

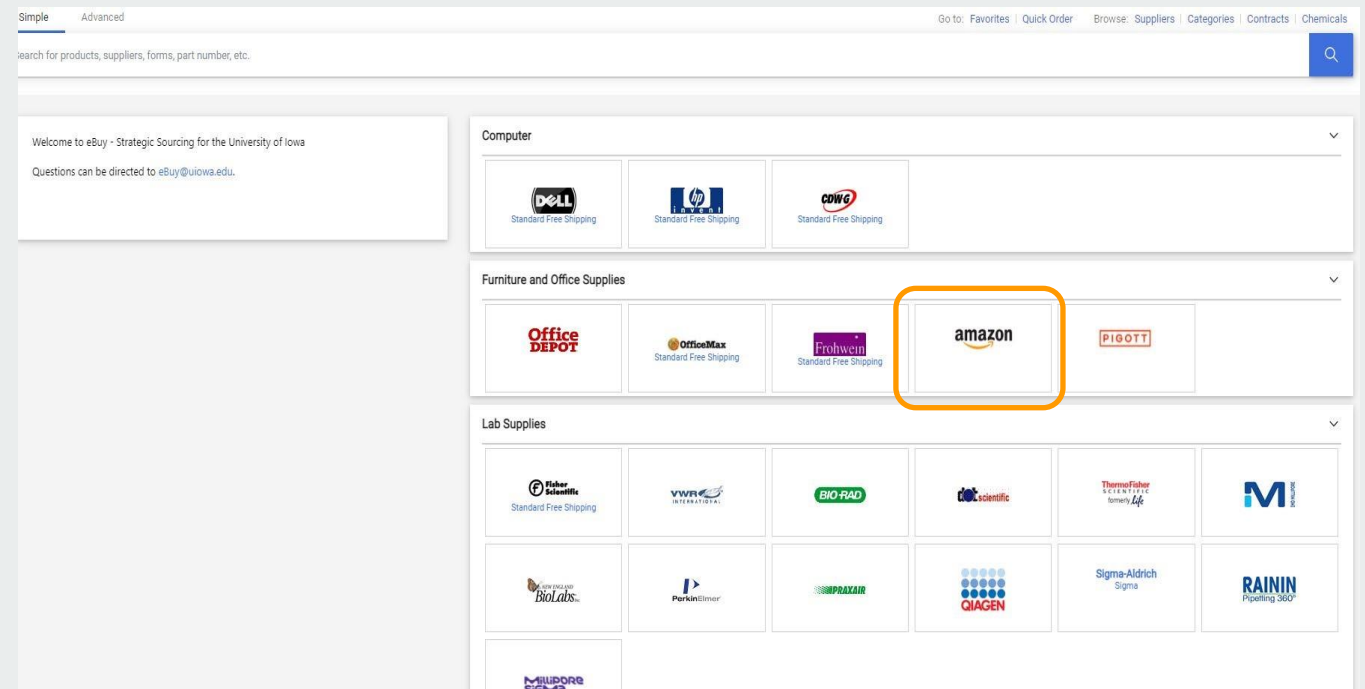


eProcurement Tips and Facts

How to Access Amazon Business

Amazon Business is integrated into University of Iowa's eBuy application. All users will access Amazon Business through eBuy regardless of how they have previously accessed Amazon.

- All registration flows start when the buyer clicks on the Amazon eBuy for the first time
- End users must have access to the Amazon Business punchout in eBuy order to access Amazon Business
- End users should NOT access Amazon Business directly (i.e. trying to sign in from the Amazon.com home page)



NOTE: you may receive a pop-up page error message when punching out to Amazon. Please enable pop-ups to remedy this issue.

Amazon Ordering

Accessing Amazon

- Upon ordering you will need to enable popups in your browser. This can be done by going to browser settings and enabling popups.

Amazon Business Registration Scenarios

Depending on how an end user has used their work email on Amazon.com or Amazon Business in the past, they will be prompted through the corresponding registration flow.

