

Administrator Training

Amazon Business for the State of Hawaii • 12/10/2024

Matt DeWolf – Sr Account Executive

matdewol@amazon.com

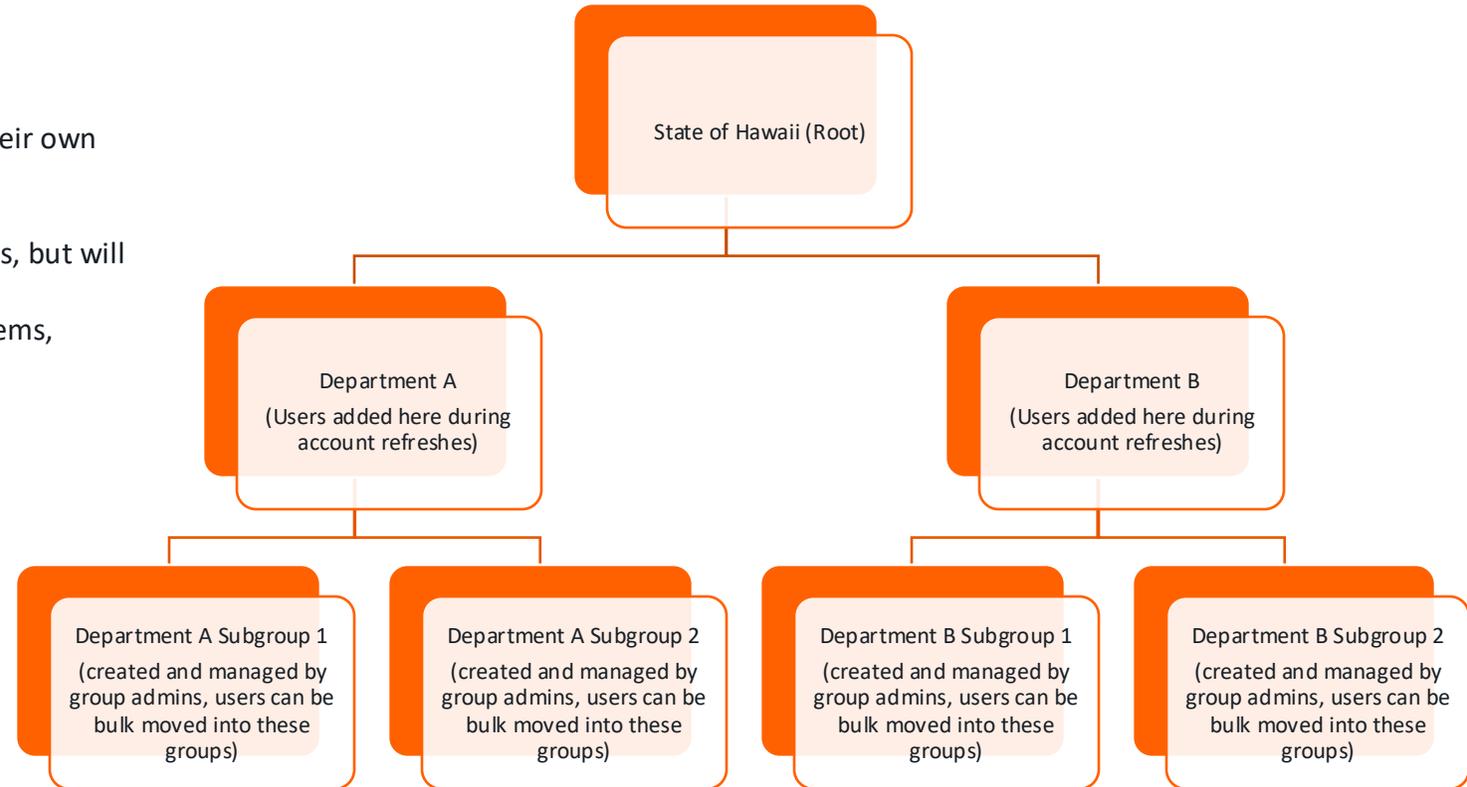
Agenda

- Your Account Structure
- Business Settings
- Managing Your Groups
 - User Management
 - Guided Buying & Approvals
- Business Analytics
- Support & Resources

Account Structure

Account Notes:

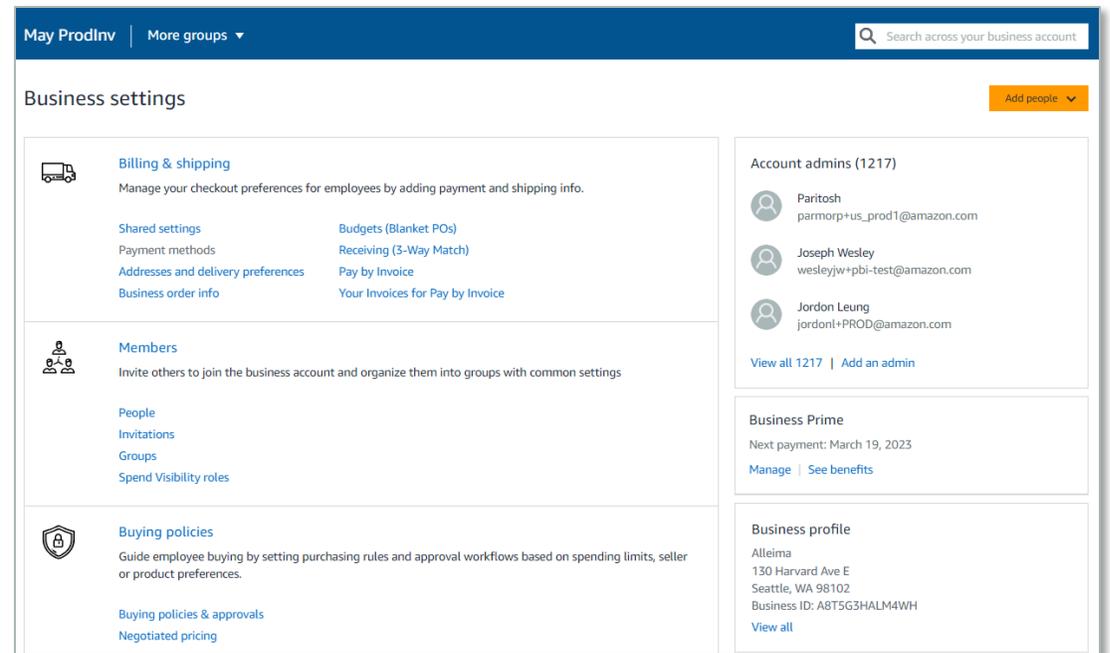
- **Payments:** Purchase Cards (Individual)
- **Shipping:** Purchasers can enter and manage their own shipping addresses
- **Group Structure:** Divided by Department
 - Departments admins can add subgroups, but will be responsible for managing these.
- **Guided Buying:** Restrict non Business Prime items, Alcohol, Orders over \$2,500



Business Settings

Amazon Business Administrators can manage users, create buying policies and approvals, and more within the “Business Settings” page.

