<table>
<thead>
<tr>
<th>Scenario 1</th>
<th>Scenario 2</th>
<th>Scenario 3</th>
</tr>
</thead>
<tbody>
<tr>
<td><strong>Create a new business user account</strong></td>
<td><strong>Separate Business &amp; Personal Shopping</strong></td>
<td><strong>Migrate your existing Amazon Account</strong></td>
</tr>
<tr>
<td>• 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.</td>
<td>• If you have an existing Amazon account tied to your work email and utilize this account for business &amp; personal purchases, please follow the prompts to separate your personal order history from your work email.</td>
<td>• 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.</td>
</tr>
<tr>
<td><img src="amazon.png" alt="Sign in to get started" /></td>
<td><img src="amazon.png" alt="New email address" /></td>
<td><img src="amazon.png" alt="I want to convert my existing account and transfer my order history and info to my business user account" /></td>
</tr>
<tr>
<td>• Please be sure to use your full name when completing this form (First Last).</td>
<td>• 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.</td>
<td>• Confirm that you have not made personal purchases on this account. If you change your mind you can still separate your accounts.</td>
</tr>
<tr>
<td>• Once your account has been created, you can start shopping.</td>
<td>• This will free up your work email to be used strictly for business purchases moving forward.</td>
<td>• Click next step to confirm your account conversion and start shopping on the central account with your same existing credentials.</td>
</tr>
</tbody>
</table>

**NOTE!**

Users previously registered with another Amazon Business account must be deregistered prior to punching out through the central business account.

https://www.amazon.com/gp/b2b/manage/deregister

Amazon Business Customer Service can be reached at [www.amazon.com/gp/help/contact-us](http://www.amazon.com/gp/help/contact-us) or (888) 281-3847.
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.

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

Tolerances
Amazon Business is a dynamic marketplace with changing prices and quantities. Price and inventory levels are not locked in until Amazon Business receives the approved Purchase Order. There are built in controls set by your organization to safeguard against unexpected changes in price or availability.

If your order exceeds any of these tolerances you will receive a notification email informing you of a change in your order. This email will specify what was adjusted in the order-see sample below.

Thank you for shopping with Amazon.com. Your item(s) cannot be ordered at this time. Itemized order details

**Your order has been halted**
The item(s) cannot be ordered due to a change from the time the order was placed, and when it was processed, the item was not successful. Common reasons for this error are a change in available quantity, item price, or any other reasons.

**Items that will not be shipped**
The item(s) listed below cannot be ordered because the delivery date parameters set by your organization were not met.

If you have questions you can contact Amazon Business customer service.

Returns & Exchanges
To return or exchange an item, log into your account and 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 and prepare package.

* 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.

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.

Amazon Business Customer Service can be reached direction at (888) 281-3847 or [www.amazon.com/gp/help/contact-us](http://www.amazon.com/gp/help/contact-us)