Persona	Objective
New User	Has never used Customer email domain on any Amazon account
User to Convert	Amazon.com User (Customer email linked to Amazon) who's order history will be migrated to the Centralized Business Account
User to Split	Amazon.com User (Customer email linked to Amazon) who would like to transfer all previous order history and account information to a personal email address, freeing up the business email and starting with a clear profile in the Centralized Business Account
User to De-Register	Amazon Business User (Customer email currently linked to an Amazon Business account) who needs to convert account to a consumer account prior to joining the central account

New User

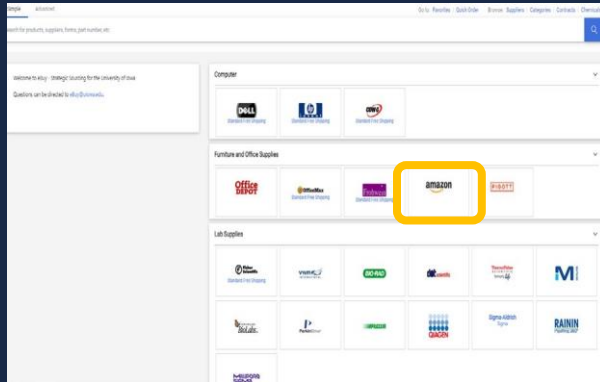
1.



On your first punchout to Amazon Business from eBay, you may have to enter your name and then start shopping

User To Convert

1.



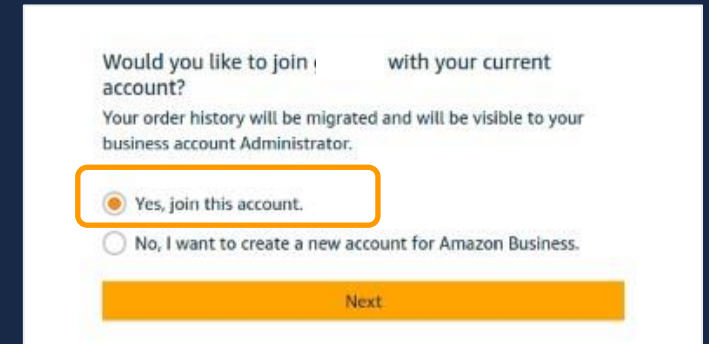
Begin the registration process from the welcome screen

2.



The system recognizes the email. Sign in with existing password

3.



Choose 'Yes, join this account' in order to keep the same log in info and order history

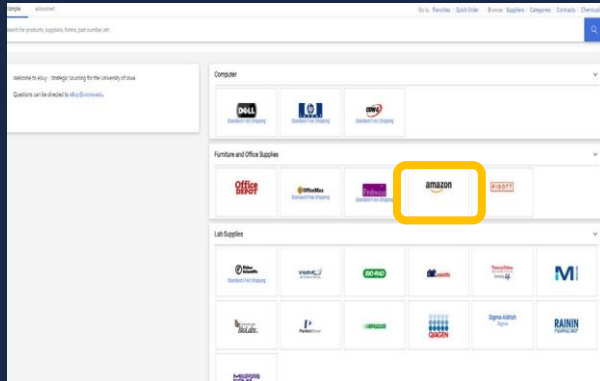
4.



Review that the log in information is now an Amazon Business account and start shopping

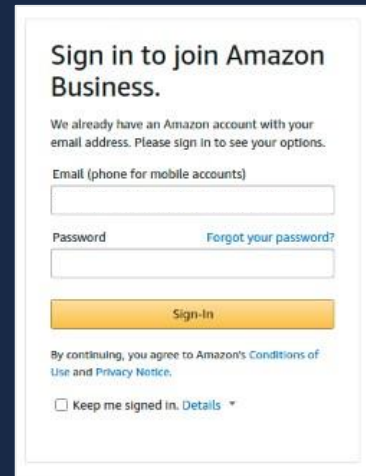
User To Split

1.



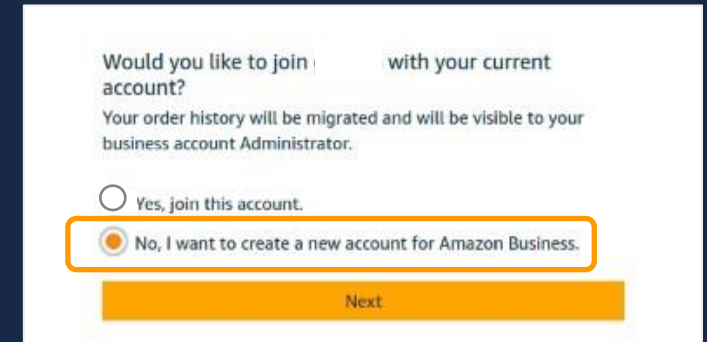
Begin the registration process from the welcome screen

2.



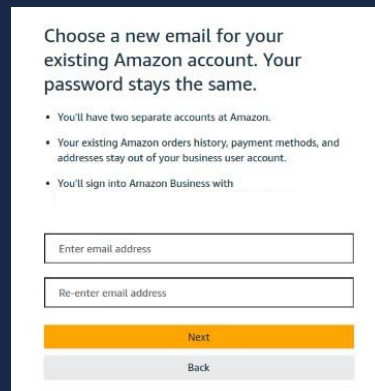
The system recognizes the email. Sign in with existing password

3.



