

amazon business

LAUSD/Amazon Business Purchasing Training



Benefits of Amazon Business & Business Prime

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](#)

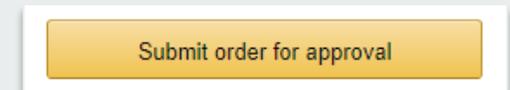
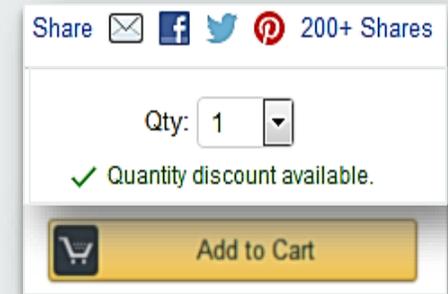
- Customize Amazon Business to your organization's buying standards and procedures. Features include approval workflows, negotiated pricing, and preferred suppliers and preferred products.

[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

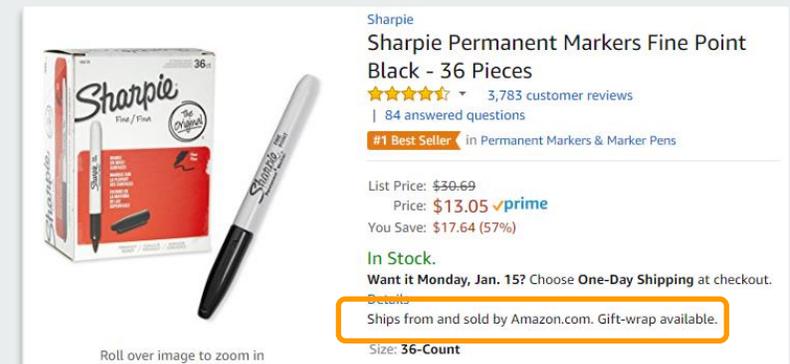
- An easy way to ensure that your products arrive on time and as expected, is to order products fulfilled directly from Amazon. All products clearly mark who the seller is on the product detail page.

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.



Ships from and sold by Amazon.com.

Options for Shopping With Amazon Business

Punchout Process

Ariba → Amazon Business



amazon business

Direct Login to Amazon Business

<https://www.amazon.com>



amazon business

Shopping Amazon Business Through Ariba Punchout

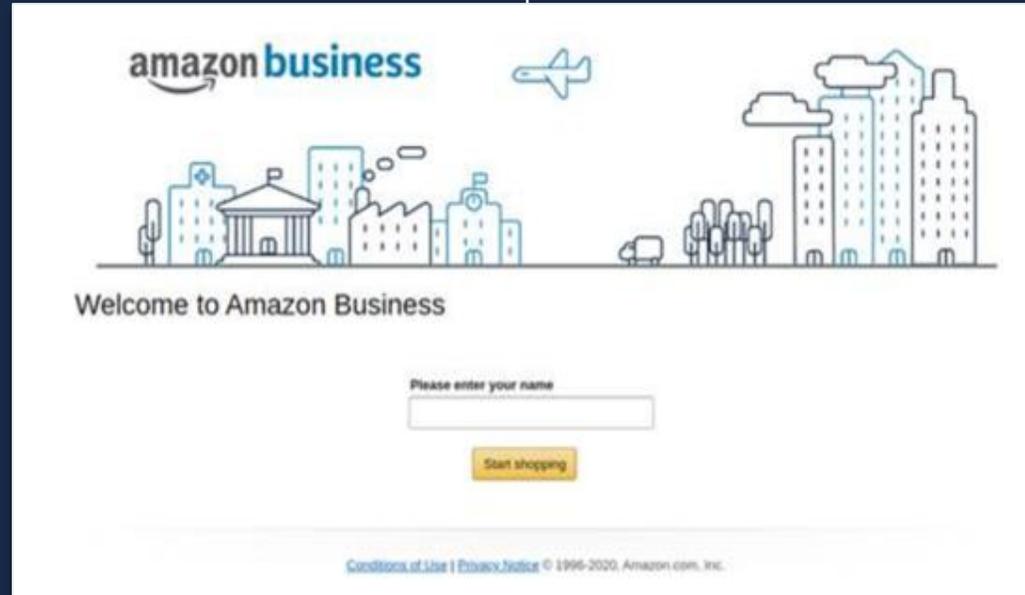
SAP Ariba 





New User

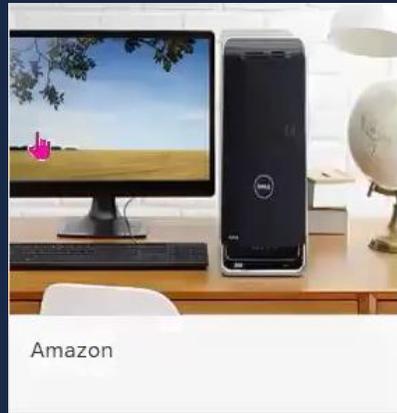
1.



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

User To Convert

1.



Begin the registration process from Ariba

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

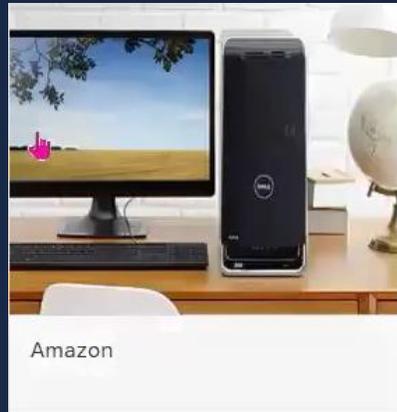
4.



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

User To Split

1.



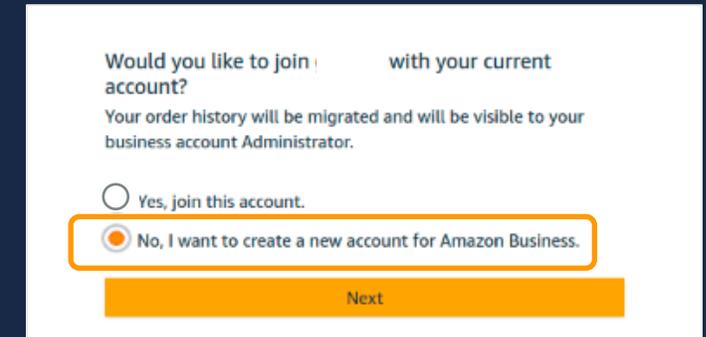
Begin the registration process from Ariba

2.

A screenshot of the Amazon Business sign-in page. The title is 'Sign in to join Amazon Business.' Below the title, it says 'We already have an Amazon account with your email address. Please sign in to see your options.' There are input fields for 'Email (phone for mobile accounts)' and 'Password'. A 'Forgot your password?' link is next to the password field. A yellow 'Sign-In' button is at the bottom. Below the button, it says 'By continuing, you agree to Amazon's Conditions of Use and Privacy Notice.' and a checkbox for 'Keep me signed in. Details'.

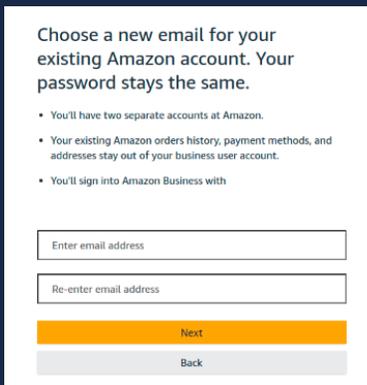
The system recognizes the email. Sign in with existing password

3.

A screenshot of a confirmation page. The text asks 'Would you like to join [business name] with your current account?' and 'Your order history will be migrated and will be visible to your business account Administrator.' There are two radio button options: 'Yes, join this account.' and 'No, I want to create a new account for Amazon Business.' The second option is selected and highlighted with an orange border. A yellow 'Next' button is at the bottom.

