Amazon Business Analytics User Guide

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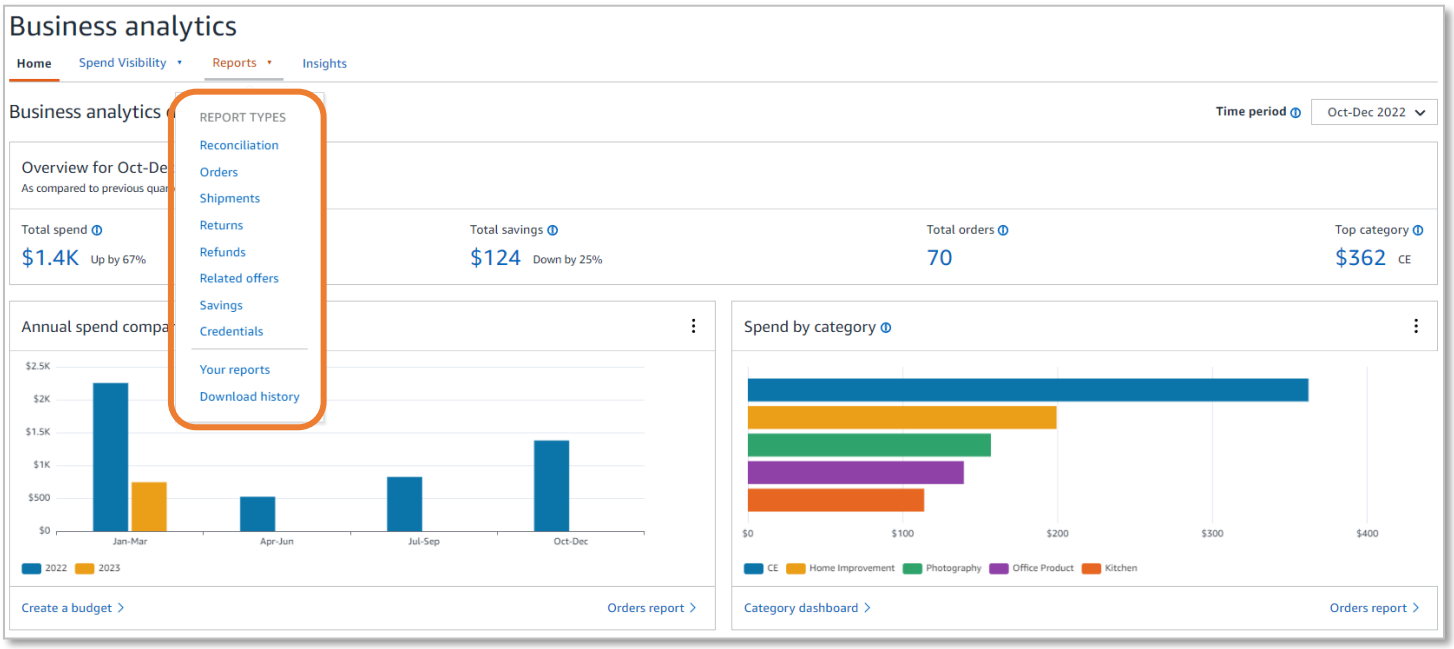
Introduction to Business Analytics Reports

Why do I need Business Analytics Reporting?

- **Improve Visibility**
- See what individuals and groups are purchasing.
- Report on spend by group, user, product category, and seller credentials.

- **Easily Reconcile Purchases**
- Build custom Reconciliation reports to make matching Amazon transactions easy.
- Build custom Order reports to remit payment for Amazon Business Invoices.
- Leverage Business Order Info fields and Business Analytics to track GL codes and cost center codes for easier reporting and month-end cost allocation.

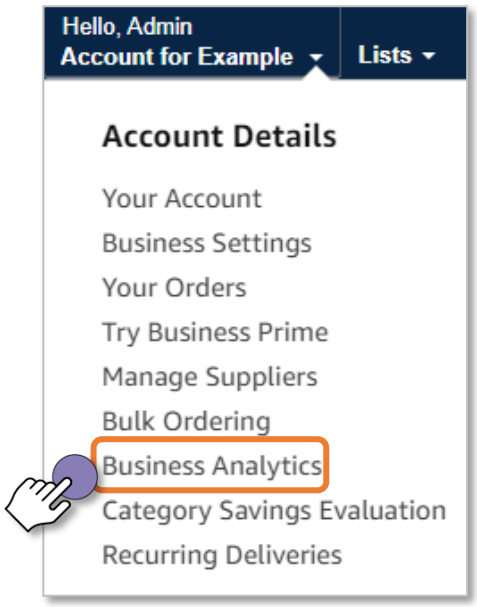
What types of reports do I have access to?



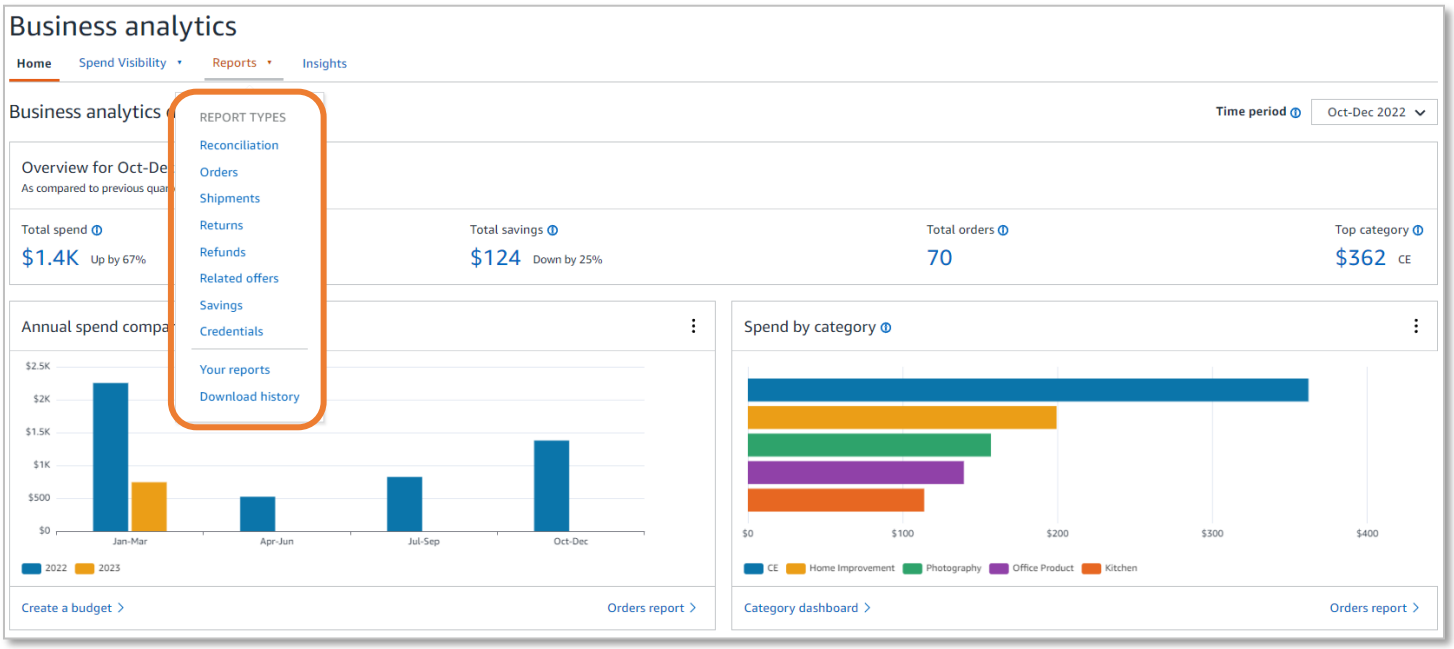
Introduction to Business Analytics Reports

How can I access Business Analytics Reports?

1. Login to your business account; Hover over "**Hello, Name**" in the upper right corner of the page and select "**Business Analytics**" from the drop down menu.



