



University of California
San Francisco

Amazon Business Buyer Training

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Registration & Accessing the Amazon Business Account

Amazon Business Registration Scenarios

Depending on how you have used your work email on Amazon in the past, you will be prompted through a corresponding registration flow

Persona	Objective
New User (Scenario #1)	Has never used UCSF email domain on any Amazon account
Existing Amazon.com account used for <u>Business Purchases</u> (Scenario #2)	Amazon User has UCSF email linked to Amazon. Since they have only made business purchases in the past, their order history and account information (payment methods, addresses, etc.) should be converted/migrated to the centralized Business account.
Existing Amazon.com account used for <u>Personal Purchases</u> (Scenario #3)	Amazon User has UCSF email linked to Amazon. Since they may have made personal purchases, they would like to transfer all previous order history and account information to a personal email, and start a clear profile in the new centralized Business account.
Single User Amazon Business (Scenario #4)	Amazon <u>Business</u> User UCSF email is linked to a separate AB account) who needs to either 1) merge the current account into the central Business account from an email invitation or 2) deregister the account (convert to a .com account) before joining the central account.
Admin on Amazon Business with multiple users (Scenario #5)	Amazon <u>Business</u> User UCSF email is linked to a separate AB account with multiple users who needs to merge the current account into the central Business account from an email invitation and merge over all users

De-Registration

De-Registration

When users with outside ("rogue") Amazon Business accounts try to access the central AB account via punchout, 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 punchout environment 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 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](#)

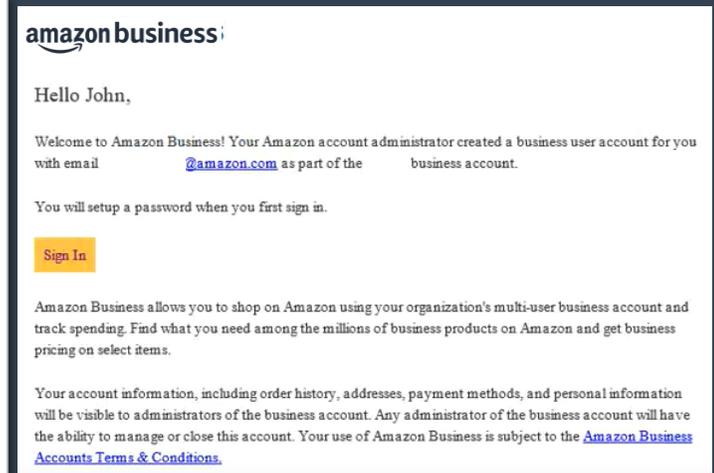
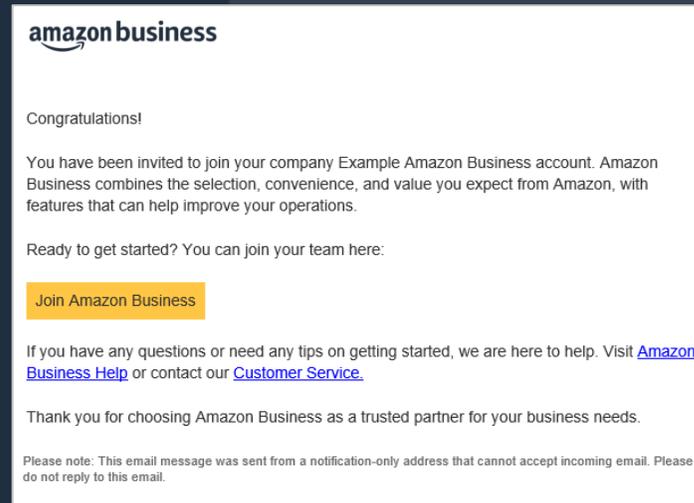
Account Invitations

How do Invitations Work?

- Based off your scenario, you received an email on 8/23/23 to your work email from business@amazon.com

Call to Action:

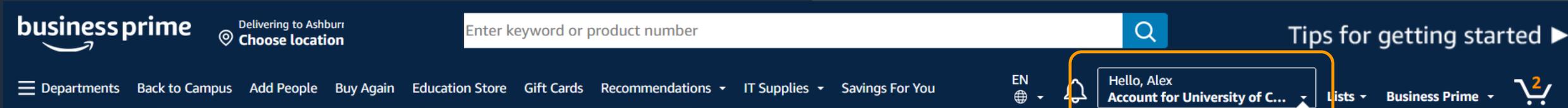
- Click on the “Join Amazon business” or “Sign In” link in the email you received to ensure you have access to your Amazon Business Account
- If you don't take action within 90 days, your invitation will expire



Account Navigation

Account Navigation

Hover over your name in the top right hand corner to access additional tools in your account



The screenshot shows the Amazon Business Prime interface. At the top left is the 'business prime' logo. To its right is the location 'Delivering to Ashburn' and a 'Choose location' button. A search bar contains the text 'Enter keyword or product number'. On the right side of the top navigation bar, it says 'Hello, Alex' and 'Account for University of C...'. A dropdown menu is open from this account name, listing various account management options. Below the navigation bar is a table with two columns: 'Page' and 'Functionality'. The table lists five pages: 'Your Account', 'Your Orders', 'Bulk Ordering', 'Business Analytics', and 'Switch Accounts', each with a brief description of its functionality. The dropdown menu in the screenshot highlights several of these options: 'Your Account', 'Your Orders', 'Business Analytics', 'Bulk Ordering', 'Switch Accounts', and 'Sign Out'.

Page	Functionality
Your Account	Standard Amazon account information including name, email address & password
Your Orders	View and track your orders. Administrations can view orders others have placed on behalf of the organization
Bulk Ordering	Create a new bulk order, continue saved bulk orders, or track your requests for quotes and quantity discounts
Business Analytics	Create and filter custom reports based on your business needs to view your organization's orders
Switch Accounts	Allows you to easily toggle between your different Amazon accounts

Account Details

- Your Account
- Your Orders
- Manage your delivery
- Business Analytics
- Manage Recurring Deliveries
- Bulk Ordering
- Your Interactions
- Receiving
- Switch Accounts
- Sign Out

Start Your Shopping Experience

Utilize the Search bar, your Lists, to search for specific items



Click here to shop by department and/or category

LINKS TO EXPLORE:

- [Workplace Essentials](#): 4+ star rated work supplies, including top searched and purchased
- [PPE Workplace Essentials](#)
- [Featured programs and storefronts](#)
- [Best Sellers](#): Shop best-selling items across all departments, updated hourly
- [Today's Deals](#): Discover all current deals, including coupons
- [Wholesale](#): Save by purchasing items in bulk, case packs, and large packs
- [Private Brands](#): Discover Amazon Business brands, including Amazon Commercial, Amazon Basics and more

Click here to create and manage lists. You can also access lists shared with you.