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

4.



Enter the personal email address you want to split your account off to. Once complete, your previous order history will be associated with the account tied to your personal email address

De-Registration

De-Registration

When the end user tries to access Amazon Business through the Punchout tile, they will encounter an error message. To resolve and get access, they must complete the following steps:

1. User must login to previously registered Amazon Business account outside of the eProcurement system by going to Amazon.com
2. Download an Order History Report to ensure all past group order history is available for future reference
3. Click De-registration link and follow all prompts (ignore account closure verbiage) - <https://amazon.com/gp/b2b/manage/deregister>
4. Follow “User to Convert” instructions

Note: If the Amazon Business account has more than 5 users, they will need to remove the users first. If they do not, they will receive the below error message and can work directly with Customer service for support

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

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

[Back to account settings](#)

Error Messages

Error Messages

This section of the account provides additional detail regarding the status of all orders placed

Application Error

- End User will need assistance from an **eBuy** Admin to assist with their user's profile



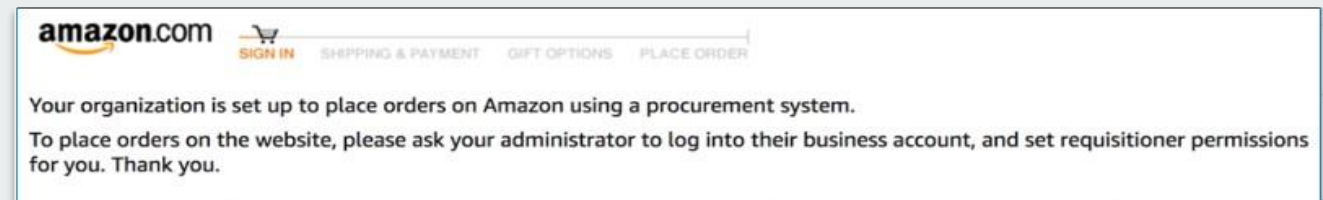
Amazon Error

- End User is receiving this message because they are attached to a separate Amazon Business account and need to de-register, and/or have their Admin remove them from the existing Amazon Business account they are tied to



Amazon Error

- End User is trying to place an order outside of **eBuy** after they registered their account



Shopping on Amazon Business

Amazon Business Benefits

Business Pricing & Quantity Discounts

- Business pricing and quantity discounts are only available to registered business account customers on Amazon. [Click](#) to learn more.

Business Prime Shipping

- Once Business Prime Shipping has been purchased, it provides Free Two-Day Shipping on eligible items for all users in the business account. There are multiple pricing tiers to meet the needs of businesses of all sizes. [Click](#) to learn more.

Business-Only Selection

- Business-only selection refers to items and offers that are only available for purchase by Amazon Business customers.

What's not Included?

- Business Prime Shipping does not include additional Prime benefits such as Amazon Fresh, Pantry, Video, or Music.

Favorites

- Amazon allows you to collect favorites and to share with others. Ebuydoes not have sharing of favorites with others.

List Price: \$379.00
Price: \$266.99
Business Price ▾ \$248.60

Share     200+ Share

Qty: 1 ▾

✓ Quantity discount available.

 Add to Cart

Qty: 1 ▾

Buying in bulk?

Add to Cart

 Secure transaction

Ships from Cavalier Store

Sold by Cavalier Store

Add a Protection Plan:

5-Year Furniture Protection for \$8.35

3-Year Furniture Protection for \$5.05

Add other items:

Amazon Basics Classic, Home Office Computer Desk W... \$51.28

Add to List ▾

 Reorder List Private

 Favorites Private

+ Create a List

Share    

Have one to sell?

Sell on Amazon

Search & Browse Optimization

Optimizing search functions in Amazon Business allows you to find the best products to meet your needs and compare prices to find the best value

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

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: Office Supplies, Packaging & Shipping, Paper, Printers & Ink, Writing Supplies, Other Office Products
- Electronics & Computers: Computers, Networking, Office Electronics, Security & Surveillance, Telephones & Video, Shop All Electronics
- Software: Address & Security, Business & Office, Accounting & Finance, Tax Preparation, Utilities, Shop All Software
- Books: Business & Money, Computers & Technology, Law, Management, Reference, Shop All Books
- Industrial: Cleaning Chemicals, Cleaning Tools, Floor Care, Paper Products, Tool Cases & More, Shop All Industrial
- Industrial: 3D Printers, Additives & Materials, Automated Storage, Material Handling, Tool & Instrumentation, Shop All 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

