

# amazonbusiness First Time Set-up Guide

1. You will receive an email inviting you to join your organization's Amazon Business account. Click on [Accept the invitation](#) Invitations are time sensitive.
2. If you do not receive your invitation, please check your spam folder. The email will come directly from Amazon Business.
3. Choose the scenario below that applies to you and follow the instructions.

## 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.

The screenshot shows a registration form with the following fields and elements:

- Your name:** An empty text input field.
- Email:** A text input field containing "user@company.com".
- Password:** A text input field with a placeholder "At least 6 characters". Below it is a blue information icon and the text "Passwords must be at least 6 characters."
- Re-enter password:** An empty text input field.
- Next step:** A yellow button at the bottom of the form.

- Please be sure to use your full name when completing this form (First Last).
- Once your account has been created, you can start shopping.

Start shopping

## 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.

Sign in to get started

If you cannot remember your password, you can click [Forgot your password?](#) to reset it.

- 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.*

The screenshot shows a prompt with the Amazon logo and the text: "Now choose a new email for your existing account (this password stays the same)."

- 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 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 for business purchases on Amazon.com
- To migrate this account, click on the blue hyperlink on the right: "[I want to convert...](#)"

The screenshot shows a form with the following fields and elements:

- New email address:** An empty text input field.
- Re-enter email:** An empty text input field.
- Link:** A blue hyperlink with a yellow border: "[I want to convert my existing account and transfer my order history and info to my business user account](#)".

- 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.

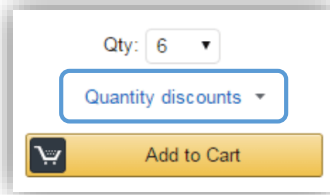
Next step



## The Business Marketplace

You will find a number of new tools and features, including:

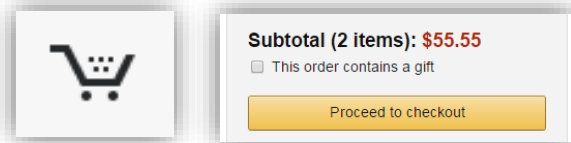
- **Business-only pricing**
- **Quantity discounts**



## 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.



## Recurring Deliveries

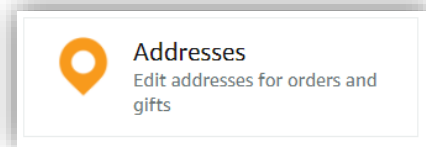
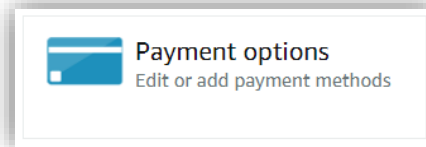
To access the recurring delivery storefront select **(User)'s Account for Business > Recurring Deliveries**.

- Recurring deliveries always ship for free.
- Easily edit frequency, delivery date, or quantity.

## 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.

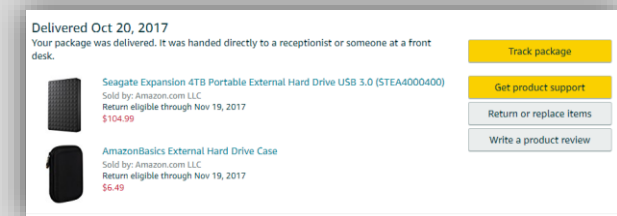
- Select **Return or Replace items** at right of product.
- Select reason for return.
- Print label and authorization.
- Prepare package and return label.

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

## Reporting and Reconciliation

### Your Orders

To access this view of your order history, hover over **(User)'s Account for Business > Orders**.

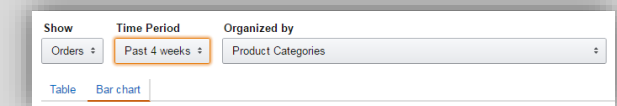


To print individual invoices, select **View Order Details** or **Printable Order Summary**.

### 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.