Access your Shopping Cart Here

Amazon Business Homepage

- Notification Panel
Order Summary & Recommendations
- Customized to Each User
 - Features and Programs you could benefit from
 - Product Recommendations
 - Purchased by Your Organization

Wholesale made easy
Save on business supplies in bulk

Summary 5 Awaiting delivery \$4.11K Jan: Total spend	Jan 24 Next delivery \$0 Past due balance	Stock up on PPE We offer PPE & workplace essentials for clean and safe environment. Purchase PPE	Today's Deals Find special deals happening now. Shop deals	Pay for purchases later Free up cash flow with a payment option to purchase items on net payment terms for approved Amazon Business customers. Explore payment terms	Give the gift of choice Share your appreciation by giving Gift Cards. Shop Gift Cards
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Best sellers in Computers & Accessories Page 1 of 7

<p>HP 24mh FHD Monitor - Computer Monitor with 23.8-Inch IPS Display... ★★★★☆ 19,702 \$174.99 <small>prime</small></p>	<p>Dell USB 3.0 Ultra HD/4K Triple Display Docking Station (D3100), Black ★★★★☆ 6,793 \$129.64 \$169.99 (24% off) <small>prime</small></p>	<p>Dell Thunderbolt Dock-WD19TBS 130w Power Delivery ★★★★☆ 107 \$299.99 \$384.99 (22% off) <small>prime</small></p>	<p>Pluggable USB 3.0 Universal Laptop Docking Station Dual Monitor for... ★★★★☆ 9,138 \$99.00 \$159.99 (38% off) <small>prime</small></p>	<p>Fire TV Stick 4K streaming device with latest Alexa Voice Remote (includes... ★★★★☆ 38,525 \$29.99 \$49.99 (40% off) <small>prime</small></p>	<p>Lenovo USA Lenovo ThinkPad USB-C Dock Gen 2 (40A50090US) ★★★★☆ 1,229 \$267.18 Only 12 left in stock - orde...</p>	<p>Fire TV Stick with Alexa Voice Remote (includes TV controls), HD streaming... ★★★★☆ 137,061 \$19.99 \$39.99 (50% off) <small>prime</small></p>
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Buy wholesale	Deals on business supplies	Workplace safety solutions	Buy more save more
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Explore departments [View all](#)

Office Products 	Books 	Software 	Electronics & Computers
Janitorial & Sanitation 	Safety 	Lab & Science 	Tools & Construction

Search & Shopping Experience

Climate Pledge Friendly



Amazon.com: Pens - Climate Pledge Friendly - Google Chrome

amazon.com/s?k=pens&rh=p_n_cpf_eligible%3A21512497011&dc&crd=73NGKSTSTFED&qid=1692992788&mid=21512496011&sprefix=pen%2Caps%2C172&ref=sr_nr_p_n_cpf_eligible_1&...

business prime Deliver to UCSF San Francisco, CA 94103 All pens

Punchout Group: UCSF Jagger Punchout Group - Production

Departments Back to Campus Buy Again Set Spend Limits Education Store Gift Cards Recommendations Savings For You IT Supplies Business Savings Amazon Basics Request for Quote Quantity Discounts Today's Deals Amazon Business Card

42 results for "pens"

Popular Shopping Ideas
Gel
Ballpoint
Rolling Ball
Retractable
See more

Delivery
 All Prime

Seller Type
 Business Seller

More-sustainable Products
Clear
 Climate Pledge Friendly

Department
Ballpoint Pens
Rollerball Pens
Gel Ink Pens
Liquid Ink Rollerball Pens
Porous-Point Pens
See All 4 Departments

Customer Reviews
5 stars & up
4 stars & up
3 stars & up
2 stars & up
1 star & up

Brands
 Schneider

Price
Under \$15

Preferred by your organization

Organization preferred
Talking Tables Phenomenal Women Ball Point Pen-Pretty Ladies Stationery Gifts for Her, Inspirational, Motivational Back to School, Teachers, Mother's Day Present, Black
4.5 & up
\$18.25
prime
Climate Pledge Friendly

Organization preferred
Schneider Slider Basic XB (Extra Broad) Ballpoint Pen, 1.4 mm, Transparent Barrel, Blue Ink, Box of 10 Pens (151203)
4.6 & up
\$21.35 (\$2.14/Count) Price: ~~\$22.99~~
Save 8% on 8+ units
Climate Pledge Friendly
More Buying Choices
\$15.60 (9 new offers)

for Her, Inspirational, Motivational Back to School, Teachers, Mother's Day Present, Black : Office Products - Google Chrome

K79WS/ref=sxts_b2b_ccp_search_w_op?content-id=amzn1.sym.5b4ffd46-5d67-49f6-8205-cc9b687c425b%3Aamzn1.sym.5b4ffd46-5d67-49f6-8205-cc9b687

Savings For You IT Supplies Business Savings Amazon Basics Request for Quote Quantity Discounts Today's Deals Amazon Business Card

ies * Knitting & Crochet * Jewelry-Making * Storage & Organization *



Free grocery pickup with Prime



Shop now

Organization preferred

Admin note: "This product is part of the Climate Pledge Friendly program. You're encouraged to buy this product over other alternatives."

See policies affecting this product

Talking Tables Phenomenal Women Ball Point Pen-Pretty Ladies Stationery Gifts for Her, Inspirational, Motivational Back to School, Teachers, Mother's Day Present, Black

Visit the Talking Tables Store
4.5 & up 5 ratings
Climate Pledge Friendly

Price: ~~\$19.25~~ prime

\$18.25
 prime
FREE Returns

FREE delivery Monday, August 28.
Order within 11 hrs 12 mins

Deliver to UCSF - San Francisco 94103

Restricted Policies



Amazon.com : New Weeding Artifact Uprooting Weeding Tool, Upgrade Garden Weed Pulling Tool - Google Chrome

amazon.com/s?k=New+Weeding+Artifact+Uprooting+Weeding+Tool%2C+Upgrade+Garden+Weed+Pulling+Tool&crd=3RCNGOQVO918K&sprefix=

business prime Deliver to Lian San Franc... 94103 All - New Weeding Artifact Uprooting Weeding Tool, Upgrade Garden Weed Pulling Tool

Punchout Group: UCSF Jaggaer Punchout Group - Production

Departments Back to Campus Buy Again Set Spend Limits Education Store Gift Cards Recommendations Savings For You IT Supplies Business Savings Amazon Basics Request for

13 results for "New Weeding Artifact Uprooting Weeding Tool, Upgrade Garden Weed Pulling Tool"

Delivery
 All Prime

Seller Type
 Business Seller

Department
Gardening Hand Tools
Manual Weeders
Garden Hoes
Pitchforks
See All 3 Departments

Customer Reviews
★★★★★ & Up
★★★★☆ & Up
★★★☆☆ & Up
★★☆☆☆ & Up
★☆☆☆☆ & Up

Price
Up to \$25
\$ Min \$ Max Go

Deals & Discounts
All Discounts

Company policies
 Include blocked items

Results
Price and other details may vary based on product size and color.

