



**Thank you for attending this Amazon Business hosted webinar.**  
*We will begin shortly.*

If you have not already, please take a minute to accept your invitation  
and register your Amazon Business account.

# Amazon Business Admin Training

State of Hawaii

February 2019



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# State of Hawaii Procurement Policies

## Transition to Amazon Business

- ✓ Effective 3/1/2019, PC2019-09, Amendment 2

## Policies:

- Mandatory for all Executive Branch Departments/Agencies (excluding DOE, UH, OHA and HHSC) whenever an employee is selecting Amazon to make a purchase.
- Use for Goods only.
  - Alcohol, food/groceries and services are restricted.
- Maximum spend per transaction shall NOT exceed \$2,500.
- Prime categories should be used whenever possible to avoid shipping fees.
- Authorized business use only.
  - Personal use strictly prohibited.

# State of Hawaii Training Requirements

SPO-001	Procurement Basics
SPO-127	Understand, Detecting & Preventing Antitrust Violations
SPO-120	Small Purchase Method of Procurement
SPO-190	SPO Price & Vendor List Contract and Cooperative Purchasing

# State of Hawaii Procedures

## PROCEDURES:

1. Employee must first determine if Amazon is appropriate to use.
2. Check SPO Price/Vendor List
3. Compare the PL/VL price to Amazon, using SPO-010
4. If the Amazon price is less than the PL/VL, Amazon may be used.
5. If the PL/VL price is less expensive, Amazon shall NOT be used.
6. The State's pCard is the only acceptable form of payment.
7. Compliance verification is not required prior to issuing a pCard payment.
8. Employee responsible for verifying the product arrived satisfactorily at the correct price (pCard statement)

**\*Note: The department/agency may impose additional policies and procedures as appropriate.**

# SPO-010 (sample)



## STATE PROCUREMENT OFFICE RECORD OF PROCUREMENT

1. Agency: State Procurement Office
2. PO/pCard. No. xxxx-00-1234
3. Date: 3/15/2019
4. Project/Requisition/Work Order No. Office Operations
5. Record for: ☒ Small Purchase procurements for goods, services, & construction less than \$5,000 (HRS §103D-305) ☐
- ☐ Small Purchase procurements for goods, services, & construction \$5,000 to less than \$15,000 (HRS §103D-305)\*
- ☐ Small Purchase procurements for health & human services less than \$25,000 (HRS §103F-405)
- ☐ SPO Price List or Vendor List Contract No. [REDACTED]

\* Small purchases \$15,000 to less than \$100,000 (goods & services) and less than \$250,000 (construction) shall be conducted on an electronic procurement system.

6. **PART A.** Description of good/service/construction to be procured (Ref. HAR chapter 3-122, subchapter 8):

three hole punch heavy duty – padded handle

SP0-010 (sample)

7. <b>PART B.</b> Quotations Solicited - Obtain no less than three written quotes (Ref. HAR §3-122-75(b) & (c)):					
Award To: (Check Box)	8. Vendor/Company Name	9. Representative Name	10. Phone No	11. Date of Quote	12. Amount Quoted
<input checked="" type="checkbox"/>	1. Amazon Business	Amazon.com		3/1/2019	18.97
<input type="checkbox"/>	2. Office Depot	SPO PL 17-02		3/1/2019	38.99
<input type="checkbox"/>	3.				
<input type="checkbox"/>	4.				
<input type="checkbox"/>	5.				
13. <b>PART C.</b> Justification for inability to obtain minimum three quotations, if applicable (Ref. HAR §3-122-75(d)):					
<div></div> <p>Not required</p>					
14. <b>PART D.</b> Justification for award to other than lowest responsive, responsible vendor, if applicable (Ref. HAR §3-122-75(e)):					
<div></div>					
<b>Employee</b> conducting procurement: <div></div> Buyer signature required			<b>Procurement Officer</b> approval: Approval signature if required by department <div></div>		
15. <u>Signature</u>		Date		16. Signature	
				Date	

**FILE A COPY AS SUPPORTING DOCUMENTATION IN THE FILE PROCUREMENT FILE.**



# State of Hawaii – Contact Information

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Phone: (808) 586-0563

Website - [spo.hawaii.gov](http://spo.hawaii.gov)