2. Go to "**Home**" tab or hover over the "**Reports**" tab to start with one of our curated report templates and customize to meet your business reporting needs.



Orders Report

What is it?

The Order Report provides a holistic view of an Amazon Business customer's order history with order level/invoice level/ item level detail and organization specific fields.

Why Use It?

- Invoice Reconciliation
- Transaction Matching
- PBI Remittance Report
- Pull Tax Information (GST/PST)

70 Available Columns

❑ **Order Info**
- Order Date
- Order ID
- Account Group
- PO Number
- Order Quantity
- Order Subtotal
- Order Shipping & Handling
- Order Promotion
- Order Tax
- Order Net Total
- Order Status
- Approver

❑ **Customer Info**
- Account User
- Account User Email

❑ **Invoice Info**
- Invoice Status
- Invoice Total Amount
- Invoice Due Amount
- Invoice Issue Date
- Invoice Due Date

❑ **Payment Info**
- VAT Invoice #
- Payment Date
- Payment Amount
- Payment Instrument Type
- Payment Identifier

❑ **Product Info**
- Product Category
- ASIN
- Title
- UNSPSC
- Segment
- Family
- Class
- Commodity
- Brand Code
- Brand
- Manufacturer
- National Stock Number
- Item model number
- Part number
- Product Condition
- Company Compliance
- Listed PPU
- Purchase PPU
- Item Quantity
- Item Subtotal
- Item Shipping & Handling
- Item Promotion
- Item Federal Tax
- Item Federal Tax Type
- Item Provincial Tax
- Item Provincial Tax Type
- Item Regulatory Fee
- Item Regulatory Fee Type
- Item Net Total
- PO Line Item ID
- Tax Exemption Applied
- Tax Exemption Type
- Tax Exemption Opt Out
- Discount Program
- Pricing Discount applied ($ off)
- Pricing Discount applied (% off)

❑ **Organization Specific Info**
- GL Code
- Department
- Cost Center
- Project Code
- Location
- Custom Field 1

❑ **Seller Info**
- Seller Name
- Seller Credentials
- Seller Address

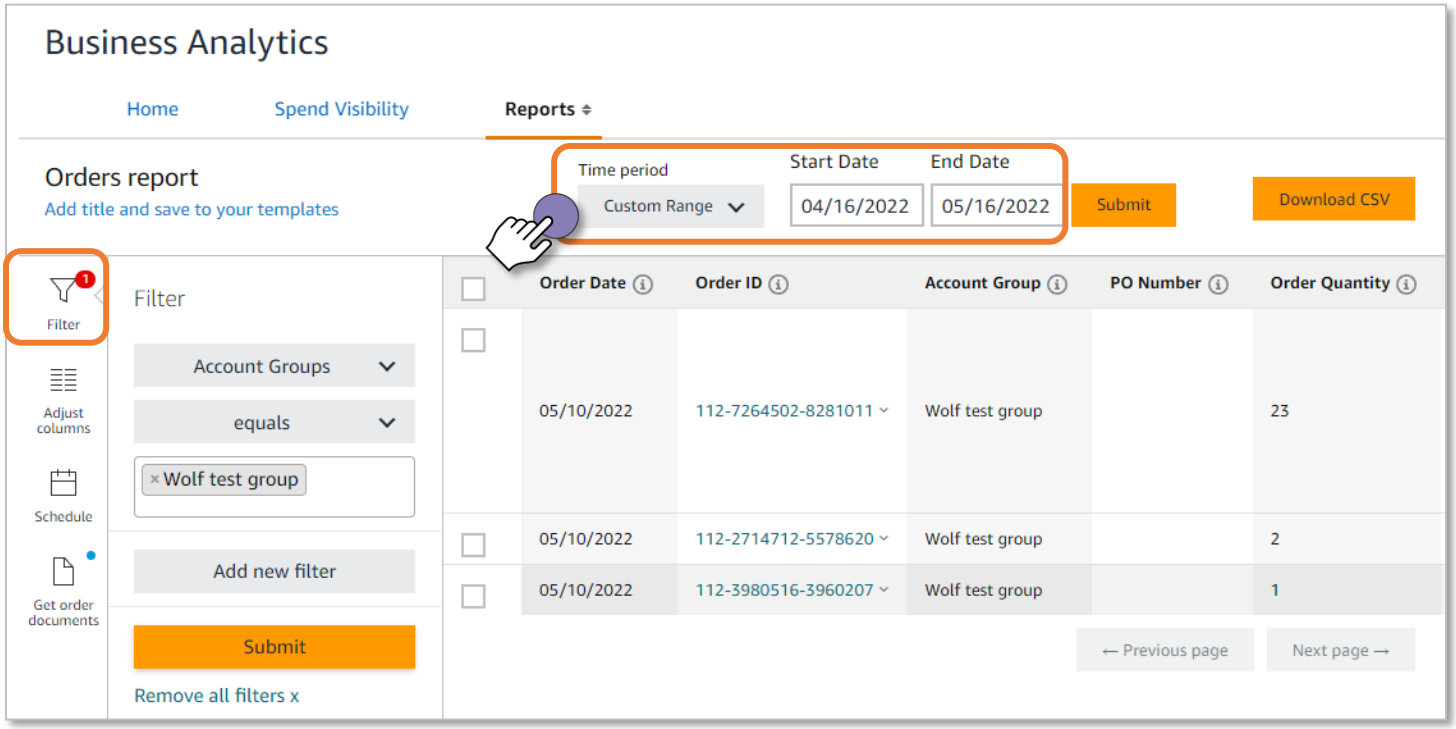
Orders Report

Add Filters to your report

13 Available Filters

- Accounts groups
- Account Users
- Product Categories
- Order date
- Order Status
- Order Type
- PO Number
- ASIN
- Company Compliance
- Discount Program
- Order ID
- Seller Name
- Title

1. Adjust the "**Time period**" filter to show the time period you want. You can customize the date range as well. Keep in mind, this is based on order date, not transaction date.
2. Select "**Filter**" to customize the report. Multiple filters can be added to a report.



