Joining the Florida State University Amazon Business Account
# 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.

<table>
<thead>
<tr>
<th>Persona</th>
<th>Objective</th>
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</thead>
<tbody>
<tr>
<td><strong>New User</strong></td>
<td>Has never used FSU email domain on any Amazon account</td>
</tr>
<tr>
<td><strong>User to Convert</strong></td>
<td>Amazon.com User (FSU email linked to Amazon) who’s order history will be migrated to the Centralized Business Account</td>
</tr>
<tr>
<td><strong>User to Split</strong></td>
<td>Amazon.com User (FSU 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</td>
</tr>
<tr>
<td><strong>User to De-Register</strong></td>
<td>Amazon Business User (FSU email currently linked to an Amazon Business account) who needs to convert account to a consumer account prior to joining the central account</td>
</tr>
</tbody>
</table>
On your first punchout to Amazon Business from SpearMart, you may have to enter your name and then start shopping.
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*
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 SpearMart 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 SpearMart after they registered their account
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.

**Buying Policies**
- Customize Amazon Business to 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.
Take Advantage of Amazon Prime Shipping Benefits
• An easy way to ensure that your products arrive on time and as expected, is to order products fulfilled directly from Amazon. All products clearly mark who the seller is on the product detail page.

Prime Eligibility – Fulfilled by Amazon
• Prime eligible items are fulfilled by Amazon. We recommend searching for prime eligible items.

What’s not Included?
• Business Prime Shipping does not include additional Prime benefits such as Amazon Fresh, Pantry, Video, or Music.
How to Access Amazon Business

Amazon Business is integrated with SpearMart. All SpearMart users will access Amazon Business through SpearMart regardless of how they have previously accessed Amazon.

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

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

1. **Maximize Savings!** Search All Departments & try using *generic descriptors instead of brand names*.
2. Consider refining search results with filters available of left side of your screen, such as *Prime* or *Business Seller*.
3. Sort results by options listed on the top left of your screen, such as *Price: Low to High*.
4. In many cases, you can also Select *Quantity Discounts* to review quantity discounts and purchasing options.
5. To compare offers, scroll down & select *Used & new* to pull up the *Offer Listing* page.
Bulk Orders / Quotes

If you are needing to order items in bulk, Amazon Business enables you to do that in addition to requesting quantity discounts from sellers.
Checkout Experience – with Checkout Based Punchout
Find Item and Add to Cart
Begin Checkout Flow
Choose your shipping options

Shipment 1 of 1

Shipping from Amazon.com  (Learn more)
Shipping to: Mitchell L. Jerminy, 609 W St Augustine St, Tallahassee, FL, 32304
United States
- Nitrile Disposable Gloves Medium Powder Free 3mil100pcs Latex Free Nitrile Exam Disposable Gloves
  - $19.66 - Quantity: 1
  - Sold by: Wostar

Choose your Prime delivery option:
- Wednesday, June 30
  FREE Prime Delivery
- Tuesday, July 6
  FREE Amazon Day Delivery
  Get your orders in fewer boxes.
  We're unable to provide Amazon Day deliveries on Monday, July 5. We'll deliver on the nearest available day.

Change quantities or delete
Payment Screen – payments to be made via Invoice (default selection)
Review Order Details + Submit for Approval

- Selecting “Submit order for approval” transfers your shopping cart back to SpearMart.

**NOTE:** Estimated delivery depends on the timeliness of workflow approvals.
Cart returned to Jaggaer for approvals

• Once the cart is transferred from Amazon Business to SpearMart, the normal approval process dictated by your business will start and complete before the Purchase Order is sent to Amazon for fulfillment.
Halted Orders
Halted Orders

There are five instances in which orders can 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 after cart is transferred from Amazon Business), the order will be rejected and a new order will need to be created and submitted.

- **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

Amazon Business sends this email if an order hits one of the business rules (called “Safeguards”) set by your organization.

**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.

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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

Administrators can customize messaging (up to 120 characters) to let end users know IF and WHEN they can purchase certain categories on Amazon Business.

Considerations:

- Because restrictions are created at the category level, some items may be unintentionally restricted.
- Be aware, restricting a category does not prevent a purchase but adds a warning.

Note: Not actual example from FSU
Organization Blocked

Hard blocking product categories prevents an end user from adding these products to their cart. The 'Add to Cart' option will appear greyed out for any product categories that are blocked.

Note: Not actual example from FSU
Preferred Products

Mark specific products as preferred to ensure your end users can easily find what they are looking for. This messaging is visible throughout the shopping experience, search results, and on product detail pages.

Note: Not actual example from FSU
## Business Account Navigation

<table>
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<tr>
<th>Page</th>
<th>Functionality</th>
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<tbody>
<tr>
<td>Your Account</td>
<td>Standard Amazon account information</td>
</tr>
<tr>
<td>Your Orders</td>
<td>View and track your orders. Administrations can view orders others have placed on behalf of the organization</td>
</tr>
<tr>
<td>Business Analytics</td>
<td>Create and filter custom reports based on your business needs to view your organization's orders</td>
</tr>
<tr>
<td>Recurring Deliveries</td>
<td>Have essential items delivered automatically, based on a schedule you choose. <a href="#">Learn More.</a></td>
</tr>
</tbody>
</table>
Your Orders

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

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

Navigate to Your Orders from the dropdown
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
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 Customer Service
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].
Common Customer Support Questions

See below for quick resolutions to frequently asked questions from your end 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, email, or live chat. Please use this method of contact for anything relating to an order, transaction, charge, or shipment

**Call Business Customer Support:**
- 888. 281. 3847

**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

**Your Customer Advisor – Candace Pinataro –** pinataro@amazon.com
- This person is your point of contact for anything related to the Amazon Business account structure, new features and functionality, and questions that do not fall into the above categories