Phone: (808) 586-0554

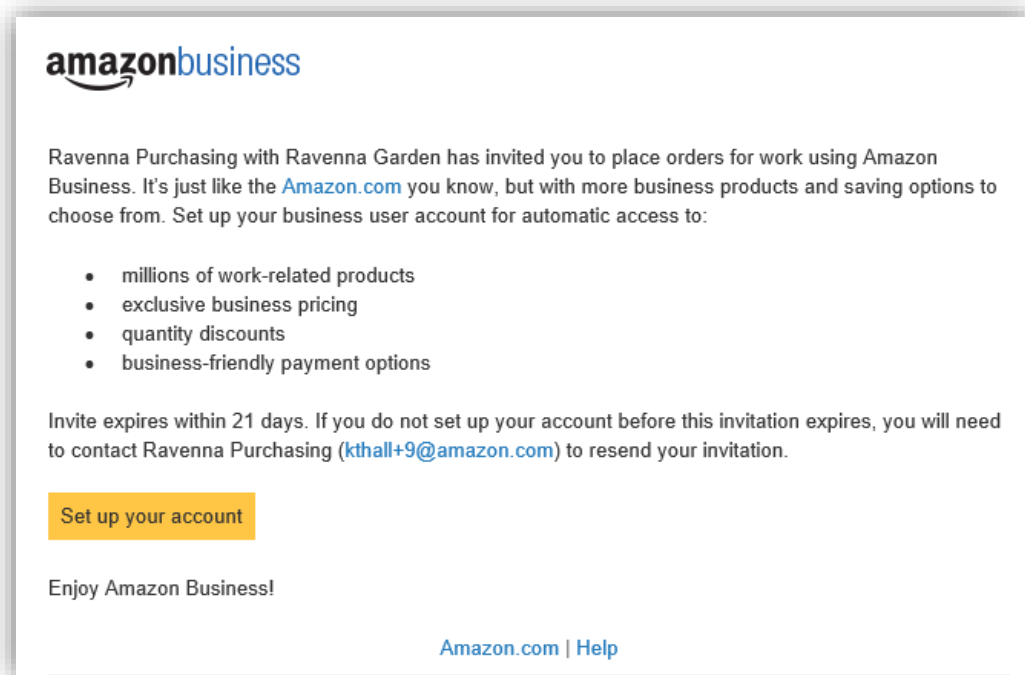
Email: [state.procurement.office@Hawaii.gov](mailto:state.procurement.office@Hawaii.gov)

# Joining the Amazon Business Account

# Invitation Email

*To access the Amazon Business account, you must accept your emailed invitation to join*

- Invitations are tied to an end users email. The recipient cannot change the email you use to register for the account.
- Account invitations are valid for 21 days from date sent. Once an invitation has expired it cannot be used to join the account and will need to be re-sent. Please contact your Account Administrator if you need to have an invitation re-sent.
- Registration flow may differ depending on how a work email has been used on Amazon in the past.



# First Time User Registration Guide

1. You will receive an email inviting you to join your organization's Amazon Business account. Click on **Invitations are time sensitive.**
2. If you do not receive your invitation, please check your spam folder. The email will come from no-reply@Amazon.com.
3. Choose the scenario below that applies to you and follow the instructions.

SET UP YOUR ACCOUNT

## Scenario 1

Create a new business user account

If you have not previously used your work email address on Amazon.com, account set up is simple!

Enter your full name  
and choose your  
business password



Next step



Start shopping

## Scenario 2

### Convert your existing Amazon Account

Sign in to the existing account that you use for business purchases on Amazon.com.



If you already have an Amazon account tied to your work email address and use this account solely for business purchases, you will migrate this existing account to your organization's Amazon Business account. Do not choose this option if you have made personal purchases on this account.

Start shopping



## Scenario 3

### Separate Business and Personal Shopping

Sign in to the existing account you use for business/personal purchases on Amazon.com.



If you have an existing Amazon account tied to your work email and use this account for business and personal purchases, we will separate your personal order history from your work email.

Choose a new email for your existing Amazon account. Your password stays the same

The email designated here, will be used to access your previous account, including existing order history and saved payments or shipping addresses.

# Shopping on Amazon Business



# 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

- If Business Prime Shipping has been purchased, it provides Free Expedited Shipping on eligible items for all users in the business account..

## Buying Policies

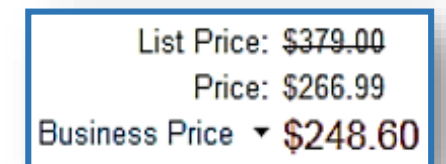
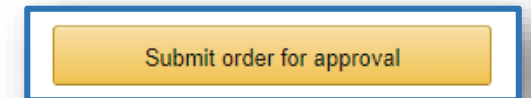
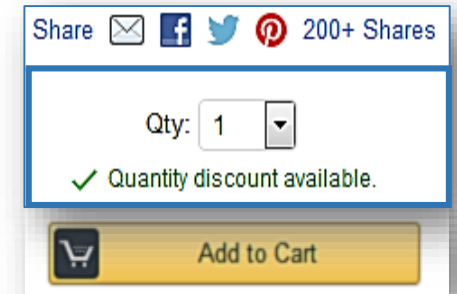
- Your account administrator has customized Amazon Business to help you comply with your organization's buying standards and procedures. Features include approval workflows, negotiated pricing, and preferred suppliers and preferred products.

## Business-Only Selection

- Business-only selection refers to items and offers that are only available for purchase by Amazon Business customers.

