Scenario 3
Migrate your existing Amazon Account
• If you already have an Amazon account tied to your work email address and utilize this account solely for business purchases, you can migrate this existing account to your organization’s Amazon Business account.
  
  • Sign in to the existing account that you use for business purchases on Amazon.com
  
  • To migrate this account, click on the blue hyperlink on the right: “I want to convert…”

  • Confirm that you have not made personal purchases on this account. If you change your mind you can still separate your accounts.

  • Click next step to confirm your account conversion and start shopping on the central account with your same existing credentials.

Scenario 2
Separate Business & Personal Shopping
• If you have an existing Amazon account tied to your work email and utilize this account for business & personal purchases, Please follow the prompts to separate your personal order history from your work email.

  • After signing into your existing account, choose a new email for your existing personal order history to be associated with. The new email address cannot be associated with an existing Amazon.com account.

  • This will free up your work email to be used strictly for business purchases moving forward.

  • Confirm your name and new business password by complete the set up for your business log in following steps in Scenario 1.

Scenario 1
Create a new business user account
• If you don’t have an existing Amazon account tied to your work email address, you will be provided step-by-step instructions to create your new account log-in for your organization’s Amazon Business account.

  • Please be sure to use your full name when completing this form (First Last).

  • Once your account has been created, you can start shopping.

Amazon Business Customer Service can be reached at www.amazon.com/gp/help/contact-us or (866) 486-2360
The Business Marketplace

You will find a number of new tools and features, including:
- **Business-only pricing**
- **Quantity discounts**

Your Cart

As you shop on Amazon.com you can continue to add to your cart. You can view the contents of your cart anytime at the top right of the screen.
- Click the card to proceed to check out.
- Before checking out you may edit quantities, remove items or save for later.

Shipping & Payment

You will be asked to enter your shipping address and purchasing card information when you check out for the first time.
- Your shipping & payment information will be saved for all purchases moving forward.
- If you ever need to change or update this information you can do so at checkout or in under Your Account.

Returns & Exchanges

To return or exchange an item, hover over (User)’s Account for Business > Orders to view your complete order history.
- Select Return or Replace items at right of product.
- Select reason for return.
- Print label and authorization.
- Prepare package and return label.

* Items shipped and sold by Amazon.com can be returned within 30 days of receipt of shipment. If shipped and sold by a 3rd party, policies can vary. If you have questions you can contact Amazon Business customer service.

Business Analytics

To view spend-analytics reports, hover over (User)’s Account for Business > Business Analytics.
- Choose an option to show Orders, Returns, Refunds, or Reconciliation details.
- Select the time period you would like to view.

- View orders in either Bar Chart or Table view.
  - The bar chart view is recommended for reviewing your purchases over time.
  - Table view provides order detail and can be downloaded as a CSV.

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