1. Hover over “Hello [Your Name]”
2. Click “Business Settings”



The screenshot displays the Amazon Business Settings interface. At the top, there is a navigation bar with the group name 'May Prodlv' and a search bar. The main content area is titled 'Business settings' and includes an 'Add people' button. The settings are organized into three main sections: 'Billing & shipping', 'Members', and 'Buying policies'. The 'Billing & shipping' section includes links for shared settings, payment methods, addresses, and budgets. The 'Members' section includes links for people, invitations, groups, and spend visibility roles. The 'Buying policies' section includes links for buying policies and approvals, and negotiated pricing. On the right side, there are three summary cards: 'Account admins (1217)' listing three administrators, 'Business Prime' showing the next payment date, and 'Business profile' showing the company name, address, and business ID.

Do's and Don'ts of Group Management

Do

1. Manage Users (invite, assign roles, move, deactivate)
2. Add Guided Buying and Approval Workflows
3. Adjust your checkout fields

Don't

1. Change Payment settings
2. Create more subgroups than you can manage
3. Remove users from business account (deactivate instead)

User Management

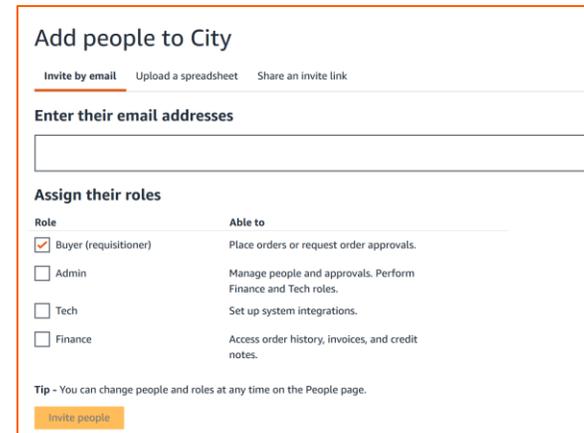
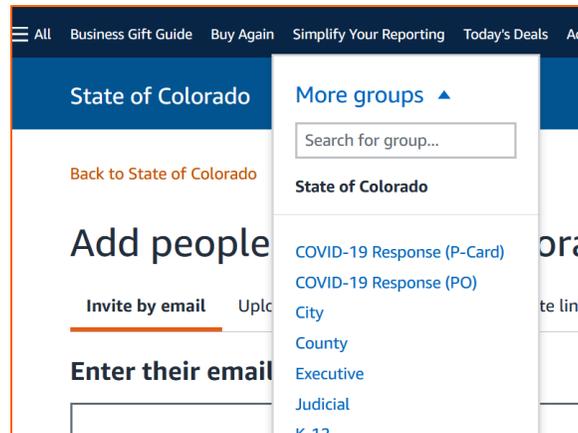
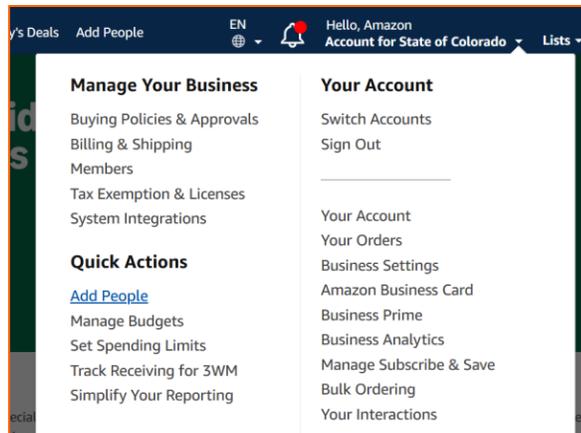
- [Members Section Overview – Short Video](#)
- [User Roles and Permissions – Short Video](#)
- [Adding and Removing Users – Short Video](#)
- [Bulk User Management – Guide](#)
- [Registration – Short Video](#)

Inviting New Purchasers

Hover over the “Hello, [Name]” menu and click “Add People”.

Click “More Groups” to switch to the group the new user should belong to.

Enter up to 12 email addresses in the open field, select a role, and click “Invite People”.

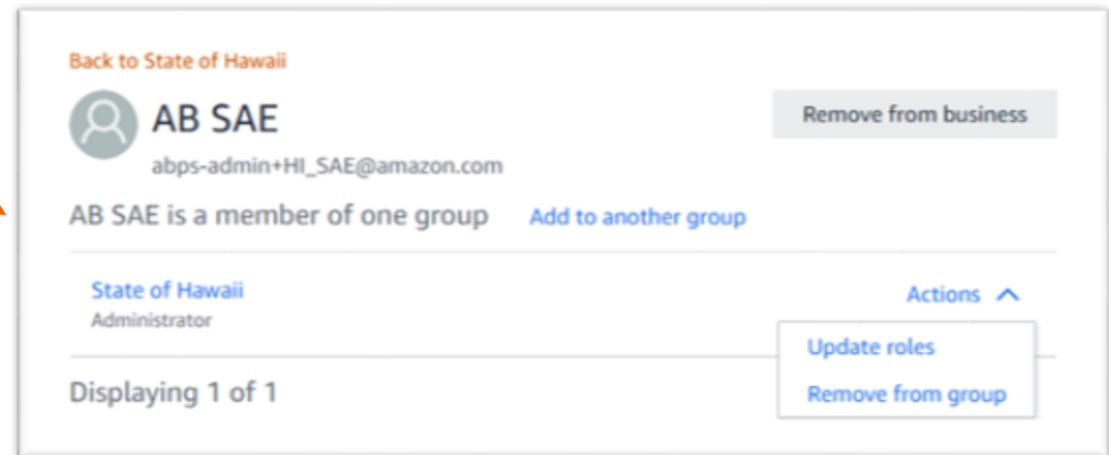
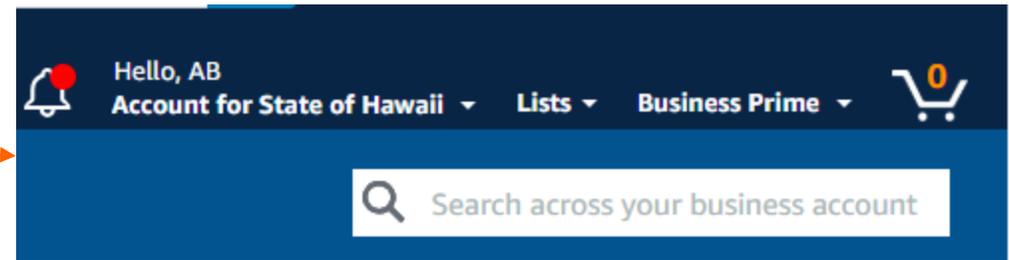
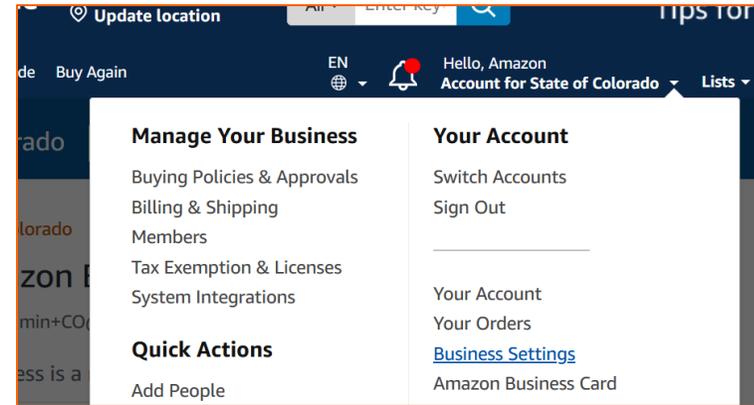