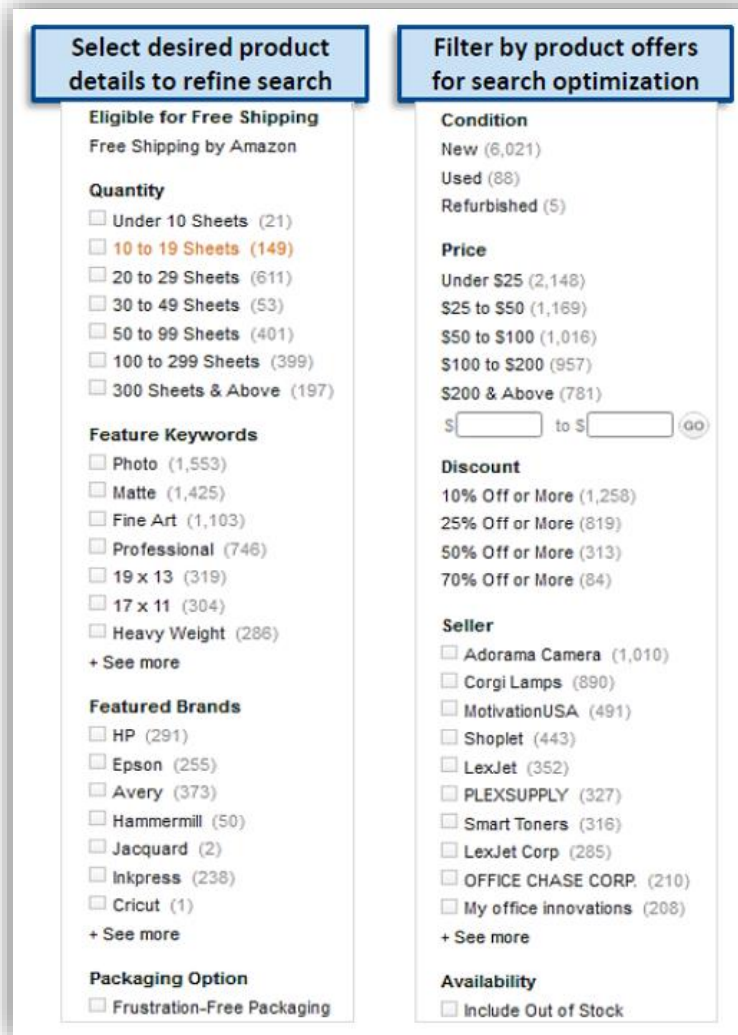
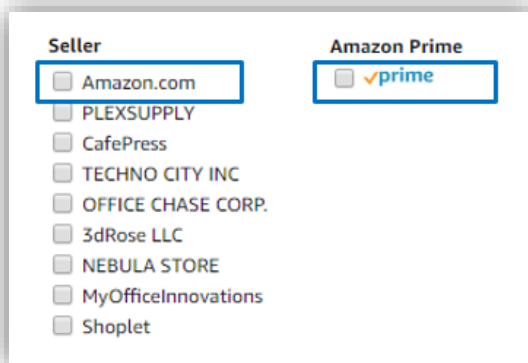
## Amazon Business Analytics

- 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.



# Search & Browse Optimization

- Amazon is the “everything store.” With such a large selection, we do our best to make it easy for you to find what you’re looking for.
- Recommended filters:
  - Business Sellers
  - Prime Eligible
  - Brand
  - Average Customer Review/Rating
  - Diversity Credentials





# Business Prime

## Take Advantage of Amazon Prime Shipping Benefits

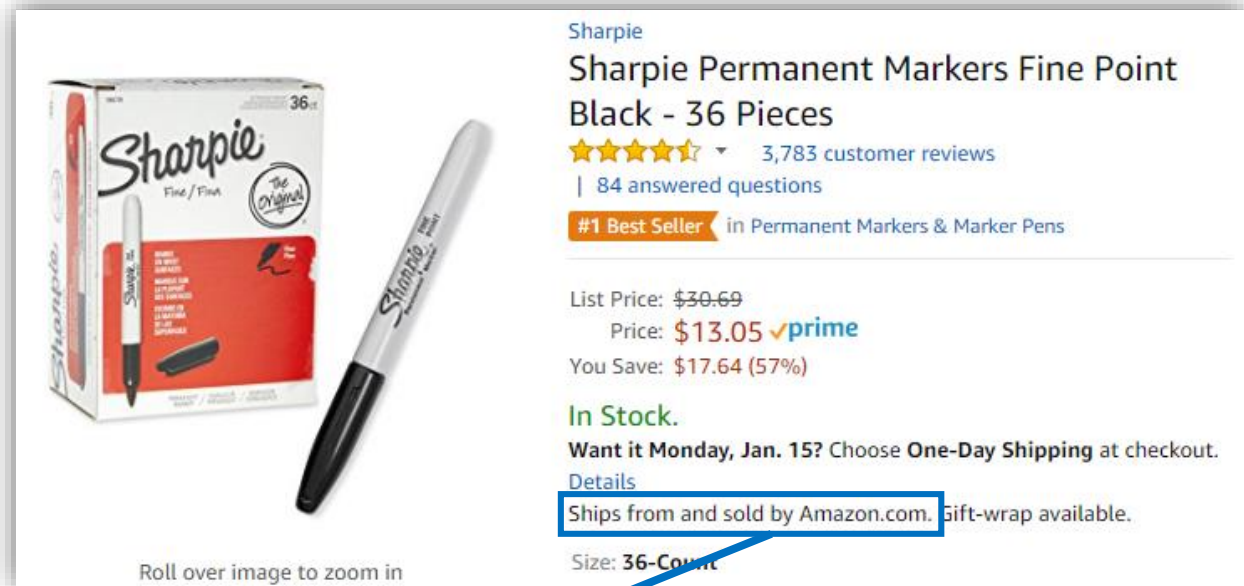
- An easy way to ensure that your products arrive on time and as expected, is to order products fulfilled directly from Amazon. All products clearly mark who the seller is on the product detail page.

## Prime Eligibility – Fulfilled by Amazon.com

- Prime eligible Items are fulfilled by Amazon. We recommend searching for prime eligible items.

