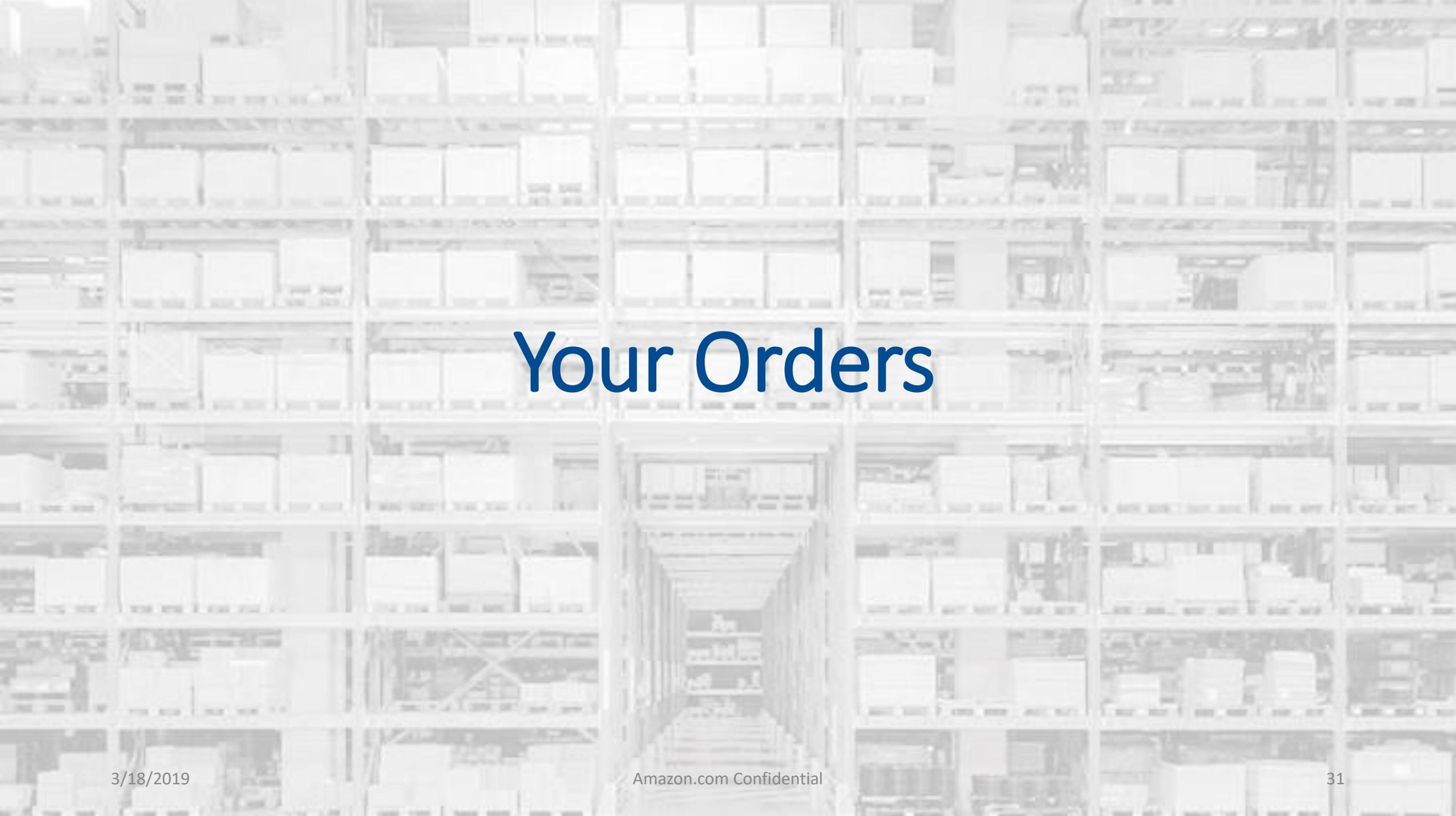
# Reporting & Reconciliation

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
- Improved formatting & roll-up support streamlines reporting and reconciliation for orders containing multiple shipments and/or multiple charges

