

amazon business

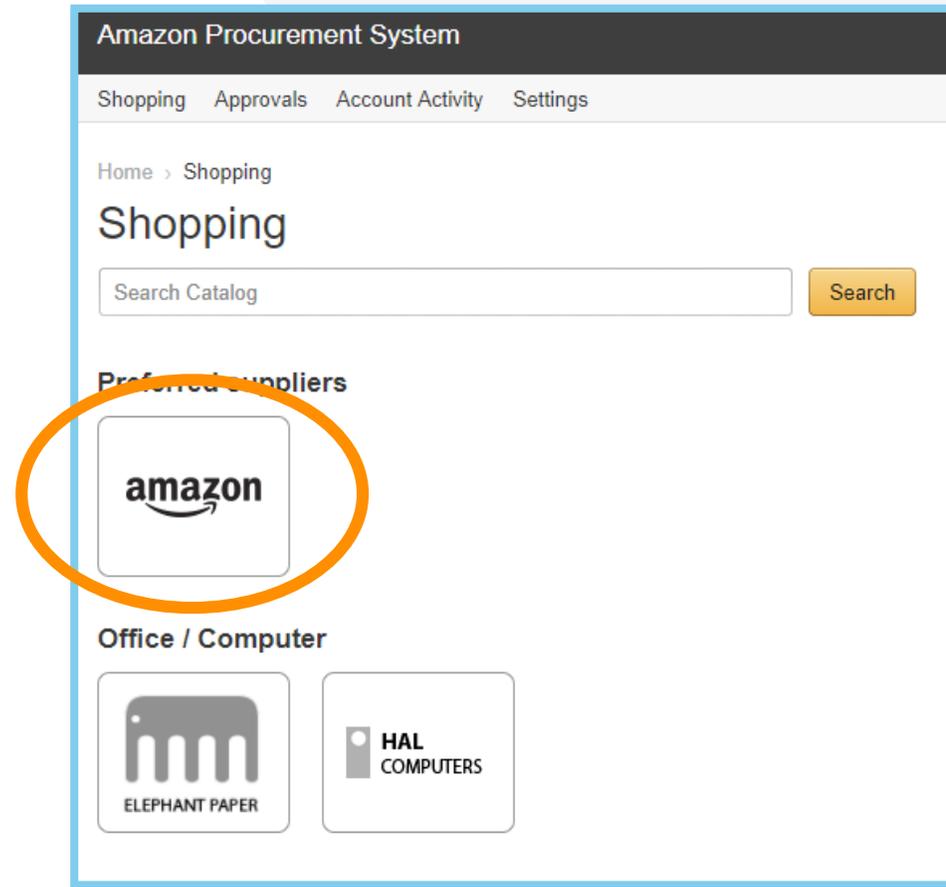


Registration Guide

How to Access Amazon Business

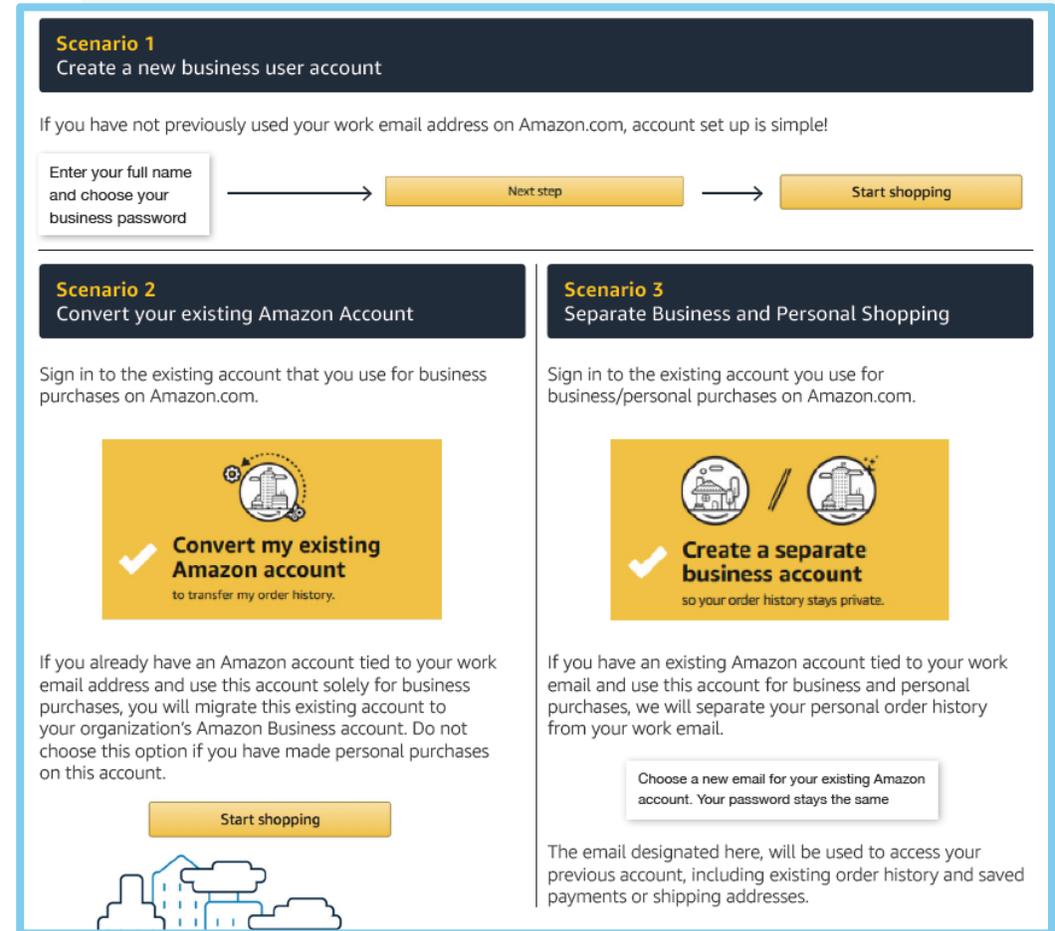
Amazon Business is integrated with Smart Source , so all users will access Amazon Business through the procurement system regardless of how they have previously used their email

- Navigate to Smart Source
- Click on the Amazon Business tile
- End users should NOT access Amazon Business directly (i.e. trying to sign in from the Amazon.com home page)



Registration

1. If you have never used your @Drexel.edu email for an Amazon account, set a password and you will be registered.
2. If you have an existing Amazon.com account that you have used only for authorized Drexel purchases, you can convert your existing account that will merge your order history. Login will remain the same.
3. If you have an existing Amazon.com account that you have used for personal purchases, you can split your account and your order history will not move to the centralized account.



The screenshot displays three registration scenarios for Amazon Business. Scenario 1, 'Create a new business user account', shows a flow from a text input field 'Enter your full name and choose your business password' to a 'Next step' button, and then to a 'Start shopping' button. Scenario 2, 'Convert your existing Amazon Account', includes a yellow button with a checkmark and gear icon labeled 'Convert my existing Amazon account to transfer my order history.' Below it is a 'Start shopping' button. Scenario 3, 'Separate Business and Personal Shopping', features a yellow button with a checkmark and two icons labeled 'Create a separate business account so your order history stays private.' Below it is a text box 'Choose a new email for your existing Amazon account. Your password stays the same.' and a final explanatory paragraph.

Scenario 1
Create a new business user account

If you have not previously used your work email address on Amazon.com, account set up is simple!

Enter your full name and choose your business password → Next step → Start shopping

Scenario 2
Convert your existing Amazon Account

Sign in to the existing account that you use for business purchases on Amazon.com.

✓ **Convert my existing Amazon account**
to transfer my order history.

If you already have an Amazon account tied to your work email address and use this account solely for business purchases, you will migrate this existing account to your organization's Amazon Business account. Do not choose this option if you have made personal purchases on this account.

Start shopping

Scenario 3
Separate Business and Personal Shopping

Sign in to the existing account you use for business/personal purchases on Amazon.com.

✓ **Create a separate business account**
so your order history stays private.

Choose a new email for your existing Amazon account. Your password stays the same

The email designated here, will be used to access your previous account, including existing order history and saved payments or shipping addresses.

Error Messages

Below are common error messages you may encounter when first registering.

