The Business Marketplace

You will find a number of new tools and features, including:

- Business-only pricing
- Quantity discounts

Your Cart

As you shop on Amazon.com you can continue to add to your cart. You can view the contents of your cart anytime at the top right of the screen.

- Click the card to proceed to check out.
- Before checking out you may edit quantities, remove items or save for later.

Payment

As a part of your organization’s business account, the payment method and shipping addresses have already been added for you. When completing the checkout process, simply confirm that the correct option is selected.

- If multiple options are listed, choose between those available
- If the appropriate info is not listed, contact your administrator

Tolerances

Amazon Business is a dynamic marketplace with changing prices and quantities. Price and inventory levels are not locked in until Amazon Business receives the approved Purchase Order. There are built in controls set by your organization to safeguard against unexpected changes in price or availability.

If your order exceeds any of these tolerances you will receive a notification email informing you of a change in your order. This email will specify what was adjusted in the order-see sample below.

Returns & Exchanges

To return or exchange an item, log into your account and hover over (User)’s Account for Business > Orders to view your complete order history.

- Select Return or Replace items at right of product.
- Select reason for return.
- Print label and authorization and prepare package.

* Items shipped and sold by Amazon.com can be returned within 30 days of receipt of shipment. If shipped and sold by a 3rd party, policies can vary. If you have questions you can contact Amazon Business customer service.

Reporting and Reconciliation

Your Orders

To access this view of your order history, hover over (User)’s Account for Business > Orders.

Business Analytics

To view spend-analytics reports, hover over (User)’s Account for Business > Business Analytics.

- Choose an option to show Orders, Returns, Refunds, or Reconciliation details.
- Select the time period you would like to view.

- View orders in either Bar Chart or Table view.
  - The bar chart view is recommended for reviewing your purchases over time.
  - Table view provides order detail and can be downloaded as a CSV.

Please read this email carefully as you may need to reorder certain products based on these settings.

Amazon Business Customer Service can be reached direction at (888) 281-3847 or www.amazon.com/gp/help/contact-us