GROUP AND GROUP ADMINISTRATOR FAQs

1) **How do Amazon Business groups work?**
   - Groups are a collection of people in teams, departments, colleges, projects, etc.
   - An administrator can manage an individual group or multiple groups.
   - Groups can include multiple administrators, requisitioners, tech users, or finance users.
   - Groups can have individual or shared payment methods, or both.
   - Groups may or may not require approvals.

2) **What are the permissions, functionality, and visibility of each role?**
   a) **Administrator**: Manage business settings & business features, invite people to join the business account, remove users from the business account, assign a role to a user, set up approval workflows and spending limits, configure shared payment methods and shipping addresses.
      I. **Visibility**: Administrators can view orders and order history for all purchases in their group(s) on behalf of the business, last 4 digits of any payment methods used by requisitioners, billing & Ship to addresses, all Amazon Business Analytics fields for orders placed by users in their group(s)

   b) **Requisitioner/Buyer:** Place orders on behalf of the organization, add payment methods and shipping addresses at checkout *if individual pay is configured, utilize Business Analytics for their own purchases, can be configured as an approver.
      I. **Visibility:** Order history for all orders that they placed for their organization with their business user account, shipping addresses & payment methods (last 4 digits visible), as established by the administrator

   c) **Finance**: Access invoices, credit notes, analytics, and order history, access, customize, and schedule Amazon Business reports, and manage tax information.

3) **How do I add people to my group?**
   a) Navigate to **Business Settings,** select **People,** then click on the orange **Add People** button, which will allow you to either invite a user via email or copy a link to share. Email invitations must be sent to an @wsu.edu email address, and it cannot be a shared email account.

4) **How do I assign and edit the user roles within my group?**
   a) Roles are first assigned when an invitation is sent to a user. For existing group users, navigate to **Business Settings** and select **People.** There, you will be able to see your group roster. To edit a user's role, select the **Actions** drop-down on the right side of their name, and select **Edit Role.**

5) **How do I manage my group payment and shipping methods?**
   a) Navigate to **Business Settings**, then under **Billing and Shipping**, select **Shared Settings**

   ➢ Considerations:
   - Individual Payment and Shipping:
     - End users enter and store addresses during initial setup or checkout
     - Administrators use analytics reports to audit shipping locations.
   - Shared Payment and Shipping:
     - Administrators enter addresses for each group manually or with an upload spreadsheet.
     - End users can only ship to addresses shared with their group by an Administrator.
     - End users will have an option to add their name in the **Deliver To** field.
   - Shared and Individual (Payment Only):
     - Administrators can provide payment and end users can also use their own.

6) **How do I implement order approvals into my group?**
   a) Approvals can be set up at individual group levels by navigating to **Business Settings**, then **Buying Policies > Approvals** and then further customized for individual users.
   b) Individual approval settings can also be implemented by navigating to **Business Settings,** selecting **People**, and then in the **Actions** drop-down, select **Custom Approvals.**
   c) To change a group's existing 'group approver' or to add a new group approver, go to **Buying Policies & Approvals** (under **Business Settings**) > **Approval Settings** . Then navigate to the group you want to edit using the drop-down menu. From that group's page you can edit that specific group's 'group approver'.

7) **How do I approve orders?**
   a) Any time an order is routed to you for approval, you will get an email notifying you of the request. Purchase requests can be approved directly from the email or by navigating to **Approve Orders** in the top right drop down of your account.
   b) Once a purchase is submitted for approval, the order is held for 7 days. Approval requests that take longer than 7 days will be rejected. If you have multiple orders awaiting approval, you have the option to approve or reject them in bulk.
      I. Any time you reject an order, you can send comments back to the requisitioner explaining why the order was rejected.
      II. When an order is approved, an order confirmation email is sent to the requisitioner letting them know that their order was approved and is now being processed by Amazon.

8) **How do I manage delivery preferences?**
   a) Customize delivery days and times to ensure your packages are delivered when someone is available to receive them! Settings can be adjusted under **Business Settings > Billing & Shipping > Addresses** and delivery preferences by root level admins.

9) **How do I see all purchasing data from my group?**
   a) **Business Analytics** offers eight default reporting options to choose from depending on your reporting needs. 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