

## Order Lookup



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# **Business Analytics**



#### **Amazon Business Analytics**

#### Amazon Business Analytics provides the ability to:

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

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#### Reports

Use our reports to get line-item details about your organization's orders and access important documents like invoices. Start with one of our curated reports, then customize it to your needs.

# ReconciliationOrdersCompare order and payment history to<br/>your records.Get detailed shipping, product, and seller<br/>info on an order.ReturnsRefundsMonitor what items are being returned and<br/>the reasons why.Track the payment, product, and status of a<br/>refund.Related offersSee what other offers were available at the<br/>time of an order.

## 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
- Customize report columns and filters at the left to find required information

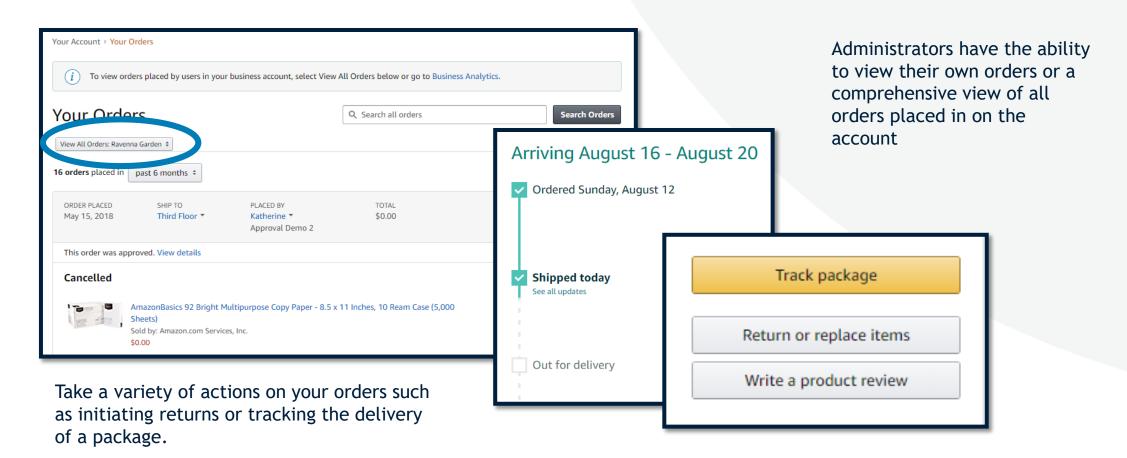
Business analytics Reports 🗸								
Reconciliation Add title and save to your templates		Time period Month to date 🖌						
$\nabla$		Transaction Date	Payment Reference ID	Transaction Type	Payment Amount	Account Group		
Filter		11/08/2018	K3TRZEKRUWL	Charge	\$13.47	Timberlands-Western		
		11/08/2018	2FL26BHF590	Charge	\$357.88	Timberlands-Western		
Adjust columns		11/08/2018	411MW1ZL1YS	Charge	\$51.62	Timberlands-Southern		
$\square$		11/08/2018	5HQ2R3I0KBKO	Charge	\$60.99	CorpFunc-GeneralCounsel&Corp		
Get order documents		11/08/2018	115KCMP9G09	Charge	\$27.92	WP-Mid South Region		
		11/08/2018	0000001LOQ4L	Charge	\$18.59	Timberlands-Southern		
		11/08/2018	2LNKETGK4AJJ	Charge	\$22.48	WP-Eastern Region		
		11/08/2018	66JHB47PP1I	Charge	\$34.35	CorpFunc-CompBenefits&HR		

# Your Orders



### Your Orders

This section of the account provides additional detail regarding the status of all orders placed



# **Business Customer Support**



### **Business Customer Support**

Dedicated U.S. based <u>Business Customer Support</u> 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 <u>HERE</u>.

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	
What can we help Viat can we help Select an issue			e and Kindle Digital Services	Prime or Something else
3 How would you like	e to contact us?	E-mail	Phone	Chat



### **Common Customer Support Questions**

See below for quick resolutions to frequently asked questions from your end users as well as contact information for a variety of support resources

**Contact Business Customer Support**: <u>CLICK HERE</u> 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 <u>tax-exempt@amazon.com</u>



Thank You