User Roles

Role	Able to
<input checked="" type="checkbox"/> Buyer (requisitioner)	Place orders or request order approvals.
<input type="checkbox"/> Admin	Manage people and approvals. Perform Finance and Tech roles.
<input type="checkbox"/> Tech	Set up system integrations.
<input type="checkbox"/> Finance	Access order history, invoices, and credit notes.

Changing User Roles

1. Hover over the “Hello, [Name]” Menu and click “Business Settings”
2. Use the admin search bar to search by name or email of the user and select the correct result
3. On the user’s profile page, click the “Actions” dropdown next to the appropriate group
4. Click “Change roles”



Moving Users from One Group to Another

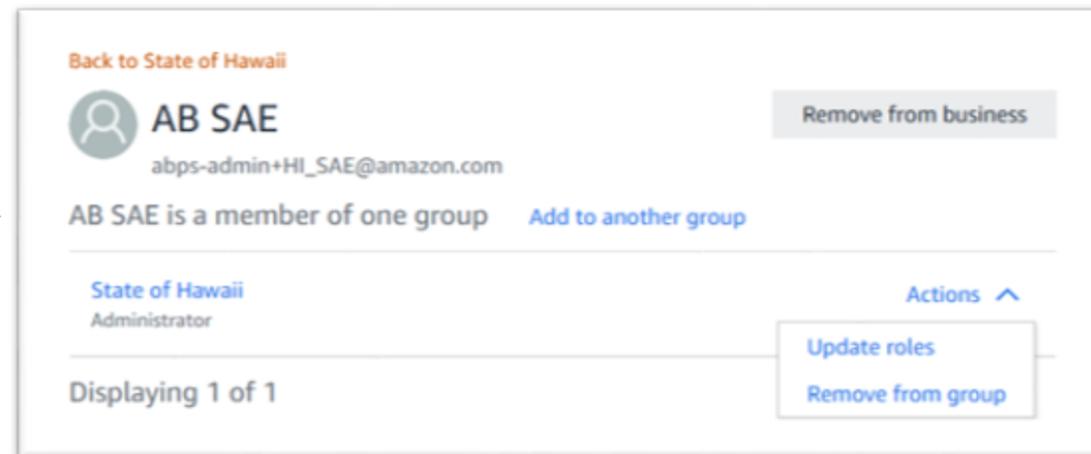
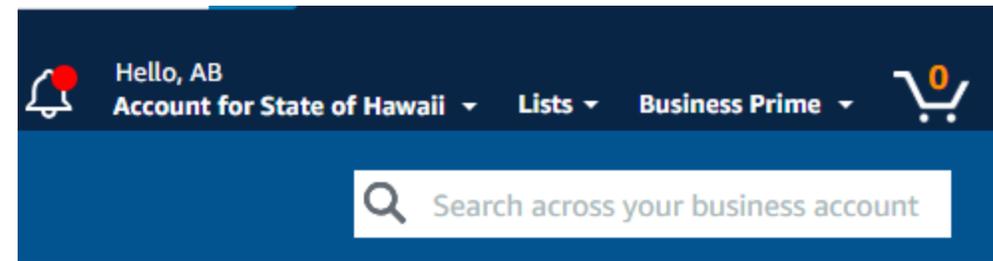
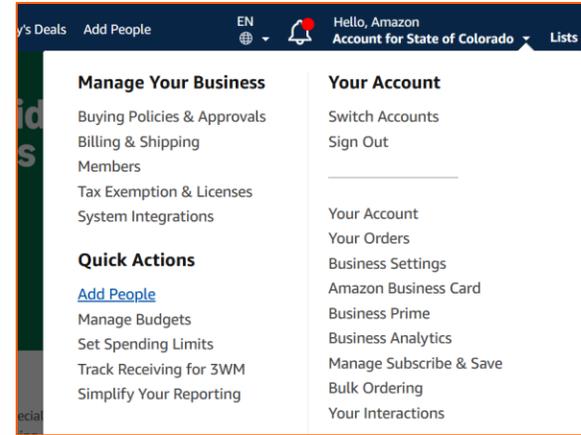
1. Invite them to join the new group

1. Always add to a new group before you remove from a legacy group.

2. This will instantly add them to the group (no invitation will be sent).

2. Use the Admin search bar to find the user's profile page by name or email.

3. In the "Actions" dropdown next to the legacy group, click "Remove from group"



User Management from the “Members” Section

1. People: Find a full list of people on that group
2. Invitations: Find a list of outstanding invitations
3. Groups: Find a list of subgroups under your group

The screenshot shows the Amazon Business settings interface. At the top, there's a header with 'May ProdInv | More groups' and a search bar. The main content is divided into three sections: 'Billing & shipping', 'Members', and 'Buying policies'. The 'Members' section is highlighted, showing options for 'People', 'Invitations', 'Groups', and 'Spend Visibility roles'. On the right side, there are three panels: 'Account admins (1217)' listing three users (Paritosh, Joseph Wesley, and Jordon Leung), 'Business Prime' with a next payment date of March 19, 2023, and 'Business profile' for 'Alleima' with a Seattle address and Business ID: A8T5G3HALM4WH.

