

AMAZON BUSINESS



UNIVERSITY OF
South Carolina

WHAT IS AMAZON BUSINESS?

EVERYTHING YOU LOVE ABOUT AMAZON. FOR WORK.

For every type of business

And every size organization. Accounts are free. Put our solutions to work for your business.

Business-only price savings

- Business-only prices on millions of items
- Quantity discounts
- Easy price comparison

Business Prime

- Fast FREE flexible delivery options
- Enhanced purchasing policy controls
- Advanced analytics dashboards

Multi-user accounts

- Approval workflows
- Purchasing analytics
- Create custom groups to match your organization

Pay the way you want

- Corporate Purchasing cards
- Business purchasing lines
- Tax-exempt purchasing for qualifying organizations

Find what you need

- Hundreds of millions of products on Amazon
- Business-only products
- Purchasing-system integration

WHO CAN USE AMAZON BUSINESS?

- University procurement cardholders only:
 - This program is **not intended for all employees** (e.g. temporary staff, graduate students, etc.).
- Only cardholders that have been properly approved and trained under the procurement card policies and procedures are eligible to be added to Amazon Business.

HOW DO I GET ADDED TO AMAZON BUSINESS?

- If you were invited during the initial launch, check your inbox (including junk folder) for an email sent by business@amazon.com
- If no email is found, send a request to purchasing@sc.edu to be invited to the central account, and an invitation will be sent to your university email address.
- Newly approved cardholders may also send a request to be added to Amazon Business.
- Activate your account and begin shopping.
 - Troubleshooting guidance will be provided if you have or previously had a personal or business account using your university email address.
- Add your procurement card as your payment method at checkout.

WHAT CAN I BUY ON AMAZON?

- You should not order products that are available on mandatory statewide contracts for goods or information technology.
procurement.sc.gov/agency/contracts
- You should not order products that are not subject the [Personal Consumption Items policy \(BUSA 7.05\)](#)
- All orders are limited to \$4,999.99 including sales tax. There is to be absolutely no splitting of orders to circumvent this limit.
- Orders that contain flagged items are subject to review and approval (or rejection) before the order can be processed.

WHAT IF I HAVE PROBLEMS OR QUESTIONS?

<https://www.amazon.com/gp/help/customer/contact-us>

The screenshot displays the Amazon Business Prime help page. At the top, there is a search bar with the text "All ▾ Enter keyword or product number" and a magnifying glass icon. Below the search bar, the navigation menu includes "Hello Select your address", "Departments ▾", "Buy Again", "Today's Deals", "Gift Cards", "Help", and "Sell". On the right side, it shows "EN", "Hello, James", and "Account for University".

The main content area features a teal background with the text "Fixing things is quick & easy" and "The bot quickly fixes your problem, or connects you to someone who can." Below this is a yellow button that says "Start chatting now". A link below the button reads "Need help over phone? [We can call you.](#)".

On the right side, there is a chat window showing a conversation with the "Messaging Assistant - Customer Service". The chat history is as follows:

- Customer: "Hey, I never received my Fire tablet."
- Assistant: "So sorry it never showed up"
- Assistant: "I'll go ahead and send another one to the same address you had the last one sent, OK?"
- Customer: "Yes, sounds good"
- Assistant: "OK, we just put in the replacement order. It should arrive in a couple of days."

At the bottom of the page, there are three icons with corresponding text:

- 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.
- You're on your way!

WHAT IF I HAVE PROBLEMS OR QUESTIONS?

Contact Kim Rose or the Purchasing office for account invitation/activation.

Kim Rose

kim.rose@sc.edu

(803) 777-2976

purchasing@sc.edu

(803) 777-4115

Thank you!