 +3 colors/patterns Organization restricted New Weeding Artifact Uprooting Weeding Tool, Upgrade Garden Weed Pulling Tool, Manganese Steel Forged Weed Puller 4 Teeth Dual Purpose... 3.0 ★★★★★ < 45 \$8.99 Save 20% on 3 select item(s)	 +6 colors/patterns Organization restricted 2023 New Upgrade Weeding Artifact Uprooting Weeding Tool, Manganese Steel Forged Weed Puller 4 Teeth, Dual Purpose Weeder, Manual Hand... 2.8 ★★★★★ < 21 \$11.99 Save 10% on 3 select item(s)
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Amazon.com : New Weeding Artifact Uprooting Weeding Tool, Upgrade Garden Weed Pulling Tool

UCSF Jaggaer Punchout Group - Production

Store Gift Cards Recommendations IT Supplies Savings For You Amazon Basics Business Savings Today's Deals Quantity Discounts Amazon Business Card Request for Quote

EN Hello, Lian Account for University of C... Lists Business Prime

Grocery delivery or pickup with Prime

Items more aligned with your organization's buying policies as set in Amazon

 ★★★★☆ 16 \$15.99 prime	 ★★★★☆ 25 \$15.99 prime	 ★★★★☆ 48 \$18.99 prime
--	--	--

Organization restricted
Admin note: *This product doesn't have Prime benefits like fast, free shipping. Try to find products that have Prime benefits.* See policies affecting this product

New Weeding Artifact Uprooting Weeding Tool, Upgrade Garden Weed Pulling Tool, Manganese Steel Forged Weed Puller 4 Teeth Dual Purpose Weeder with Handle for Garden Yard Farm (B+C 2Pcs)
Visit the Teamoda Store
3.0 ★★★★★ < 47 ratings
Price: \$13.99
Save 20% on 3 select item(s) Shop items >

Buying multiple items? Go to multi-select

\$13.99
\$9.99 delivery September 12 - 26
Order within 2 hrs 9 mins. Details
Deliver to UCSF - San Francisco 94103
In Stock
Qty: 1
Buying in bulk?
Add to Cart
Secure transaction
Ships from and sold by Teamoda.
Return policy: Eligible for Return, Refund or Replacement within 30

Blocked Policies



Amazon.com : gift card - Google Chrome

amazon.com/s?k=gift+card&crd=1MQ0FJA6U9TS&sprefix=gift+card%2Caps%2C213&ref=nb_sb

businessprime

Departments Back to Campus Buy Again Set Spend Limits Education Store Gift Cards Recommendations Savings For You IT Supplies Business Savings Amazon Basics Request fo

1-48 of over 8,000 results for "gift card"

Popular Shopping Ideas
Birthday
Home
Wedding
Christmas
See more

Delivery
 All Prime

Department
Gift Cards
Gift Cards
Mailing Envelopes
Greeting Card Mailing Envelopes

Customer Reviews
★★★★☆ 4.1k
★★★★☆ 4.1k
★★★★☆ 4.1k
★★★★☆ 4.1k

Price
Up to \$25
\$25 to \$50

Deals & Discounts
All Discounts

Company policies
 Include blocked items

Gift Card Occasion
 Birthday
 Christmas
 Communion
 Memorial Day
 New Year's

New Arrivals
Last 30 Days
Last 90 Days

International Shipping
 International Shipping Eligible

Condition
New

Availability
 Include Out of Stock

Annlv

Organization blocked

- Admin note: "Due to policy requirements, purchases of these items are not available through Amazon."
- Admin note: "This item has been blocked from purchases by your organization."

[See less](#)

amazon

Hope you enjoy this Amazon Gift Card!

\$50.00
Amazon.com Gift Card

[Click image to preview](#)

Amazon.com eGift Card

by Amazon
★★★★☆ ~ 986,442 customer ratings

1. Gift card design

Standard Animated Your Photo/Video

Design: Amazon Logo

Qty: 1 gift card
\$50.00

[Add to cart](#)

or

[Buy Now](#)

2. Enter your gift card details

This Gift Card can only be used to purchase eligible goods and services available on Amazon.com, and cannot be used on Amazon websites in other countries.

Amount

Delivery

To
You can add up to 999 email addresses separated by a comma or a space. Each recipient will receive their own personalized gift card.

From

Message
463 characters remaining

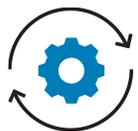
Quantity

Delivery Date
Delivery happens anytime after 12 am on the selected day.

Results

- Organization blocked
Amazon.com Print at Home Gift Card
4.8 ★★★★★
\$1⁰⁰ - \$2,000⁰⁰
prime
- Organization blocked
Razer Gold Gift Card - Games, entertainment, and lifestyle brands for gamers (Email)
Delivery)
3.5 ★★★★★
\$15⁰⁰ - \$500⁰⁰
prime
- Organization blocked
Happy Birthday Swap
3.9 ★★★★★
\$25⁰⁰ - \$50⁰⁰
prime
- Organization blocked
Nordstrom Gift Card - Email Delivery
4.7 ★★★★★
\$25⁰⁰ - \$500⁰⁰
prime

What Is Custom Quote Engine?



Is a new tool which helps Amazon Business Customers request a specific, discounted price on higher volume purchases ($> \$7.5K - \$10K / > 999$ units).



Our Goal - Help Customers leverage:

- ✓ Amazon's supplier network and competitive marketplace
- ✓ Get better pricing on bulk purchases
- ✓ All while meeting bid requirements.