May ProdInv | More groups Search across your business account

Business settings Add people

- Billing & shipping**
Manage your checkout preferences for employees by adding payment and shipping info.
 - Shared settings: Payment methods, Addresses and delivery preferences, Business order info
 - Budgets (Blanket POs): Receiving (3-Way Match), Pay by Invoice, Your Invoices for Pay by Invoice
- Members**
Invite others to join the business account and organize them into groups with common settings
 - People
 - Invitations
 - Groups
 - Spend Visibility roles
- Buying policies**
Guide employee buying by setting purchasing rules and approval workflows based on spending limits, seller or product preferences.
 - Buying policies & approvals
 - Negotiated pricing

Account admins (1217)

- Paritosh (parmorp+us_prod1@amazon.com)
- Joseph Wesley (wesleyjw+pbi-test@amazon.com)
- Jordon Leung (jordonl+PROD@amazon.com)

[View all 1217](#) | [Add an admin](#)

Business Prime
Next payment: March 19, 2023
[Manage](#) | [See benefits](#)

Business profile
Alleima
130 Harvard Ave E
Seattle, WA 98102
Business ID: A8T5G3HALM4WH
[View all](#)

Inviting Purchasers in Bulk to Multiple Groups

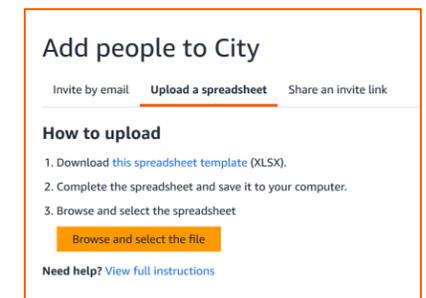
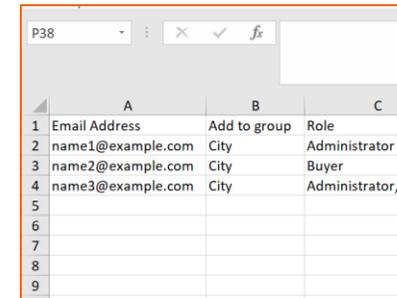
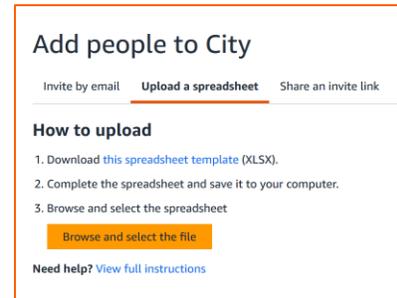
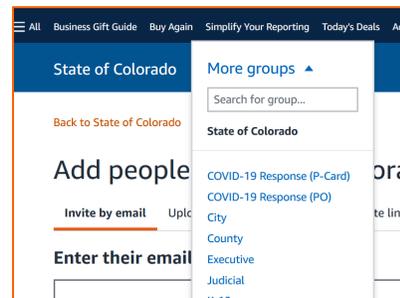
Hover over the "Hello, [Name]" menu and click "Add People".

Click "More Groups" to switch to the parent group of the new groups the users should belong to.

Click the "Upload a spreadsheet tab".

Complete the spreadsheet and save.

Upload the spreadsheet by clicking the "Browse and select the file" button



Groups are case sensitive

Email Address	Add to group	Role	Remove from group	Status	Job Title	Department	Location Address	Cost Center	Given Name	Family Name
name1@example.com	City/Subgroup Name	Buyer							First Name	Last Name
name2@example.com	City/Subgroup Name 2	Buyer							First Name	Last Name
name3@example.com	City/Subgroup Name 3	Buyer							First Name	Last Name

Bulk Moving Purchasers

To bulk move users, you can use the “Upload a spreadsheet” tool that we used to bulk invite users.

1. Format the spreadsheet to add purchasers to their new groups, then upload. **ALWAYS ADD USERS TO NEW GROUPS BEFORE REMOVING FROM GROUPS.**

Email Address	Add to group	Role	Remove from group	Status	Job Title	Department	Location Address	Cost Center	Given Name	Family Name
name1@example.com	City/Subgroup Name	Buyer								
name2@example.com	City/Subgroup Name 2	Buyer								
name3@example.com	City/Subgroup Name 3	Buyer								

2. Format the spreadsheet to remove purchasers from their legacy groups, then upload.

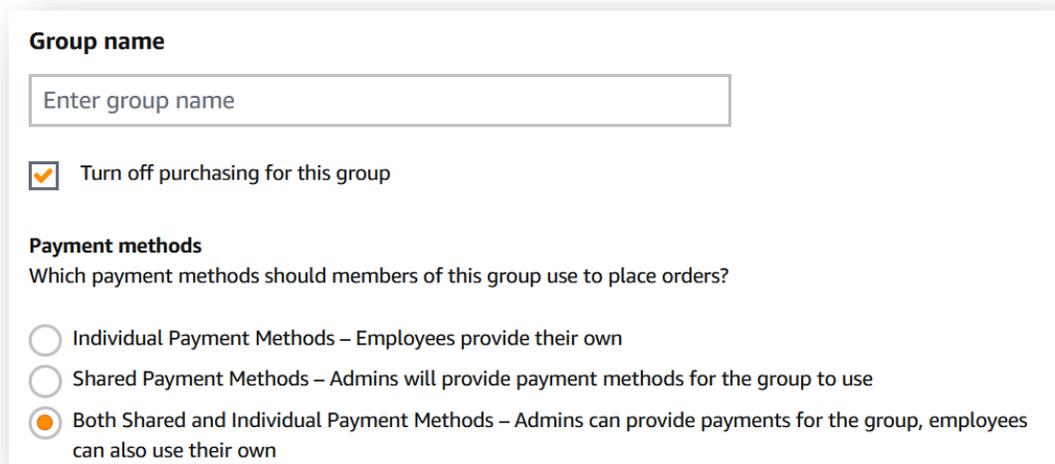
Email Address	Add to group	Role	Remove from group	Status	Job Title	Department	Location Address	Cost Center	Given Name	Family Name
name1@example.com		Buyer	City/Subgroup Name							
name2@example.com		Buyer	City/Subgroup Name 2							
name3@example.com		Buyer	City/Subgroup Name 3							

* It is not recommended to perform both actions at once in the same spreadsheet.

Deactivating Purchasers

Instead of removing users from the business account, **we recommend creating an inactive purchasing group** and moving the users to that group.

This preserves their purchasing data, allows for reactivation of accounts, and prevents rogue accounts from being created.



The screenshot shows a form for creating a new group. It includes a text input field for the group name, a checked checkbox to turn off purchasing for the group, and three radio button options for payment methods: Individual Payment Methods, Shared Payment Methods, and Both Shared and Individual Payment Methods.

Group name

Turn off purchasing for this group

Payment methods
Which payment methods should members of this group use to place orders?

