

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

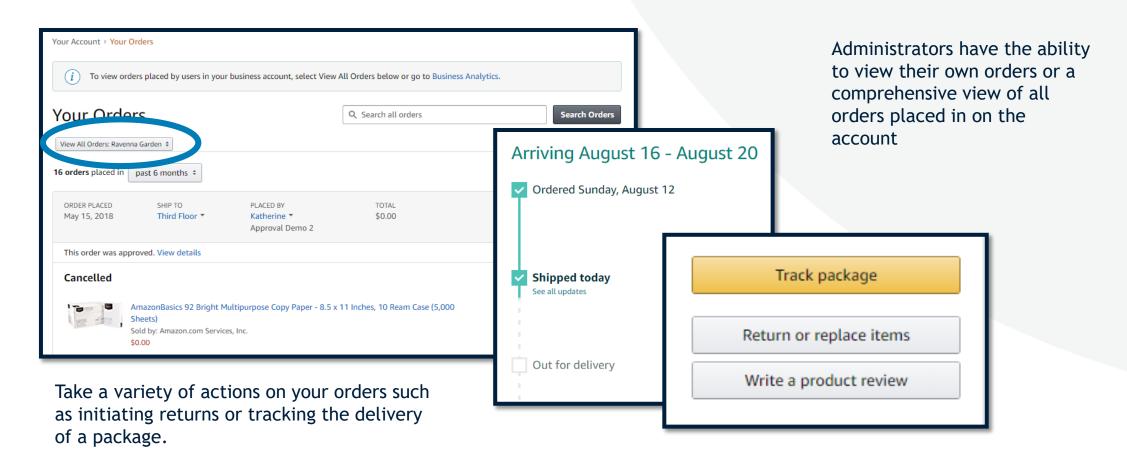
| Business analytics Reports 🗸 | | | | | | | | |
|--|--|--------------------------------|----------------------|------------------|----------------|------------------------------|--|--|
| Reconciliation Add title and save to your templates | | Time period Month to date 🖌 | | | | | | |
| ∇ | | Transaction 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