Example: The School of Medicine wants to buy 5000 keyboards to be delivered by end of September. Existing offers on Amazon are good, but the department wants a deeper discount on the purchase.

We are thinking bigger with bulk:



Benefits of Custom Quote Engine



Convenience

- ❑ Self Service or leverage your Customer Advisor
- ❑ Dedicated quoting concierge team to guide your quoting journey



Discounted Pricing



Consolidated Shipping



Competition

Request for Quote

Basket Level Quoting

- Allows Customers to request multiple ASIN's in a single request.
- Customers can request pricing on multiple items, receive multiple quotes on each item, and select which offer(s) they would like to purchase.
- Example: Customer needs to order 100 laptops, 100 keyboards, and 100 headsets for a group of new employees scheduled to start on August 1st

Bulk ordering / Bulk buying options / Request quotes

Request quote

Send a quote request to multiple suppliers and get offers in as little as 1 day.
Get offers from suppliers for orders of \$10,000.00 or 999 units or more

Total: 4 products and 585 units Subtotal (4): \$25,335.01

Product	Quantity	Target price/ea	Price range	Total	
 TEST DATA 3 (Don't Buy Please)	<input type="text" value="1"/>	<input type="text" value="\$ 0.01"/>	+/- 2%	\$0.01	Delete
<small>Current Amazon Business price: \$0.01</small>					
 Test ASIN	<input type="text" value="14"/>	<input type="text" value="\$"/>	+/- 2%	\$0.00	Delete
 Test_ASIN_BBQ_AUTO1 White	<input type="text" value="70"/>	<input type="text" value="\$"/>	+/- 2%	\$0.00	Delete
 amazon TEST IMAGE US Test Item 4	<input type="text" value="500"/>	<input type="text" value="\$ 50.67"/>	+/- 2%	\$25,335.00	Delete
<small>Current Amazon Business price: \$50.67</small>					

Items (2) not available for quoting

Quote name

This is a descriptive name for your reference and will not be shared with the seller.

Expected purchase by

Allow at least 5 business days or longer to give suppliers time to offer a quote.

Deliver by

Providing more lead time may allow suppliers to offer competitive quotes.

Country/Region Delivery zip code

Suppliers use this information to determine best delivery method and cost.

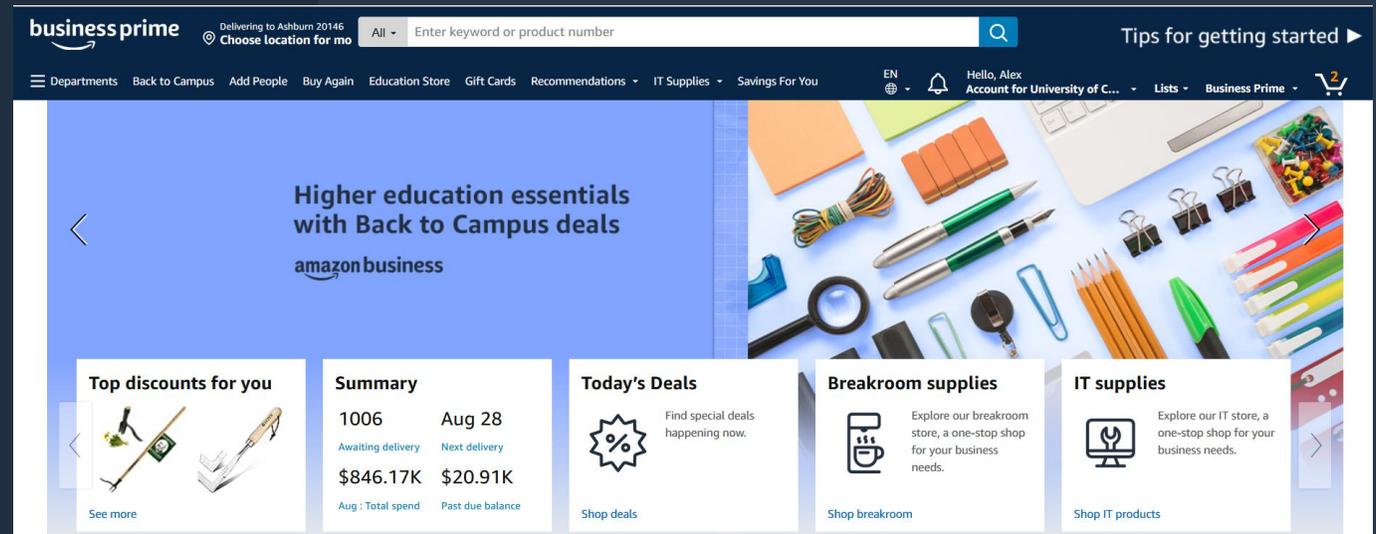
Can we share your business name with suppliers?
 Yes (Recommended)

Placing an Order

Begin Checkout Flow by Punching Out via BearBuy

Begin by selecting the Amazon Business tile within your punchout catalog in BearBuy.

You'll be redirected to the centralized Amazon Business account homepage.



Search and Browse the Marketplace

Search catalog and identify item(s) to be purchased.

Select the product you wish to review to navigate to the product detail page.

The screenshot shows the Amazon Business search results for "batteries". The page includes a navigation bar with the Amazon Business logo, delivery location (Boston 02116), and search filters. The search results are displayed in a grid format, with a "RESULTS" section highlighted by an orange border. The "RESULTS" section features a "Best Seller" badge and a product listing for "Amazon Basics 20 Pack AAA High-Performance Alkaline Batteries, 10-Year Shelf Life, Easy to Open Value...". The product listing includes a star rating of 4.5, a price of \$8.29, and a "prime" badge. Other product listings include Duracell Coppertop AA + AAA Batteries, Duracell CopperTop AAA Alkaline Batteries, and Duracell CopperTop AA Alkaline Batteries. The page also includes a sidebar with filters for shipping, delivery, local stores, seller type, climate pledge, department, customer reviews, and brand.