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

4.

A screenshot of a page for creating a new account. The text says 'Choose a new email for your existing Amazon account. Your password stays the same.' Below this are two input fields: 'Enter email address' and 'Re-enter email address'. At the bottom are two buttons: a yellow 'Next' button and a grey 'Back' button.

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

Punch Out to Amazon Business from Ariba

LAUSD Ariba Buying

Find goods and services

Shop Your favorites Your requests Your approvals

General Stores (Warehouse)

IT Depot

Ariba Sourcing

Contract Amendments/Renewals

Request a Non-Catalog Item

Request for Procurement Action

Amazon

District Contract

Apple Punch Out Catalog

PR6572 Composing
Docking station and keyboard for Ryan - Office # 34567 - Project school
\$322.85 USD
Requested 0 days ago

PR4391 Submitted
Sceptre 24-inch Professional Thin 1080p Monitor
\$215.04 USD
Requested 36 days ago

PR2702 Submitted
40 Bags
\$438.00 USD
Requested 62 days ago

See all >

Click the Amazon Punchout Option

Searching Product via Search Bar or Shared Lists

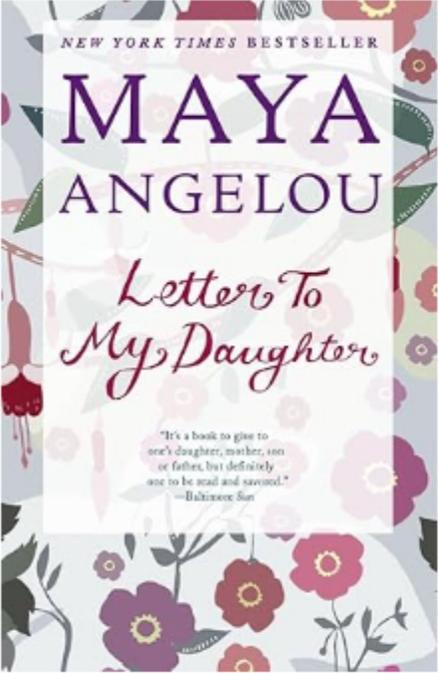
The screenshot displays the Amazon Business Prime website. At the top left, the 'businessprime' logo is visible. The search bar is highlighted with a yellow circle and the number '1', containing the text 'Enter keyword or product number'. To the right of the search bar, the text 'Education supplies' is displayed. Below the search bar, a navigation menu includes 'All', 'Back to School', 'Buy Again', 'Today's Deals', 'Quantity Discounts', 'Business Savings', 'IT Supplies', 'Savings For You', 'Amazon Brands', 'Recommendations', 'App Center', and 'Subscribe & Save'. The user's account information, 'Hello, RAQUEL Account for Los Angeles Un...', is shown. A dropdown menu is open, showing 'Your lists' with several options: 'Hygiene for Secondary Neutral', 'Hygiene for Secondary Female', 'Hygiene for Elementary Neutral', 'Hygiene for Elementary Girl', and 'Hygiene for Secondary Male'. A yellow circle with the number '2' is placed over the 'Your lists' dropdown. Below the dropdown, there are sections for 'Shared with organization' (listing 'Los Angeles Unified School ...') and 'Shared with you' (listing 'Hygiene - Elementary Neutral', 'nationalbrands-men', 'privatebrands-men-zero', 'privatebrands-men-low', and 'privatebrands-men-high-3'). A 'Create a list' button is at the bottom of the dropdown. The main content area features a large image of yellow highlighters, a 'Summary' section with delivery dates and prices, 'Top discounts for you', 'Buy it again', 'Today's Deals', and 'Office products'. A 'Related to items you've viewed' section is at the bottom.

1 You can search by keyword via the standard Amazon Search Bar

Or

2 Utilize lists that have been curated by the Amazon Business Admins

Add Items to Cart



Roll over image to zoom in

[▶ Audible sample](#)

Follow the author



Maya Angelou [Follow](#)

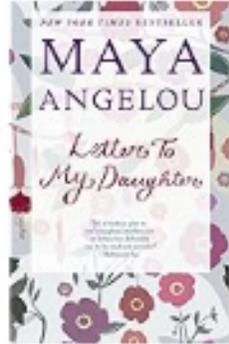
Letter to My Daughter Paperback – October 27, 2009

by [Maya Angelou \(Author\)](#)

4.7                                             

Proceed to Checkout

Shopping Cart



Letter to My Daughter

by Maya Angelou

Paperback

ISBN-10: 0812980034

ISBN-13: 978-0812980035

In Stock

Shipped from: Amazon

✓prime One-Day

FREE delivery **Tomorrow, Oct 10**

FREE Returns

Qty: 2

Delete

Save for later

Share

Subtotal (2 items): **\$17.98**

This order contains a gift

Proceed to checkout

Checkout

Checkout

amazon Checkout (549 items)

1 Group LAUSD Ariba Punchout Group under Los Angeles Unified School District Change

2 Business order information Disabled

3 Shipping address John Doe 2151 N SOTO ST LOS ANGELES, CA 90032 Change

4 Choose a payment method

LAUSD Ariba Punchout credit and debit cards

	Name on card	Expires on
<input checked="" type="radio"/> Visa ending in 8331 Provided by your organization	Amazon Catalog	06/2028

Use this payment method

5 Items and shipping

Use this payment method

Choose a payment method to continue checking out. You'll still have a chance to review and edit your order before it's final.

Order Summary

Items (549):	\$4,802.53
Shipping & handling:	--
Promotion Applied:	--
Total before tax:	--
Estimated tax to be collected:	--
Order total:	--

How are shipping costs calculated?

You can disregard Group (1) and Business Order Information (2)

The shipping address will either populate with the shipping address from your Ariba profile (if populated) or you will see a placeholder address like the one below.

Final Address Selection in Ariba
333 S BEAUDRY AVE
LOS ANGELES, CA 90017-1466

This just lets you know that you are to select the actual ship to address in Ariba. Amazon will ship to the address that is sent from Ariba on the purchase order.

The payment method is a pre-loaded ghost card. Just click "Use this payment method."

Transfer of Cart to Ariba

Submit order for approval

By placing your order, you agree to the [Amazon Business Accounts Terms and Conditions](#) and Amazon's [privacy notice](#).

Once you click “Submit order for approval”, the cart will then be transferred back to Ariba where you can complete your requisition entry and submission for approval.