## What's not Included?

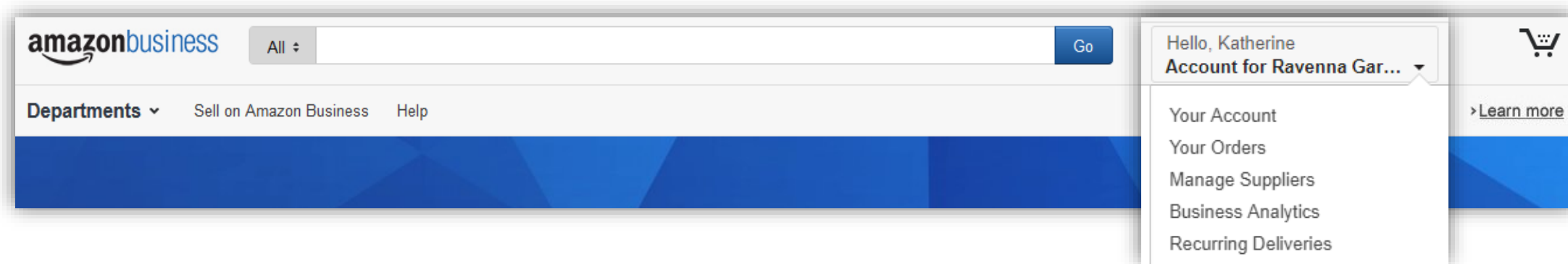
- Business Prime Shipping does not include additional Prime benefits such as Amazon Fresh, Pantry, Video, or Music.



Ships from and sold by Amazon.com.

# Business Account Navigation

*Welcome to Amazon Business. You will notice a few changes to the look and feel of your Amazon experience, which are designed to streamline your purchasing process*



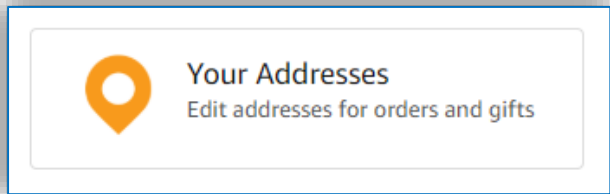
Your Account	Standard Amazon account information
Your Orders	View and track orders. Administrators can view orders others have placed on behalf of the organization.
Manage Suppliers	Easily find suppliers on Amazon Business and add them to your list of Saved Suppliers. <a href="#">Learn more.</a>
Business Analytics	Create and filter custom reports based on your business needs
Recurring Deliveries	Have essential items delivered automatically, based on a schedule you choose. <a href="#">Learn More.</a>



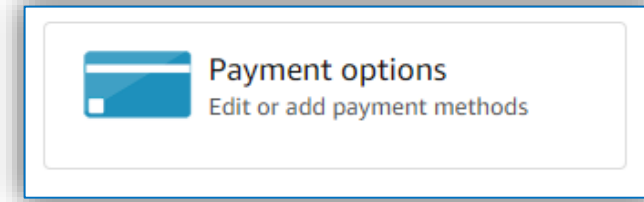
# Checkout

# Checkout – Individual Payment Methods

*When checking out on Amazon Business, be sure to enter the appropriate payment and shipping details. This information can be entered ahead of time in “**Your Account**” or during the checkout process*



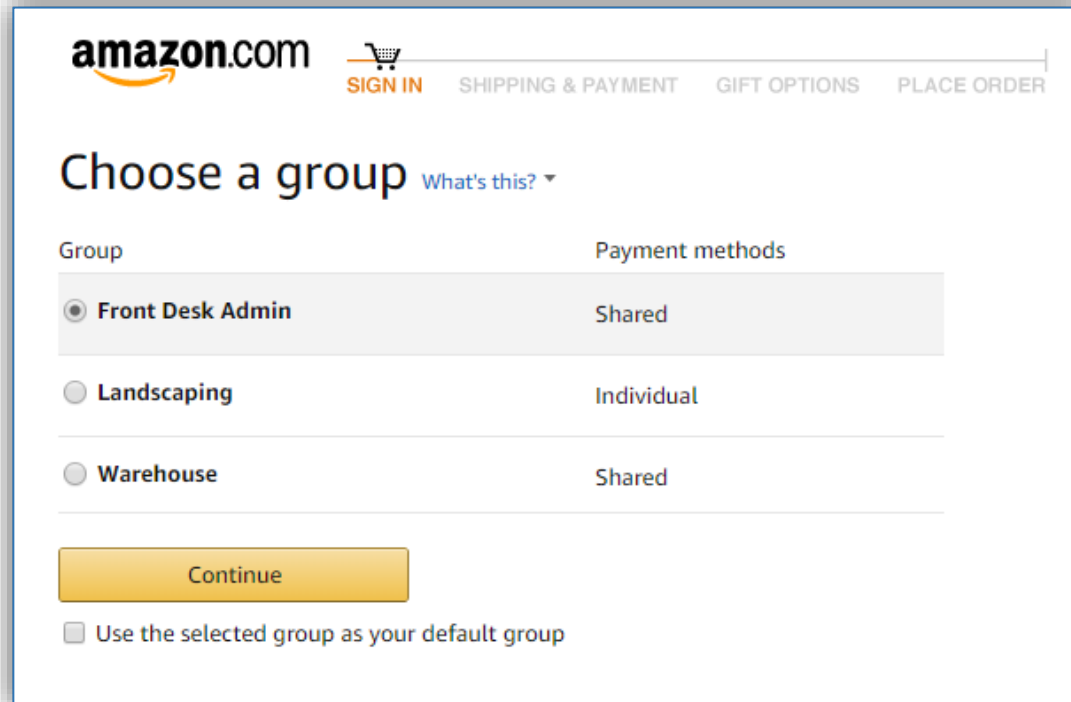
- Each time you add a new address, be sure to indicate if weekend deliveries can be accepted at that location. If in doubt, we recommend opting for week day deliveries only.
- Be sure to indicate if an access code is required to deliver to a specific address.
- Previously used ship to addresses will automatically be saved and made available during future checkouts.
- Ship to addresses can be audited by your account administrator at any time. Please be sure to comply with all purchasing rules and policies.