Recently viewed items and 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 on left side of your screen, such as **Prime** or **Business Seller**
3. Sort results by options listed on the top left of your screen, such as Price: Low to High
4. In many cases, you can also Select **Quantity Discounts** to review quantity discounts and purchasing options
5. To compare offers, scroll down & select **Used & new** to pull up the **Offer Listing** page

Amazon Prime
 prime

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

Seller Type
 Business Seller

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

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

Brand
 Fiskars
 Westcott
 Scotch Brand
 Stanley Scissors
 AmazonBasics
 Scissors
 CCB

Other Sellers on Amazon

\$9.02 + Free Shipping Sold by: xssential	Add to Cart
\$11.32 + Free Shipping Sold by: ZipperStop	Add to Cart
\$11.71 + Free Shipping Sold by: BestSource OfficeSupplies	Add to Cart

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

Quantity discounts

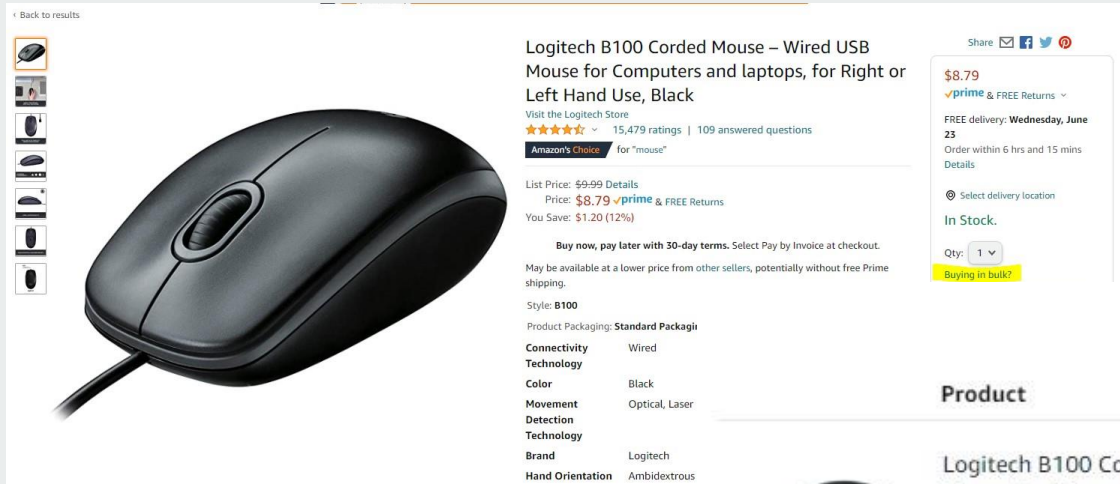
10+	\$5.65 each
-----	--------------------

Item for as low as \$5.65
Quantity discounts


Add to Cart

Bulk Orders / Quotes

If you are needing to order items in bulk, Amazon Business enables to you to do that in addition to requesting quantity discounts from sellers. Please make sure to check with other contracted suppliers to make sure you are getting the best price.



Back to results



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

Visit the Logitech Store

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

Amazon's Choice for "mouse"

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

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

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

Style: **B100**

Product Packaging: **Standard Packaging**

Connectivity Technology: **Wired**

Color: **Black**

Movement Detection Technology: **Optical, Laser**

Brand: **Logitech**

Hand Orientation: **Ambidextrous**

Share

\$8.79 ✓prime & FREE Returns


FREE delivery: **Wednesday, June 23**
Order within 6 hrs and 15 mins
Details

Select delivery location

In Stock.

Qty: 1

Buying in bulk?

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

Request a quantity discount [X]

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

Quantity

Need response by

Submit request

Checkout Experience

Begin Checkout Flow

Shopping Cart



TWONE 3 Packs Soft Cover Notebook with Lined Paper Black Spiral Notebooks with 100 Ruled Pages 50 Sheets Memo Notepads for Home School Travel, 8.25 x 5.55 inch

In Stock

prime & FREE Returns

This is a gift Learn more

Size: A5 Ruled

Color: Black Cover

Qty: 1

Delete

Save for later

Price

\$14.98



Amazon Basics Legal/Wide Ruled 8-1/2 by 11-3/4 Legal Pad - White (50 Sheet Paper Pads, 12 pack)

#1 Best Seller in Letter & Legal Ruled Pads

In Stock

prime & FREE Returns

This is a gift Learn more

Color: White

Size: 8.5-Inch by 11.75-Inch

Style: Writing Pad

Qty: 1

Delete

Save for later

Compare with similar items

\$13.99

Business Price



Zealor 6 Pack Soft Cover Notebook with Lined Paper 8.3 inch x 5.5 inch, Spiral Notebooks -120 Pages, 60 Sheets - Memo Notepads for Office School Travel (Kraft, Green, Gray)

Only 13 left in stock - order soon.

prime & FREE Returns

This is a gift Learn more

\$18.99

Subtotal (3 items): \$47.96

This order contains a gift

Proceed to checkout

Sponsored Products related to items in your cart



Premium Economy...