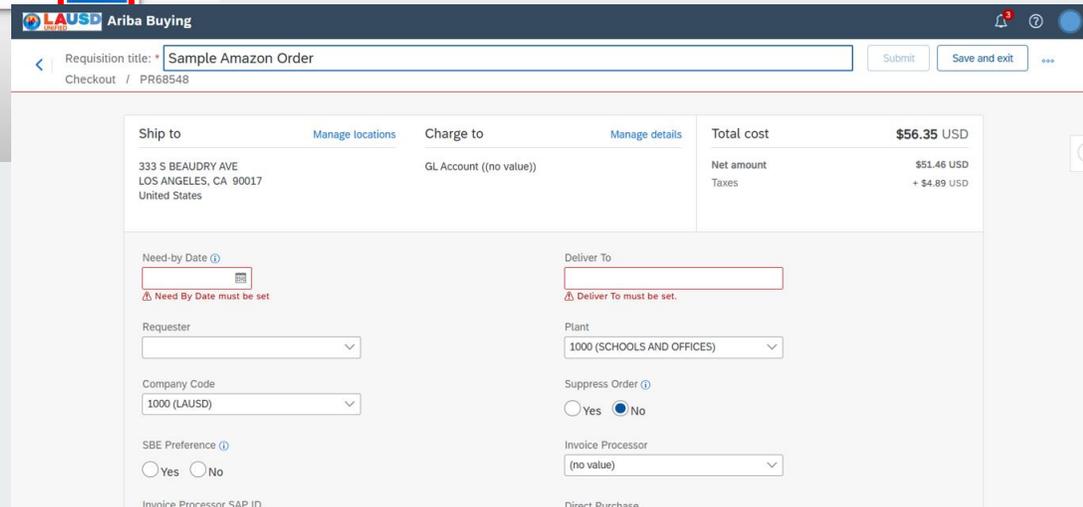
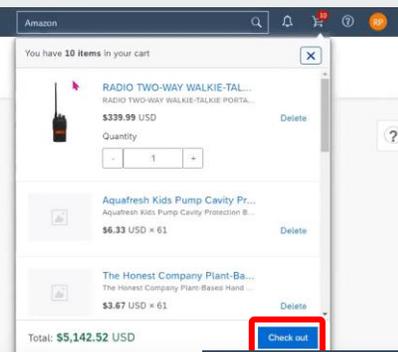
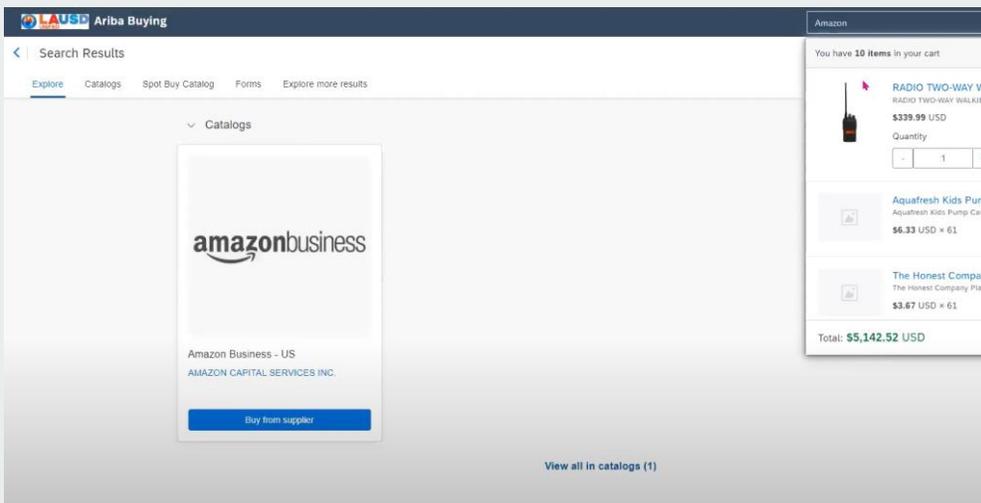
Sending cart to your procurement system.

You are being redirected to your procurement solution. Your items will not be shipped until we receive an approval from your procurement system.

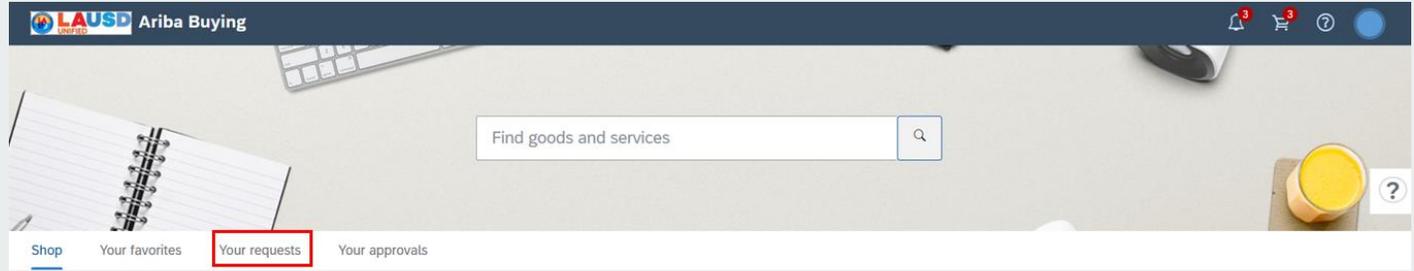
Need help? Please contact us at 866-486-2360 or [here](#).



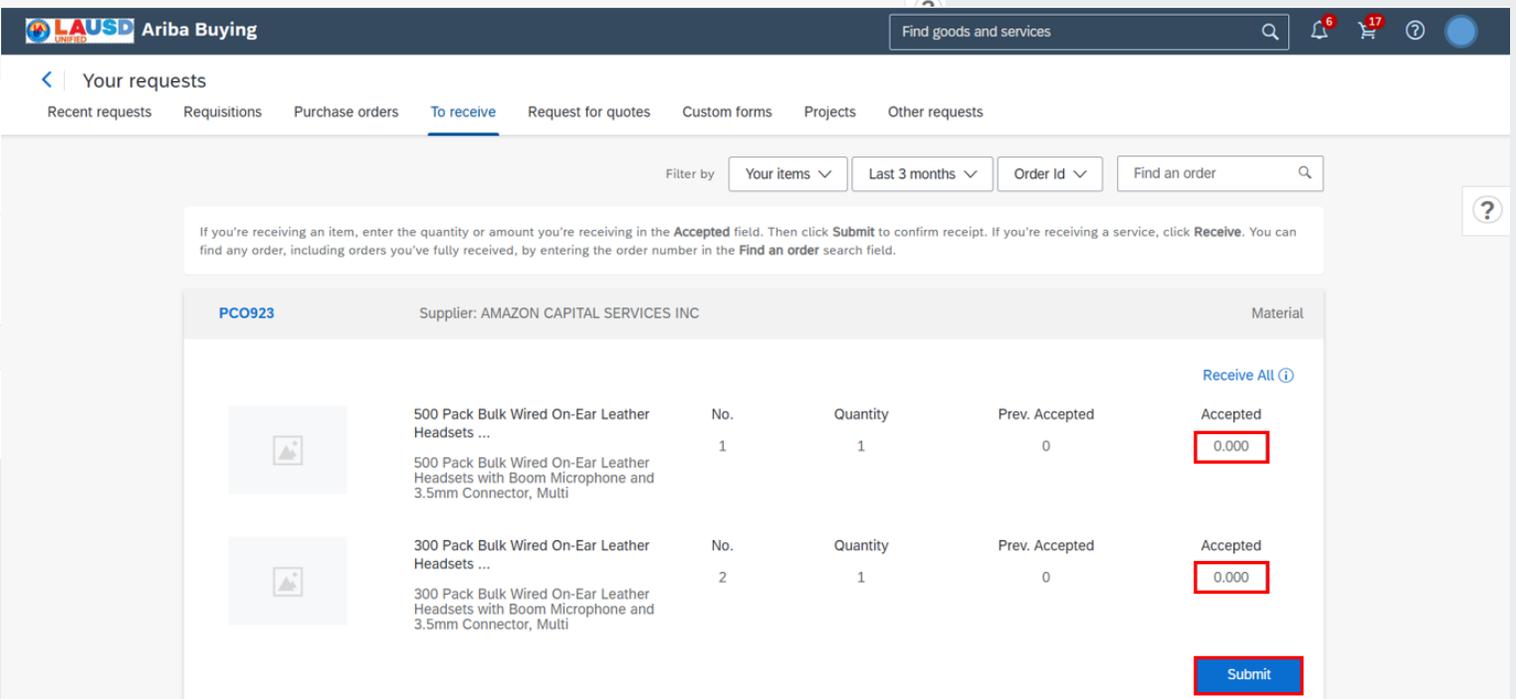
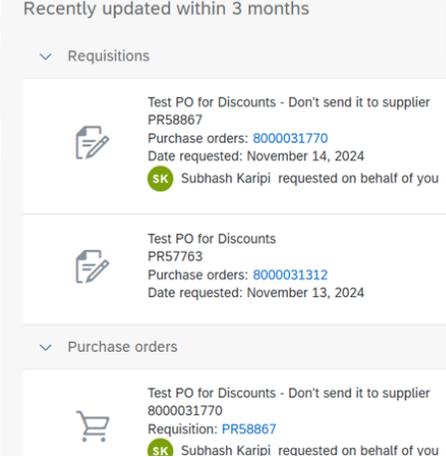
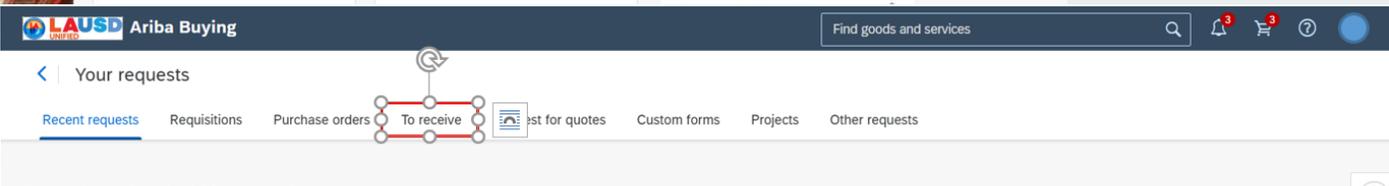
Click the “Check out” button and complete the shipping, account code selection, and any added comments prior to submitting requisition in Ariba