Individual Payment Methods – Employees provide their own

Shared Payment Methods – Admins will provide payment methods for the group to use

Both Shared and Individual Payment Methods – Admins can provide payments for the group, employees can also use their own



Guided Buying and Approvals

- [Guided Buying Overview](#) video
- [Configure Guided Buying](#) video
- [Configure Spend Limits/Approval Workflow](#) video
- [Reviewing Approval Requests/Process](#) video

Guided Buying

Use automation to reduce reconciliation time. Allow Amazon Business to guide your purchasers toward products they should purchase and away from what they shouldn't.



Preferred local sellers

Make products from local sellers easier to find



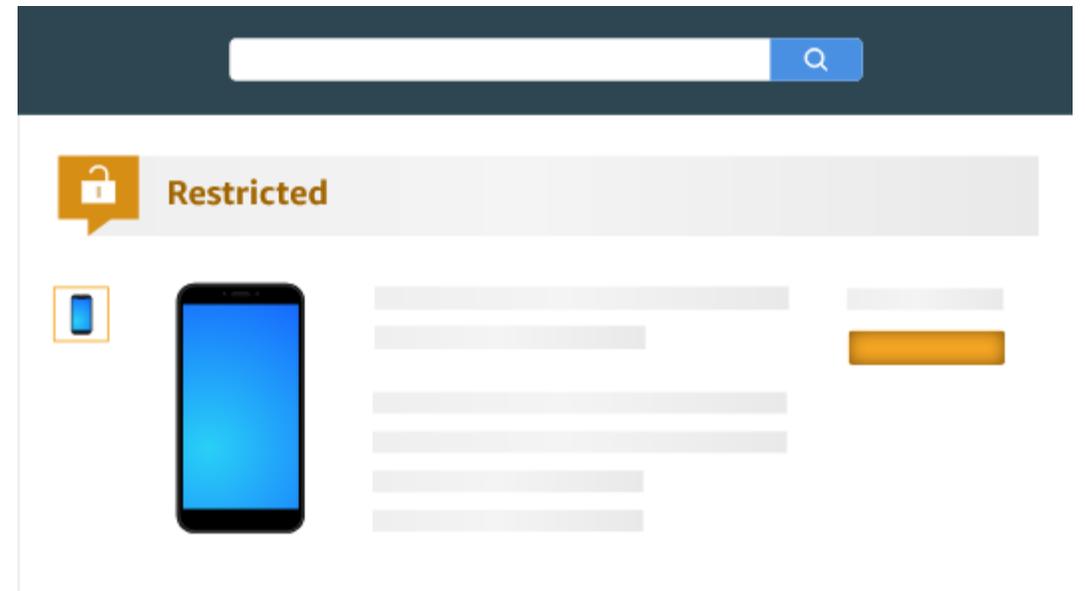
Spending limits for orders

Require approval or flag orders over set spending threshold



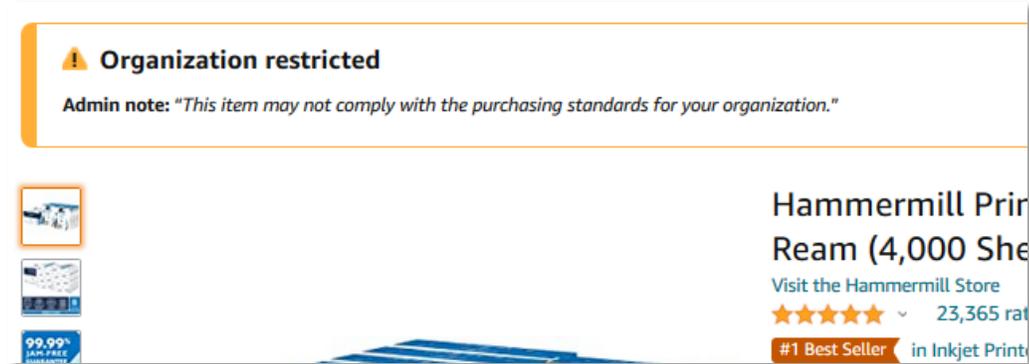
Blocked categories

Block the product categories you want employees never to buy



Restricted Policies

1. Marked as restricted with warning message for buyers
2. Can still be purchased
3. Can be configured to require approvals – Alcohol and orders over \$2,500 do require approvals



⚠ Organization restricted
Admin note: "This item may not comply with the purchasing standards for your organization."

Hammermill Printer Paper, 20 lb Copy Paper, 8.5 x 11 - 8 Ream (4,000 Sheets) - 92 Bright, Made in the USA

Visit the Hammermill Store
★★★★★ 23,365 ratings

#1 Best Seller in Inkjet Printer Paper



⚠ Organization restricted

Hammermill Printer Paper, 20 lb Copy Paper, 8.5 x 11 - 8 Ream (4,000 Sheets) - 92 Bright, Made in the USA

★★★★★ 23,365 ratings

\$28⁷⁸

✓prime FREE Delivery Mon, Mar 8

More Buying Choices
\$27.34 (30 used & new offers)

⚠ Organization restricted

HP Printer Paper 8.5 x 11 | 20 lb - 1 ream - 500 Sheets | 92 Bright - Made in USA | FSC Certified Copy Paper | HP Compatible 172160R

★★★★★ 97,757 ratings

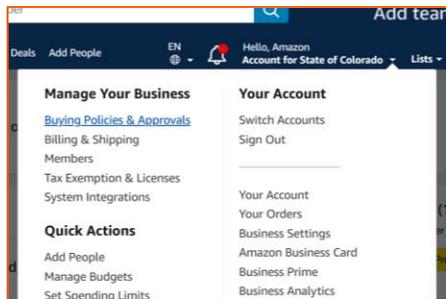
\$4⁴⁷ ~~\$7.62~~

\$4.37 with quantity discounts

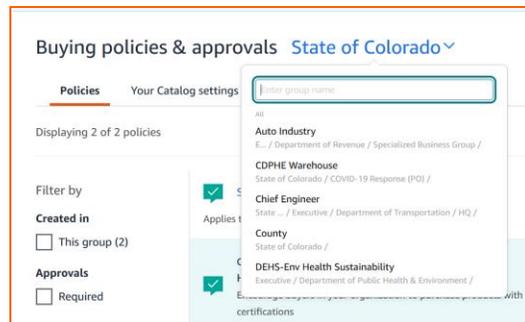
✓prime FREE Delivery Mon, Mar 8

Configure Guided Buying Policies & Approvals

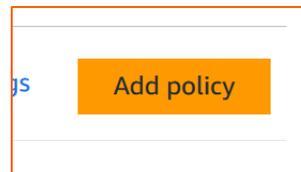
Hover over "Hello, [Name]" and click "Buying Policies & Approvals"



