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.

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.

• 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.

Amazon Business Customer Service can be reached Monday - Sunday from 8am to 12am Eastern time at (866) 486-2360 or www.amazon.com/gp/help/contact-us
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.

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