



You will be prompted to create an Amazon Business account before your first requisition through Amazon using your E-Procurement program. Use the below scenarios to understand how to take appropriate action for creating an Amazon Business user account.

## Scenario 1

### Create a new business user account

- If you don't have an existing Amazon account tied to your work email address, you will be provided step-by-step instructions to create your new account log-in for your organization's Amazon Business account.

A screenshot of the Amazon account creation form. It includes fields for 'Your name', 'Email' (with 'user@company.com' entered), 'Password' (with 'At least 6 characters' as a hint), and 'Re-enter password'. A yellow 'Next step' button is at the bottom.

- Please be sure to use your full name when completing this form (First Last).
- Once your account has been created, you can start shopping.

#### NOTE!

Users previously registered with another **Amazon Business** account must be de-registered prior to punching out through the central business account.

<https://www.amazon.com/gp/b2b/manage/deregister>

## Scenario 2

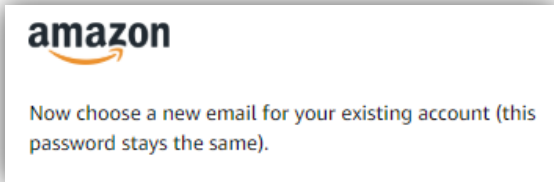
### Separate Business & Personal Shopping

- If you have an existing Amazon account tied to your work email and utilize this account for business & personal purchases, Please follow the prompts to separate your personal order history from your work email.

Sign in to get started

If you cannot remember your password, you can click **Forgot your password?** to reset it.

- After signing into you existing account, choose a new email for your existing personal order history to be associated with. *The new email address cannot be associated with an existing Amazon.com account.*



- This will free up your work email to be used strictly for business purchases moving forward.
- Confirm your name and new business password by complete the set up for your business log in following steps in Scenario 1.

## Scenario 3

### Migrate your existing Amazon Account

- If you already have an Amazon account tied to your work email address and utilize this account solely for business purchases, you can migrate this existing account to your organization's Amazon Business account.
- Sign in to the existing account that you for business purchases on Amazon.com
- To migrate this account, click on the blue hyperlink on the right: "I want to convert..."

A screenshot of the Amazon account migration options. It shows fields for 'New email address' and 'Re-enter email'. A blue hyperlink is highlighted with a yellow box: 'I want to convert my existing account and transfer my order history and info to my business user account'.

- Confirm that you have not made personal purchases on this account. If you change your mind you can still separate your accounts.
- Click next step to confirm your account conversion and start shopping on the central account with your same existing credentials.

Next step



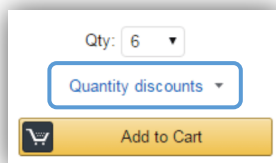


# CAL STATE EAST BAY Punch-Out Shopping Reference Guide

## The Business Marketplace

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

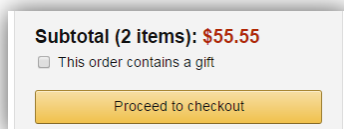
- **Business-only pricing**
- **Quantity discounts**



## 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.



## Payment

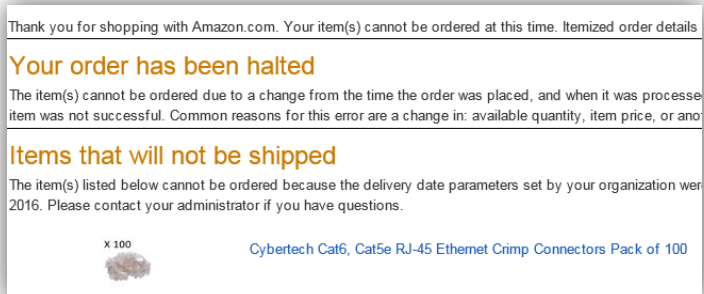
As a part of your organization's business account, the payment method and shipping addresses have already been added for you. When completing the checkout process, simply confirm that the correct option is selected.

- If multiple options are listed, choose between those available
- If the appropriate info is not listed, contact your administrator

## Tolerances

Amazon Business is a dynamic marketplace with changing prices and quantities. Price and inventory levels are not locked in until Amazon Business receives the approved Purchase Order. There are built in controls set by your organization to safeguard against unexpected changes in price or availability.

If your order exceeds any of these tolerances you will receive a notification email informing you of a change in your order. This email will specify what was adjusted in the order-see sample below.



**Please read this email carefully as you may need to reorder certain products based on these settings.**

## Returns & Exchanges

To return or exchange an item, log into your account and 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 and prepare package.

*\* 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**.

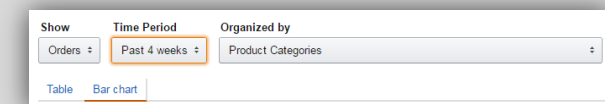


To print individual invoices, select **View Order Details** or **Printable Order Summary**.

### 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.