- Purchase cards are the recommended form of payment for the Amazon Business account.
- The Amazon Business account is intended for business purchases only. No purchases should be made on a personal credit card.
- If you have access and permission to use multiple different cards, multiple cards can be stored in your account information.
- Payment instruments are visible to your account administrator and can be audited.

# Checkout – Multiple Groups

*Individuals who purchase on behalf of multiple departments may be a member of multiple account “groups” in order to keep reporting organized*



The screenshot shows the Amazon.com checkout interface. At the top, the Amazon logo is on the left, and navigation links for 'SIGN IN', 'SHIPPING & PAYMENT', 'GIFT OPTIONS', and 'PLACE ORDER' are on the right. Below the navigation bar, the heading 'Choose a group' is displayed with a 'What's this?' link. Underneath, there are two columns: 'Group' and 'Payment methods'. The 'Group' column lists three options: 'Front Desk Admin' (selected with a radio button), 'Landscaping', and 'Warehouse'. The 'Payment methods' column shows 'Shared' for 'Front Desk Admin', 'Individual' for 'Landscaping', and 'Shared' for 'Warehouse'. A yellow 'Continue' button is located below the group selection. At the bottom, there is a checkbox labeled 'Use the selected group as your default group'.

Group	Payment methods
<input checked="" type="radio"/> Front Desk Admin	Shared
<input type="radio"/> Landscaping	Individual
<input type="radio"/> Warehouse	Shared

[What's this?](#)

☐ Use the selected group as your default group

- Choose the group you wish to purchase on behalf of during the checkout process
- Shipping and payment options may differ depending on the group you have selected during checkout

# Business Order Info

*Custom order fields at checkout make it easier to track and manage orders*

- All information entered will appear in Order History Reports in the Business Analytics tool
- Fields may be required or optional depending on your organization's needs
- The information fields below have been configured on your account

GL Code (optional/required)  
Project Code (optional/required)  
Department (optional/required)  
Purchase Order (PO) number  
(optional/required)  
Cost Center (optional/required)  
Location (optional/required)  
Custom Field (optional/required)

### Business Order Information

Complete the following to ensure accurate routing and reporting of your order. [Change group](#)

GL Code	<input type="text" value="Optional"/>	<input type="button" value="Continue"/>
Department	<input type="text"/>	
Cost Center	<input type="text"/>	
Store number	<input type="text" value="Optional"/>	

An aerial photograph of a large Amazon warehouse. The image shows a dense grid of storage racks filled with boxes. A central aisle is highlighted with a perspective view, showing the racks receding into the distance. The word "Approvals" is overlaid in the center in a large, blue, sans-serif font.

# Approvals

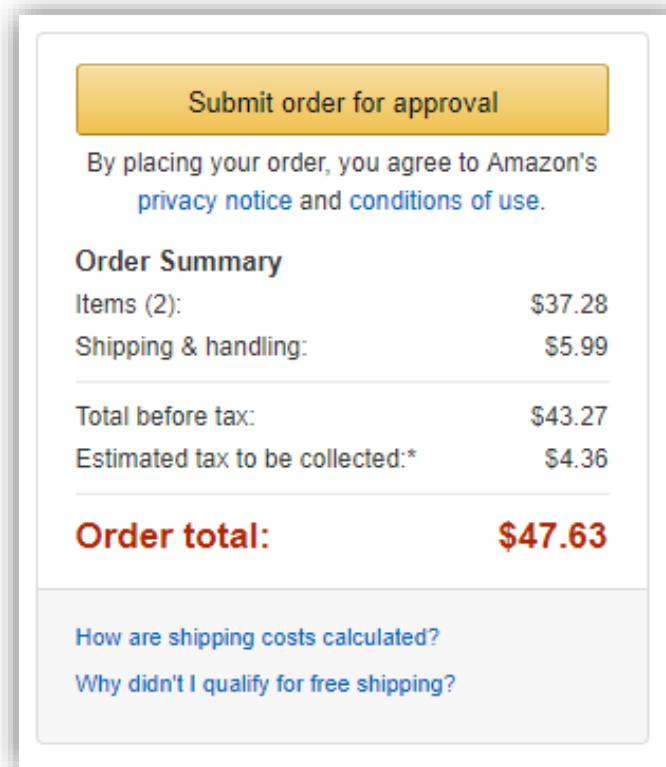


# Approval Workflows

*Some orders or all orders placed on the account may be subject to approval before being fulfilled*

## Add Users from Manage your Business

- Depending on your role, some or all of your orders may require approval.
- There are no additional steps to take to submit your order for approval. Check out as you normally would and you will see the option at checkout.
- Your order will not be processed until it is approved by the appropriate approver. Keep this in mind for shipping timelines.
- You will be notified over email once your order is submitted and then again once your order has been approved and processed. Just as with a normal order on Amazon, you will also receive relevant shipping updates.
- If your order is not approved within 7 days, the order will automatically be canceled; however, the items in your order will not be deleted. If your order is canceled, you will need to submit the order again for approval.



