Administrator Best Practice Guide

As your departments Amazon Business Administrator, use this Best Practice Guide to regularly evaluate the people on your account, communicate updates, adjust features, and regularly run reports to support and grow your program.

People

Maintain your Amazon Business user population to ensure the right people have access.

- ✓ Set monthly calendar reminders to review user access. Download your Amazon Business user list to evaluate departmental changes and remove users as they leave your department.
- ✓ Work with other internal stakeholders (HR, PCS, Tech, etc.) to add Amazon Business expectations or training when changes are made to purchasing guidance.
- ✓ When onboarding new users, send a follow-up email to direct users to your internal Purchasing FAQs and acceptable use guidelines.

Communication and Training

Regularly communicate and refresh training to ensure all teams understand expectations for Amazon Business use.

- ✓ Set quarterly calendar reminders to review, change, and announce any feature or program updates.
- ✓ Include Amazon Business purchasing expectations and fundamentals in regular employee training events.
- ✓ Review expense reimbursements and purchases to identify people purchasing through non-preferred channels. Email Amazon Business information and invite them to central account, if needed. Copy purchaser's manager.
- ✓ Update internal FAQs regularly. Prioritize FAQs unique to your department and continue to update your Amazon Business FAQ's where it makes sense.

Feature Configuration

Maintain Amazon Business feature settings for optimized use.

- ✓ Regularly review and tune Amazon Business Settings to optimize your user experience. Leverage your Amazon Business key contact for recommendations.
- ✓ Use features like "Shopping Lists" to create a more prescriptive shopping experience, tailored to your department's needs. Use Amazon Business reporting/analytics to view most frequently purchased items.
- ✓ Mark unlocked Progressive Discount products as Preferred.

Reporting

Leverage Amazon Business reporting tools to evaluate use and identify growth opportunities.

- ✓ Establish a regular cadence to view Amazon Business reporting to identify trends and opportunities to improve purchasing compliance.
- ✓ Set up Related offer reporting (Business Settings > Buying polies > Related Offer reports) and run reports through Business Analytics.