★★★★★ 28

\$23.99 prime

See all buying options



Kraft Notebook - 48...

★★★★★ 81

\$49.99 prime

See all buying options



STORi Clear Plastic 50...

★★★★★ 1,533

\$19.99 prime

See all buying options



Cook with Color 10 Pc...

★★★★★ 1,677

Choose your shipping options

amazon.com

SIGN IN  SHIPPING & PAYMENT GIFT OPTIONS PLACE ORDER

Choose your shipping options

NOTE: the ship to address in Amazon Business is defaulted and can't be changed. Users should select their shipping address in ePro prior to the order being submitted to Amazon for fulfillment.

Continue

Shipment 1 of 1

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

Shipping to: The University of Iowa, 125 S DUBUQUE ST PCO-202, IOWA CITY, IA, 52242-2500 United States

- **Amazon Basics Narrow Ruled 5 x 8-Inch Writing Pad - White (50 Sheet Paper Pads, 12 pack)**
\$8.99 - Quantity: 1
[Business Price](#) ▾
Sold by: Amazon.com Services LLC

[Change quantities or delete](#)

Choose your Prime delivery option:

- Tomorrow, June 25**
FREE One-Day Delivery
- Monday, June 28**
FREE Amazon Day Delivery
Get your orders in fewer boxes.
Some orders may arrive a day early.

NOTE: the estimated delivery selected here is based on the default address. Delivery may change if shipping to a different state

Continue

Review Order Details + Submit for Approval

- Selecting “Submit order for approval” transfers your shopping cart to ePro.
- This is the default address if you would like this address changed please add your business address here.

amazon.com [SIGN IN](#) [SHIPPING & PAYMENT](#) [GIFT OPTIONS](#) [PLACE ORDER](#)

Review your order

This order requires approval.

Important message
If tax exemption is applied to this order, you acknowledge your tax exemption certificate may be provided to any marketplace seller you purchase from when applicable.

Group
University of Iowa Jaggaer Punchout
(The University of Iowa)
[Change](#)

Payment method [Change](#)
VISA ending in 3587

Promotional Codes:
Enter Code [Apply](#)

Shipping address [Change](#)
The University of Iowa
125 S DUBUQUE ST PCO-202
IOWA CITY, IA 52242-2500
United States
Phone: 555-555-5555

Order Summary

Items:	\$8.99
Shipping & handling:	\$0.00
Total before tax:	\$8.99
Estimated tax to be collected:	\$0.00
Order total:	\$8.99

[How are shipping costs calculated?](#)
Prime shipping benefits have been applied to your order.

Estimated Delivery: Depends on Approval
(For example, if approved now, tomorrow, June 25, 2021)

Amazon Basics Narrow Ruled 5 x 8-Inch Writing Pad - White (50 Sheet Paper Pads, 12 pack)
\$8.99 **prime** & FREE Returns [View larger image](#)
Quantity: 1 [Change](#)
Sold by: Amazon.com Services LLC
[Add gift options](#)

Item arrives in packaging that shows what's inside. To hide it, choose **Ship in Amazon packaging**.
[Ship in Amazon packaging](#)

NOTE: Estimated delivery depends on the timeliness of workflow approvals.

Choose your Prime delivery option:

- Tomorrow, June 25**
FREE One-Day Delivery
- Monday, June 28**
FREE Amazon Day Delivery
Get your orders in fewer boxes.
Some orders may arrive a day early.

Cart returned to Jaggaer for approvals

- Once the cart is transferred from Amazon Business to eBuy, the normal approval process will start and complete before the Purchase Order is sent to Amazon for fulfillment
- You will then receive an email shipping confirmation once Amazon has shipped the item.

Shopping Cart Return To PREC

Simple Advanced

Search for products, suppliers, forms, part number, etc.

Cart Name: Internal Note:

Description:

Original Submitter: Christine L Leichty

Requester/Initiator: Christine L Leichty

Note to all Suppliers (Note: These comments are often discarded by supplier and may slow down the processing of this order).