The screenshot shows a checkout page with a yellow button at the top that says "Submit order for approval". Below the button, a message states: "By placing your order, you agree to Amazon's [privacy notice](#) and [conditions of use](#)." The "Order Summary" section lists the following items and prices:

Items (2):	\$37.28
Shipping & handling:	\$5.99
<hr/>	
Total before tax:	\$43.27
Estimated tax to be collected:*	\$4.36
<hr/>	
<b>Order total:</b>	<b>\$47.63</b>

At the bottom of the summary, there are two links: "[How are shipping costs calculated?](#)" and "[Why didn't I qualify for free shipping?](#)".



# Approval Workflows



## Buying policies

Set up approval flows, policies to guide employee buying, and supplier pricing sheets

[Guided Buying \(Catalog Curation\)](#)

[Debarment policies](#)

[Approvals](#)

[Negotiated pricing](#)

[Related offer reports](#)

## Approval policies

[State of Hawaii](#) / [Buying policies](#)

Displaying 2 of 2

[ADD POLICY](#)

Refine by

Sort by: **Lowest to highest**

Orders with restricted items  
1 level of approval required

[Actions](#)

Orders of \$2,500.00 or more  
1 additional level of approval required

[Actions](#)

Displaying 2 of 2

## Approval policy

Approval settings will not apply to services, digital products, or punchout accounts. [Learn more](#)

Applies to orders for the **State of Hawaii** group only.

### Conditions

- ☐ Apply to all orders
- ☐ Orders with restricted items ▾
- ☐ Orders with a total equal or greater than

\$

### Approvers

Requires one approval from each level. If an approver is going to be unavailable, you can assign a temporary delegate

1.

[Add another approver level](#)

An aerial photograph of a large warehouse facility, showing a dense grid of rectangular storage units. A central aisle is highlighted with a perspective view, leading the eye towards the center of the image. The text "Guided Buying" is overlaid in a large, blue, sans-serif font.

# Guided Buying



# Guided Buying | Catalog Curation

**⚠ Noncompliant item**  
This item does not comply with the purchasing standards for your business. For more information, contact your business administrator.  
**ABCDEF - Level Test Group employees:** Defer to our existing IT contracts before purchasing consumer electronics  
[Show other admin messages](#)

**⚠ Your cart contains noncompliant items**  
One or more items in your cart do not comply with the purchasing standards of your business. For more information, contact your business administrator.

**Test, get a \$50 Amazon.com Gift Card instantly** upon approval for the Amazon Rewards Visa Card

Current Total: \$ 49.99  
Savings: - \$ 50.00  
**Cost After Savings: \$ 0.00**  
Savings Remaining: \$ 0.01

[Apply now](#)

### Shopping Cart

	Price	Quantity
<p><b>Fire Tablet with Alexa, 7" Display, 8 GB, Black - with Special Offers</b> by Amazon <b>In Stock</b> <b>⚠ ABCDEF - Level Test Group employees:</b> Defer to our existing IT contracts before purchasing consumer electronics <a href="#">Show all admin messages</a> Eligible for FREE Shipping <input type="checkbox"/> This is a gift <a href="#">Learn more</a> <a href="#">Delete</a>   <a href="#">Save for later</a></p>	<b>\$49.99</b>	1



Company Restricted

- Some Items will have customized messaging letting you know IF and WHEN you can purchase them through Amazon Business
- Remember, while you are able to find most items on Amazon, always abide by your organization's purchasing policies
- Because restrictions are created at the category level, some permitted items may get unintentionally restricted.