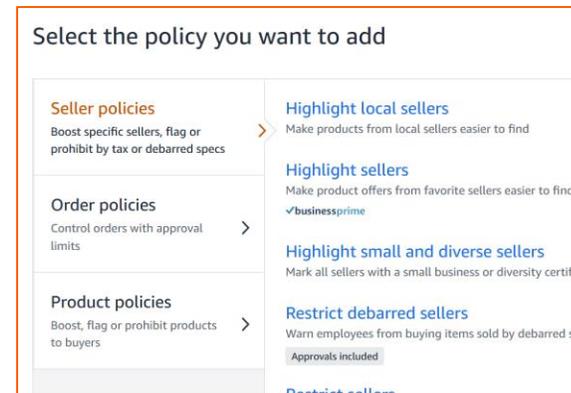
If you are the admin for more than one group, click the dropdown to select the group you would like to apply the policy to



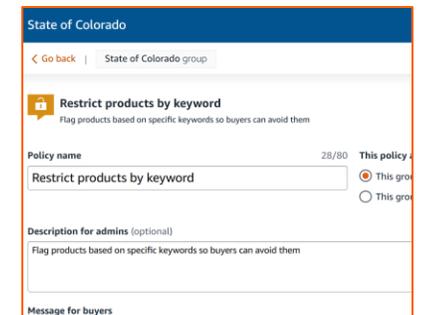
Click "Add Policy"



Select the policy you want to create



Complete the form and click "save".



Business Order Information

Business Order Information (BOI) fields display at checkout and are enabled by a root level admin.

Group admins can edit or remove BOI fields for their specific groups.*

- All information entered by purchasers at checkout will appear in reports in Business Analytics.
- Each field can be required or optional.
- You can choose to allow purchasers to type any entry or provide a preset list of options to choose from (up to 100)

The image shows two screenshots from the Amazon Business interface. The top screenshot is the 'Billing & shipping' settings page, which includes a list of links for 'Shared settings', 'Payment methods', 'Addresses and delivery preferences', 'Business order info', 'Your Invoices for Pay by Invoice', 'Budgets (Blanket POs)', 'Receiving (3-Way Match)', 'Pay by Invoice', and 'Checkout defaults'. The bottom screenshot is the 'Business order info' configuration page, which features a table with columns for 'Enabled', 'Label', 'Shown to requisitioners as', 'Default selection', 'Required to checkout', and 'Buying policies & approvals'. The table lists three fields: 'PO number' (enabled, required, with a list of 5 options), 'GL code' (disabled, optional), and 'Cost center' (enabled, optional). Below the table is a 'Checkout (1 item)' screen for 'State of Colorado' showing the 'Business order information' step with a 'PO number (optional)' text field and an 'Is this COVID-19 related?' dropdown menu. A 'Continue' button is visible at the bottom of the form, and an 'Order Summary' section is on the right.

Enabled	Label	Shown to requisitioners as	Default selection	Required to checkout	Buying policies & approvals
<input checked="" type="checkbox"/>	PO number	<input type="radio"/> Open text field <input checked="" type="radio"/> List of defined options 5 options available Manage	No default	<input checked="" type="checkbox"/> Required	Add new
<input type="checkbox"/>	GL code	<input type="radio"/> Open text field <input type="radio"/> List of defined options		<input type="checkbox"/> Required	
<input checked="" type="checkbox"/>	Cost center	<input checked="" type="radio"/> Open text field <input type="radio"/> List of defined options		<input type="checkbox"/> Required	

*Once an admin creates and saves a separate BOI configuration for a particular group, it acts as a separate entity. This means there is no longer a connection between the root level BOI settings and the group BOI settings. Subgroups will automatically inherit root level BOI settings and will not automatically reflect changes made to their parent group settings.

Business Analytics

Reconciliation and Optimization

Gain visibility into your purchase history, identify opportunities to optimize spend, and make better buying decisions

Business Analytics

Home Spend Visibility **Reports** ▾

Orders report Time period
Custom Ra

[Add title and save to your templates](#)

	<input type="checkbox"/>	Order Date ①	Order ID ①	Account Group ①	PO Number ①	Order Quantity ①	Order Subtotal ①	C
Filter	<input type="checkbox"/>	10/26/2020	114-1610077-6949024 ▾	May Prodlrv		1	\$5.45	\$
Adjust columns	<input type="checkbox"/>	10/23/2020	114-8335702-2684203	ABPS Packaged Services		1	\$2,500.00	\$
	<input type="checkbox"/>	10/23/2020	113-0306900-9276252 ▾	Coyle - Maintenance		1	\$5.92	\$
Schedule	<input type="checkbox"/>	10/23/2020	113-6499042-9021862	Coyle - Maintenance		1	\$2,500.00	\$
Get order documents	<input type="checkbox"/>	10/22/2020	112-9649687-0525826	A to Z Equipment- HQ	1234	2	\$115.24	\$
	<input type="checkbox"/>	10/21/2020	114-1365384-8209807	May Prodlrv	Amazon 2020		\$0.00	\$
	<input type="checkbox"/>	10/21/2020	112-2794603-8435463	A to Z Equipment- HQ	1234	1	\$21.99	\$
	<input type="checkbox"/>							



Today's Deals
Find special deals happening now.
Shop deals

Education supplies
Explore and stock up in our hub built for educators.
Shop the store

Buy it again
Easily find supplies from past orders.
Shop and Reorder

Connect your team
Send invites to coworkers, assign roles that match your team and share access to business-only prices.
Invite people

Savings Hub
Shop the most popular business discounts.
Shop now



- Account Details**
- Your Account
 - Your Orders
 - Business Settings
 - [Business Analytics](#)
 - Bulk Ordering
 - Business Prime
 - Manage Subscribe & Save
 - Your Catalog
 - Your Interactions
- Manage Your Business**
- Buying Policies & Approvals
 - Billing & Shipping
 - Members
 - Tax Exemption & Licenses
 - System Integrations
- Quick Actions**
- Add People
 - Manage Budgets
 - Set Spending Limits
 - Approve Orders
 - Track Receiving for 3WM
- Customer Service
Switch Accounts

