

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



South Carolina

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?

- Send the completed [Terms of Use Agreement](#) to purchasing@sc.edu to be invited to the central account, and an invitation will be sent to your university email address from business@amazon.com.
- 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 university procurement card as your payment method at checkout.

WHAT CAN I BUY ON AMAZON?

- You may order products that are **not** available on mandatory statewide contracts for supplies or information technology: procurement.sc.gov/agency/contracts
- You may order products that are **not** subject to the Personal Consumption Items policy ([BUSA 7.05](#)).
- Orders that contain flagged items are subject to review and approval (or rejection) before the order can be processed. Include in the shopping cart comments a brief justification of why you need a flagged item or if you have confirmed it is unavailable from a state contract provider.
- All orders are limited to \$4,999.99 including sales tax. There is to be absolutely no splitting of orders to circumvent this limit.

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. The top navigation bar includes the Business Prime logo, a search bar with the text "All Enter keyword or product number", and user account information for "Hello, James" with a globe icon and "Account for University". Below the navigation bar, the main content area features a teal background with the heading "Fixing things is quick & easy" and the subtext "The bot quickly fixes your problem, or connects you to someone who can." A prominent orange button says "Start chatting now". Below this, there is a link: "Need help over phone? [We can call you.](#)".

On the right side of the page, a chat window is shown with a simulated conversation:

- Customer: Hey, I never received my Fire tablet.
- Messaging Assistant - Customer Service: So sorry it never showed up
- Messaging Assistant - Customer Service: I'll go ahead and send another one to the same address you had the last one sent, OK?
- Customer: Yes, sounds good
- Messaging Assistant - Customer Service: 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 circular 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 Mac Stiles or the Purchasing office
for account invitation/activation.

mac.stiles@sc.edu

(803) 777-6718

purchasing@sc.edu

(803) 777-4115

Thank you!