# Business Analytics

# Amazon Business Analytics

**Edit displayed columns**

Order Info	Shipment Info	Product Info	Customer Info	Invoice Info	Payment Info	Organization Specific Info	Seller Info
<input checked="" type="checkbox"/> Order Date	<input checked="" type="checkbox"/> Shipment Date	<input checked="" type="checkbox"/> Product Category	<input checked="" type="checkbox"/> Account User	<input checked="" type="checkbox"/> Invoice Status	<input checked="" type="checkbox"/> Payment Reference ID	<input checked="" type="checkbox"/> PO Line Item Id	<input checked="" type="checkbox"/> Seller Name
<input checked="" type="checkbox"/> Order ID	<input checked="" type="checkbox"/> Shipment Status	<input checked="" type="checkbox"/> ASIN	<input checked="" type="checkbox"/> Account User Email	<input checked="" type="checkbox"/> Total Amount	<input checked="" type="checkbox"/> Payment Date	<input checked="" type="checkbox"/> Tax Exemption Applied	<input checked="" type="checkbox"/> Seller Credentials
<input checked="" type="checkbox"/> Account Group	<input checked="" type="checkbox"/> Carrier Tracking #	<input checked="" type="checkbox"/> Title		<input checked="" type="checkbox"/> Invoice Due Amount	<input checked="" type="checkbox"/> Payment Amount	<input checked="" type="checkbox"/> Tax Exemption Type	<input checked="" type="checkbox"/> Seller Address
<input checked="" type="checkbox"/> PO Number	<input checked="" type="checkbox"/> Shipment Quantity	<input checked="" type="checkbox"/> UNSPSC		<input checked="" type="checkbox"/> Invoice Issue Date	<input checked="" type="checkbox"/> Payment Instrument Type	<input checked="" type="checkbox"/> Tax Exemption Opt Out	
<input checked="" type="checkbox"/> Order Quantity	<input checked="" type="checkbox"/> Shipping Address	<input checked="" type="checkbox"/> Brand Code		<input checked="" type="checkbox"/> Invoice Due Date	<input checked="" type="checkbox"/> Payment Identifier	<input checked="" type="checkbox"/> Discount Program	
<input checked="" type="checkbox"/> Order Subtotal	<input checked="" type="checkbox"/> Shipment Subtotal	<input checked="" type="checkbox"/> Brand				<input checked="" type="checkbox"/> Pricing Discount applied (\$ off)	
<input checked="" type="checkbox"/> Order Shipping & Handling	<input checked="" type="checkbox"/> Shipment Shipping & Handling	<input checked="" type="checkbox"/> Manufacturer				<input checked="" type="checkbox"/> Pricing Discount applied (% off)	
<input checked="" type="checkbox"/> Order Promotion	<input checked="" type="checkbox"/> Shipment Promotion	<input checked="" type="checkbox"/> Product Condition					
<input checked="" type="checkbox"/> Order Tax	<input checked="" type="checkbox"/> Shipment Tax	<input checked="" type="checkbox"/> Company Compliance					
<input checked="" type="checkbox"/> Order Net Total	<input checked="" type="checkbox"/> Shipment Net Total	<input checked="" type="checkbox"/> Listed PPU					
<input checked="" type="checkbox"/> Order Status	<input checked="" type="checkbox"/> Carrier Name	<input checked="" type="checkbox"/> Purchase PPU					
<input checked="" type="checkbox"/> Approver		<input checked="" type="checkbox"/> Item Quantity					
		<input checked="" type="checkbox"/> Item Subtotal					
		<input checked="" type="checkbox"/> Item Shipping & Handling					
		<input checked="" type="checkbox"/> Item Promotion					
		<input checked="" type="checkbox"/> Item Tax					
		<input checked="" type="checkbox"/> Item Net Total					

Cancel Apply

## Amazon Business Analytics provides users the ability to:

- Aggregate purchases to compare and track spend over time
- Monitor and track 60+ data fields including, shipment info, payment info, and seller info
- Customize and save report templates to meet business needs
- Download CSV files to analyze your Order History in excel

## Filters allow you to customize both the table and bar charts.

- The **Show** option allows you to select the data view you are interested in: **Orders, Returns, Refunds** and **Reconciliation**
- **Time Period** supports a range of default settings (month to date, quarter to date, etc.) as well as a custom range option
- **Organized by** allows you to drill down into spend from **Organized by** allows you to drill down into spend from specific **Account Groups** or **Transaction Type**.



# 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
- Improved formatting & roll-up support streamlines reporting and reconciliation for orders containing multiple shipments and/or multiple charges

Order Date	Order ID	Payment Reference ID	Payment Date	Payment Amount	Payment Instrument Type	Payment Identifier	Product Category	ASIN	Title
02/08/2016	108-XXXXXX-XXXXXX	12345678901112	02/08/2016	\$199.98	Line of Credit	1234	Personal Computer	B00D78QCYK	ViewSonic VA2
02/08/2016	108-XXXXXX-XXXXXX	12345678901112	02/08/2016	\$199.98	Line of Credit	1234	Personal Computer	B00D78QCYK	ViewSonic VA2
02/08/2016	108-XXXXXX-XXXXXX	12345678901112	02/08/2016	\$17.99	Line of Credit	1234	CE	B001F42MKG	Logitech Track
02/07/2016	108-XXXXXX-XXXXXX	N/A	N/A	N/A	N/A	1234	Health and Beauty	B000VEDK66	Renew Life Die
02/04/2016	106-XXXXXX-XXXXXX	12345678901112	02/07/2016	\$221.87	Line of Credit	1234	CE	B0007WDIW8	Tripp Lite HDM
		12345678901112	02/08/2016	\$17.95	Line of Credit	1234	CE	B0000AZK6H	StarTech.com
							CE	B001D5RPEK	StarTech.com
							CE	B001D5RPEK	StarTech.com
		12345678901112	02/04/2016	\$34.02	Line of Credit	1234	CE	B0007WDIW8	Tripp Lite HDM
		12345678901112	02/06/2016	\$83.07	Line of Credit	1234	CE	B0000AZK6H	StarTech.com
							CE	B0007WDIW8	Tripp Lite HDM
							CE	B0000AZK6H	StarTech.com

The background of the slide is a grayscale image of an Amazon warehouse. It features a grid of high industrial shelving units filled with boxes. A central aisle, lined with more shelving, recedes into the distance, creating a strong sense of perspective. The lighting is even, highlighting the repetitive structure of the warehouse interior.

# Your Orders

# Your Orders

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 Orders](#)


[View All Orders: Ravenna Garden](#)

16 orders placed in [past 6 months](#)

ORDER PLACED	SHIP TO	PLACED BY	TOTAL
May 15, 2018	<a href="#">Third Floor</a>	<a href="#">Katherine</a> 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 (5,000 Sheets)  
Sold by: Amazon.com Services, Inc.  
**\$0.00**

- The “Your Orders” section provides additional detail regarding the status of all orders you have placed.