1 Item ☐

Amazon.com · 1 Item · 8.99 USD ☐

SUPPLIER DETAILS Fulfillment Address 1

Item	Catalog No.	Size/Packaging	Unit Price	Quantity	Ext. Price	
1 Amazon Basics Narrow Ruled 5 x 8-Inch Writing Pad - White (50 Sheet Paper Pads, 12 pack)	B00QSR9PRI	EA	8.99	Qty: 1 EA	8.99	☐

ITEM DETAILS ↕

Manufacturer Name: Amazon Basics Contract: External Note:

Manufacturer Part Number: NJ12720350-12W Commodity Code: 14111500 / Printing or writing paper

Details

For: Christine L Leichty

Estimate (8.99 USD)

Subtotal: 8.99

Shipping: 0.00

Total: 8.99 USD

[Proceed To Checkout](#)

[Assign Cart](#)

Do you need to add External Notes or change the Submitted/Requester? If so, click here to add that information.

Halted Orders

Halted Orders

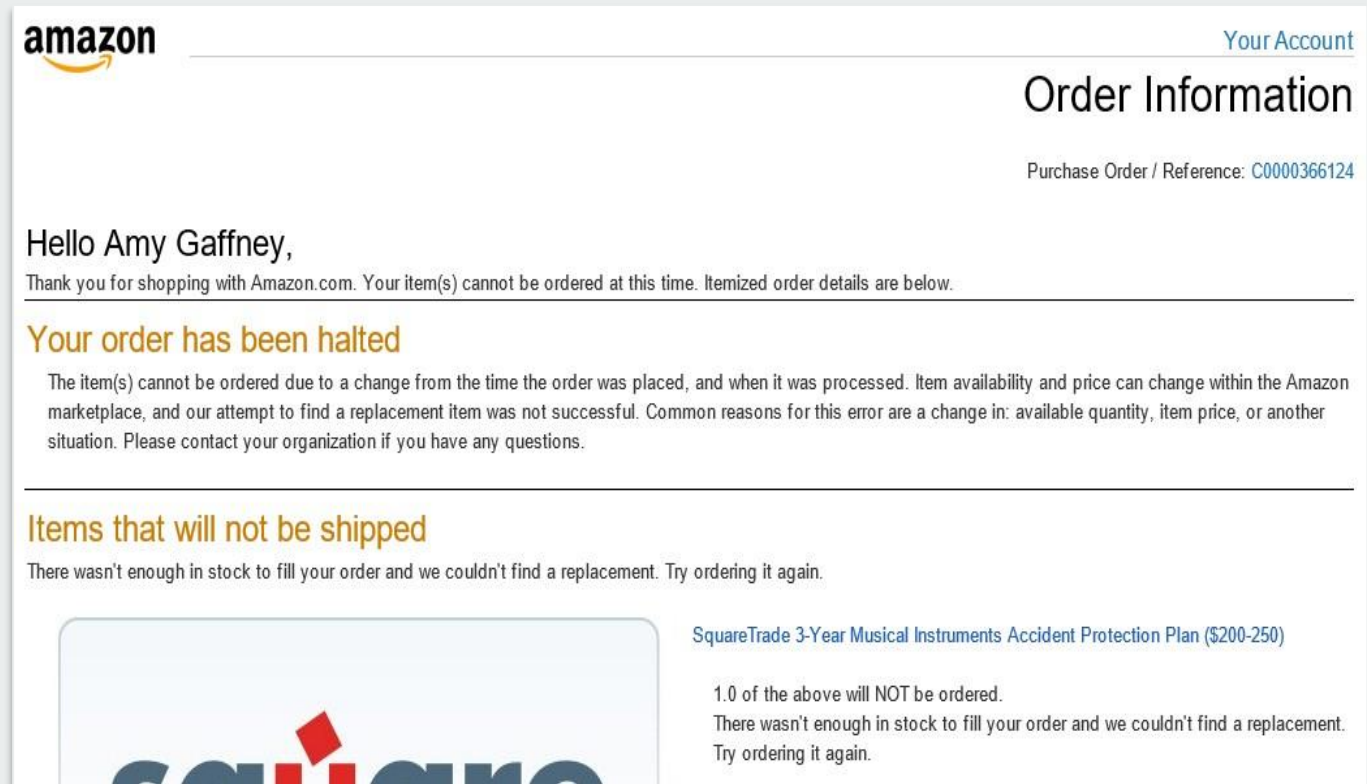
There are instances in which orders could be halted/cancelled