Halted Orders

There are five instances in which orders can be halted/cancelled

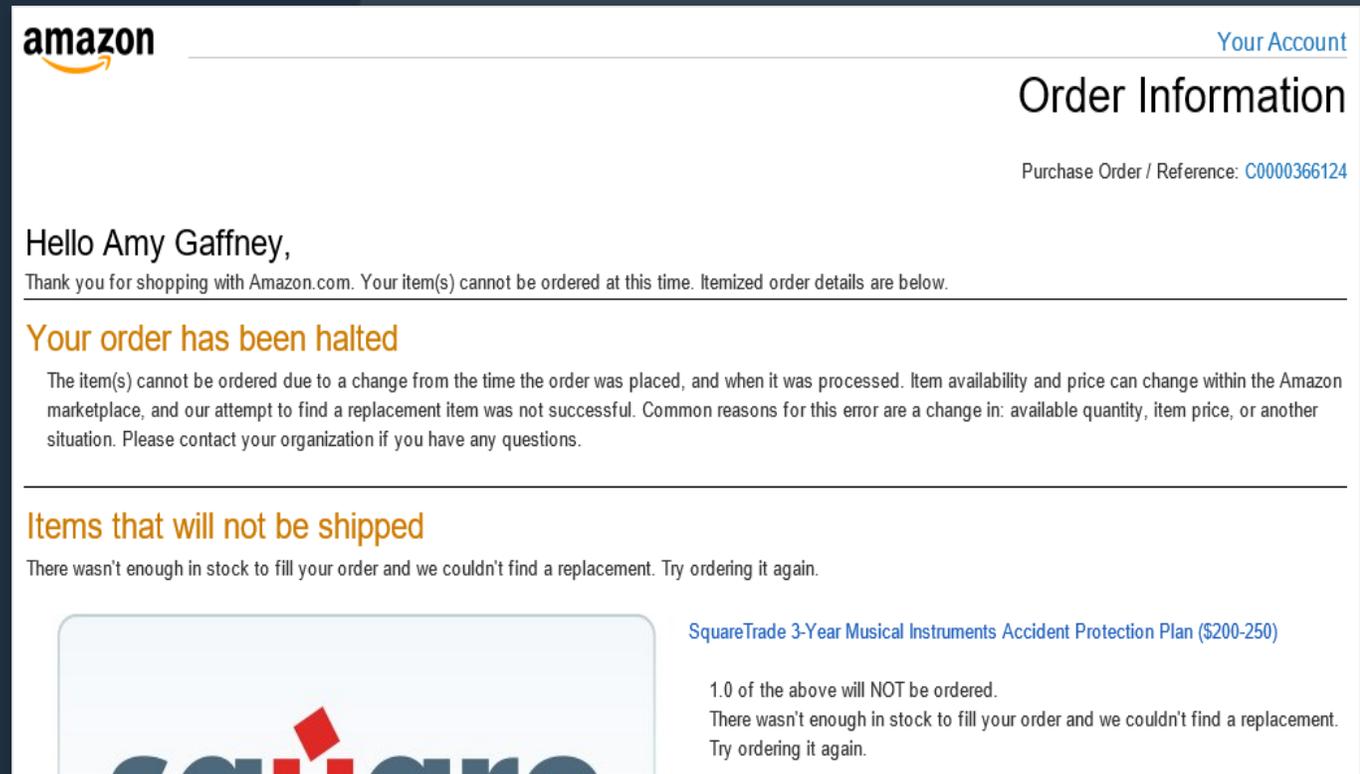
- **Safeguards** – If the approval is not completed within the seven day cart lock, and the order falls outside of the safeguards at the time of approval, the item or order will be halted.
- **Multiple PunchOut Sessions** – Multiple PunchOut sessions can result in a cancelled order. When shopping on 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, the order will be rejected.
- **Address on Final PO Differs From Address at Checkout** – If the checkout address is in the contiguous US, but the address on the PO is outside the contiguous US, the order will be cancelled.
 - If default addresses are set up in the account and orders are being shipped outside the contiguous US, please make sure to contact your administrator to add in a default address with your ship-to location.
- **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 and the item is set for next day delivery, the order will be cancelled.

Halted Orders

Amazon Business will send this email if an order triggers 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.



The screenshot shows an email from Amazon Business. At the top left is the Amazon logo, and at the top right is a link for "Your Account". The main heading is "Order Information" with a sub-heading "Purchase Order / Reference: C0000366124". The email is addressed to "Hello Amy Gaffney," and includes a thank you message: "Thank you for shopping with Amazon.com. Your item(s) cannot be ordered at this time. Itemized order details are below." The primary message is "Your order has been halted" in orange text, followed by an explanation: "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, a section titled "Items that will not be shipped" states: "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)". To the left of the item name is a placeholder image showing a red diamond shape. The text below the item name reads: "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."

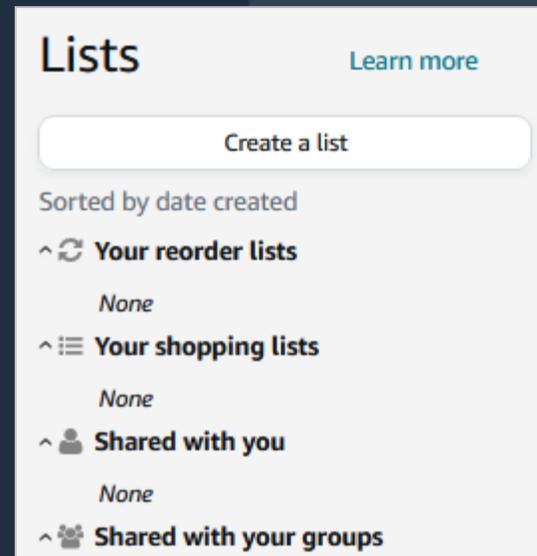
Things to Know

Reorder & Shopping Lists

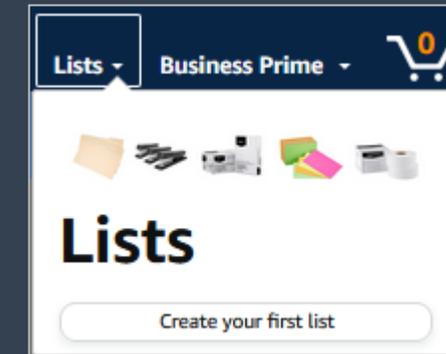
How do Lists work on Amazon Business?

Lists make it easy to keep track of the things you need, and are easy to share with others. Choose between multiple list types depending on whether or not you want the items to remain on a list after they are ordered.