## 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 such as initiating returns or tracking the delivery of a package.



# Administrator Functions

# How to add users

☰ State of

🔍 Search across your business account

## Business settings

Hello, AB  
Account for State of

Your Account

[Business Settings](#)

Your Orders

Manage Suppliers

Business Analytics

Recurring Deliveries

Switch Accounts

Sign Out



### Billing & shipping

Manage your checkout preferences for employees by adding payment and shipping info.

[Shared settings](#)

[Payment methods](#)

[Addresses](#)

[Delivery preferences](#)

[Business order info](#)

[Pay by Invoice](#)



### Members

Invite others to join the business account and organize them into groups with common settings

[People](#)

[Invitations](#)

[Groups](#)

Add people ▼

[Add people](#)

[Upload list of people](#)

[Download list](#)

### Account admins (2)



AB Gov



Symone

[Add an admin](#)

### Business Prime

For everyone in your business account

[Learn more](#)



### Business profile

State of

501 North West Street

# How to add users

Add people to:

State of



Use this drop down to ensure you are adding users to the correct group

abgov-services@amazon.com x abgov-services @amazon.com x Enter email addresses

Enter up to 20 email addresses here

⚠ abgov-services @amazon.com belongs to another business.

If you receive this error message, the user will need to take additional steps before receiving an invitation. Contact the State of Hawaii admin.

Assign all roles that apply

- ☐ **Administrator**  
Manage people, groups, roles and approvals. View orders. Run order reports.
- ☐ **Requisitioner**  
Place orders or submits order requests for approval

Select the appropriate roles (typically just requisitioner) for the users listed above

Cancel

Add

Click add and the invitation will be sent to all users who do not have errors

# What your users will see

Note: email will come from [no-reply@amazon.com](mailto:no-reply@amazon.com)



with State of has invited you to manage the Amazon Business account for your organization. It's just like the [Amazon.com](https://www.amazon.com) you know, but with more business products and saving options to choose from. Set up your business user account for automatic access to:

- millions of work-related products
- exclusive business pricing
- quantity discounts
- business-friendly payment options

Invite expires within 21 days. If you do not set up your account before this invitation expires, you will need to contact ( [help@amazon.com](mailto:help@amazon.com) ) to resend your invitation.

Set up your account

Enjoy Amazon Business!

# How to add groups

☰ State of

🔍 Search across your business account

## Business settings

Hello, AB  
Account for State of

Your Account

Business Settings

Your Orders

Manage Suppliers

Business Analytics

Recurring Deliveries

Switch Accounts

Sign Out



### Billing & shipping

Manage your checkout preferences for employees by adding payment and shipping info.

[Shared settings](#)

Payment methods

Addresses

[Delivery preferences](#)

[Business order info](#)

[Pay by Invoice](#)



### Members

Invite others to join the business account and organize them into groups with common settings

[People](#)

[Invitations](#)

[Groups](#)

Add people ▼

[Add people](#)

[Upload list of people](#)

[Download list](#)

### Account admins (2)



AB Gov



Symone

[Add an admin](#)

### Business Prime

For everyone in your business account

[Learn more](#)



### Business profile

State of  
501 North West Street

# How to add groups

The screenshot shows the 'State of - Groups' interface. At the top right, there is a yellow 'Add Group' button. A red box highlights this button, with an arrow pointing to the text 'Click add group to create a subgroup within the group you are already in'. Below this, the 'Create Group' modal is open. A red box highlights the 'Group name' input field, with an arrow pointing to the text 'Enter group name'. Another red box highlights the 'Individual payment methods and addresses' radio button under the 'Payment options' section, with an arrow pointing to the text 'Select individual payment methods and addresses. Each user will input their pcard payment information and shipping address. (If you have questions about this, contact the State of Hawaii admin)'. At the bottom of the modal, a red box highlights the 'Add Group' button, with an arrow pointing to the text 'Click add group when finished. Note: Groups must be created BEFORE you can invite anyone to them.'.

Click add group to create a subgroup within the group you are already in

Enter group name

Select individual payment methods and addresses. Each user will input their pcard payment information and shipping address. (If you have questions about this, contact the State of Hawaii admin)

Click add group when finished.  
*Note: Groups must be created BEFORE you can invite anyone to them.*

# Business Customer Support

# 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](#).

**Get to Know Us**  
Careers  
Press Releases  
Amazon and Our Planet  
Amazon in the Community  
Company Facts

**Let Us Help You**  
Help  
Shipping Rates & Policies  
Business FAQ  
**Contact Us**

**Work with Amazon**  
Sell on Amazon Business  
Fulfillment By Amazon  
Advertise on Amazon  
Sell Services on Amazon  
Amazon Global Selling

**Business Solutions**  
Amazon Business Solutions  
Purchasing Systems  
Amazon Credit Line  
Amazon Business Blog

**Contact Us**

**1** What can we help you with?

An order I placed   Fire and Kindle   Digital Services   Prime or Something else

**2** Tell us more about your issue

Select an issue   < Please make a selection >

**3** How would you like to contact us?

E-mail   Phone   Chat



# Common Customer Support Questions

*See below for quick resolutions to [frequently asked questions](#) and additional support contact information*

## 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](mailto:tax-exempt@amazon.com)

**amazonbusiness**