- **Safeguards** – If the approval is not completed within the seven day cart lock, and the order falls outside of the safeguards (set by your organization) at the time of approval, the item or order will be halted and a new order will need to be created and submitted.
- **Multiple PunchOut Sessions** – Multiple PunchOut sessions can result in a cancelled order. When shopping on Amazon Business through PunchOut, make sure to use one PunchOut Session per order.
- **Changing or Modifying Cart** – If PO is sent with deleted line items or modified quantities (modifications occur in Jaggaer (ePro) after cart is transferred from Amazon Business), the order will be rejected and a new order will need to be created and submitted.
- Changes to cart quantities are not allowed in punchout, this will need to be done while in Amazon/ebuy.
- **Address on Final PO Differs From Address at Checkout** – If the checkout address is in the contiguous US, but the address on the final PO is outside the contiguous US, the order will be cancelled and a new order will need to be created and submitted with the correct shipping address.
- **Zip Code Change for Next Day Delivery** – If the zip code on the final PO differs from the zip code used for the address at checkout in Amazon Business and the item is set for next day delivery, the order will be cancelled and a new order will need to be created and submitted.

Halted Orders

Things to note:

- Refer to details provided in the email. Or, contact Customer Service for more information.
- If an Amazon Business order has been halted, the end user will need to start over and place a new order.



The screenshot shows an Amazon email notification. At the top left is the Amazon logo. At the top right is a link for "Your Account". The main heading is "Order Information". Below this is the purchase order/reference number: "Purchase Order / Reference: C0000366124". The recipient is addressed as "Hello Amy Gaffney,". A message states: "Thank you for shopping with Amazon.com. Your item(s) cannot be ordered at this time. Itemized order details are below." The primary section is titled "Your order has been halted" in orange. The text explains: "The item(s) cannot be ordered due to a change from the time the order was placed, and when it was processed. Item availability and price can change within the Amazon marketplace, and our attempt to find a replacement item was not successful. Common reasons for this error are a change in: available quantity, item price, or another situation. Please contact your organization if you have any questions." Below this is a section titled "Items that will not be shipped" in orange. The text says: "There wasn't enough in stock to fill your order and we couldn't find a replacement. Try ordering it again." A specific item is listed: "SquareTrade 3-Year Musical Instruments Accident Protection Plan (\$200-250)". The status for this item is "1.0 of the above will NOT be ordered." The reason given is: "There wasn't enough in stock to fill your order and we couldn't find a replacement. Try ordering it again." At the bottom of the email, there is a partial view of a logo with red and blue squares.

amazon [Your Account](#)

Order Information

Purchase Order / Reference: C0000366124

Hello Amy Gaffney,

Thank you for shopping with Amazon.com. Your item(s) cannot be ordered at this time. Itemized order details are below.

Your order has been halted

The item(s) cannot be ordered due to a change from the time the order was placed, and when it was processed. Item availability and price can change within the Amazon marketplace, and our attempt to find a replacement item was not successful. Common reasons for this error are a change in: available quantity, item price, or another situation. Please contact your organization if you have any questions.

Items that will not be shipped

There wasn't enough in stock to fill your order and we couldn't find a replacement. Try ordering it again.

SquareTrade 3-Year Musical Instruments Accident Protection Plan (\$200-250)

1.0 of the above will NOT be ordered.

There wasn't enough in stock to fill your order and we couldn't find a replacement. Try ordering it again.


Buying Policies

Restricted Policies



Restricted items are created based on University and Regent policies.

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



Considerations:

- Because restrictions are created at the category level, some items may be unintentionally restricted. If you feel an item has been restricted and should not be please reach out to purchasing


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

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

[Apply now](#)

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

Shopping Cart

	Price	Quantity
 Fire Tablet with Alexa, 7" Display, 8 GB, Black - with Special Offers by Amazon In Stock ⚠ ABCDEF - Level Test Group employees: Defer to our existing IT contracts before purchasing consumer electronics Show all admin messages Eligible for FREE Shipping <input type="checkbox"/> This is a gift Learn more Delete Save for later	\$49.99	1

Note: Not actual example from University of Iowa

Business Account Navigation

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

Business Account Navigation

Page	Functionality
Your Account	Standard Amazon account information
Your Orders	View and track your orders. Administrations can view orders others have placed on behalf of the organization
Business Analytics	Create and filter custom reports based on your business needs to view your organization's orders
RecurringDeliveries	Have essential items delivered automatically, based on a schedule you choose. Learn More.

Your Orders

Your Orders

This section of the account provides additional detail regarding the status of all orders you have placed within the Business Account.

Your Account > Your Orders

i To view orders placed by users in your business account, select View All Orders below or go to Business Analytics.

