



Amazon Business/CSUBUY Rollout

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2/15/2023

Enabling Amazon Business for CSU-S

- Amazon Business will be added as an option within CSUBUY for Sac State Requesters and Shoppers
- Process will allow CSU-S to place orders under the Centralized CSU Amazon Business Prime Account
- Access to Amazon Business pricing and products
- Provides you the ability to find items that support Small and Local Businesses
- Users will receive targeted Launch Communications to provide them with instructions on how to Register their account
- Amazon will host Office Hours to support Registration Questions

Registration

Amazon Business Registration Scenarios

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

Persona	Objective
Existing CSU-S User	No additional action needed to access your account
New User	Has never used Customer email domain on any Amazon account. User will be asked to create a password when accessing Order History, Creating a List or Initiating a return. Once the password is created, you can use this moving forward.
User to Convert	Amazon User (Customer email linked to Amazon) who's order history and account information (payment methods, addresses, etc.) will be migrated to the new Business Account
User to Split	Amazon User (Customer email linked to Amazon) who would like to transfer all previous order history and account information to a personal email, starting with a clear profile in the new Business Account
User to De-Register	Amazon Business User (Customer email currently linked to an Amazon Business account) who needs to convert account to a consumer account prior to joining the central account

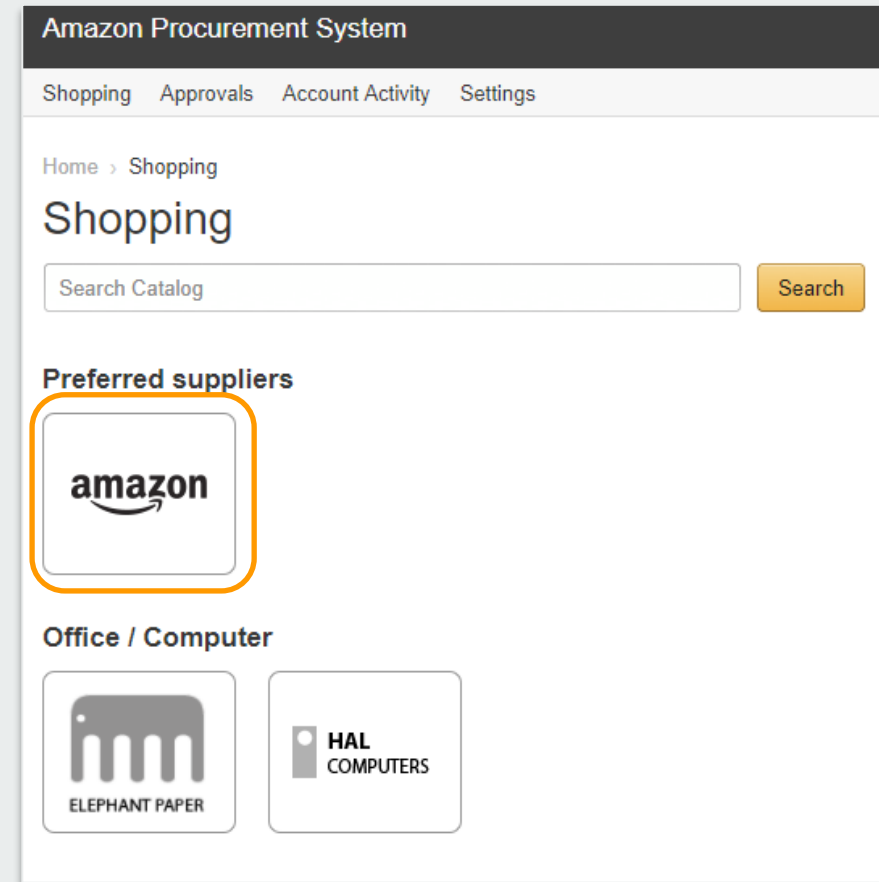
Various Registration Paths



How to Access Amazon Business

When Amazon Business is integrated in an eProcurement system, all users will access Amazon Business through the procurement system regardless of how they have previously used their email

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



Checkout Experience

Begin Checkout Flow



Added to Cart

Cart subtotal (1 item): **\$3.56**

To qualify for **FREE Shipping**, add **\$21.44** of eligible items. [Details](#)


Cart

Proceed to checkout (1 item)


Sponsored products related to *BIC Round Stic Grip Xtra Comfort Ball...* [\(What's this?\)](#)



Select a Payment Option and Continue

amazon.com  | SIGN IN SHIPPING & PAYMENT GIFT OPTIONS PLACE ORDER

Select a payment method

Dunder-Mifflin Paper Company credit and debit cards	Name on card	Expires on
<input checked="" type="radio"/>  Visa ending in 1643	Oloyede Olumide	

Continue

You can review this order before it's final.

Do you need help? Explore our [Help pages](#) or [contact us](#)

[Conditions of Use](#) | [Privacy Notice](#) © 1996-2017, Amazon.com, Inc.

Review Order Details + Submit for Approval

- Selecting “Submit order for approval” transfers your shopping cart back to your purchasing platform.
- This starts the regular approval process, dictated by your business, before the Purchase Order is sent to Amazon and the Amazon order is created.
- The address is a default and the final address will come over on the Purchase Order.