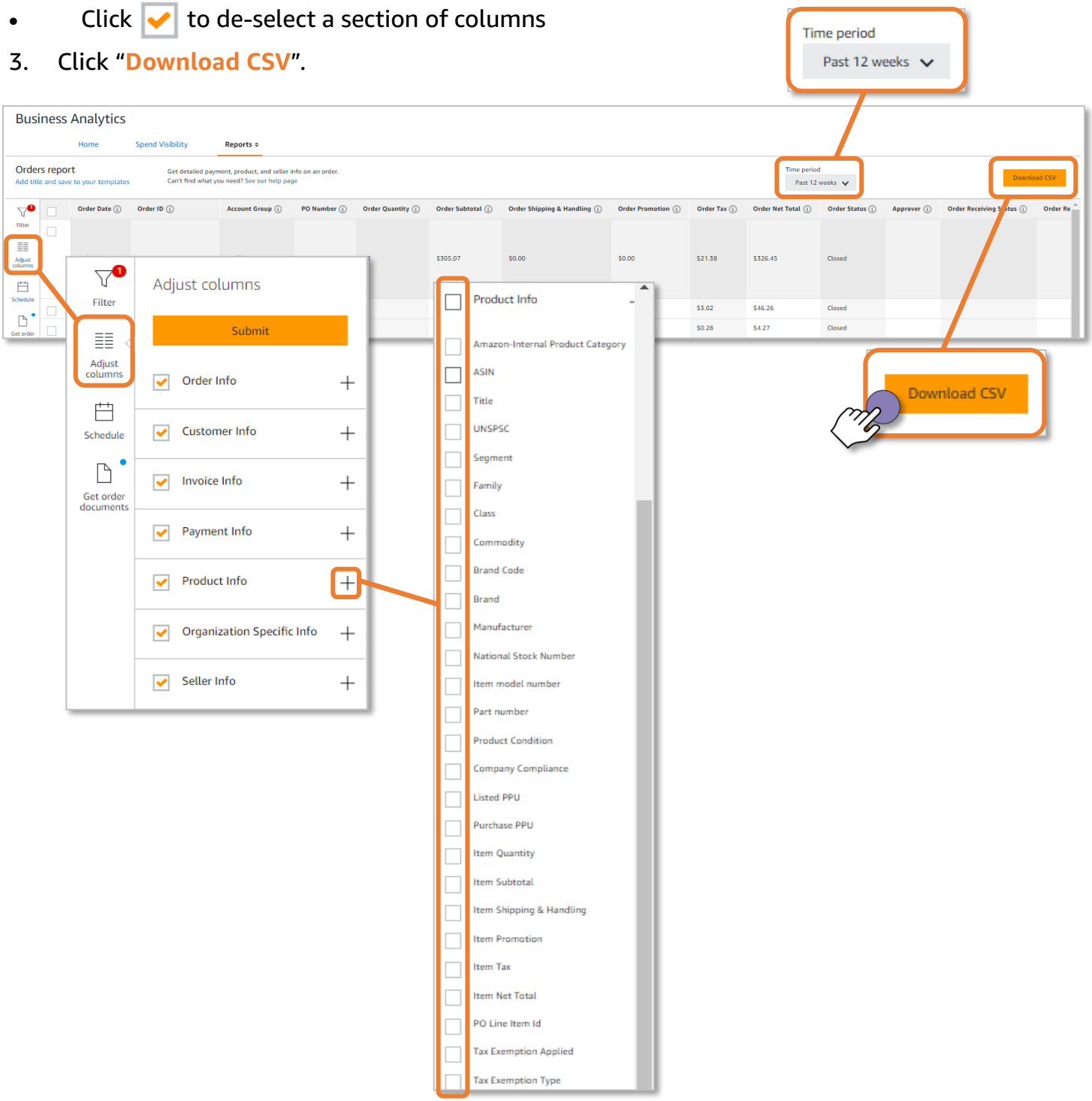
Orders Report

Adjust Columns

1. Ensure **Time Period** is adjusted to meet the date range you wish to run reporting for.
2. The **Orders report** has 70 available columns to review. Select "**Adjust Columns**" to choose the data columns you want to include in the report.

- Click [+] to see sub-categories
- Click [✓] to de-select a section of columns

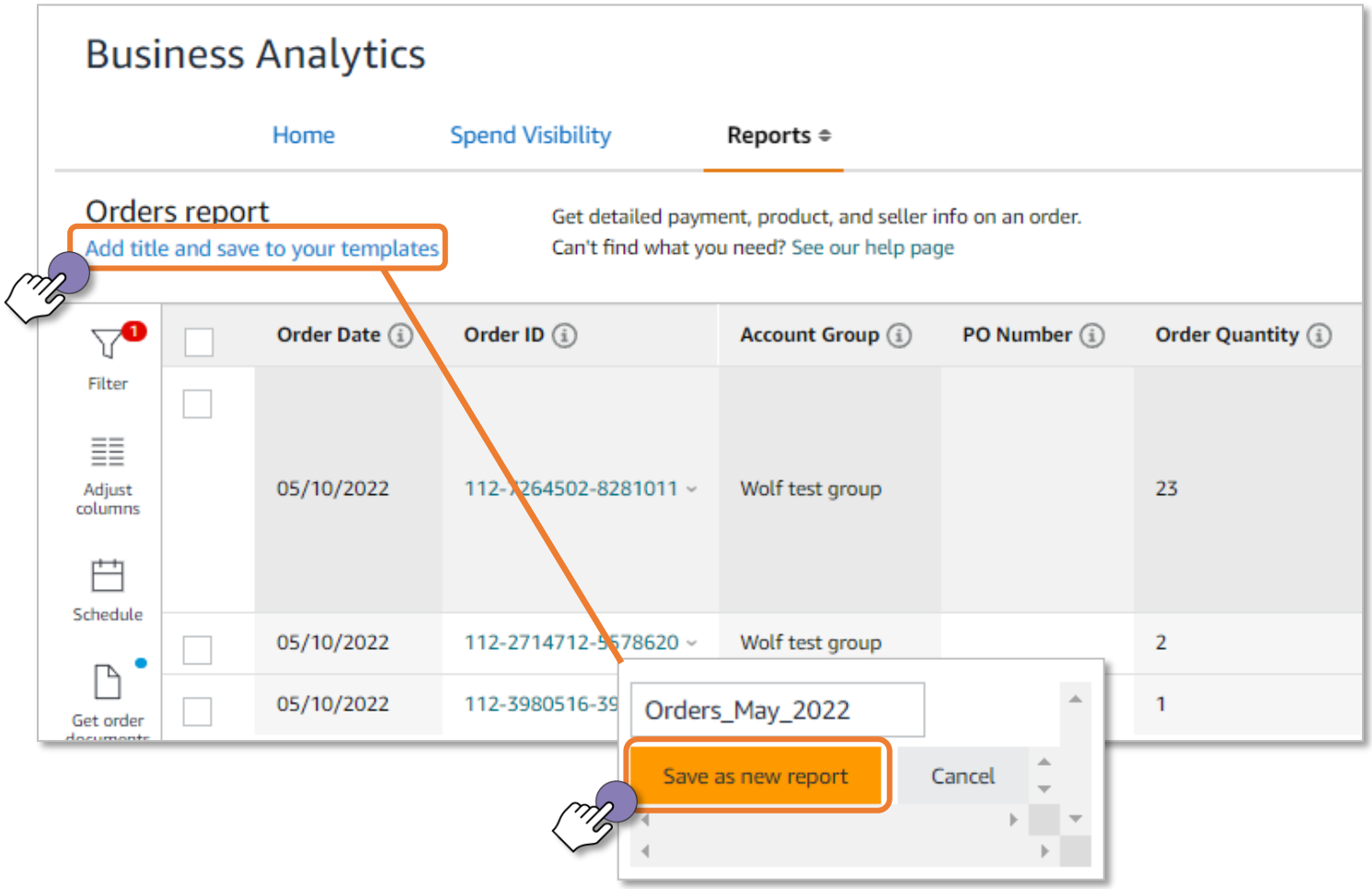
3. Click "**Download CSV**".



