

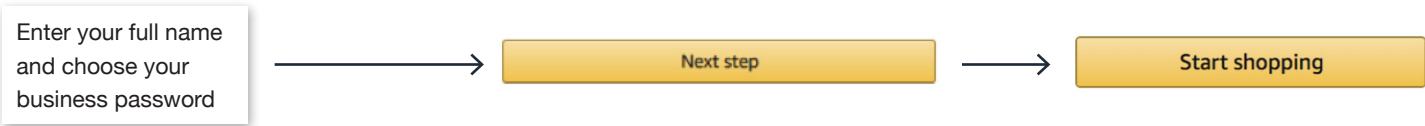
# First Time User Registration Guide

You will be prompted to create an Amazon Business account before your first requisition through Amazon using your E-Procurement program.

Use the below scenarios to understand how to take appropriate action for creating an Amazon Business user account.

## 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!

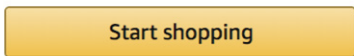


## Scenario 2 Convert your existing Amazon Account

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



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.



## Scenario 3 Separate Business and Personal Shopping

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



If you have an existing Amazon account tied to your work email and use this account for business and personal purchases, we will separate your personal order history from your work email.

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.



# Amazon Business FAQ Library

The following document provides answers to commonly asked Amazon Business questions.

## Getting Started

### Accessing Amazon Business (Punchout)

#### How do I access my Amazon Business account?

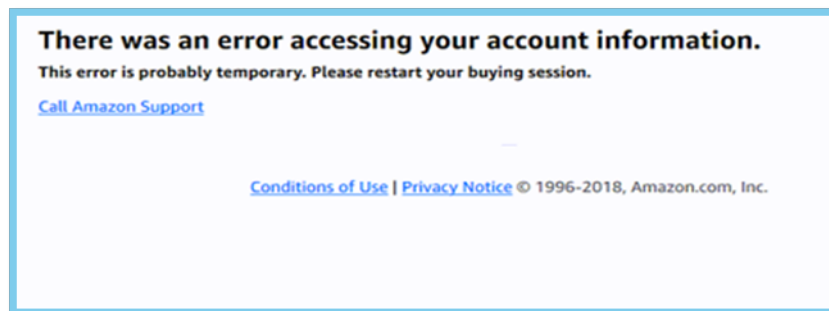
Your user account is established the first time you “Punchout” to Amazon Business from within your e-Procurement system (ESM Campus Marketplace). Simply login to your e-Procurement system and select the Amazon Business logo to get started.



### Registering the User Account

#### Why do I see the following error message when I Punchout from ESM Campus Marketplace for the first time?

In the event that your [@sjsu.edu](mailto:@sjsu.edu) email address is already attached to a separate Amazon Business account, you will need to “deregister” your email address before you use Amazon Business in ESM Campus Marketplace. Please proceed to the deregistration instructions on page 2.



#### How do I complete registration as part of the SJSU Amazon Business account?

Upon accessing Amazon Business for the first time, you will follow one of three scenarios, as described below. Please read the explanations carefully to understand which scenario applies to you. Note, the scenarios pertain ONLY to your [@sjsu.edu](mailto:@sjsu.edu) email address. If you have a separate, Amazon.com personal account tied to a personal (*gmail, yahoo, etc.*) email address, it will not be affected.

#### Scenario 1

##### I have never used my [@sjsu.edu](mailto:@sjsu.edu) email address on Amazon.com

The first time you access Amazon Business, you will be prompted to set up an Amazon Business account. Use your [@sjsu.edu](mailto:@sjsu.edu) email address and enter a password. (Please note: your password does not need to be the same as your OneSJSU password).

#### Scenario 2

##### I already use my [@sjsu.edu](mailto:@sjsu.edu) email address to make BUSINESS purchases on Amazon.com

If your [@sjsu.edu](mailto:@sjsu.edu) email address is already associated with an Amazon.com account, you will have the option to

convert your existing account and transfer any purchase history and pending orders to the central business account.

