

# amazonbusiness First Time Set-up Guide

1. You will receive an Amazon Business email inviting you to join the Metropolitan State University of Denver Amazon business account. Take action in the email body by clicking [Accept the invitation](#). If you do not receive your registration, please check your spam folder as it will come directly from Amazon Business.
2. Utilize the below scenarios to better understand how to take appropriate action.

[Accept the invitation](#)

## Scenario 1

### Create a new business user Account

- If you don't have an existing Amazon account, tied to your MSU Denver email address, you will be provided step-by-step instructions to create your new account log in for the MSU Denver Amazon Business account.

Create an account for business

Your name

Email

Password

Confirm password

[Create 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 MSU Denver email address, and utilize this account solely for business purchases, you can migrate this existing account to the MSU Denver Amazon Business account.
- Sign in using the same password that you already use for your existing Amazon.com account.

#### Sign in to the account you will use for business

Your email

Your password

[Sign in](#)

[Forgot your password?](#)

- 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 MSU Denver 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 MSU Denver email with a new account for business.
- After accepting 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 MSU Denver email address.

#### Change your email address

To save your current account information, change the email address used to log into the account. You can continue making purchases using this account. Your password will stay the same.

Current email

Change email to   
This will be the email used to log into your personal account

Confirm new email

[Save and continue](#)

Next, we will create your Amazon business account.

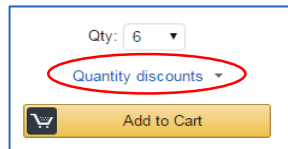
2. Create your new account for business & finalize business association with the MSU Denver Amazon Business Account
- Complete the set up for a new account following steps in Scenario 1



### The Business Marketplace

You will find a number of new tools and features. New features of the account include:

- Lower business pricing
- Chat with a live expert
- Quantity discounts

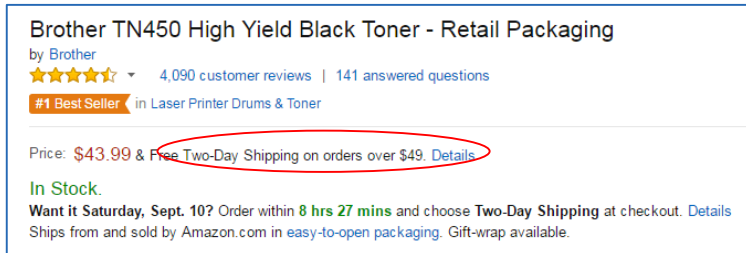


### Business Shipping

When shopping on the Business Account, you will receive FREE 2-Day shipping on Prime eligible items. 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 3<sup>rd</sup> 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.

### Payment

You will be asked to enter your purchasing card information when you check out for the first time.

- Your payment information will be saved for all purchases moving forward

### Order Approval

For select Faculty and Staff, before your order is processed, it must be approved by your pre-designated approver. To request approval, complete the checkout process by selecting **Submit Your Order for Approval**. Once your order is submitted, you will receive two emails.

- Order Confirmation: Order number and deliver details
- Approval Confirmation: after order is approved and is processed

### 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 image
- Select reason for return
- Print label and authorization
- Prepare package and return label

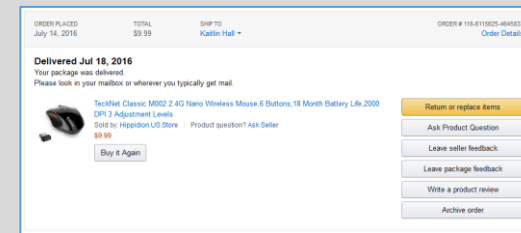
Items shipped and sold by Amazon.com can be returned within 30 days or receipt of shipment.

*\*If shipped and sold by a 3<sup>rd</sup> party, policies can vary. If you have questions you can contact the Amazon Business customer service team.*

## Reporting and Reconciliation

### Your Orders

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

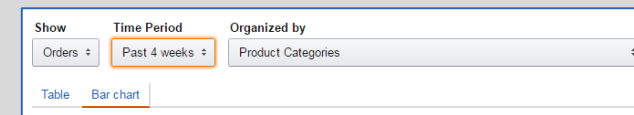


To print individual invoices select **Order Details > View or Print Invoice**

### Business Analytics

To view additional reports hover over **(User)'s Account for Business > Business Analytics**

- Choose 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 looking at your purchases over time
  - Table view provides order detail and can be downloaded as a CSV