Entering Receipt in Ariba for Amazon Business Orders



NOTE: The Goods Receipts Process for Amazon orders is the same as other all other orders in Ariba.



Halted Orders

Halted Orders

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

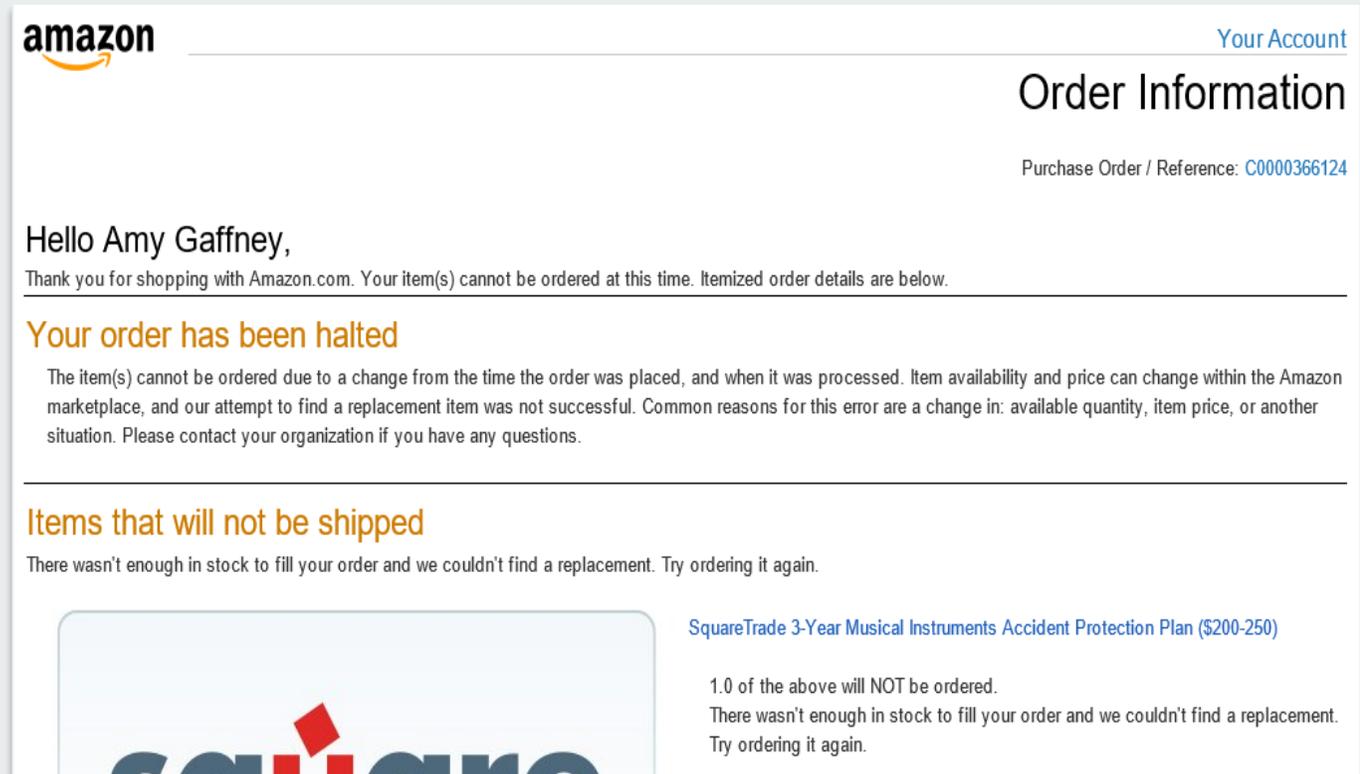
- **Safeguards** – If the approval is not completed in Ariba within the 14-day cart lock, and the order falls outside of the safeguards (set by your organization) at the time of approval, the item or order will be halted and a new order will need to be created and submitted. If the order does not fall outside the safeguards, the current-day pricing will supersede.
- **Multiple PunchOut Sessions** – Multiple PunchOut sessions from Ariba 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 after the cart is sent from Amazon Business to Ariba and there are any changes made to quantity, items, etc. (essentially if the PO doesn't match the cart that was transferred from Amazon Business) items may be rejected (which you will be notified via the order confirmation) and a new order will need to be created and submitted for those rejected items. Best practice is to not modify the cart in Ariba after it is transferred from Amazon Business. If changes are required, it is best to abandon that order and submit a new one.
- **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.



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 is a section titled "Items that will not be shipped" with the text: "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 as "SquareTrade 3-Year Musical Instruments Accident Protection Plan (\$200-250)" with a note: "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." The bottom of the email shows a partial view of a product image with a red square icon.

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 a Ariba Admin to assist with their user's profile



Application Error

 You are not authorized to access the action you selected. Contact your application administrator if you believe you have received this message in error.

Please reference the following information if you contact support

Request Id: neo 1516726659063564
Error Code: 403
Error Message: Unauthorized

[Click here](#) to return to the application.

Amazon Error

- End User is receiving this message because they are associated to a separate Amazon Business account and either need to be removed from that Amazon Business account (if not an admin on that account) or invited to join the LAUSD Amazon Business account (if they are an admin on that account)



There was an error accessing your account information.
This error is probably temporary. Please restart your buying session.

[Call Amazon Support](#)

[Conditions of Use](#) | [Privacy Notice](#) © 1996-2018, Amazon.com, Inc.