Business analytics

Home | Spend Visibility | **Reports** | Insights BETA | WorkDocs

Business analytics | **Time period** | Current quarter

Overview for Jan
As compared to previous

Total spend **\$1.6K** Up by 19%

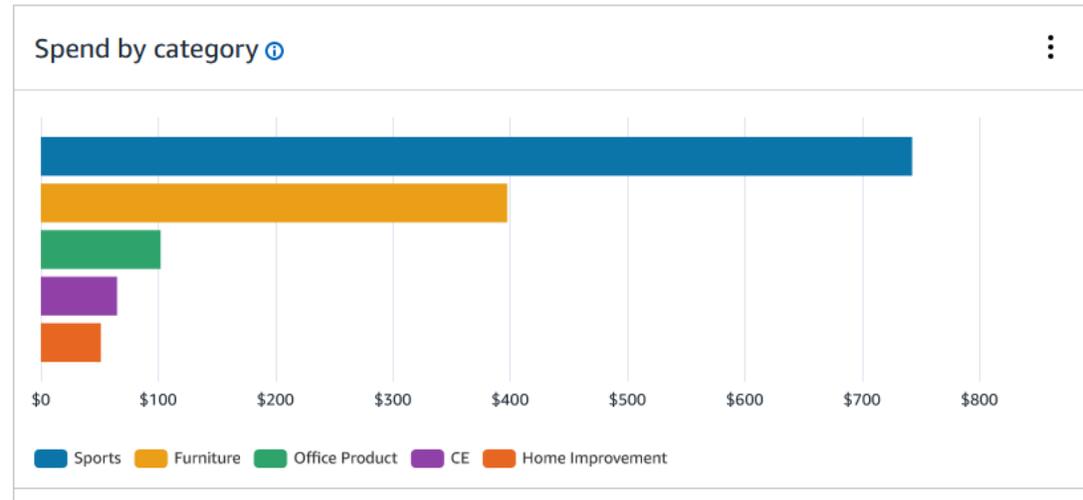
Total savings **\$1.4K** Up by 944%

Total orders **29**

Top category **\$743** Sports



- REPORT TYPES
- Reconciliation
- Orders
- Shipments
- Returns
- Refunds
- Related offers
- Savings
- Credentials
- Your reports
- Download history



Business Analytics

Home Spend Visibility **Reports**

Orders report

Add title and save to your templates

Get detailed payment, product, and seller info on an order.
Can't find what you need? See our help page

Time period: Month to date [Generate report](#) [Download history](#)

Adjust columns

Submit

Order Info

Customer Info

Invoice Info

Payment Info

Product Info

Organization Specific Info

Seller Info

Seller Name

Seller Credentials

Seller City

Seller State

Seller ZipCode

<input type="checkbox"/>	Order Date	Order ID	Account Group	PO Number	Order Quantity	Order Subtotal	Order Shipping & Handling	Order Promotion	Order Tax	Order Net Total	Order Status	Approver
<input type="checkbox"/>	03/02/2023	113-8179364-8027409	May Prodlv	2022 Paper Budget		\$0.00	\$0.00	\$0.00	\$0.00	\$0.00	Cancelled	
<input type="checkbox"/>	03/01/2023	111-7078069-6373847	RIMO	ScheduledGIFT_CARD	1	\$1.00	\$0.00	\$0.00	\$0.00	\$1.00	Closed	
<input type="checkbox"/>	03/01/2023	111-5942398-7685847	RIMO	Test 1	1	\$1.00	\$0.00	\$0.00	\$0.00	\$1.00	Closed	
<input type="checkbox"/>	03/01/2023	114-8017566-0849847	May Prodlv			\$0.00	\$0.00	\$0.00	\$0.00	\$0.00	Cancelled	
<input type="checkbox"/>	03/01/2023	113-5143320-0751457	May Prodlv			\$0.00	\$0.00	\$0.00	\$0.00	\$0.00	Cancelled	
<input type="checkbox"/>	02/28/2023	113-5195503-0206627	May Prodlv	2022 Paper Budget		\$0.00	\$0.00	\$0.00	\$0.00	\$0.00	Cancelled	
<input type="checkbox"/>	02/27/2023	D01-8684197-8329841	May Prodlv	2022 Paper Budget	1	\$0.00			\$0.00	\$0.00	Closed	
<input type="checkbox"/>	02/27/2023	D01-3840327-9248232	May Prodlv	Test for Customer Connect	1	\$14.99			\$0.82	\$15.81	Pending	
<input type="checkbox"/>	02/26/2023	113-8800864-7715404	May Prodlv	2022 Paper Budget		\$0.00	\$0.00	\$0.00	\$0.00	\$0.00	Cancelled	
<input type="checkbox"/>	02/19/2023	113-4788696-5332203	May Prodlv			\$135.99	\$0.00	\$0.00	\$13.94	\$149.93	Cancelled	
<input type="checkbox"/>	02/19/2023	112-6915141-8067467	May Prodlv			\$1,600.00	\$0.00	\$0.00	\$164.00	\$1,764.00	Cancelled	
<input type="checkbox"/>	02/19/2023	112-0460996-2090609	May Prodlv			\$1,616.00	\$0.00	\$0.00	\$165.64	\$1,781.64	Cancelled	
<input type="checkbox"/>	02/19/2023	113-4869393-3409035	May Prodlv			\$1,600.00	\$0.00	\$0.00	\$164.00	\$1,764.00	Cancelled	
<input type="checkbox"/>	02/18/2023	113-1234560-7254619	May Prodlv	2022 Paper Budget		\$0.00	\$0.00	\$0.00	\$0.00	\$0.00	Cancelled	
<input type="checkbox"/>	02/17/2023	111-2624974-8884224	May Prodlv			\$0.00	\$0.00	\$0.00	\$0.00	\$0.00	Cancelled	

Business Analytics

Home Spend Visibility **Reports**

Orders report

Add title and save to your templates

Get detailed payment, product, and seller info on an order.
Can't find what you need? [See our help page](#)

Time period Month to date 📄 Downloads Generate report Download history

Filter

Seller Credentials ▼

equals ▼

Registered Small Business

Add new filter

Submit

[Remove all filters x](#)

[Get order documents](#)

<input type="checkbox"/>	Order Date	Order ID	ASIN	GL Code	Department	Cost Center	Project Code	Location	Custom Field 1	Seller Credentials
<input type="checkbox"/>	03/01/2023	113-5143320-0751457	B0083TXNMM	NA	NA					Registered Small Business, 889 certification
<input type="checkbox"/>	02/28/2023	113-5195503-0206627	B0083TXNMM		DEPT #1					Registered Small Business, 889 certification
<input type="checkbox"/>	02/03/2023	114-0418015-7393821	B07DPVVMWB						Sample 1	Minority-Owned Business, Registered Small Business, 889 certification
<input type="checkbox"/>	02/03/2023	111-8140727-4716248	B08RGB3P6D							Minority-Owned Business, Registered Small Business, 889 certification, Classified Small Business
<input type="checkbox"/>	01/31/2023	111-1148858-6664249	0735211299							Minority-Owned Business, Women-Owned Small Business, Registered Small Business
<input type="checkbox"/>	01/26/2023	114-4251509-1150604	B012Y7GQ5O			Test 1				Minority-Owned Business, Registered Small Business, 889 certification
<input type="checkbox"/>	01/17/2023	111-1064094-2815461	B0028SCBV8							Registered Small Business, 889 certification
<input type="checkbox"/>	01/13/2023	113-8706999-1890623	B07KW6HFD1							Veteran-Owned Small Business, Minority-Owned Business, Women-Owned Small Business, Registered Small Business
<input type="checkbox"/>	01/12/2023	111-7232622-2534603	B008CGX4YS							Registered Small Business, 889 certification

[← Previous page](#) [Next page →](#)

Business Analytics

Home Spend Visibility **Reports**

Reconciliation report

Add title and save to your templates

Get detailed payment, product, and seller info on an order.
Can't find what you need? [See our help page](#)

Time period

Quarter to date

Download CSV

Order documents

Filter

All your documents are now available in WorkDocs.

