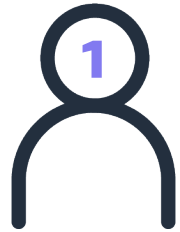


Registration & Accessing the Amazon Business Account

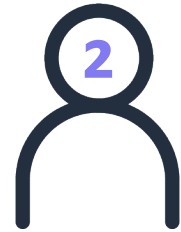
There are 3 different registration scenarios

...depending on how a user has used his work e-mail address in the past



user had no
amazon account
before

start purchasing
immediately



user had a an
amazon consumer
account before

option 2a:
merge account
to business

option 2b:
keep account & move
to private e-mail



user had an
amazon business
account before

if buyer:
admin to remove
user from existing
business account

if admin:
admin to deregister
existing account to
join central business
account

2 | user had Amazon account before with the work email address



Access Amazon Business

Sign in to join Amazon Business.

We already have an Amazon account with your email address. Please sign in to see your options.

Email or mobile phone number
consumer@amazon.com

Password [Forgot your password?](#)

Sign in

By continuing, you agree to Amazon's [Conditions of Use](#) and [Privacy Notice](#).

Keep me signed in. [Details](#)

enter **password** for existing consumer account or click '**forgot password**'

amazon User Demo DemoUser@amazon.com

Your recent order

Echo Dot - Charcoal \$20.94 Visa ending in 3152

Your addresses

Domestic 515 WESTLAKE AVE N, SEATTLE WA

Your payment methods

Visa Credit ca

If you've only done **business shopping**, we'll share your existing account details with [redacted] Ltd when you join. Account details include things like shopping history, addresses and payment methods. These details are visible to others at your organisation.

If you've done any **personal shopping**, there's an extra step to make sure your account details aren't shared with [redacted] Ltd.

Add this account to Amazon Business ProServe's Amazon Business account

Since you haven't done any shopping with this account, we can add it to the Amazon Business ProServe shared Amazon Business account.

Before we continue, please review what this means:

- Your individual account using DemoUser@amazon.com won't be active anymore. You'll also lose access to any subscriptions or Prime benefits you may have.
- Instead, you'll use DemoUser@amazon.com to sign in to the Amazon Business ProServe shared Amazon Business account.

- Yes, add to my organization's shared account
- No, I want to keep this account personal

Next

To avoid having your personal purchases transferred to the company's account, select the option «Personal shopping only».

You will need to input another email address (e.g. yahoo, gmail, etc.) to be associated with your past personal shopping

2 | user had Amazon account before with the work email address

2a

2b

Change the sign-in email for your personal account

If you don't want to add your account to Amazon Business Account Test's shared Amazon Business account, we can change the email address for this account.

Doing this keeps your personal account details, such as order history and any subscriptions, private and separate from the Amazon Business Account Test Amazon Business account. We recommend that you use an email address not associated with your work.

Current email [Not a work email?](#)
consumer@amazon.com

New email

Reenter email address

Next

enter **new e-mail-address** for consumer account

Verify e-mail address

To verify your email, we've sent a One Time Password (OTP) to consumer@amazon.com [\(Change\)](#)

Enter OTP

Create your Amazon account

By creating an account you agree to Amazon's Conditions of Use & Sale. Please see our Privacy Notice, our Cookies Notice and our Interest-Based Ads Notice.

[Resend OTP](#)

enter **code** sent to new e-mail-address

Personal account email address updated

You can now use this email to sign in to Amazon and anywhere else you use Amazon to sign in.

Finish joining Amazon Business

consumer account was **moved successfully** to private e-mail-address

Welcome to Amazon Business.

Enter your full name and choose your Business password

Your name

Email

Password

Passwords must be at least 6 characters.

Re-enter password

Create your Business account

By creating an account you agree to Amazon's Conditions of Use & Sale. Please see our Privacy Notice, our Cookies Notice and our Interest-Based Ads Notice.

enter name & set password for **new business account** (password for consumer account will stay the same)

amazon business



Welcome to Amazon Business.

You are now a part of the Amazon Business Account Test Amazon Business account.

Start shopping

3 | user had Amazon Business account before with the work email address



Access Amazon Business



Download an order history report & deregister existing business account



(If account has multiple users) admin to remove all users & deregister previous business account



Admins can download deregistration guide here: [How to Guide: Deregistering an Amazon Business Account](#)

Common Support Questions

Quick resolutions to frequently asked questions and contact information for support resources.

Contact Business Customer Support: [CLICK HERE](#) or call **(855) 301-0911**

- Call, email, or live chat.
- Get support for orders, transactions, charges, or shipments/deliveries.

Cancel an Individual Prime Membership

- Your Account > Manage My Prime Membership > End Membership
- Follow these steps to receive a prorated refund