Amazon Error

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



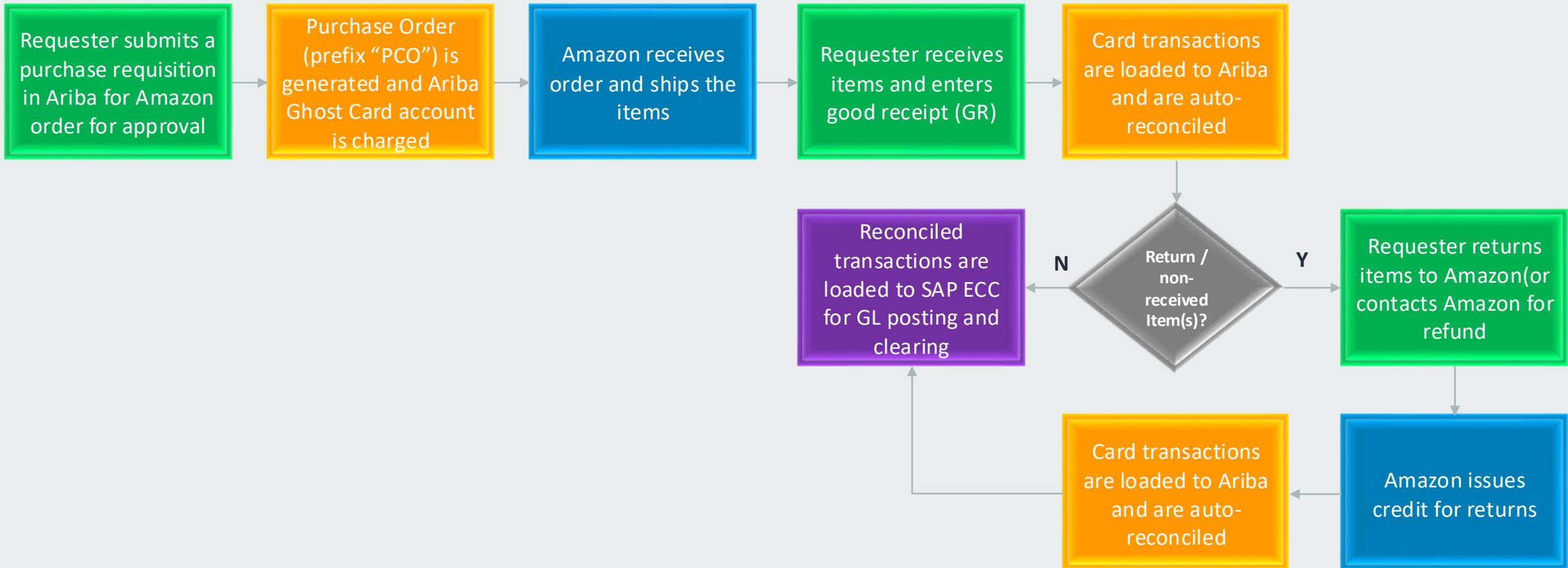
amazon.com  [SIGN IN](#) [SHIPPING & PAYMENT](#) [GIFT OPTIONS](#) [PLACE ORDER](#)

Your organization is set up to place orders on Amazon using a procurement system.
To place orders on the website, please ask your administrator to log into their business account, and set requisitioner permissions for you. Thank you.

Please note that if you receive this error message, please reach out to your PCard Representative for assistance.

Reconciliation / Refund Process

Reconciliation/Refund Process



Reconciliation/Refund Process

Type	ID	Status	Transaction Date	Total	Merchant	Company Code
	PCC10	Reconciled	Tue, 6 Aug, 2024	\$32.82 USD	AMAZON MKTPL*RF39J6200	1000 (LAUSD)

PCC10

These are the details of the request you selected. Depending on its status, you can edit, change, copy, cancel, or

[Print](#)

Summary Approval Flow **Order** Reconciliation History

Order ID: PC050
Version: 1
Order Confirmation Status: Unconfirmed
Title: Amazon Basics 2.4 Ghz Wireless Optical ...
Supplier: AMAZON CAPITAL SERVICES INC
Contact: AMAZON CAPITAL SERVICES INC
Close Order: Open
Source System: Ariba Guided Buying
Fleet Order: No
SBE Preference: ⓘ
Invoice Processor: (no value)
Direct Purchase:
Retention Percentage:
Delivery Priority: (no value)
Shipping Charges:
My Labels: [Apply Label...](#) ⓘ

Accounting - by Line Item

Bill To: [1001 \(LAUSD Accounts Payable\)](#)
Account Assignment: [K \(Cost center\)](#)
GL Account: [0000430001 \(General Supplies\)](#)
Cost Center: [0009142801 \(N2 Maintenance JC-CO\)](#)
Asset Class: [00944001 \(COMPUTER/OFFICE EQPT\)](#)
AssetClass:
Asset Description:
Fund: [010-0000 GF-Unrestricted](#)
Funds Center: [0009142801 N2 Maintenance JC-CO](#)
Commitment Item: (no value)
Functional Area: [0000-8100-99795 Maint Sect-Indirect Cost\(](#)
Funded Program: (no value)
Grant: [NOT_RELEVANT Not_Relevant Grant](#)
FM Area:
Division: 37
Program Code: 99795

Important Delivery Information:

- Ariba will link card transactions with the corresponding PCO# and 16-digit card # and auto-reconcile to the appropriate funding line.
- If charges cannot be identified, they are routed to the P-Card Manager queue for the admin to assign the transactions to the correct PCO# and these will go through the approval workflow process for reconciliation.

Shopping Amazon Business Direct (Outside of Ariba)

<https://www.amazon.com>



amazon business

Checkout – Group, Business Order Information

1

1 Choose a group [Learn more](#) ▾

Your groups	Addresses	Payment methods
<input checked="" type="radio"/> 1042401: Strategic Initiatives Office	Shared	Shared

[Choose this group](#)

1) In most cases, you will have a single group when purchasing directly from Amazon Business (Outside of Ariba), however, if you happen to be assigned to multiple groups, you will select the group that you are purchasing on behalf of.

2 Business order information [Close](#) ✕

PO number (optional)

[Continue](#)

2) PO# is an optional field and can be bypassed by clicking “Continue”

Checkout – Shipping, Payment, and Order Submission

3 Choose a shipping address

Does this order need to be delivered to a recipient other than the name in your address book?

Deliver To: This will be applied to only this order.

Group 1042401: Strategic Initiatives ...

[Shipping to more than one address?](#)

John Doe STRATEGIC INITIATIVES OFFICE, 333 S BEAUDRY AVE FL 14TH CUBICLE 14-128-1, LOS ANGELES, CA, 90017-1466, United States, Phone: 213-241-0479 [Edit address](#) | [Edit delivery preferences](#)

4 Choose a payment method

1042401: Strategic Initiatives Office credit and debit cards

Name on card

Expires on

 Visa ending in
Provided by your organization

12/2027

3) Select shipping address (Please ensure that the “Deliver To” recipient is added to ensure delivery to the appropriate person)

4) Payment method is pre-populated with department/school PCard for you. Nothing additional to select here.

Place your order

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

Organization restricted
Admin note: "Item restricted per P-Card Policy. Contact the P-Card Unit if there is justifiable District need." [See policies affecting this product](#)

Toshiba MG09ACA18TE 18 TB Hard Drive - 3.5 Internal - SATA [SATA/600]
Visit the TOSHIBA Store
4.4 ★★★★★ 290 ratings | [Search this page](#)

Price: ~~\$309.99~~ **prime** One-Day
FREE Returns

Buy more, save more
2 units
-2% **\$607.58**
\$303.79/unit

Capacity: **18TB**

Digital Storage Capacity	18 TB
Hard Disk Interface	ATA-4
Connectivity Technology	SATA
Brand	TOSHIBA

About this item

- The MG09 Series provides 18 TB of conventional magnetic recording (CMR) capacity
- Industry Standard 3.5-inch 26.1 mm height Form Factor
- Lower operational power profile, providing excellent power efficiency (W/TB) for better TCO

\$309.99
prime One-Day
FREE Returns

FREE delivery **Tomorrow, October 8.** Order within 2 hrs 11 mins
Deliver to 1042401 - Los Angeles 90017

In Stock

Quantity:

[Request quote for 34+](#)

[Add to Cart](#)
[Buy Now](#)

Secure transaction
Sold by Platinum Micro, Inc. and Fulfilled by Amazon.
Seller Credentials: Minority-Owned Business, 889 certification, Classified Small Business - SBA Standard

Return policy: 30-day refund/replacement
Support: Product support included
This item has been tested to certify it can ship safely in its

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.