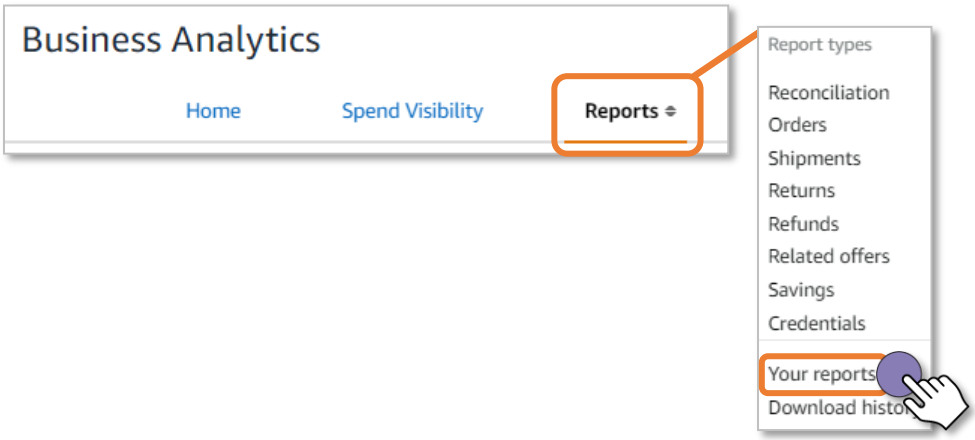
Orders Report

Save Report Template

1. Click "**Add title and save to your templates**", add a title for your report, and click "**Save as new report**".



2. Locate your saved report within the "**Your Reports**" section.

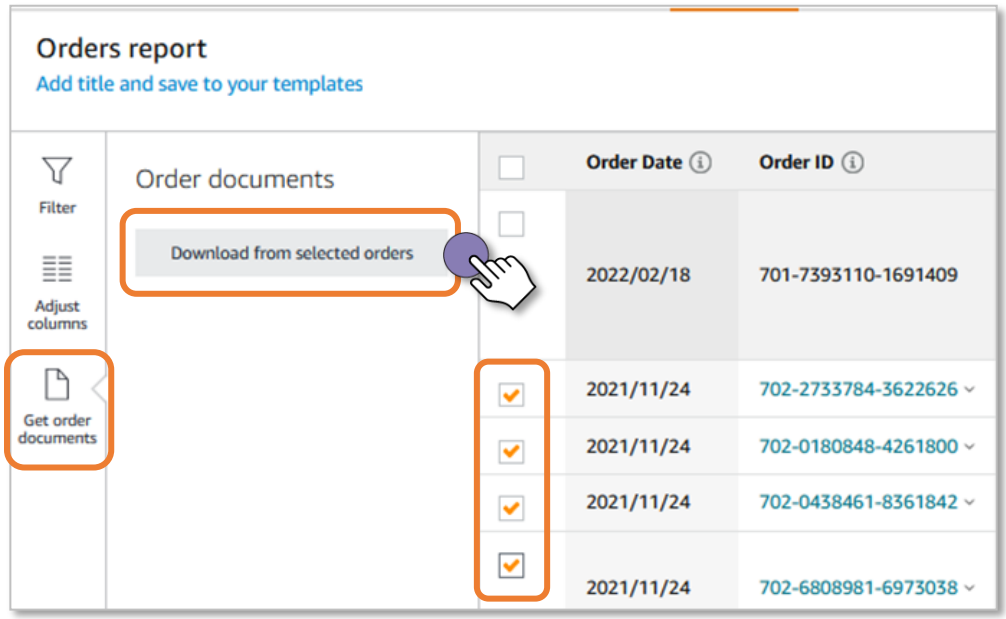


Orders Report

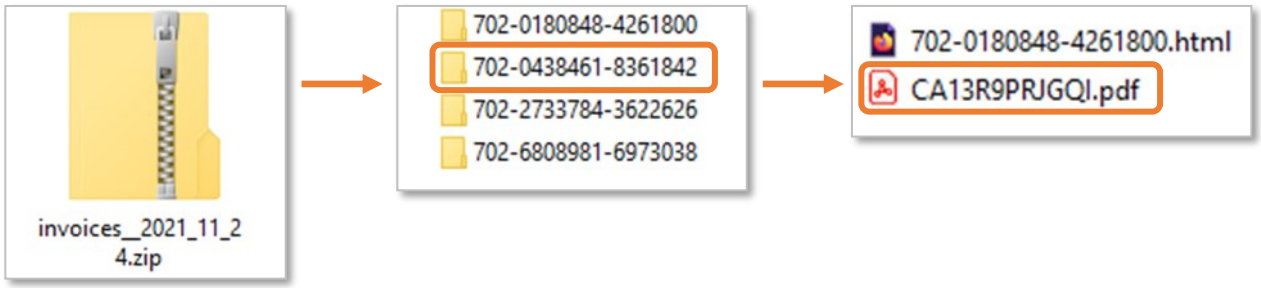
Bulk download Order summaries and PDF invoices

If you require PDF invoices or printable order summaries for matching purposes, choose the orders you need and click “Get Order Documents”. Doing so will export a zip file to your computer named “Invoices_Date_Range”. Within that file there will be a folder for each Order # and within that folder will be your PDF invoice for the order and html printable order summary.

1. Select “**Get order documents**”.
2. Select the orders you would like to download PDF Invoices/Printable Order Summaries for.
3. Click “**Download from selected orders**”.



4. Open the downloaded zip file and select the orders you wish to view.



Orders Report

Best practices and tips for use

Exporting the default report (with all columns selected) often introduces duplicate entries. This is because the downloaded CSV export cannot retain the merged fields that you see on screen. Take the **Order Reports** as an example:

- **Order Reports** contains Order-level, Invoice-level, and Item-level info
- Columns starting with *order* will have duplicate amounts if there are multiple invoices/items per order

Order Date	Order ID	Order net total	Invoice total amount	VAT Invoice #
1/27/2022	702-0613478-571064	62.12	22.59	CA33RQS740SI
1/27/2022	702-0613478-571064	62.12	21.46	CA3Q0T9OE6I
1/27/2022	702-0613478-571064	62.12	18.07	CA32WBKS754YI

- Columns starting with *invoice & payment* will have duplicate amounts if there are a variety of items per invoice
- Columns starting with *item* will have line-item level totals

Order Date	Order ID	Invoice total amount	VAT Invoice #	Payment date	Payment amount	Commodity	Purchase PPU
1/29/2022	704-6156624-8149832	53.8	CA3AE7B0ACII	1/29/2022	53.8	Planning systems	20.88
1/29/2022	704-6156624-8149832	53.8	CA3AE7B0ACII	1/29/2022	53.8	Desk supplies	15.59
1/29/2022	704-6156624-8149832	53.8	CA3AE7B0ACII	1/29/2022	53.8	Tape dispensers	11.56

Item quantity	Item subtotal	Item shipping and handling	Item promotion	Item Federal Tax	Item Provincial Tax	Item Regulatory Fee	Item Regulatory Fee Type	Item net total
1	20.88	0		1.05	1.46	0		23.39
1	15.59	0		0.78	1.09	0		17.46
1	11.56	0		0.58	0.81	0		12.95

- Usually when you place a order of multiple quantity for one single item, only 1 invoice is generated. Sometimes multiple invoices are generated in this case. In such case, *Item quantity* and *Item net total* have duplicated entries. In below example, a company purchased 4 of the same item sold by Amazon in a single order, but 4 unique invoices are generated (e.g.1 invoice per unit). For this order, the *Item quantity* 4 and *Item net total* $888.96 reflect the entire order instead of the single unit.

Order Date	Order ID	Order quantity	Order net total	Invoice total amount	VAT Invoice #	Commodity	Purchase PPU	Item quantity	Item Federal Tax	Item Provincial Tax	Item Regulatory Fee	Item net total	Seller Name
1/28/2022	703-2275578-4594614	4	888.96	222.24	CA3D3IQ4ACII	ladder	196.67	4	25.57	0	0	888.96	Amazon
1/28/2022	703-2275578-4594614	4	888.96	222.24	CA3D3IQ8ACII	ladder	196.67	4	25.57	0	0	888.96	Amazon
1/28/2022	703-2275578-4594614	4	888.96	222.24	CA3D3PF7ACII	ladder	196.67	4	25.57	0	0	888.96	Amazon
1/28/2022	703-2275578-4594614	4	888.96	222.24	CA3D3NOQACII	ladder	196.67	4	25.57	0	0	888.96	Amazon

Orders Report

Best practices and tips for use

When your PDF invoice includes **Environmental Handling fee/The Product Care Eco Fee**, they are not listed in the **Order Report** and not calculated in the *Item net total*. In such cases, the *Item net total* won't match with the payable amount on the PDF invoice. Rely on *Order net total, Invoice total amount, Payment amount* to match the Payable amount on your PDF invoice

Order Date	Order ID	Order net total	Invoice total amount	VAT Invoice #	Payment amount	Commodity
1/30/2022	707-2897685-149303	194.88	194.88	CA39DYFQACII	194.88	Batteries and cells and accessories

Purchase PPU	Item quantity	Item subtotal	Item shipping and handling	Item promotion	Item Federal Tax	Item Provincial Tax	Item Regulatory Fee	Item net total
169	1	169	0		8.7	12.18	0.6	189.88

Invoice details / Détails de la facture

Description	Qty / Quantité	Unit Price / Prix à la pièce	Discount / Remise	Federal Tax / Taxe Fédéral [GST/HST/TPS/TVH]	Provincial Tax / Taxe Provinciale [PST/RST/QST/TVP/TVD/TVQ]	Item subtotal / Sous-total de l'article
DEWALT 20V MAX* XR 20V Battery, 5.0-Ah, 2-Pack (DCB205-2) ASIN: B00KQU1ENG	1	$169.00	$0.00	$8.45	$11.83	$189.28
Environmental Handling Fee		$5.00	$0.00	$0.25	$0.35	$5.60

Invoice Subtotal / Total partiel de la facture **$194.88**

Payment due to Amazon within 30 days / Paiement dû à Amazon dans les 30 jours

	Item subtotal / Sous-total de l'article (excl. Tax)	Federal Tax / Taxe Fédéral [GST/HST/TPS/TVH]	Provincial Tax / Taxe Provinciale [PST/RST/QST/TVP/TVD/TVQ]	Tax subtotal / Sous-total de la taxe
Total	$174.00	$8.70	$12.18	$20.88

See the first page for payment information / Veuillez consulter la première page pour les informations de paiement.

