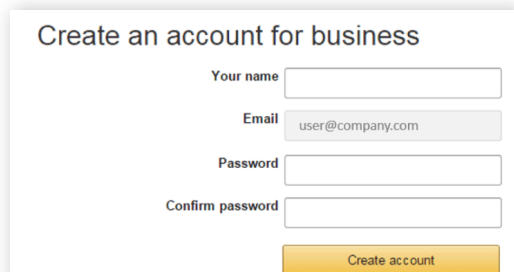


1. You will receive an email to activate your University of Pennsylvania Amazon Business account. Click on [Accept the invitation](#)
2. If you do not receive your registration email, please check your spam folder. The email will come directly from Amazon Business.
3. Choose the scenario below that applies 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 UPenn Amazon Business account.



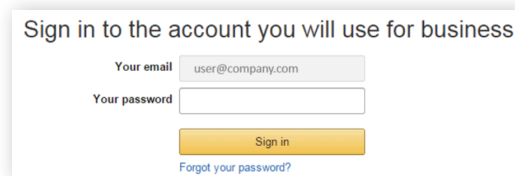
- Please be sure to use your full name when completing this form (First Last).
- Once your account has been created, you can start shopping.

[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 UPenn 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.

[Confirm and continue](#)

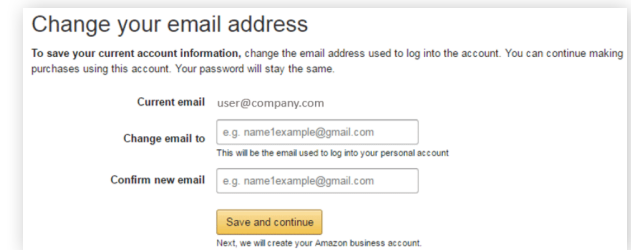
- **Complete** your registration and **Start Shopping**.

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 your new Amazon Business account.
- 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.*



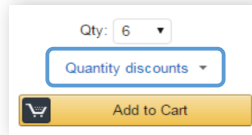
1. Complete the registration steps to create your new Amazon Business account.
- Complete the set up for a new account following steps in Scenario 1.



The Business Marketplace

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

- Business-only pricing
- Chat with a live expert
- Quantity discounts

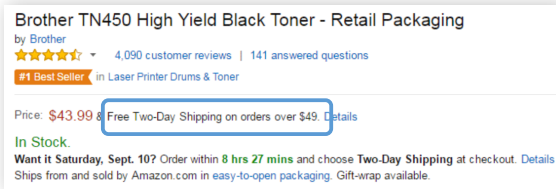


Business Shipping

When shopping on the Business Account, you will receive FREE 2-Day shipping on all eligible orders. 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.



Tax Exemption

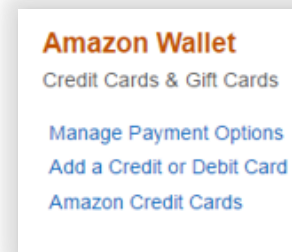
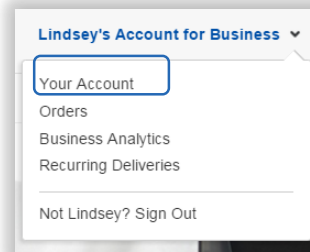
As part of the business account, we already have your organization's tax exemption on file.

- If tax exemption detail is not showing for a specific item, it may not be eligible for Amazon's tax exemption program.
- Some 3rd party sellers do not participate in the program.
- Be sure to look for Prime eligible items or items sold directly from Amazon to avoid being charged tax in these cases.

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 the **Amazon Wallet** section of **Your Account**.



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.

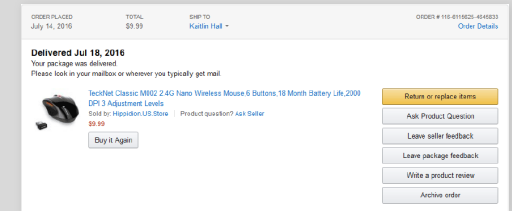
- Select **Return or Replace items** at right of product.
- Select reason for return.
- Print label and authorization.
- Prepare package and return label.

* 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

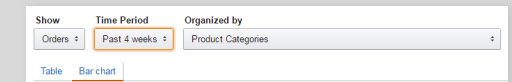
To access this view of your order history, hover over **(User)'s Account for Business > Orders**.



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.