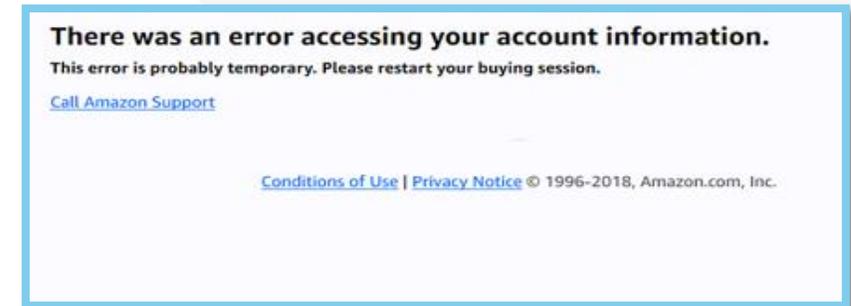
Application Error

- End User will need assistance from **Smart Source** Admin to assist with user's profile



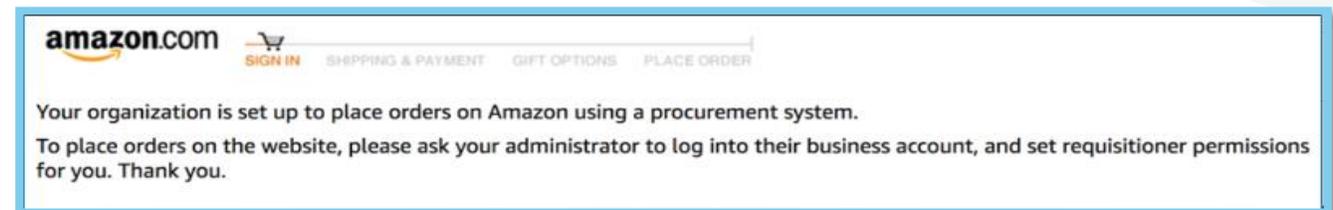
Amazon Error

- End User is receiving this message because they are attached to a separate Amazon Business account and need to de-register, and/or have their Admin remove them from the existing Amazon Business account they are currently on.



Amazon Error

- End User is trying to place an order outside of **PUNCHOUT** after they registered their account



De-Registration

De-Registration

When the end user tries to access Amazon Business through the Punchout tile, they will encounter an error message. To resolve and get access, they must complete the following steps:

1. User must login to previously registered Amazon Business account outside of the punchout environment by going to Amazon.com
2. Download an Order History Report as a best practice
3. Click De-registration link and follow all prompts (ignore account closure verbiage) - <https://amazon.com/gp/b2b/manage/deregister>
4. Follow "User to Convert" instructions

Note: If the account has more than 5 users, they will need to remove the users first. If they do not, they will receive the below error message and can work directly with customer service for support

Your account is too large to close without the help of customer service

You can either have [business customer service](#) help you close the account, or you can reduce the number of members in your account to 5 or below. [Remove users from your account](#)

[Back to account settings](#)

Business Customer Support

Dedicated U.S. based [Business Customer Support](#) can be reached a number of ways including email, chat and phone.

[Customer Support Contact Options:](#)

- Direct Phone: **888-281-3847**
- Contact the Business Customer Service team for any transactional questions related to an order, including: ordering, quantity availability, shipment speed, delivery tracking, returns and refunds. This team can also provide Administrator support, including feature configuration and system integration support

The screenshot shows the Amazon Business Customer Support 'Contact Us' form. The form is titled 'Contact Us' and is divided into three main sections:

- 1 What can we help you with?**: This section contains four buttons: 'An order I placed', 'Fire and Kindle', 'Digital Services', and 'Prime or Something else'.
- 2 Tell us more about your issue**: This section contains a dropdown menu labeled 'Select an issue' with the text '< Please make a selection >'.
- 3 How would you like to contact us?**: This section contains three buttons: 'E-mail', 'Phone', and 'Chat'.

The 'Contact Us' link in the top navigation bar is highlighted with a blue box and a blue arrow pointing to the form.

Not sure what you're looking for? Learn more about the features and benefits on Amazon Business [HERE](#).

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Thank You