Organization Blocked

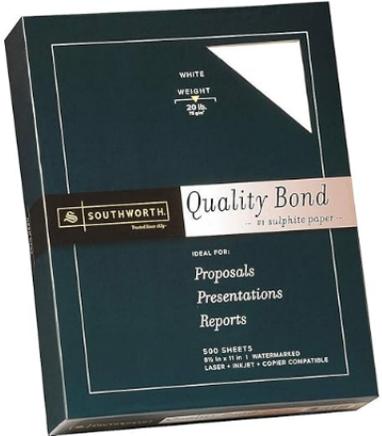


Hard blocking product categories prevents an end user from adding these products to their cart. The add to cart option will appear greyed out for any product categories that are blocked.

Organization blocked

Admin note: "This item has been blocked from purchases by your organization."

See policies affecting this product



Roll over image to zoom in

Panasonic Southworth Quality Bond Paper, 8.5" x 11", 20 lb/75 GSM, Wove Finish, White, 500 Sheets - Packaging May Vary (31-620-10), Small

Visit the Southworth Store

4.3 ★★★★★ 224 ratings | Search this page

Brand	Panasonic
Color	White
Item Weight	5.6 Pounds
Paper Finish	Wove
Sheet Size	8.5 x 11 inches

About this item

- **QUALITY BOND BUSINESS PAPER:** Southworth Fine Paper is ideal for proposals, presentations, reports and announcements!
- **LETTER SIZE PAPER:** You will receive 500 of 8.5" x 11" business white wove paper
- **PAPER WEIGHT:** 20 lb/75 gsm
- **PRINTER COMPATIBLE:** Works well with printers including inkjet and laser for jam-free every day printing. Plus, it's crafted to be lignin and for long-lasting results
- **HIGH QUALITY PAPER:** This paper is watermarked, which is historically the symbol of high quality in fine paper. A watermark is a faint impression that is embossed into the paper during the manufacturing process, just hold your paper up to the light!

[About the product](#) | [Reviews and Q&A](#)

Offers also available from **certified small and diverse sellers**. Details

Qty: 1

Request quote for 493+

Deliver to 1042401: - Los Angeles 90017

See All Buying Options

Add to List



Shop Binder Clips from BAZIC

-1% \$36.42 ~~\$36.79~~

\$34.96 with quantity discounts

Sponsored

Examples of Blocked Items for LAUSD:

- Chemicals
- Waxes & Oils
- Solvents



Highlighted Products and/or Sellers

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.

Organization preferred

Admin note: "Your organization identified this item as preferred and wants you to choose it over similar products."

[See policies affecting this product](#)



Roll over image to zoom in

100 Vinyl Sheets and Transfer Tape Variety Pack Bundle - 9x12 inch Sheets

Brand: Cricut
[Search this page](#)

[About the product](#) | [Reviews and Q&A](#)

[Report an issue with this product or seller](#)

Qty: 1

[Request quote for 151+](#)

[Deliver to LAUSD - Los Angeles 90017](#)

[See All Buying Options](#)

[Add to List](#)



USB KB-IN86KB SILICONE MINI WATERPROOF KB W/ TOUCHP

~~\$82.00~~
\$73.80 with quantity discounts

Sponsored



Sticky Notes 3x3 Inches, Bright Colors Self-Stick Pads, Easy to Pos...

~~-19% \$8.95~~ ~~\$10.99~~ ✓ prime
\$8.14 with quantity discounts

Sponsored

Examples of Other Preferred Policies for LAUSD

- SBA Certified Business
- Small Business
- Veteran Owned Business
- Women Owned Business
- Minority Owned Business

Business Account Navigation

- Hello, Ravenna
- Account for Ravenna Gar... 
- 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
Recurring Deliveries	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 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 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](#)

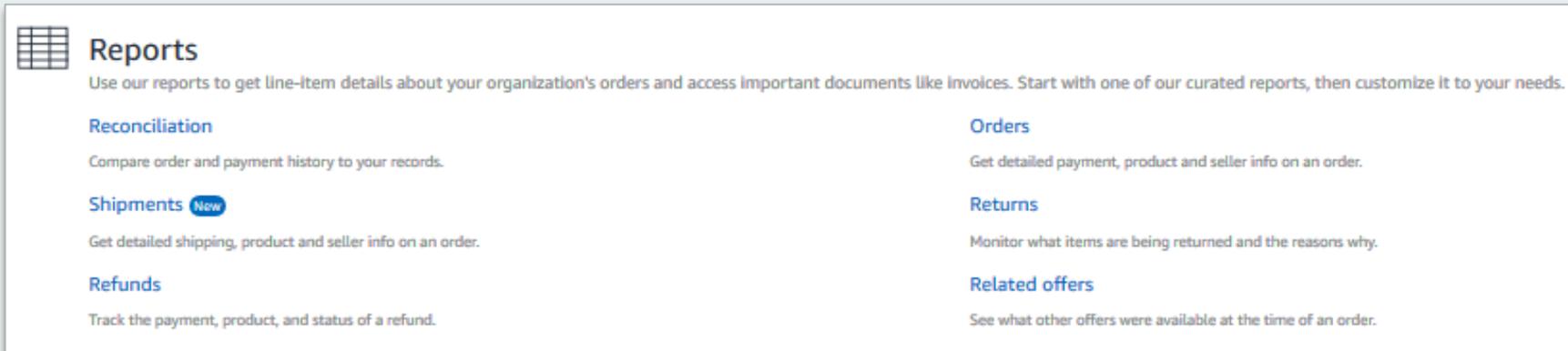
Need help over phone? [We can call you.](#)

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 displays 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 categories include Reconciliation, Shipments (marked as 'New'), Refunds, Orders, Returns, and Related offers. Each category has a brief description of the data it provides.

Report Category	Description
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
	<input type="checkbox"/>	11/08/2018	2FL26BHF590	Charge	\$357.88	Timberlands-Western
Adjust columns	<input type="checkbox"/>	11/08/2018	411MW1ZL1YS	Charge	\$51.62	Timberlands-Southern
	<input type="checkbox"/>	11/08/2018	5HQ2R3I0KBKO	Charge	\$60.99	CorpFunc-GeneralCounsel&Corp
Get order documents	<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, chat and phone.

Not sure what you're looking for? Learn more about the features and benefits on Amazon Business [HERE](#).

Departments - Buy Again Savings Hub Quantity Discounts Today's Deals Business Plus Add People Gift Cards **Help** EN

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.](#)

Hey, I never received my Fire tablet

Messaging Assistant • Customer Service

So sorry it never showed up

I'll go ahead and send another one to the same address you had the last one sent, OK?

Yes, sounds good

Messaging Assistant • Customer Service

OK, we just put in the replacement order. It should arrive in a couple of days.

Gift Cards Help **Contact Us**

The bot quickly figures out what you need help with.

It fixes your issue, or connects you with a human if you need more help.

You're on your way!

Here are a few things you can take care of on your own

- Check on an order
- Returns & Refunds
- Manage content & devices
- Get help with Prime
- Update payment info
- Account settings

Jared Arambel

Strategic Adoption Manager

Available for Individual/Team Meetings – Let's Connect!

- **How can I help?**
- Provide a personalized, white-glove purchasing experience
- Streamline purchasing processes to improve efficiency
- Identify cost-saving opportunities to maximize value
- Secure discounts for bulk or high-volume orders
- Assist with complex projects and Request for Quote (RFQ) submissions
- Help navigate inventory availability and quantity limits
- Conduct departmental presentations and business reviews
- Offer escalated customer service for high-priority issues



E: jarambel@amazon.com

P: 310-869-5344

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:

- 866-486-2360

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

Your Account Executive – Steve Purgatorio (spurgato@amazon.com)

- This 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

Appendix

Background of Program

Strategic Alignment



- **Vision:** LAUSD will be the premier public school district by eliminating inequities to graduate ALL students ready for the world-to thrive in college, career, and life.
- **Mission:** Realizing excellence for all students by providing the unique, rigorous, and culturally relevant education every student deserves.