Payer
Dunder-Mifflin Paper Company
[Change](#)

Payment method [Change](#)
VISA ending in 1643

Promotional Codes:
Enter Code

Shipping address [Change](#)
Lansing High School
1412 147th St
Lansing, KS 66043
United States
Phone:
[Ship to multiple addresses](#)

Business Order Information [Change](#)

Estimated Delivery: Depends on Approval
(For example, if approved now, Thursday, Dec. 14, 2017)

AmazonBasics D Cell Everyday Alkaline Batteries (12-Pack)
\$8.99 [Add-on Item](#)
Quantity: 9 [Change](#)
Sold by: Amazon.com LLC
 and see other gift options

Choose a delivery option:

- 5-8 business days
FREE Shipping
- 4.5 business days
FREE Standard Shipping
- 2 business days
FREE Two-Day Shipping
- 1 business day
\$66.88 - One-Day Shipping

Choose a shipping preference:

- Group my items into as few shipments as possible
- I want my items faster. Ship items as they become available.
(at additional cost)

Submit order for approval
By placing your order, you agree to Amazon's [privacy notice and conditions of use.](#)

Order Summary

Items (9):	\$80.91
Shipping & handling:	\$34.31
Free Shipping:	-\$34.31
Total before tax:	\$80.91
Estimated tax to be collected:	\$7.20
Order total:	\$88.11

Qualifying offers:
- Free Shipping
[How are shipping costs calculated?](#)

Creating & Sharing Lists

Business Lists – Creating 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. Any User on Amazon Business can create a shopping list
- See [Create a List](#) (link) for a detailed 1-pager on how to create list for future reference
- Simply hover over Lists in the top right corner of the main page and click **“Create a List”**
- Select re-order so items remain on list for future purchases
- Easily upload multiple items via spreadsheet template or search/browse by key words such as ASIN, keyword, part #, and even your past orders

The image shows a collage of Amazon Business interface elements:

- Top Left:** A user profile header for Katherine Ravenna Gar... with a 'Lists' dropdown menu. The dropdown shows 'Your Lists' with options: Breakroom Favorites, Shopping List, Wish List, and 'Create a List' (highlighted with an orange box).
- Top Right:** A product page for a Kindle eBook. It shows a 'Buy new' price of \$12.99 (save \$7.00 from \$19.99) and a 'Buy used' price of \$9.71. There is an 'Add to Cart' button and an 'Add to List' button (highlighted with an orange box).
- Middle Left:** A 'Create a List' dialog box. The 'List name' field contains 'Reorder List'. Below it is a link to 'Upload a spreadsheet of items (optional)' (highlighted with an orange box).
- Middle Right:** A 'Choose a list type' dialog box. The 'Reorder List' option is selected (radio button checked), with a description: 'For items you buy regularly. Items remain on your list after purchase.' The 'Shopping List' option is unselected, with a description: 'For items you buy once. Items are removed from your list after purchase.'
- Bottom:** A form titled 'Add items using product information'. It contains several input fields:
 - Your Orders
 - Keyword
 - ASIN (Amazon product number)
 - ISBN (International Standard Book Number)
 - Amazon URL (Link to product page)
 - Supplier and SKU
 - Manufacturer part number

Business Lists – Sharing Lists

Sharing the list

- Click “Share” to choose a user with whom you would like to share the list.
- Choose whether the user will be able to edit the list and enter then enter a name in the box underneath.
- Once you select the name, choose whether you want the user to receive an email notifying the user a list has been shared.
- Click save and now the list appears in the selected user’s *Shared with you* within Lists.

[Link to 1-pager on how to share/review lists:](#)

[Sharing a List](#)

[Reviewing a Shared Shopping List](#)

The screenshot illustrates the process of sharing a list on Amazon Business. It features three overlapping windows:

- Book List (Top):** Shows a list titled "Book List" with an estimated subtotal of \$12.99. It includes a "Share" button and a "Share list" dialog box. The dialog box has two options: "Buy only" (where users can only buy items) and "Edit + buy" (where users can add and remove items and change comments and quantities). A search box for "people and groups" is present, with "fred" entered. A dropdown menu shows "Fred Pcardholder" with the email "ctofant+demo@amazon.com".
- Share list (Middle):** This dialog box is similar to the one above but includes a "Generate a public link" checkbox and an "Email a link to people and groups added (not organization or public)" checkbox. The "Fred Pcardholder" is already selected in the search box.
- Lists (Bottom Right):** Shows a "Lists" page with a "Create a list" button and a list of existing lists. The "Shared with you" section is expanded, showing the "Book List" being shared.

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](#).

The screenshot displays the Amazon Business Customer Support interface. At the top, a dark blue navigation bar contains links for 'Departments', 'Buy Again', 'Savings Hub', 'Quantity Discounts', 'Today's Deals', 'Business Plus', 'Add People', 'Gift Cards', and 'Help' (highlighted with an orange box). The main content area features a teal background with the heading 'Fixing things is quick & easy' and a sub-headline 'The bot quickly fixes your problem or connects you to someone who can.' Below this is a prominent orange 'Start chatting now' button and a link 'Need help over phone? [We can call you.](#)'

A chat window is overlaid on the right, showing a conversation with 'Messaging Assistant - Customer Service'. The chat history includes: 'Hey, I never received my Fire table...', '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', and 'OK, we just put in the replacement order. It should arrive in a couple of days.' A secondary navigation bar on the right side of the chat window includes 'Gift Cards', 'Help', and 'Contact Us' (highlighted with an orange box).

At the bottom of the teal section, three icons with text describe the support process: '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.', and 'You're on your way!'.

The bottom white section is titled 'Here are a few things you can take care of on your own' and lists six services with corresponding icons: 'Check on an order', 'Returns & Refunds', 'Manage content & devices', 'Get help with Prime', 'Update payment info', and 'Account settings'.

Questions?

- Amazon Customer Service:
<https://www.amazon.com/gp/help/customer/contact-us?>
- Procurement & Contract Services: procard@csus.edu

business

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