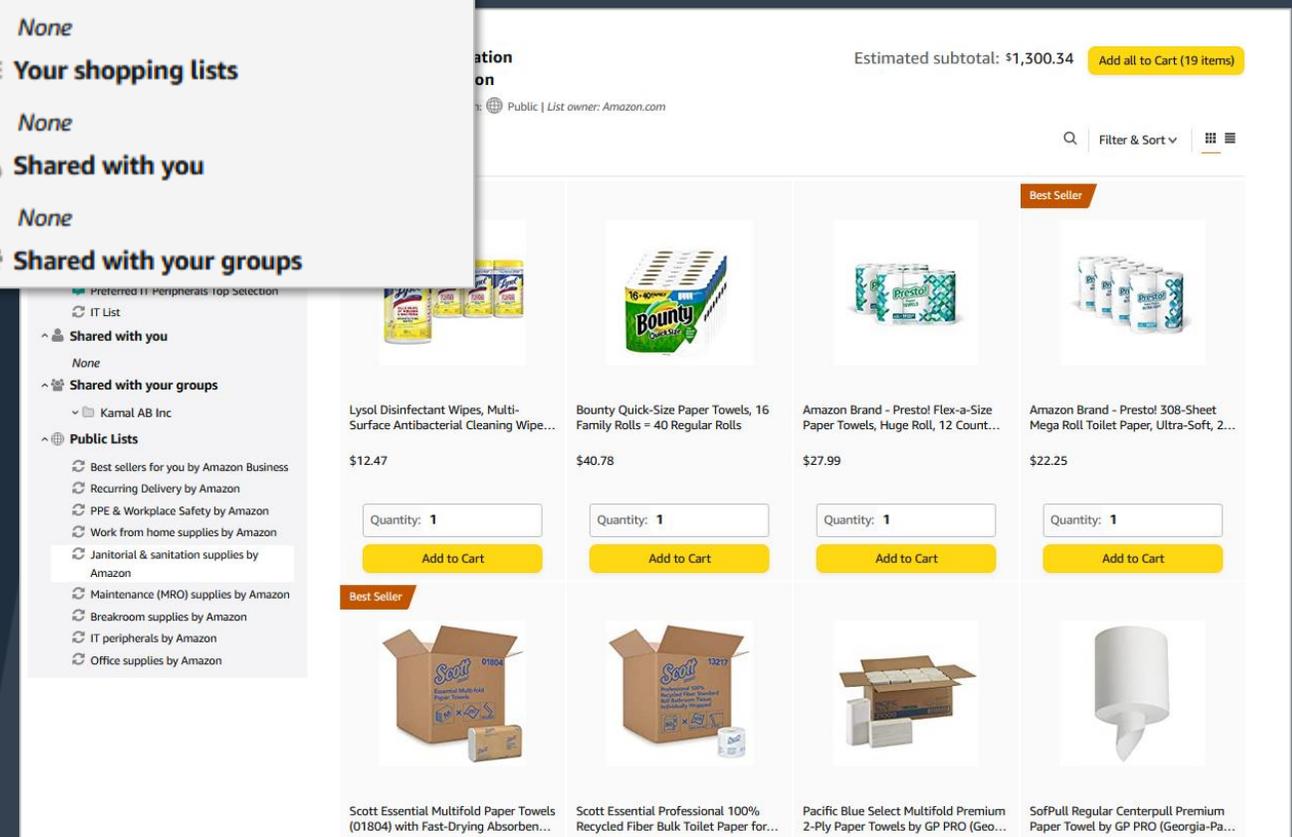
- [Create a List](#) - Any User on Amazon Business can create a shopping list
- [Share a List](#) - Create a public list and share with your desired audience
- [Review a Shared Shopping List](#) - When a list is shared with you, you can save it to your own account or make a copy to edit yourself



The screenshot shows the 'Lists' menu on the Amazon Business interface. At the top, there is a 'Learn more' link. Below it is a 'Create a list' button. The menu is sorted by 'date created'. It lists several categories: 'Your reorder lists' (None), 'Your shopping lists' (None), 'Shared with you' (None), and 'Shared with your groups' (None).



The screenshot shows the top navigation bar of the Amazon Business interface. It includes a 'Lists' dropdown menu, a 'Business Prime' dropdown menu, and a shopping cart icon with a '0' inside. Below the navigation bar, there is a 'Lists' section with a 'Create your first list' button.



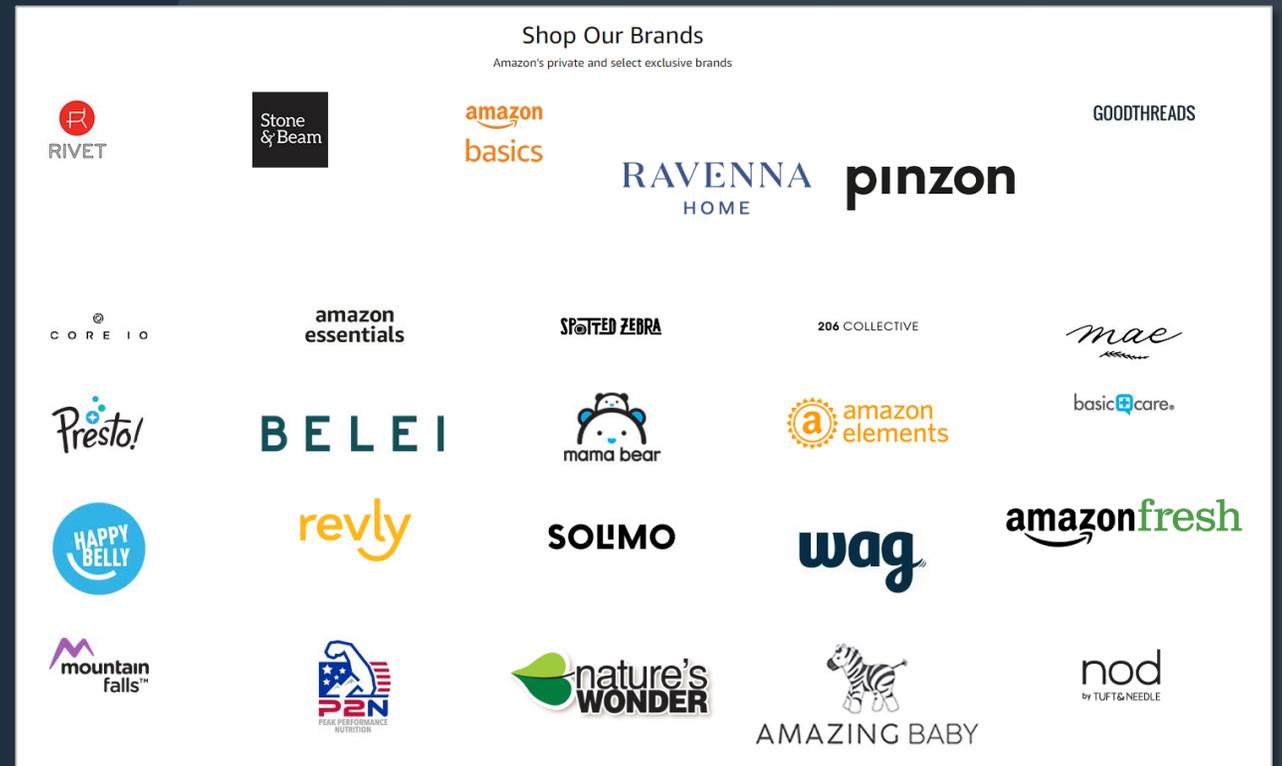
The screenshot shows a shopping list on the Amazon Business interface. The list is titled 'Public | List owner: Amazon.com' and has an estimated subtotal of \$1,300.34. The list contains several items, each with a quantity of 1 and an 'Add to Cart' button. The items are:

Item	Price	Quantity	Action
Lysol Disinfectant Wipes, Multi-Surface Antibacterial Cleaning Wipe...	\$12.47	1	Add to Cart
Bounty Quick-Size Paper Towels, 16 Family Rolls = 40 Regular Rolls	\$40.78	1	Add to Cart
Amazon Brand - Presto! Flex-a-Size Paper Towels, Huge Roll, 12 Count...	\$27.99	1	Add to Cart
Amazon Brand - Presto! 308-Sheet Mega Roll Toilet Paper, Ultra-Soft, 2...	\$22.25	1	Add to Cart
Scott Essential Multifold Paper Towels (01804) with Fast-Drying Absorbent...			
Scott Essential Professional 100% Recycled Fiber Bulk Toilet Paper for...			
Pacific Blue Select Multifold Premium 2-Ply Paper Towels by GP PRO (Geo...			
SofPull Regular Centerpull Premium Paper Towel by GP PRO (Georgia-Pa...			

Amazon's Private Brands

Private Brands

- High-quality and durable products, Average Rating 4.2+ stars
- Over 48,000 products in 352 categories and growing
- Cost-effective options, including quantity discounts and lower-priced alternatives to national brands
- Quantities needed to get the job done, including large pack sizes and case packs
- End-to-end purchasing solutions for work, from everyday essentials to professional-grade selection



From Our Brands

< Clear

Our Brands

Learn more in this [video](#)

Socially Responsible Storefronts

- [Socially Responsible Purchasing](#)
- [Climate Pledge Friendly](#)
- [Women-Owned Businesses](#)
- [Black-Owned Businesses](#)
- [Veteran-Owned Businesses](#)
- [Small & Local Businesses](#)

New
\$10⁹⁹
(\$0.92 / Count)

FREE delivery **January 3 - 5.**
Order within **9 mins.** [Details](#)
... [More](#)

[Add to Cart](#)

Ships from **Aventis Systems**
Sold by **Aventis Systems**
★★★★☆ (4655 ratings)
76% positive over last 12 months

Seller Certifications Registered Small Business

AMAZON BUSINESS OWNERSHIP & DIVERSITY SELLER CERTIFICATIONS

- Registered Small Business
- Women-Owned Business Enterprise
- Women-Owned Small Business
- Economically Disadvantaged Woman-Owned Small Business
- Veteran-Owned Small Business
- Service Disabled Veteran Owned Small Business
- Minority-Owned Business
- SBA-Certified HUB Zone Firm
- LGBT Business Enterprise

Shop and support

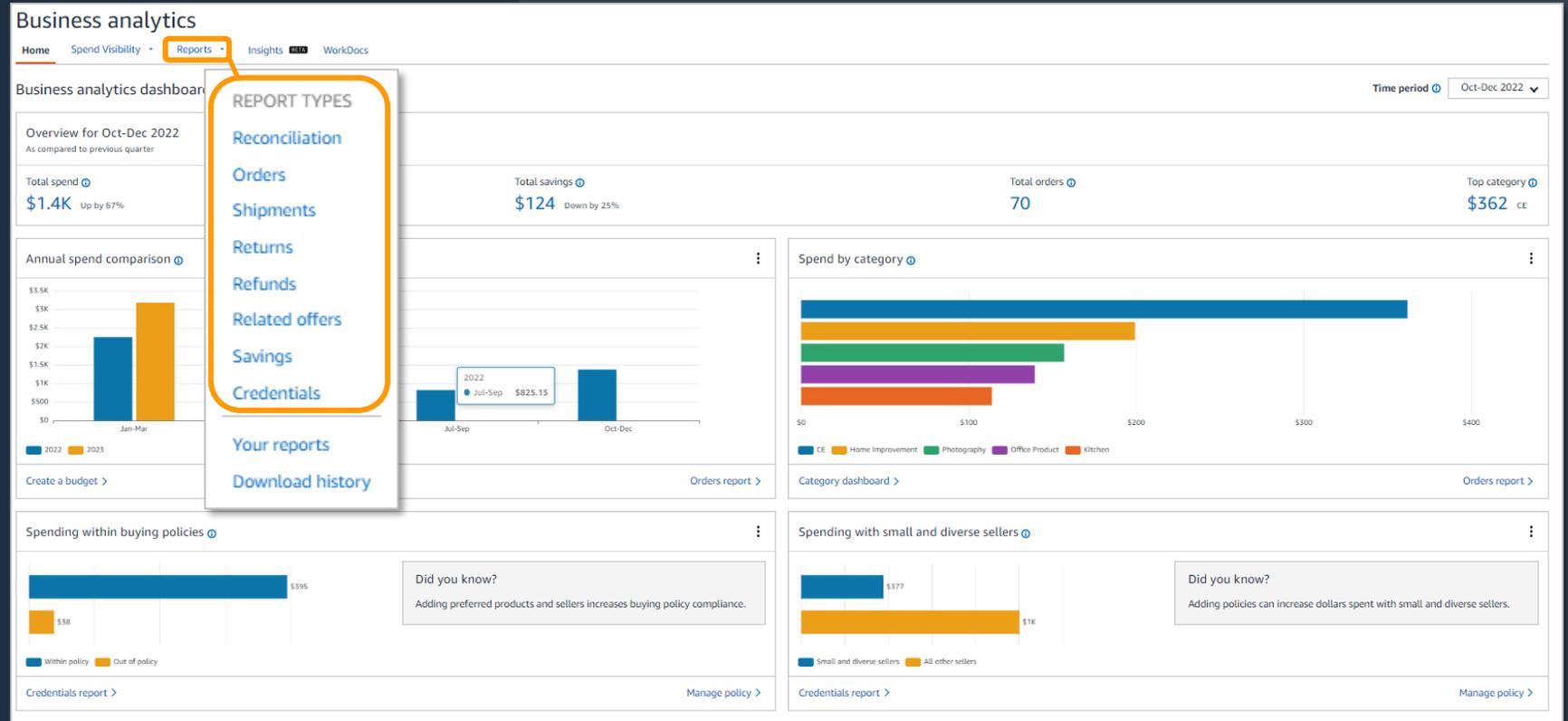
**women-owned
businesses**



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



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

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
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 Ca Sheets)
Sold by: Amazon.com Services, Inc.
\$0.00