Pillars:

- Pillar 1: Academic Excellence
- Pillar 2: Engagement and Collaboration
- Pillar 3: Joy and Wellness
- Pillar 4: Operational Excellence
- Pillar 5: Investing in Staff

Core Beliefs:

- Equity
- Collaboration
- Excellence



Mission: Enabling the Learning Mission via Digital Procurement, bringing product into practice efficiently and Reallocating Resources towards Instruction

Values:

Empowerment: Empowering educational staff to bring vision to fulfillment for student growth

DEI (Diversity, Equity, Inclusion): To bring high quality, diverse, equitable solutions and opportunities to our partners

Personalization: To honor a personalized approach to engaging tools for enabling learning

LAUSD-Amazon Business Relationship Timeline



Program Highlights

Purpose: Amazon Business is a tool for schools' teachers and staff to obtain products efficiently, equitably, via digital solutions, to Enable the Learning Mission.

Benefits of Program:

- Discounted pricing
- Punch-out or Direct Access option
- Fast, free shipping to your schools with Business Prime
- Choice for P-Card purchases
- Empowers Teachers and Staff
- Vast product selection
- Personalized approach

Joining the LAUSD Amazon Business Account

How to Access Amazon Business

Amazon Business is integrated into LAUSD's Ariba Application. All users will access Amazon Business through Ariba regardless of how they have previously accessed Amazon.

- All registration flows start when the buyer punches out to the Amazon Business account from Ariba for the first time
- End users must have access to the Amazon Business punchout in Ariba order to access Amazon Business

If you already have a profile in the LAUSD AB account, you can disregard this and the next pages regarding registration.

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.

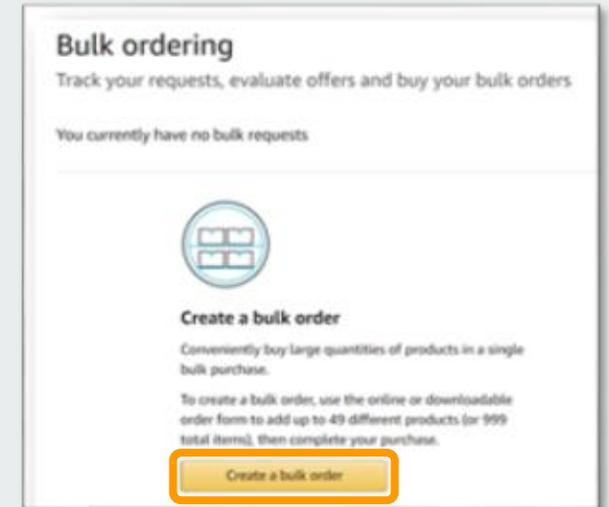
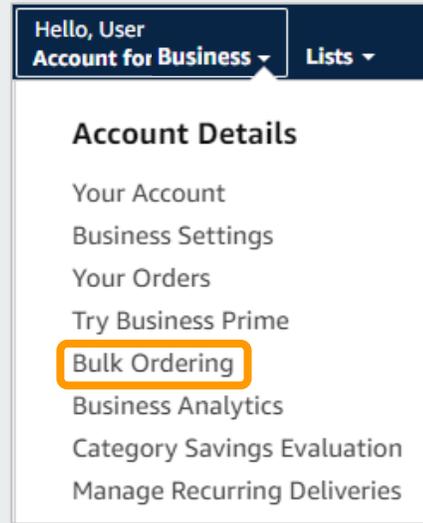
Persona	Objective
New User	Has never used LAUSD email address on any Amazon account
User to Convert	Amazon.com User (LAUSD email address linked to Amazon) who's order history will be migrated to the Centralized Business Account
User to Split	Amazon.com User (LAUSD email address linked to Amazon) who 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 be Invited	Amazon Business User (LAUSD email address currently linked to an Admin profile on an existing Amazon Business account) who needs to be invited to migrate the existing AB account to the central LAUSD AB account. If there are multiple users on the existing AB account, those users will migrate over with the account to the central LAUSD AB account.

Bulk Buying Tool

Bulk Buying Tool

Access the Bulk Ordering tool from the drop down menu of your business account

- [Create bulk orders](#) when you need more of something
- You can [Buy in Bulk by Category](#)
- Request custom quotes directly from sellers based on your business needs
- Search for and Order Books in Bulk using ISBN or ASIN numbers



A screenshot of the 'New bulk order' form. The title is 'New bulk order' and there is a link 'Give us feedback on bulk orders'. Below the title, it says 'Add up to 49 different products (or 999 total units)'. There are two main options: 'Form entry' (Enter products one by one) and 'Upload spreadsheet' (Upload our fill in template). Below these options, there are three input fields: 'Input type' (ASIN or ISBN), 'ASIN or ISBN number' (Eg: B01234567 or 978-3161484100), and 'Quantity'. An 'Add to order' button is located to the right of the 'Quantity' field.

Custom Quotes

Amazon Business Customer Quoting

- Amazon Business has the ability to request quotes from across the sellers on the Amazon Marketplace. The Custom Quote Engine (CQE) is a tool which helps Amazon Business Customers request a specific, discounted price on higher volume purchases.
- Requirements of Custom Quote Tool:
 - **Using the tool from the AB account:** Minimum requirements are * \geq \$10K or quantity of >999 units for a particular item(s).
 - **Work directly with your organization's AB Account Executive (AE):** Minimum requirements are \geq \$7500K or >999 units). Your organization's AE contact information is at the end of this guide.

*Books are an exception to these minimum requirements

Why Create a Custom Quote Engine?

- AB is primarily a buy-now solution (based on the Amazon.com model), offering instant quotes and fast deliveries.
- Customers come to AB for small/medium orders and turn to contracted suppliers for larger bulk purchases
- We are thinking bigger with bulk.
- Our vision: Help Customers leverage Amazon's supplier network and competitive marketplace to get better pricing on bulk purchases while meeting bid requirements.

How Does Customer Quote Engine Work?

1. Go to www.amazon.com/customquotes and find a product

The screenshot shows the Amazon Custom Quotes interface. At the top, there's a navigation bar with 'Custom Quotes' and a search bar. Below that, a blue banner reads 'Custom Quotes Bulk purchasing for when you need more.' Three icons highlight key features: 'Access hundreds of pre-vetted bulk suppliers', 'Custom offers tailored to your business needs', and 'Typical savings of 20%'. A 'How to request Custom Quotes' section follows, with five steps: 1. Select 'Buying in Bulk?' link on Product page; 2. Input quantity needed on Bulk Ordering page; 3. Select 'Request a quote'; 4. Check quote status on Bulk Ordering Dashboard; 5. Proceed to Checkout. Below this is a 'Buy in bulk by category' section with buttons for OFFICE, IT, BREAKROOM, FOOD SERVICE, HEALTH & PERSONAL CARE, MAINTENANCE, REPAIR, & OPERATIONS, FLEET & AUTOMOTIVE, LAB SUPPLIES, and HOSPITALITY. The main product list shows 1-12 of over 60,000 results. Products include: iHealth COVID-19 Antigen Rapid Test (17.99), Ailun Glass Screen Protector (259.25), Nespresso Capsules (38.22), Cottonelle Fresh-Fee Wet Wipes (95.80), WD 14TB Elements Desktop Hard Drive (239.99), Stardrops - The Pink Stuff (17.63), Logitech G PRO X SUPERLIGHT Wireless Gaming Mouse (133.00), SanDisk 128GB microSDXC Card (121.66), Fitbit Inspire 2 Health & Fitness Tracker (66.67), and Zacurate Pro Series S000L Fingerprint Pulse Oximeter (119.95).

How Does Customer Quote Engine Work?

