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.

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

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

Scenario 2
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 using the same password that you already use for your existing Amazon.com account.

- To migrate this account, including order history, select the right hand option: **Use My Existing Account**.

- Confirm that you will be using this account for Business purchases. This will not affect any personal Amazon accounts you have set up with different emails.

- **Complete** your registration and **Start Shopping**.

If you cannot remember your password, you can click **Forgot your password?** *to reset it.*

Scenario 3
Separate Business & Personal Shopping

- If you have an existing Amazon account tied to your work email and utilize this account for business & personal purchases, Amazon recommends changing your existing account to a personal email address in order to associate your work email with a new account for business.

- After clicking [Accept the invitation], sign into your account with your existing password.

- When prompted to **Choose an Account option**, select **Create a Separate Account**.

  1. Update the email on your existing account to a personal, non-work email address. *The new email address cannot be associated with an existing Amazon.com account.*

  1. Complete the regisration steps to create your new account for business.

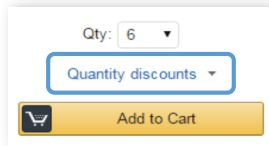- Complete the set up for a new account following steps in Scenario 1.

amazonbusiness Purchasing Reference Guide

The Business Marketplace

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

Business-only pricing
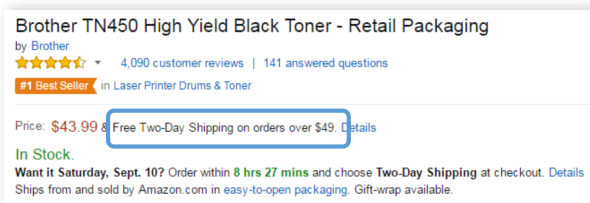
Chat with a live expert

Quantity discounts

Business Shipping

When shopping on the Business Account, you will receive FREE 2-Day shipping on eligible orders of $49 or more. These Items are either:

- Prime Items
- Items shipped and sold by Amazon.com

Items that are eligible for business shipping are clearly identified next to the price.

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.
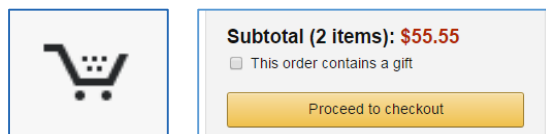
Shipping & Payment

As a part of your organization's business account, the payment method and shipping addresses have already been added for you. When completing the checkout process, simply confirm that the correct option is selected.

- If multiple options are listed, choose between those available
- If the appropriate info is not listed, contact your administrator

Order Approval

Before your order is processed, it must be approved by your pre-designated approver. To request approval, complete the checkout process selecting **Submit for Approval** at the end. Once your order is submitted, you will receive 2 emails.

- <u>Order confirmation</u>: includes order number and specific delivery details
- <u>Approval confirmation</u>: after order is approved and is being processed

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.

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.

* <u>Items shipped and sold by Amazon.com</u> 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.

Reporting and Reconciliation

Your Orders

To access this view of your order history, hover over **(User)'s Account for Business > Orders**.
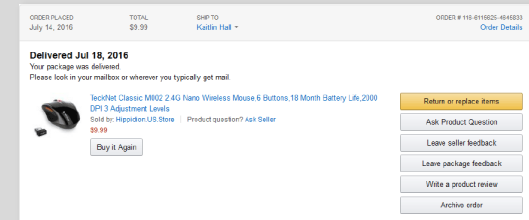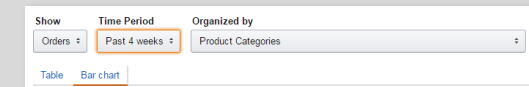
To print individual invoices, select **Order Details > View or Print Invoice**.

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.