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:

- Track Packages
- Initiate a Return

Use **Contact Us** or our **Chat** feature for assistance with Returns

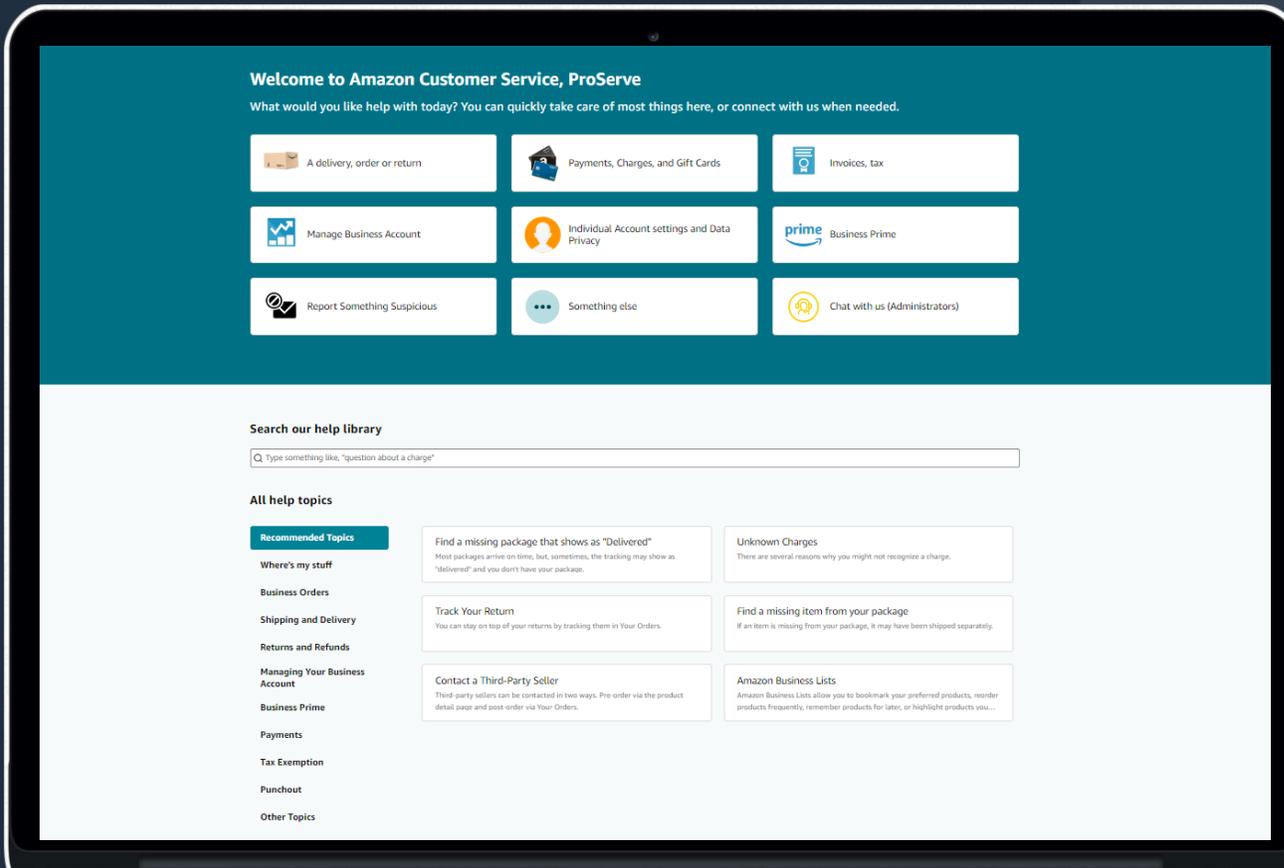
Let Us Help You

- Customer Service
- Shipping Rates & Policies
- Business FAQ
- Contact Us**

Additional Resources

Amazon 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.*



Let Us Help You

- [Customer Service](#)
- [Shipping Rates & Policies](#)
- [Business FAQ](#)
- [Contact Us](#)

Your Interactions

Built in Amazon Business tool to track the issues that remain unresolved after the initial contact with Amazon Business Customer Support

Hello, AB
Account for AB Demo Acco...

- Account Details
- Your Account
- Your Orders
- Business Settings
- Business Analytics
- Try Business Prime
- Manage Recurring Delive
- Bulk Ordering
- Category Savings Evalua
- Your Interactions**

Your Account / Your Interactions

Your Cases

Active Cases ▾

8 Cases

Delivery date was changed Last update: 0 minutes ago	Active:Your Action Required Case ID: 10613543421
Heavy Bulky item - Carrier refused to deliver Last update: 6 hours 49 minutes ago	Active Case ID: 10613305991
Shipment not delivered, past delivery date Last update: 6 hours 51 minutes ago	Active Case ID: 10589847591

One-stop location to track progress of open support issues. Allows users to monitor progress and re-open cases on their account without requiring follow-up.

How it works?

When a customer reaches out to a support team or selling partner with an issue, a ticket is created that customers can directly reference from their account at any time.

Common Amazon Business Support Questions

Quick resolutions to frequently asked questions and 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



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



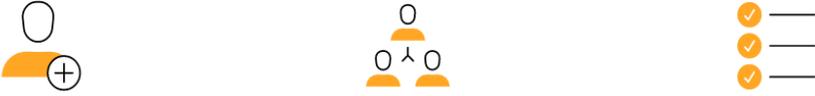
Request a Tax Exemption Refund:

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

How To Guides and Helpful Videos

- Self Service Resources

User Guides



New User Registration: Direct Access

New User Registration: Punchout

Creating and Sharing Lists

- Training Videos

Training Videos

amazon business

A portfolio of videos tailored for building the capabilities customers need to create a successful, data-driven procurement program.



amazon business

Thank You