2. Toggle “Buy new” and click on “Buying in bulk?”

The screenshot shows the Amazon Business product page for a SanDisk 128GB microSDXC Card, Licensed for Nintendo Switch. The page includes a navigation bar with the Amazon Business logo, a search bar, and various utility links. The product title is "SanDisk 128GB microSDXC Card, Licensed for Nintendo Switch - SDSQXAO-128G-GNCZN". The price is \$23.20, with a list price of \$34.99. The product is in stock and can be purchased in bulk. The "Buying in bulk?" option is highlighted with a yellow checkmark. The "Add to Cart" button is also visible.

business All ▾ Enter keyword or product number **COVID-19 medical & safety supplies >>**

Departments Deliver to Maria Mather 95655 Buy Again PPE for Work Savings Hub Quantity Discounts Today's Deals Workplace Essentials Gift Cards Help Recommendations ▾ EN Hello, AB Account for Amazon ▾ Lists ▾ Try Business Prime ▾

Subscribe & Save **Up to 15% off auto-deliveries** Shop now

Electronics > Computers & Accessories > Computer Accessories & Peripherals

SanDisk 128GB microSDXC I
NINTENDO SWITCH

SanDisk 128GB microSDXC Card, Licensed for Nintendo Switch - SDSQXAO-128G-GNCZN
Brand: SanDisk
★★★★★ ▾ 144,483 ratings | 199 answered questions

List Price: \$34.99
Price: **\$23.20** & FREE Returns ▾
You Save: \$11.79 (33%)

Capacity: 128GB
64GB 128GB 256GB 512GB

Style: Super Mario Super Mushroom
Legend of Zelda Triforce Apex Legends Sigil **Super Mario Super Mushroom**
Super Mario Super Star Animal Crossing Leaf

Brand: SanDisk
Flash Memory Type: Micro SDXC
Hardware Interface: MicroSDXC
Secure Digital Association: Class 10
Speed Class
Memory Storage Capacity: 128 GB

Share [Email] [Facebook] [Twitter] [Pinterest]

Buy new: \$23.20
& FREE Returns ▾
FREE delivery: ▾ Wednesday, Aug 4 on orders over \$25.00 shipped by Amazon. Details
Fastest delivery: Monday, Aug 2
Order within 11 hrs and 4 mins Details
Deliver to Maria - Mather 95655
In Stock.
Qty: 1 ▾
Buying in bulk?
Add to Cart
Secure transaction
Ships from Amazon
Sold by Westronique

Roll over image to zoom in

How Does Customer Quote Engine Work?

3. Change the Quantity and/or click “Request a Quote”

Bulk order offers

Products available: 1 of 1
Items available: 975 of 975

Subtotal (975): **\$22,395.75**
Shipping calculated at checkout
Estimated tax calculated at checkout.

[Add all to cart](#)

Or

[Request a quote](#) ✓

Get offers from suppliers in as little as 24 hours for orders of \$10,000.00 or 500 units or more

Product	Quantity	Availability	Seller	Price + Shipping
 <p>SanDisk 128GB microSDXC Card, Licensed for Nintendo Switch - SDSQXAO-128G-GNCZN ★★★★★ 144483 ratings ASIN: B07KXQX3S3 Condition: New Similar items available from \$19.98</p>	Quantity: 975 ✓	In Stock.	Sold by Westronique and Fulfilled by Amazon. 100% positive (259 seller ratings)	\$22,395.75 \$22.97 each & FREE Shipping . Details Arrives: Aug 13 - 16 Details Fastest delivery: Monday, Aug 9

[Show more buying options](#) ▾

How Does Customer Quote Engine Work?

4. Change all relevant fields and click “Request Quote”

[Bulk ordering](#) / [Bulk order offers](#) / Request quotes

Request quote

Send a quote request to multiple suppliers and get offers in as little as 1 day.



SanDisk 128GB microSDXC Card, Licensed for Nintendo Switch ..

Quantity

Target price/ea

Price range: Include quotes for similar items

Current Amazon Business price: \$22.97

Quote name

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

Need quotes by

Allow at least 24 hours or longer to give suppliers time to offer a quote.

Deliver by

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

Delivery zip code

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

Can we share your business name with suppliers?

Yes (Recommended) No

Sharing business name can help suppliers provide more favorable offers.

By requesting quotes, you agree to the Spot Buy section of [terms and conditions](#)

How Does Customer Quote Engine Work?

5. Check your Bulk Ordering list and click "View request"

The screenshot shows the Amazon Business Bulk Ordering interface. At the top, there is a navigation bar with the Amazon Business logo, a search bar, and various utility links like 'Buy Again', 'COVID-19 Supplies', and 'PPE for Work'. The main heading is 'Bulk ordering', with a sub-heading 'Create a new bulk order, continue saved bulk orders, or track your requests for quotes and quantity discounts.' Below this, there are three tabs: 'Quote requests', 'Saved bulk orders', and 'Quantity discount requests'. The 'Quote requests' tab is active, showing a green checkmark and the message: 'We have received your request. Please check back later for supplier responses.' To the right of this message is an orange 'View request' button. Below the message, it says 'REQUEST SENT' and 'Requested Jul 30, 2021 | Quotes due Aug 4, 2021'. A product card for 'SanDisk 128GB microSDXC Card, Licen-07/30/2021' is displayed, showing a quantity of 975, a target price of \$17.25 (+/- 5%), and an estimated subtotal of \$15,977.81 - \$17,659.69.

business All ▾ Enter keyword or product number  **COVID-19 medical & safety supplies >>**

Departments  Deliver to Maria **Mather 95655** Buy Again COVID-19 Supplies PPE for Work Savings Hub Quantity Discounts Today's Deals Workplace Essentials Gift Cards Help Recommendations ▾ EN  Hello, AB Account for Amazon ▾ Lists ▾ Try Business Prime ▾ 

Bulk ordering [Give us feedback on bulk orders](#)

Create a new bulk order, continue saved bulk orders, or track your requests for quotes and quantity discounts.

Quote requests Saved bulk orders Quantity discount requests

 We have received your request. Please check back later for supplier responses. [View request](#)

REQUEST SENT
Requested Jul 30, 2021 | Quotes due Aug 4, 2021

SanDisk 128GB microSDXC Card, Licen-07/30/2021

 Quantity: 975
Target price/ea: \$17.25 (+/- 5%)
Estimated subtotal: \$15,977.81 - \$17,659.69

How Does Customer Quote Engine Work?

6. Review status until quote is received. Once quote(s) are received, select the quote and add to cart and proceed to checkout like normal.

Bulk ordering / Quote results

REQUEST SENT

SanDisk 128GB microSDXC Card, Licen-07/30/2021
(Quote #59e25a4d-acb8-4db8-b0a9-6a7a71391461)

Subtotal (975): **\$22,395.75**

Proceed to checkout

Jul 30 Created request
Need quotes by: Aug 4, 2021 12:00 AM (EDT)
Deliver by: Aug 13, 2021 12:00 AM (EDT)
Delivery zip code: 98170

Jul 30 Sent to suppliers for quoting

Supplier quotes due

Review and purchase

+ Expand detailed history



SanDisk 128GB microSDXC Card, Licensed for Nintendo Switch - SDSQXAO-128G-GNCZN

★★★★★ 144483 ratings
(Quotes for similar items accepted)

Requested Quantity: 975
Target price/ea: \$17.25 (+/- 5%)

Current Amazon Business Offer [i](#)

Prior to purchase, availability of this offer may change.

\$22,395.75 Quantity: 975

\$22.97 each

& **FREE Shipping**. [Details](#)

Arrives: **Aug 13 - 16** [Details](#)

Fastest delivery: **Aug 9 - 10**

Ships from Amazon.com and sold by [Westronique](#).
100% positive (259 seller ratings)

business

A blue curved arrow pointing from left to right, positioned below the word "business".