Amazon Business FAQ's

1. **What is Amazon Business?** Amazon Business is a B2B online store on Amazon, providing business customers with the pricing, selection, and convenience of Amazon, with features and benefits designed for businesses of all sizes.

2. **Who buys on Amazon Business?** Amazon Business customers range from sole traders to large enterprises with tens of thousands of employees on a single account. We serve millions of businesses around the globe today, including universities, manufacturers, restaurants, labs, healthcare providers, and many more. This includes more than 50% of the FTSE 100 and 22 of the DAX 30.

3. **What are the high-level features and benefits?** Amazon Business allows you to reduce costs, save time, achieve greater visibility and control, and more easily reconcile transactions. With Amazon Business, you have access to:
   - Competitive pricing and flexible payment options
   - A familiar and easy-to-use website with tens of thousands of suppliers
   - VAT-exclusive pricing and bulk download of VAT invoices
   - Multi-user accounts with approval workflows, detailed analytics, and the ability to set spending limits

4. **What kind of products are available to buy on Amazon Business?** Amazon Business is the single destination for all your business purchases, whether you're buying office stationery, lab supplies, contractor-grade power tools, or laptops. With access to tens of thousands of different suppliers, you're guaranteed to find the best price on millions of products.

5. **Do Amazon Business customers receive price discounts?** In addition to the competitive pricing offered on Amazon, Amazon Business gives you access to quantity discounts, progressive discounts and business-only offers.

6. **What is the cost of an Amazon Business account?** Amazon Business is free! There's no commitment, and no minimum spend.

7. **Can I add additional buyers from my company to the account?** Amazon Business allows you to set up one central account with multiple purchasers, providing you with control and visibility over team spend. Purchasers can be added as administrators, who can pull reports and see invoicing information, or as requisitioners, who can place orders. You can also add members to your account who can search products and request them from delegated

approvers. You can easily add purchasers from your company through Business Settings. Add buyers one at a time by entering their email address, or upload the available spreadsheet template to add multiple buyers at once.

8. **What if my employee already has a personal Amazon account they use for purchasing?** If your employee is already using their work email address for their personal account on Amazon, they can choose to convert their existing account into the main business account or create a new separate account. If the employee has used their existing Amazon account to make personal purchases, we recommend creating a new user account with a different email address. This protects the privacy of your employee's account information and keeps their personal and business purchases and order history separate.

9. **What payment options does Amazon Business offer?** At Amazon Business, you can purchase via credit or purchasing cards. Eligible customers can also activate Pay by Invoice, the ability to purchase on 30-day payment terms offered by Amazon (subject to satisfactory credit checks and individual credit limit).

10. **Can administrators track and control what others are purchasing on the account?** What kind of restrictions can be set on what buyers on the account can purchase? With Amazon Business, you can:
    - Create buying groups and implement your sign-off process with approval workflows
    - Set spending limits and auto-approve purchases below your chosen threshold
    - Guide company spend and implement policies through Guided Buying, setting restricted categories or preferred products
    - Customise spending reports to track purchasing metrics

11. **How can I get VAT invoices for my purchases?** You can download available VAT invoices in bulk through Business Analytics on your account. You can activate VAT invoicing policies so that buyers can easily identify products that come with a downloadable VAT invoice. Use VAT invoice policies to display a "restricted" or "blocked" flag in search results and product pages for items without an automatically downloadable VAT invoice.

12. **Can I use Prime on my business account?** If you convert your personal Amazon account to an Amazon Business account, your personal prime membership will be converted to Business Prime, if eligible. Alternatively, you can create a separate account so your personal prime membership stays on your existing Amazon.co.uk account.

13. **Can I integrate Amazon Business into my e-procurement system?** Yes, you can integrate Amazon Business into 80+ purchasing systems, including Ariba, Coupa, Jaegger, Onventis, SAP, SRM, and many others.

14. **How will Amazon Business purchases appear on my credit card statement?** For participating commercial cards, buyers will receive enhanced transaction data with line-item detail on every Amazon Business purchase. This additional data, available on existing billing and data feeds provided by the supporting banks, facilitates easier reconciliation and offers greater levels of transparency and visibility on spend.

15. **What fast delivery options are available on Amazon Business?** Get fast, FREE delivery (with Business Prime) including One-Day Delivery on millions of eligible items.

16. **How many suppliers are there on Amazon Business?** In addition to those items that are sold and fulfilled by Amazon, Amazon Business gives you access to tens of thousands of suppliers. All Amazon suppliers are held to our Supplier Code of Conduct.

17. **How can I use Amazon Business for recurring purchases?** Buyers often need to buy the same items again and again—for new employees coming on board, to stock the kitchen, and to make sure the caretaker's cupboard is full. With reorder lists on Amazon Business, you can make these repeat purchases even more efficiently and easily. Simply add items to a Reorder List and, with one click, you can order (and re-reorder) the items you need or share your purchasing list with your colleagues.

18. **What kind of data can I access on Amazon Business purchases?** You can use Amazon Business Analytics to access and download detailed, customisable reconciliation, order, and refund reports. With Amazon Business Analytics, you can quickly view monthly trends, customise reports, save customised reports, and filter by more than 100 fields, including PO number, order VAT, order status, and invoice status.

19. **How long does the set-up process take?** It can take as little as five minutes to get started (although it may take up to three days for your account to be verified).

20. **How can I get started?** Simply email amazon@ypo.co.uk