The $5.00 Environmental Handling fee is not included in Item-level info and not calculated into *Item net total*

Orders Report

Best practices and tips for use

Order Status: Orders have different statuses. Only focus on validated orders by filtering on order status: “Closed”, “Payment confirmed”, “Pending fulfillment”.

- Pending: Default status the we display if there is no information in our backend data sources
- Pending fulfilment: Order is approved to be fulfilled.
- Pending approval: Pending for PO validation (from customer E-procurement or from workflow validation set up in AB)
- Payment confirmed: Got complete payment info. This does NOT mean that payment has been authorized by the bank or that we have collected funds. It just means that we have collected information about how the customer has started they are going to pay for their purchase.
- Cancelled: Order was cancelled
- Closed: Order is completely done

Invoices Status:

- Issued or Past due: Payment is still required
- Pending: The invoice is still yet to be generated: pending shipment or pending purchase consolidation
- Closed: Customers have already paid the invoice

Reconciliation Report

What is it?

A report that allows one to compare order and payment history to their records.

Why use it?

- Match the Amazon charge to the transaction posted on their credit card statement: *Payment reference ID* is the payment signature for the transaction generated by Amazon. Amazon sends the Payment reference ID to your payment processors. Your bank may stamp it on statement transactions.
- PBI customers can see their credit memos by adding a filter for "Transaction Type" equals "Refund"

19 Available Columns

- ❑ **Transaction Info**
  - Transaction Date
  - Payment Reference ID
  - Transaction Type
  - Payment Amount
  - Account Group
  - Payment Instrument Type
  - Payment Identifier
- ❑ **User Info**
  - Account User
- ❑ **Order Info**
  - Order Date
  - Order ID
  - PO Number
  - Order Status
  - Approver
- ❑ **Organization Specific Info**
  - GL Code
  - Department
  - Cost Center
  - Project Code
  - Location
  - Custom Field 1

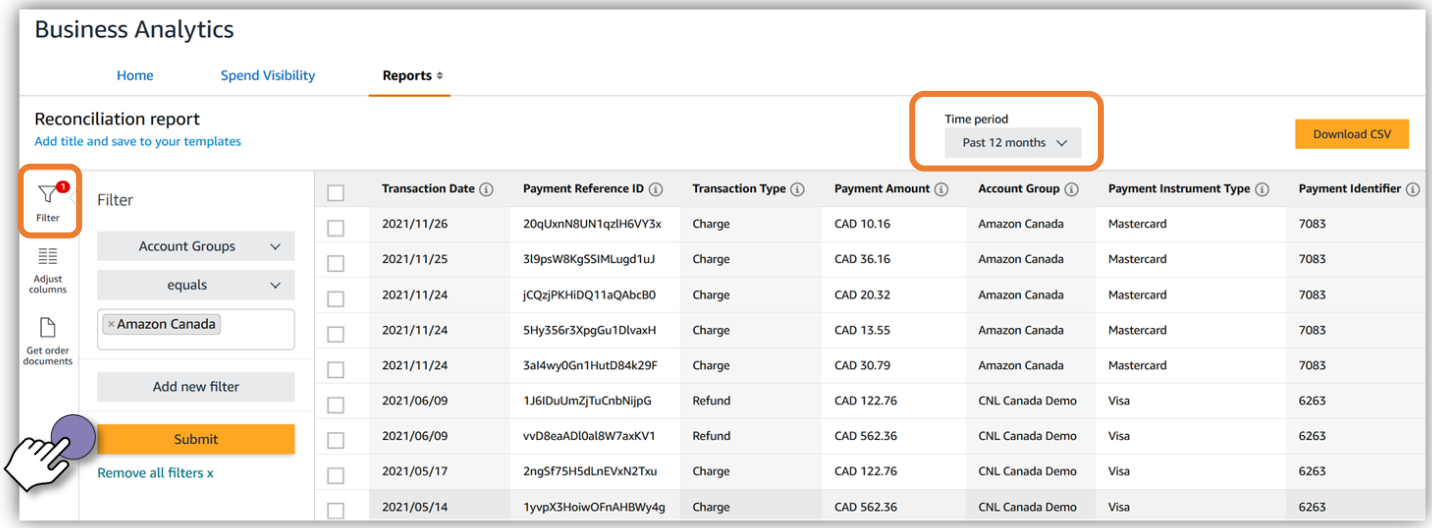
Reconciliation Report

Add Filters to your report

7 Available Filters

- Accounts groups
- Ordering customers
- Transaction type
- Transaction date
- Order date
- Order ID
- Payment Reference ID

1. Adjust the "**Time period**" filter to show the time period you want. You can customize the date range as well.
2. Select "**Filter**" to customize the report. Multiple filters can be added to a report.