Order Date	Order ID	Payment Reference ID	Payment Date	Payment Amount	Payment Instrument Type	Payment Identifier	Product Category	ASIN	Title	
02/08/2016	108-XXXXXX-XXXXXX	12345678901112	02/08/2016	\$199.98	Line of Credit	1234	Personal Computer	B00D78QCYK	ViewSonic VA2	
02/08/2016	108-XXXXXX-XXXXXX	12345678901112	02/08/2016	\$199.98	Line of Credit	1234	Personal Computer	B00D78QCYK	ViewSonic VA2	
02/08/2016	108-XXXXXX-XXXXXX	12345678901112	02/08/2016	\$17.99	Line of Credit	1234	CE	B001F42MKG	Logitech Track	
02/07/2016	108-XXXXXX-XXXXXX	N/A	N/A	N/A	N/A	1234	Health and Beauty	B000VEDK66	Renew Life Die	
02/04/2016	106-XXXXXX-XXXXXX	12345678901112	02/07/2016	\$221.87	Line of Credit	1234	CE	B0007WDIW8	Tripp Lite HDM	
							CE	B0000AZK6H	StarTech.com	
							CE	B001D5RPEK	StarTech.com	
		12345678901112	02/08/2016	\$17.95	Line of Credit	1234	1234	CE	B001D5RPEK	StarTech.com
								CE	B0007WDIW8	Tripp Lite HDM
								CE	B0000AZK6H	StarTech.com
		12345678901112	02/04/2016	\$34.02	Line of Credit	1234	1234	CE	B0007WDIW8	Tripp Lite HDM
								CE	B0000AZK6H	StarTech.com
12345678901112	02/06/2016	\$83.07	Line of Credit	1234	1234	CE	B0007WDIW8	Tripp Lite HDM		
						CE	B0000AZK6H	StarTech.com		



# Your Orders

# Your Orders

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	<a href="#">Third Floor</a> ▾	<a href="#">Katherine</a> ▾ 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 (5,000 Sheets)  
Sold by: Amazon.com Services, Inc.  
**\$0.00**

- The “Your Orders” section provides additional detail regarding the status of all orders you have placed.

### Arriving August 16 - August 20

Ordered Sunday, August 12

**Shipped today**  
[See all updates](#)

Out for delivery

[Track package](#)

[Return or replace items](#)

[Write a product review](#)

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

A large warehouse with a grid of shelving units and a central aisle. The shelves are filled with boxes, and the aisle is a long, straight path leading towards the back of the warehouse. The lighting is bright and even.

# 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](#).

Get to Know Us	Let Us Help You	Work with Amazon	Business Solutions
Careers	Help	Sell on Amazon Business	Amazon Business Solutions
Press Releases	Shipping Rates & Policies	Fulfillment By Amazon	Purchasing Systems
Amazon and Our Planet	Business FAQ	Advertise on Amazon	Amazon Credit Line
Amazon in the Community	<b>Contact Us</b>	Sell Services on Amazon	Amazon Business Blog
Company Facts		Amazon Global Selling	

### Contact Us

**1** What can we help you with?

An order I placed    Fire and Kindle    Digital Services    Prime or Something else

**2** Tell us more about your issue

Select an issue    < Please make a selection >

**3** How would you like to contact us?

E-mail    Phone    Chat

# Common Customer Support Questions

*See below for quick resolutions to [frequently asked questions](#) and additional support contact information*

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

- Provides end users the option to call, email, or live chat. Please use this method of contact for anything relating to an order, transaction, charge, or shipment.

## Cancel an individual Prime Membership:

- Your Account > Manage My Prime Membership > End Membership
- The end user must follow the steps to receive a pro-rated refund

## Request a Tax Exemption Refund:

- Your Orders > Locate Order > Contact Seller > Request refund through email
- Additional tax queries can be emailed to [tax-exempt@amazon.com](mailto:tax-exempt@amazon.com)

amazonbusiness