

Back to Campus at UMBC!

Maximize Your Amazon Business Experience This Fall

AMAZON CONFIDENTI

Benefits of Using Amazon Business

There are discounts available only on Amazon Business, and unique to Higher Education customers, and UMBC.

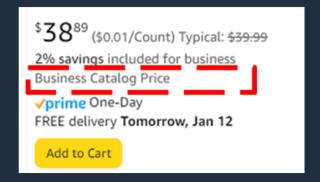
- ✓ Business Pricing
- ✓ Business-Only Selection
- ✓ Bulk Order Discounts
- ✓ *NEW Deeper Discounts on Catalog for Office & IT
- ✓ Diversity & Sustainability
- ✓ Tax Exemption
- ✓ Punchout Integration (Jaggaer)

Price: \$24.59

Business Price \$23.99 (\$0.24 / Count)

You Save: \$0.60 (2%)

Buy more, 7 units save more: \$21.74 \$20.55 LOWEST PRICE Save 11% Save 16%





Take Advantage of Amazon Business Prime Shipping

• Free Two-Day Shipping on eligible items for all users in the business account.

Prime Eligibility – Fulfilled by Amazon

• Prime eligible items are **fulfilled** by Amazon. We recommend searching for prime eligible items.

What's not Included?

• Business Prime Shipping does not include additional Prime benefits such as Amazon Fresh, Pantry, Video, or Music.



Request For Quote on Amazon Business

A tool available to you to request a special discounted price on larger purchases.

Two options to initiate your Request for Quote . . .

- 1. Premium Hands-on Support: Fill out <u>this survey</u> and results are sent directly to Kayla to submit and manage your request on your behalf (only \$7,500 minimum)
- 2. Self-service: Request from the item in your account (\$10K minimum or 999+ units)





Access thousands of pre-vetted bulk suppliers



Custom offers tailored to your business needs



Typical savings of 10%

Examples of Custom Quote Savings:

- √ \$65 discount per unit for 2,000 Portable Air condition units | \$570K order
- ✓ \$150 discount per unit for 25 Lenovo Laptops for IT | \$48K order
- ✓ \$6 discount per unit for 900 Motherboards/Chips for School of Engineering | \$31K order



New Curated Catalog – Deeper Discounts!



Supply chain resilience

Minimize out of stock risks and enable continuity of operations











Customer Support

Amazon Business Customer Support has been updated and improved. See below for how to connect today!

GENERAL CUSTOMER SERVICE TEAM

For order issues, refunds, returns & more:

You can get help directly in your Amazon business account by going to Your Orders <u>HERE</u> -or-

Call (866) 486-2360

DELIVERY ISSUES

You can report delivery issues by filling out this survey. It will provide all of the info I need to escalate your issue to our Delivery Experience (DEX) team so they can make improvements for deliveries at UMBC in the future.

https://www.surveymonkey.com/r/DEX UMBC

If you need a refund or replacement sent, please contact Customer Service (above) for the quickest resolution.

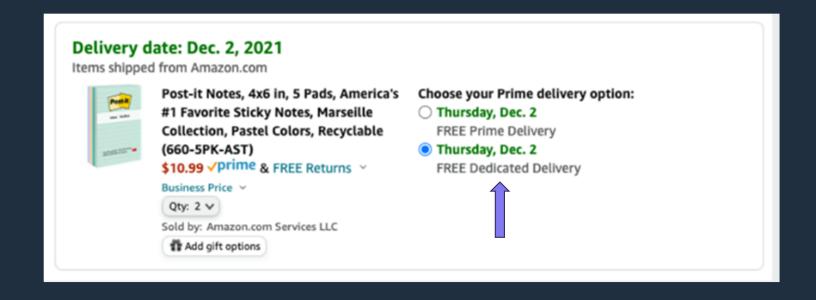
Introducing Direct Delivery!

- Eligible packages are delivered in a single delivery vs several smaller deliveries throughout the day
- ✓ Fewer vehicles on campus
- ✓ Fewer delivery trucks support sustainability goals for Amazon and UMBC
- ✓ Reducing Flex drivers on campus
- ✓ Packages are consolidated on a pallet delivered to UMBC central receiving
- ✓ Deliveries are completed by same carrier and typically same driver daily which improves delivery experience through driver familiarity
- Deliveries are on a set schedule at a predictable time daily & during business hours



Direct Delivery User Experience

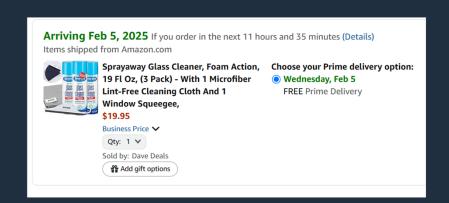
FREE Dedicated Delivery will show as a ship option at checkout for eligible punchout orders



Direct Delivery Exclusions

In the current state of the program, not all items are eligible for consolidated pallet delivery, which include:

- Hazmat products such as aerosol cleaners/sprays, items that contain lithium batters, and flammables
- Merchant Fulfilled products, or products not sold through the Amazon network
- Heavy/Bulky products such as a mini fridge







Thank You

Kayla Schumacher, Your Amazon Contact for UMBC

awskayla@amazon.com