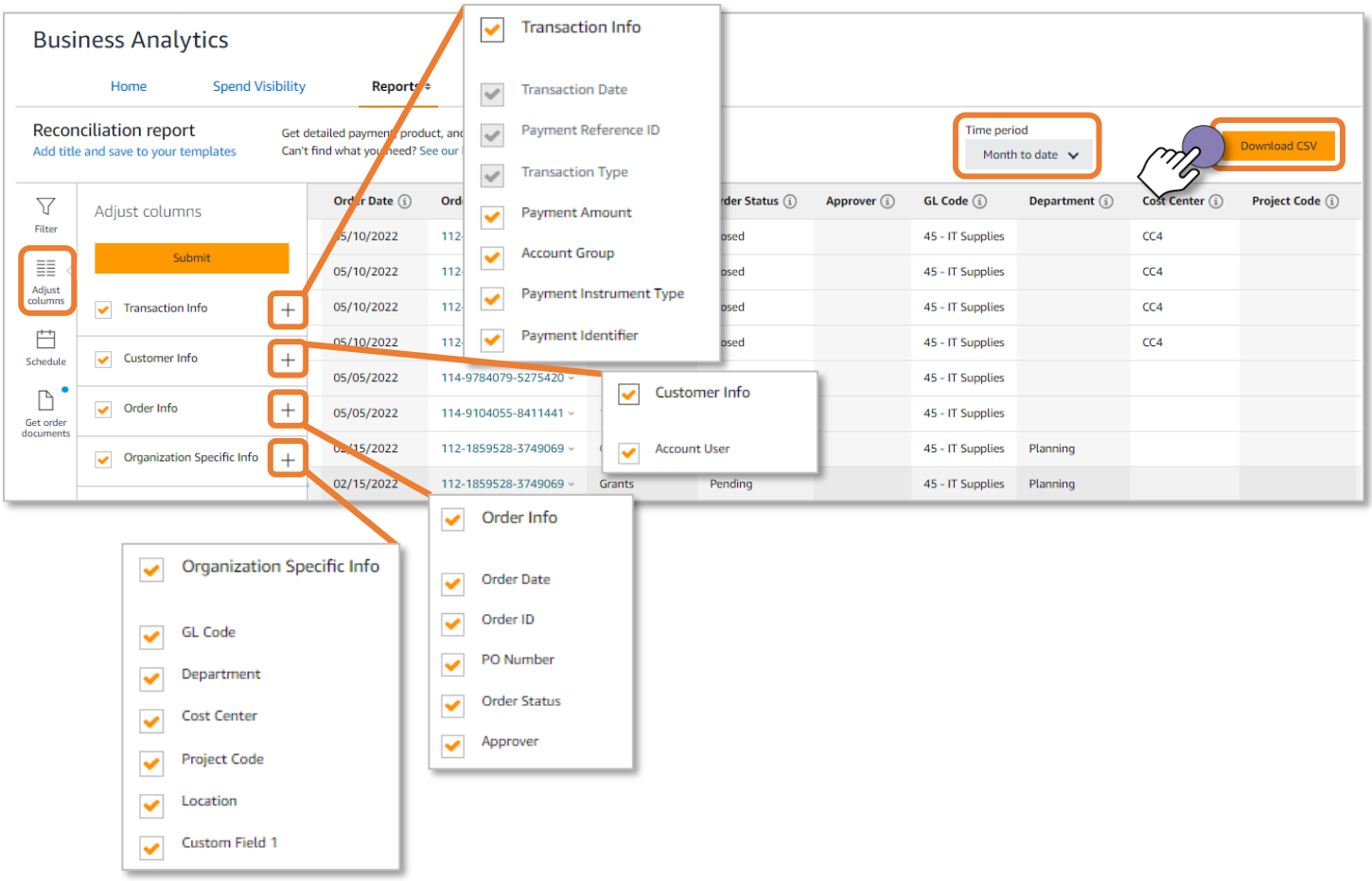
Reconciliation Report

Adjust Columns

1. Ensure **Time Period** is adjusted to meet the date range you wish to run reporting for.
2. The **Reconciliation report** has 19 available columns to review. Select "**Adjust Columns**" to choose the data columns you want to include in the report.

- Click [+] to see sub-categories
- Click [✓] to de-select a section of columns

3. Click "**Download CSV**".



Shipments Report

What is it?

A report that captures detailed shipping, product, and seller information for all orders placed on an Amazon Business account.

Why use it?

- Shipment and delivery tracking

74 Available Columns

- **Order Info**
  - Order Date
  - Order ID
  - Account Group
  - PO Number
  - Order Quantity
  - Order Subtotal
  - Order Shipping & Handling
  - Order Promotion
  - Order Federal Tax
  - Order Provincial Tax
  - Order Regulatory Fee
  - Order Net Total
  - Order Status
  - Approver
- **Customer Info**
  - Account User
  - Account User Email
- **Shipment Info**
  - Shipment Date
  - Shipment Status
  - Carrier Tracking #
  - Shipment Quantity
  - Shipping Address
  - Shipment Subtotal
  - Shipment Shipping & Handling
  - Shipment Promotion
  - Shipment Federal Tax
  - Shipment Provincial Tax
  - Shipment Regulatory Fee
  - Shipment Net Total
  - Carrier Name
- **Product Info**
  - Product Category
  - ASIN
  - Title
  - UNSPSC
  - Segment
  - Family
  - Class
  - Commodity
  - Brand Code
  - Brand
  - Manufacturer
  - National Stock Number
  - Item model number
  - Part number
  - Product Condition
  - Company Compliance
  - Listed PPU
  - Purchase PPU
  - Item Quantity
  - Item Subtotal
  - Item Shipping & Handling
  - Item Promotion
  - Item Federal Tax
  - Item Federal Tax Type
  - Item Provincial Tax
  - Item Provincial Tax Type
  - Item Regulatory Fee
  - Item Regulatory Fee Type
  - Item Net Total
  - PO Line Item Id
  - Tax Exemption Applied
  - Tax Exemption Type
  - Tax Exemption Opt Out
  - Discount Program
  - Pricing Discount applied ($ off)
  - Pricing Discount applied (% off)
- **Organization Specific Info**
  - GL Code
  - Department
  - Cost Center
  - Project Code
  - Location
  - Custom Field 1
- **Seller Info**
  - Seller Name
  - Seller Credentials
  - Seller Address

AMAZON CONFIDENTIAL

Customer Use Case: Pay By Invoice Remittance Report

Use case 1: A PBI customer is interested in remitting payment in a more consolidated way versus per invoice due.

Step-by-step instructions:

1. Login to your Amazon Business account
2. Hover over "**Hello, Name**" in the upper right hand corner of the home page and select "**Business Analytics**" from the drop down menu.
3. Select **Orders report**.
4. Adjust "**Time Period**".
5. Click "**Filter**", and add one for "**Order Status**" equal "**Closed**".
6. Click "**Adjust columns**", remove all default columns and select the following fields:
   - *Order Date*
   - *Order ID*
   - *PO #*
   - *Account User*
   - *Invoice Status*
   - *Invoice Total Amount*
   - *Invoice Due Amount*
   - *Invoice Issue Date*
   - *Invoice Due Date*
   - *VAT Invoice #*
7. Click "**Submit**" to finalize column selections.
8. Click "**Add title and save to your templates**" to give your report a name and save for future use.
9. Click "**Download CSV**" to export the report to Excel.
10. Open the CSV export in Excel and filter by *Invoice Status*: Issued and Past Due.
11. If you sum up the *Invoice Due Amount* column, it should match your current outstanding balance.

Notes:

- After invoices are reconciled and ready to make a payment, you can follow the Remit To Instructions on the invoice PDF to submit payments in electronic.
- If you require PDF invoices or printable order summaries for matching purposes, choose the orders you need and click "Get Order Documents". Doing so will export a zip file to your computer named "Invoices_date range". Within that file there will be a folder for each Order # and within that folder will be your PDF invoice for the order and html printable order summary.

Customer Use Case: Credit Card Reconciliation

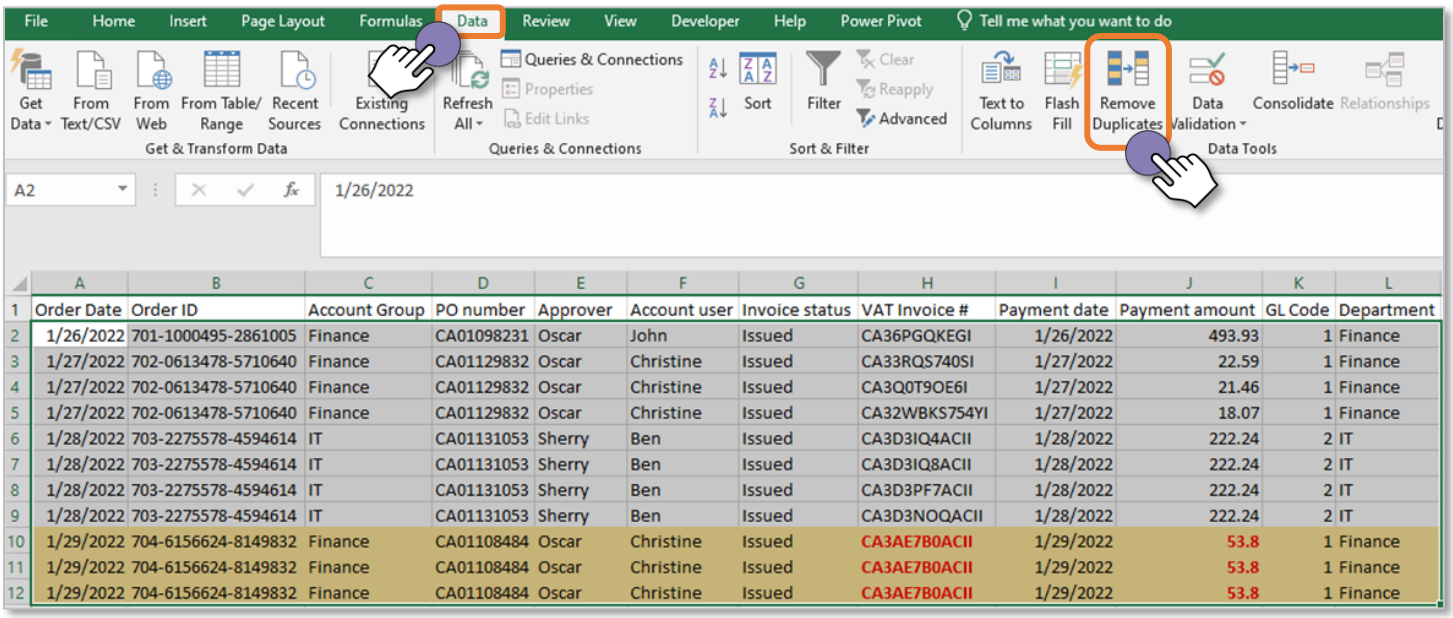
Use case 2: The customer pays via credit card. They want Order level reporting with invoice information (Invoice number, Payment date) and Organization-specific information (i.e., GL Code) . They want to include the fields listed below in the Excel file.