This is what you can do:

- Powerful search
- Access anywhere on any device

Open WorkDocs

Download from selected orders

<input checked="" type="checkbox"/>	Transaction Date	Payment Reference ID	Transaction Type	Payment Amount	Account Group	Payment Instrument Type	Payment Identifier	Order Date	Order ID	PO Number	Order Status
<input checked="" type="checkbox"/>	03/02/2023	29UZ9KD2neOKVvquG4Zz	Charge	\$1.00	RIMO	Visa	8755	03/01/2023	111-7078069-6373847	ScheduledGIFT_CARD	Closed
<input checked="" type="checkbox"/>	03/02/2023	OHplVsXJsdShmmW3ituB	Charge	\$1.00	RIMO	Visa	8755	03/01/2023	111-5942398-7685847	Test 1	Closed
<input checked="" type="checkbox"/>	02/28/2023	11111111111111111111Rky4dBfcLVnUa96hnoQe	Refund	\$5.46	RIMO	Credit memo		01/25/2023	111-5296671-0213835	alpha test	Closed
<input checked="" type="checkbox"/>	02/14/2023	1111111111111111138j0scxCo4dTgD8N8xCu3f	Refund	\$5.42	RIMO	Credit memo		01/25/2023	111-6819257-7989053	Space Rimo	Closed
<input checked="" type="checkbox"/>	01/31/2023	1NVN-X41H-7GTF	Charge	\$5.46	RIMO	Pay by Invoice		01/25/2023	111-5296671-0213835	alpha test	Closed
<input checked="" type="checkbox"/>	01/31/2023	1NVN-X41H-7GTF	Charge	\$5.42	RIMO	Pay by Invoice		01/25/2023	111-6819257-7989053	Space Rimo	Closed
<input checked="" type="checkbox"/>	01/25/2023	1NVN-X41H-7GTF	Charge	\$17.99	RIMO	Pay by Invoice		01/25/2023	D01-6398034-7558624	DigitalPONumber	Pending Reder
<input checked="" type="checkbox"/>	01/23/2023	3cKFt4RRfNJLjawfAP4Q	Charge	\$4.54	RIMO	Visa	8755	01/23/2023	D01-9407022-7379464	DigitalCodePO12345	Closed
<input checked="" type="checkbox"/>	01/07/2023	11111111111111111111T2RWbhFO9yiCLOYmpSSIO	Refund	\$12.90	RIMO	Credit memo		10/07/2022	112-0720024-0619434		Pending

← Previous page Next page →

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: May ProInv

119 orders placed in past 3 months

ORDER PLACED April 25, 2023	SHIP TO A Test	PLACED BY Phani kashyap May ProInv	TOTAL \$6.20	PO# 2022 Paper Budget ORDER # 114-6686030-8550625 View order details Printable Order Summary
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This order is pending approval. [View details](#)

Arriving tomorrow by 10pm



BIC Xtra-Precision Mechanical Pencil, Metallic Barrel, Fine Point (0.5mm), 24-Count, Doesn't Smudge and Erases Cleanly
Sold by: Amazon.com Services LLC
\$5.75

ORDER PLACED April 18, 2023	SHIP TO fgfd	PLACED BY Luis Carlos Castro May ProInv	TOTAL \$5.73	PO# 2022 Paper Budget ORDER # 114-4203581-1909852 View order details Invoice
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Delivered yesterday

Package was left inside the residence's mailbox



Amazon Basics Tank Style Highlighters - Chisel Tip, Assorted Colors, 12-Pack
Sold by: Amazon.com Services LLC
Return eligible through May 24, 2023
\$5.41
Educator Price

Track package

Print packing slip

Return or replace items

Share gift receipt

Write a product review

Support & Resources

Customer Support

Email, chat or call Amazon Business' dedicated customer support team, or use our [Help and Customer Service page](#) to find answers to frequently asked questions.

Orders and returns: (866) 486-2360

Registration: (833) 972-6630

The screenshot shows the Amazon Customer Service interface for Amazon Business. At the top, it says "Welcome to Amazon Customer Service, Amazon" and "What would you like help with today? You can quickly take care of most things here, or connect with us when needed." Below this is a grid of nine help topics, each with an icon and a title: "A delivery, order or return", "Payments, Charges, and Gift Cards", "Invoices, tax", "Manage Business Account", "Individual Account settings and Data Privacy", "Business Prime", "Report Something Suspicious", "Something else", and "Chat with us (Administrators)". Below the grid is a search bar labeled "Search our help library" with the placeholder text "Q Type something like, 'question about a charge'". Underneath the search bar is a section titled "All help topics" with a list of recommended topics: "Where's my stuff", "Business Orders", "Shipping and Delivery", "Returns and Refunds", "Managing Your Business Account", and "Business Prime". To the right of this list are six topic cards with titles and brief descriptions: "Find a missing package that shows as 'Delivered'", "Unknown Charges", "Track Your Return", "Find a missing item from your package", "Contact a Third-Party Seller", and "Amazon Business Lists".

How-To Guides and Videos

- How-To Guides
- How-To Videos

The screenshot shows the Amazon Business website's training resources page. At the top, there is a navigation bar with the Amazon Business logo, search, language, and sign-out options, along with dropdown menus for Tools, Supplies, Delivery, Sectors, Business Prime, and Resources. A 'Contact sales' button and a yellow 'Start shopping' button are also present. The main banner features a photograph of a man and a woman smiling while looking at a laptop, with the text: 'Amazon Business training videos for administrators and buyers. Resources to learn how to create a successful, data-driven procurement program.' Below the banner is a filter sidebar with categories: Video Type, Your Account, Solution, and Role, each with a plus sign and a 'Clear all' link. The main content area includes a search bar, a 'Sort by' dropdown set to 'Descending', and a '1 - 6 of 30' indicator. Two video thumbnails are displayed: 'ATEP Overview' (dated Oct 29, 2024) and 'Business Giving Overview' (dated Oct 04, 2024). Each thumbnail includes a 'Training Video' tag and a 'View the training video' link.

Thank You