

# Purchasing Reference Guide

## The Business Marketplace

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

- Recurring deliveries always ship for free.
- Business-only pricing.
- Easily edit frequency, delivery date, or quantity.
- Chat with a live expert
- Quantity discounts

## Business Shipping

When shopping on the Business Account, you will receive FREE 2-Day shipping on eligible orders of \$49 or more. These Items are either:

- Prime Items
- Items shipped and sold by Amazon.com

Items that are eligible for business shipping are clearly identified next to the price.

## Your Cart

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

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

## Shipping & Payment

### Returns & Exchanges

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

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

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

## Reporting and Reconciliation

### Your Orders

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

To print individual invoices, select Order Details > View or Print Invoice .

### Business Analytics

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

- Choose an option to show Orders, Returns, Refunds, or Reconciliation details.
- Select the time period you would like to view.
- View orders in either Bar Chart or Table view.
  - The bar chart view is recommended for reviewing your purchases over time.
  - Table view provides order detail and can be downloaded as a CSV.