- *Order Date*
- *Order ID*
- *PO #*
- *Account Group*
- *Approver*
- *Account User*
- *Invoice Status*
- *VAT Invoice #*
- *Payment Amount*
- *Payment Date*
- *GL Code*
- *Department*

Step-by-step Instructions:

1. Login to your business account
2. Hover over "**Hello, Name**" in the upper right corner of the page and select "**Business Analytics**" from the drop down menu.
3. Select **Orders report**.
4. Adjust "**Time period**" at the top
5. Click "**Filter**", and add one for "**Order Status**" equals "**Closed**"
6. Click "**Adjust columns**", remove all default columns and select the fields outlined above.
7. Click "**Submit**" to finalize column selections.
8. Click "**Add title and save to your templates**" to give your report a name and save for future use.
9. Click "**Download CSV**" to export the report to Excel.

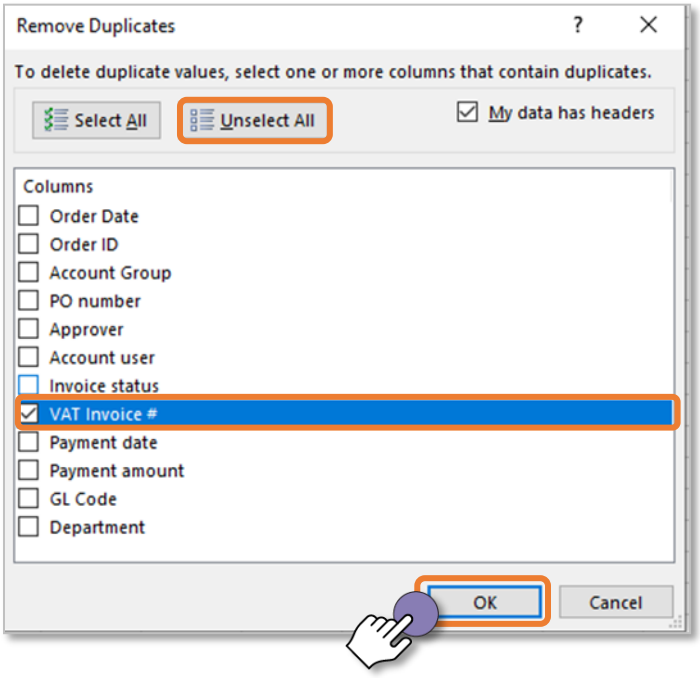
10. To remove the duplicate values on invoice-level info, select a single cell in a range, choose "**Data**", "**Remove Duplicates**".



	A	B	C	D	E	F	G	H	I	J	K	L
1	Order Date	Order ID	Account Group	PO number	Approver	Account user	Invoice status	VAT Invoice #	Payment date	Payment amount	GL Code	Department
2	1/26/2022	701-1000495-2861005	Finance	CA01098231	Oscar	John	Issued	CA36PGQKEGI	1/26/2022	493.93	1	Finance
3	1/27/2022	702-0613478-5710640	Finance	CA01129832	Oscar	Christine	Issued	CA33RQS740SI	1/27/2022	22.59	1	Finance
4	1/27/2022	702-0613478-5710640	Finance	CA01129832	Oscar	Christine	Issued	CA3Q0T9OE6I	1/27/2022	21.46	1	Finance
5	1/27/2022	702-0613478-5710640	Finance	CA01129832	Oscar	Christine	Issued	CA32WBKS754YI	1/27/2022	18.07	1	Finance
6	1/28/2022	703-2275578-4594614	IT	CA01131053	Sherry	Ben	Issued	CA3D3IQ4ACII	1/28/2022	222.24	2	IT
7	1/28/2022	703-2275578-4594614	IT	CA01131053	Sherry	Ben	Issued	CA3D3IQ8ACII	1/28/2022	222.24	2	IT
8	1/28/2022	703-2275578-4594614	IT	CA01131053	Sherry	Ben	Issued	CA3D3PF7ACII	1/28/2022	222.24	2	IT
9	1/28/2022	703-2275578-4594614	IT	CA01131053	Sherry	Ben	Issued	CA3D3NOQACII	1/28/2022	222.24	2	IT
10	1/29/2022	704-6156624-8149832	Finance	CA01108484	Oscar	Christine	Issued	CA3AE7B0ACII	1/29/2022	53.8	1	Finance
11	1/29/2022	704-6156624-8149832	Finance	CA01108484	Oscar	Christine	Issued	CA3AE7B0ACII	1/29/2022	53.8	1	Finance
12	1/29/2022	704-6156624-8149832	Finance	CA01108484	Oscar	Christine	Issued	CA3AE7B0ACII	1/29/2022	53.8	1	Finance

Note: You will find duplicate invoice-level info (*VAT invoice #, Payment data, payment amount*). It happens because the *GL Code* and *Department* you want is at item level. If you have various items per invoice, columns starting with *invoice & payment* will have duplicate amounts.

11. Click "Unselect All", choose "VAT Invoice #", click "OK". By doing so, you will get a new report that deduplicate the invoice-level info.



12. If you sum the *Payment amount*, it should match the total payable amount on your related PDF invoices.

Order Date	Order ID	Account Group	PO number	Approver	Account user	Invoice status	VAT Invoice #	Payment date	Payment amount	GL Code	Department
1/26/2022	701-1000495-2861005	Finance	CA01098231	Oscar	John	Issued	CA36PGQKEGI	1/26/2022	493.93	1	Finance
1/27/2022	702-0613478-5710640	Finance	CA01129832	Oscar	Christine	Issued	CA33RQS740SI	1/27/2022	22.59	1	Finance
1/27/2022	702-0613478-5710640	Finance	CA01129832	Oscar	Christine	Issued	CA3Q0T9OE6I	1/27/2022	21.46	1	Finance
1/27/2022	702-0613478-5710640	Finance	CA01129832	Oscar	Christine	Issued	CA32WBKS754YI	1/27/2022	18.07	1	Finance
1/28/2022	703-2275578-4594614	IT	CA01131053	Sherry	Ben	Issued	CA3D3IQ4ACII	1/28/2022	222.24	2	IT
1/28/2022	703-2275578-4594614	IT	CA01131053	Sherry	Ben	Issued	CA3D3IQ8ACII	1/28/2022	222.24	2	IT
1/28/2022	703-2275578-4594614	IT	CA01131053	Sherry	Ben	Issued	CA3D3PF7ACII	1/28/2022	222.24	2	IT
1/28/2022	703-2275578-4594614	IT	CA01131053	Sherry	Ben	Issued	CA3D3NOQACII	1/28/2022	222.24	2	IT
1/29/2022	704-6156624-8149832	Finance	CA01108484	Oscar	Christine	Issued	CA3AE7B0ACII	1/29/2022	53.8	1	Finance

Note: You will get a new report that deduplicates the invoice-level info via “Remove Duplicates” function in Excel. You can also use the **OrderReportMacro** we prepared for you to merge the duplicate values. Please refer to Use Case 3 to understand how to utilize **OrderReportMacro**