Your Orders

Search all orders **Search Orders**


View All Orders: Ravenna Garden ▾

16 orders placed in ▾

ORDER PLACED	SHIP TO	PLACED BY	TOTAL
May 15, 2018	Third Floor ▾	Katherine ▾ Approval Demo 2	\$0.00

This order was approved. [View details](#)

Cancelled

 AmazonBasics 92 Bright Multipurpose Copy Paper - 8.5 x 11 Inches, 10 Ream Case (Sheets)
Sold by: Amazon.com Services, Inc.
\$0.00

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

Arriving August 16 - August 20

Ordered Sunday, August 12

Shipped today
See all updates

Out for delivery

Track package

Return or replace items

Write a product review

Return an Item

Navigate to Your Orders from the dropdown

Your Account > Your Orders

To view orders placed by users in your business account, select View All Orders below or go to Business Analytics.

Your Orders

Search all orders [Search Orders](#)


View All Orders: Ravenna Garden ▾

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

ORDER PLACED	SHIP TO	PLACED BY	TOTAL	PO# test
May 15, 2018	Third Floor ▾	Katherine ▾ Approval Demo 2	\$0.00	ORDER # 112-6552303-9003448

This order was approved. [View details](#)

Cancelled

 AmazonBasics 92 Bright Multipurpose Copy Paper - 8.5 x 11 Inches, 10 Ream Case (5,000 Sheets)
Sold by: Amazon.com Services, Inc.
\$0.00

[Track package](#)

[Return or replace items](#)

[Write a product review](#)

[Gift Cards](#) [Help](#) [Contact Us](#)

Fixing things is quick & easy

The bot quickly fixes your problem or connects you to someone who can.

[Start chatting now](#)

 Need help over phone? We can call you.

Business Analytics

Amazon Business Analytics

Amazon Business Analytics provides the ability to:

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



The screenshot shows the 'Reports' section of the Amazon Business Analytics interface. It features a grid icon on the left and a list of report categories on the right. The 'Reports' section includes a sub-header 'Reports' and a description: 'Use our reports to get line-item details about your organization's orders and access important documents like invoices. Start with one of our curated reports, then customize it to your needs.' Below this, there are four report categories: 'Reconciliation' (Compare order and payment history to your records.), 'Shipments' (marked as '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.), and 'Related offers' (See what other offers were available at the time of an order.).

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
	<input type="checkbox"/>	11/08/2018	411MW1ZL1YS	Charge	\$51.62	Timberlands-Southern
Get order documents	<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

Business Customer Service

Business Customer Support

Dedicated U.S. based Business Customer Support can be reached a number of ways including email and phone. *Not sure what you're looking for? Learn more about the features and benefits on Amazon Business HERE.*

The screenshot displays the Amazon Business Customer Support page. At the top, a dark blue navigation bar contains the following links: Departments, Buy Again, Savings Hub, Quantity Discounts, Today's Deals, Business Plus, Add People, Gift Cards, and Help. The 'Help' link is highlighted with a yellow box. Below the navigation bar, the main content area has a teal background with the heading 'Fixing things is quick & easy'. Underneath, it states 'The bot quickly fixes your problem or connects you to someone who can.' and features a prominent orange 'Start chatting now' button. A smaller link reads 'Need help over phone? [We can call you.](#)'. To the right, a chat window is overlaid, showing a conversation with a 'Messaging Assistant - Customer Service' bot. The chat history includes: a customer message 'Hey, I never received my Fire table...', a bot response 'So sorry it never showed up', a customer response 'I'll go ahead and send another one to the same address you had the last one sent, OK?', a bot response 'I'll go ahead and send another one to the same address you had the last one sent, OK?', a customer response 'Yes, sounds good', and a final bot response 'OK, we just put in the replacement order. It should arrive in a couple of days.' To the right of the chat window, a dark blue navigation bar contains the links 'Gift Cards', 'Help', and 'Contact Us', with 'Contact Us' highlighted by a yellow box. At the bottom of the teal section, three icons with text describe the support process: a circular arrow icon for 'The bot quickly figures out what you need help with.', a person icon for 'It fixes your issue, or connects you with a human if you need more help.', and a checkmark icon for 'You're on your way!'. Below this, a white section titled 'Here are a few things you can take care of on your own' features six icons with corresponding text: a cardboard box for 'Check on an order', a box with a return arrow for 'Returns & Refunds', a tablet and smartphone for 'Manage content & devices', the Prime logo for 'Get help with Prime', a credit card for 'Update payment info', and a person icon for 'Account settings'.

Customer Support Questions

For questions from users as well as contact information for a variety of support resources

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

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

Call Business Customer Support:

- 888. 281. 3847

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