### Scenario 3

#### **I already use my @sjsu.edu email address to make PERSONAL purchases on Amazon.com**

If your @sjsu.edu email address is already associated with an Amazon.com account, you will have the option to create a separate account for personal orders. You will be prompted to select "Create a separate business account" and will need to choose a new, personal email address (e.g. gmail.com or hotmail.com) that is NOT tied to another Amazon account.

## Amazon Prime Membership

### **Do I need to buy Prime Membership to get 3-Day Shipping?**

Our Amazon Business account has Business Prime Shipping that covers all ESM Campus Marketplace users, so Amazon Prime Membership is not necessary for business purchases. If there is an Amazon Prime Membership associated with your @sjsu.edu email, it will be cancelled upon merging into our new central account and a prorated refund will be credited back to your original form of payment.

### **What do I do if I bought a Prime Membership with personal funds on my Amazon account?**

If you were using your business email for your personal Amazon account and purchased a Prime Membership with personal funds, you will have the option during registration to split off your personal order history and Prime Membership to a personal account. Follow Scenario 3 above.

## Deregistering your User Account

### **What if I previously used my @sjsu.edu email address to register for a verified Amazon Business account?**

All previous, stand-alone, Amazon Business accounts will be consolidated under the new, centralized account. If you previously used your @sjsu.edu email address to register for an Amazon Business account, you will need to deregister that account. Your existing information (order history, payment methods, billing and shipping addresses) will follow you to the new Business account, assuming you follow Scenario 2 above.

#### **How do I deregister my account?**

1. Log into your Business Account
2. Download an order history report for the past 6-12 months via Business Analytics from your drop-down menu
3. Click the following link to deregister your existing account:  
<https://amazon.com/gp/b2b/manage/deregister>

*NOTE: The terminology on this screen can be confusing. Rest assured your order history will not be lost, your account will be converted back to an Amazon.com consumer account, allowing you to join the new, central Amazon Business account.*

Once you are done, navigate to your eProcurement System and select the Amazon Business tile to Punchout. Follow the steps in Scenario 2 to convert your account (see above).

**I tried to deregister my account but it says “I don’t have permissions to close this account.” How should I proceed?**

The reason you do not have permissions to close your account is because you are not the administrator of the account you are tied to. Please reach out to the administrator on the existing account and have them remove you. If you are unsure of who your account administrator is, please contact Customer Service at 888.281.3847.

**When I access Amazon Business for the first time, I am prompted to log in with a password. I do not know my login information.**

You are asked to enter a password because you have an existing Amazon account with your [@sjsu.edu](mailto:@sjsu.edu) email address. If you cannot remember the password, please select the “forgot password” button to reset. If you are still having trouble resetting the password, please call Amazon Business Customer Service at 888.281.3847 and ask them to reset it for you. Once your password has been reset, you will either want to follow Scenario 3 to separate your order history or Scenario 2 to convert your existing account into a Business account.

**Can I use the new Amazon Business account for PERSONAL use?**

No. The central Amazon Business Account must be used for business purchases only, in accordance with our purchasing policies. The purchasing team will have access to all purchasing history made through the Amazon Business account.

**I forgot my password for my Business account and am unable to reset the password.**

Please contact Amazon Business Customer Service by clicking [Contact Us](#) (preferred method) or at 888.281.3847.

**I already have an Amazon Web Services (AWS) account with my work email, so I can’t use the same email again for Amazon Business.**

Please contact Amazon Business Customer Service by clicking [Contact Us](#) (preferred method) or at 888.281.3847 and they will help troubleshoot this issue for you.

**How do I contact Amazon Business Customer Service?**

Amazon Business Customer Service can be reached by clicking [Contact Us](#) (preferred method) from within your account or at 888.281.3847.

**How do I share user feedback about my Amazon Business experiences?**

We value your input! We want to hear what’s working well and what you would like to see improved. Email your feedback to FinanceConnect at [financeconnect@sjsu.edu](mailto:financeconnect@sjsu.edu) .