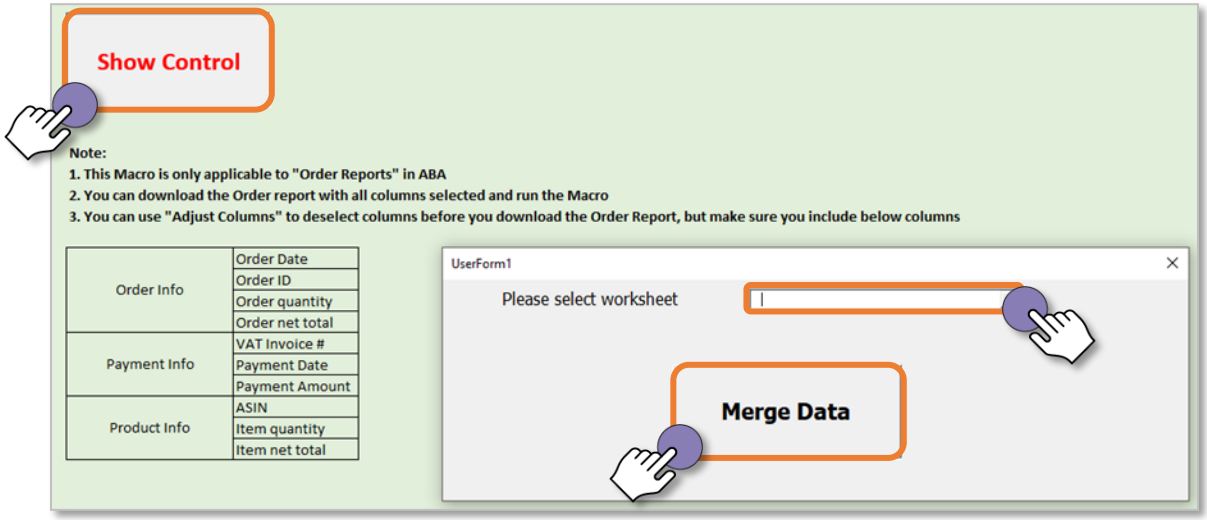
Customer Use Case: Credit Card Reconciliation

Use case 3: A customer want a Order level report with line item details to ensure the amounts and individual line items for each Order ID that are billed by and paid to Amazon matches to the invoices entered into the system. The customer hopes to include below fields:

- *Order Date*
- *Order ID*
- *Order net total*
- *Account User*
- *VAT Invoice #*
- *Payment Amount*
- *Purchase PPU (Unit Price)*
- *Item Quantity*
- *Item Shipping and Handling*
- *Item Promotion*
- *Item Federal Tax*
- *Item Provincial Tax*
- *Item Regulatory Tax*
- *Item Net Total*

Step-by-step Instructions:

1. Open the **OrderReportMacro**
2. Download the **Orders Report** with all columns selected; You can also use "**Adjust Columns**" to deselect columns before you download the **Orders Report**, but make sure you include the columns: *Order Date, Order ID, Order Quantity, Order Net Total, VAT Invoice #, Payment Date, Payment Amount, ASIN, Item Quantity, Item Net Total.*
3. Open the downloaded **Orders report**, right click the data worksheet, click "Move or Copy", check "Create a copy", "To book: OrderReportMacro.xlsm". By doing so, the downloaded **Orders report** will be automatically copied to **OrderReportMacro**
4. In "**RunMe**" worksheet, click "**Show Control**" , Please select worksheet, click "**Merge Data**". By doing so, the *Order Date, Order ID, Order net total, VAT Invoice #, Payment date, Payment amount, ASIN, Item quantity, Item net total* are merged.



5. Remove the unnecessary columns via "**Hide**", "**Group**" function in Excel, you can also directly delete them.

6. In the downloaded csv report, if you sum *Order net total, Payment amount, Item net total,* the total amount will vary because of duplicate entries. They cannot match the payable amounts on your PDF invoices.

Order Date	Order ID	Order net total	Account user	VAT Invoice #	Payment date	Payment amount	Purchase PPU	Item quantity	Item shipping and handling	Item promotion	Item Federal Tax	Item Provincial Tax	Item Regulatory Fee	Item net total
1/26/2022	701-1000495-2861005	493.93	John	CA36PGQKEGI	1/26/202	493.93	154.74	3	0	-23.21	22.05	30.87		493.93
1/27/2022	702-0613478-5710640	62.12	Christine	CA33RQS740SI	1/27/202	22.59	19.99	1	0		2.6	0		22.59
1/27/2022	702-0613478-5710640	62.12	Christine	CA3Q0T9OE6I	1/27/202	21.46	18.99	1	0		2.47	0		21.46
1/27/2022	702-0613478-5710640	62.12	Christine	CA32WBKS754YI	1/27/202	18.07	15.99	1	0		2.08	0		18.07
1/28/2022	703-2275578-4594614	888.96	Ben	CA3D3IQ4ACII	1/28/202	222.24	196.67	4	0		25.57	0		888.96
1/28/2022	703-2275578-4594614	888.96	Ben	CA3D3IQ8ACII	1/28/202	222.24	196.67	4	0		25.57	0		888.96
1/28/2022	703-2275578-4594614	888.96	Ben	CA3D3PF7ACII	1/28/202	222.24	196.67	4	0		25.57	0		888.96
1/28/2022	703-2275578-4594614	888.96	Ben	CA3D3NOQACII	1/28/202	222.24	196.67	4	0		25.57	0		888.96
1/29/2022	704-6156624-8149832	53.8	Christine	CA3AE7B0ACII	1/29/202	53.8	20.88	1	0		1.05	1.46		23.39
1/29/2022	704-6156624-8149832	53.8	Christine	CA3AE7B0ACII	1/29/202	53.8	15.59	1	0		0.78	1.09		17.46
1/29/2022	704-6156624-8149832	53.8	Christine	CA3AE7B0ACII	1/29/202	53.8	11.56	1	0		0.58	0.81		12.95
		4397.53				1606.41								4165.69

7. By merging the duplicate values via OrderReportMacro, if you sum *Oder net total, Payment amount, Item net total*, the total amount will be the same. They can also match your payable amounts on PDF invoices.

Order Date	Order ID	Order net total	Account user	VAT Invoice #	Payment date	Payment amount	Purchase PPU	Item quantity	Item shipping and handling	Item promotion	Item Federal Tax	Item Provincial Tax	Item Regulatory Fee	Item net total
1/26/2022	701-1000495-2861005	493.93	John	CA36PGQKEGI	1/26/202	493.93	154.74	3	0	-23.21	22.05	30.87		493.93
1/27/2022	702-0613478-5710640	62.12	Christine	CA33RQS740SI	1/27/202	22.59	19.99	1	0		2.6	0		22.59
			Christine	CA3Q0T9OE6I	1/27/202	21.46	18.99	1	0		2.47	0		21.46
			Christine	CA32WBKS754YI	1/27/202	18.07	15.99	1	0		2.08	0		18.07
1/28/2022	703-2275578-4594614	888.96	Ben	CA3D3IQ4ACII	1/28/202	222.24	196.67	4	0		25.57	0		888.96
			Ben	CA3D3IQ8ACII	1/28/202	222.24	196.67		0		25.57	0		
			Ben	CA3D3PF7ACII	1/28/202	222.24	196.67		0		25.57	0		
			Ben	CA3D3NOQACII	1/28/202	222.24	196.67		0		25.57	0		
1/29/2022	704-6156624-8149832	53.8	Christine	CA3AE7B0ACII	1/29/202	53.8	20.88	1	0		1.05	1.46		23.39
			Christine				15.59	1	0		0.78	1.09		17.46
			Christine				11.56	1	0		0.58	0.81		12.95
		1498.81				1498.81								1498.81

Notes: When your PDF invoice include **Environmental Handling fee/The Product Care Eco Fee**, they are not listed in **Order Report** and not calculated into *Item net total*. In such cases, the *Item net total* cannot match the Payable amount on PDF invoice. Rely on *Order net total***,** *Payment amount, Invoice total amount* to match the Payable amount on your PDF invoices.

Additional Support Resources

1. OrderReportMacro

NOTE: If the solutions you are looking for are not covered in the user guide, please contact your customer advisor, or raise your requests via Qualtrics survey listed below.

Did you find this guide to be helpful? Please complete this short survey to provide feedback.