

UNIVERSITY OF DELAWARE[®] EXCHANGE

Amazon Registration

Revised 4/7/2023

amazon business

The University of Delaware Amazon Business Account

- In UD Exchange, your UD email address automatically associates you with the UD Amazon Business account for UD purchases.
- This program simplifies your purchasing process and allows you to take advantage of Amazon's wide product selection and competitive prices.
- As part of this partnership, Amazon has committed to compliance with relevant University policies.
- Please note: Office supplies, computer supplies, etc. should be bought from the contracted supplier for those commodities and *not* from Amazon.



Amazon Business is as user friendly as Amazon.com

Amazon Business includes additional benefits like:

- Free 2-Day shipping on Prime-eligible items ([learn more](#))
- Access to millions of additional products, available only to Business customers
- Business-specific pricing, including quantity discounts on eligible items
- Access to specialized [Amazon Business customer support](#)



How to register for your Amazon Business account

Upon accessing Amazon Business for the first time in UD Exchange, you will follow registration instructions for one of scenarios below:

1. I have never used my udel.edu email address on Amazon.com
2. I have never used my udel.edu email address on Amazon.com, but am receiving an error that there is an *existing account* associated with my email address
3. I already use my udel.edu email address to make *business* purchases on Amazon.com
4. I already use my udel.edu email address to make *personal* purchases on Amazon.com
5. I have an existing *single user* Amazon Business account
6. I have an existing *multi-user* Amazon Business account



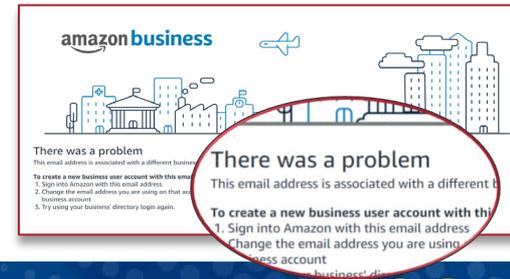
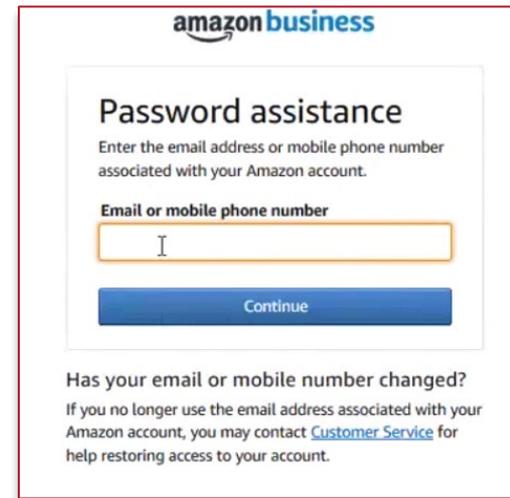
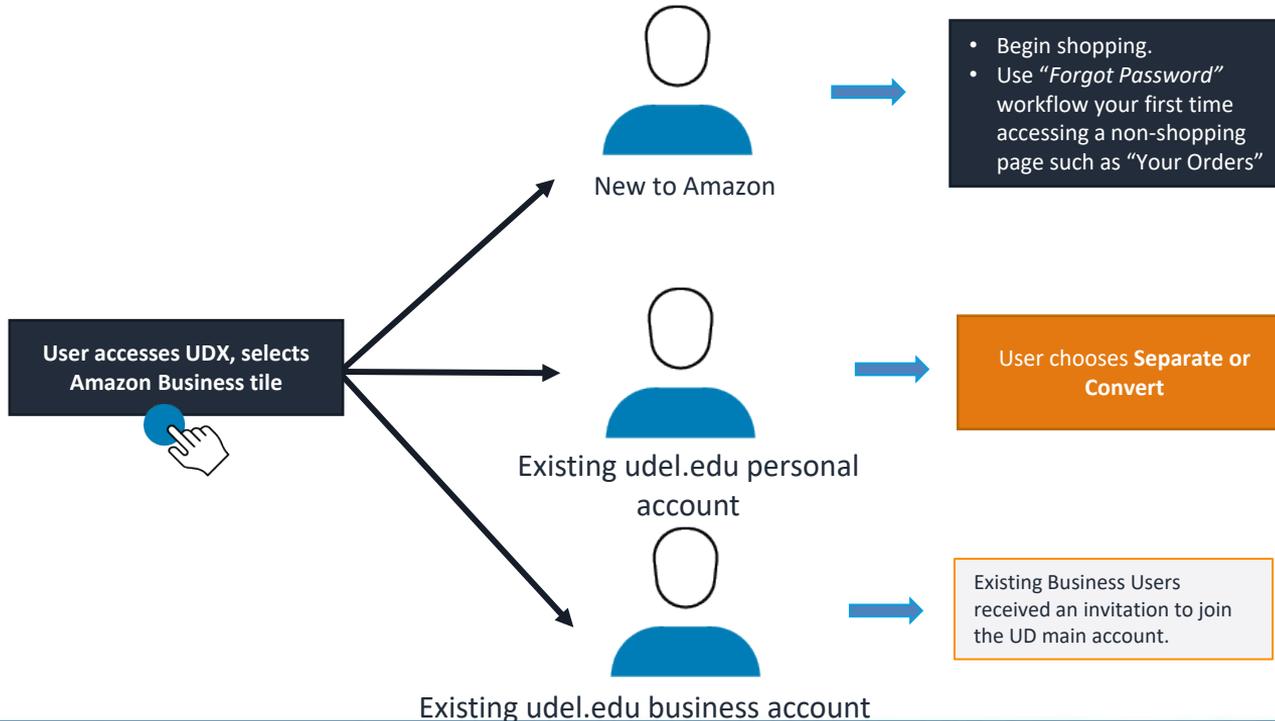
How to register for your Amazon Business account

Please read the scenario explanations on the following pages carefully to understand which applies to you.

Note: the scenarios pertain ONLY to your **udel.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.



Registration Overview



Scenario 1:

I have never used my udel.edu email address on Amazon.com

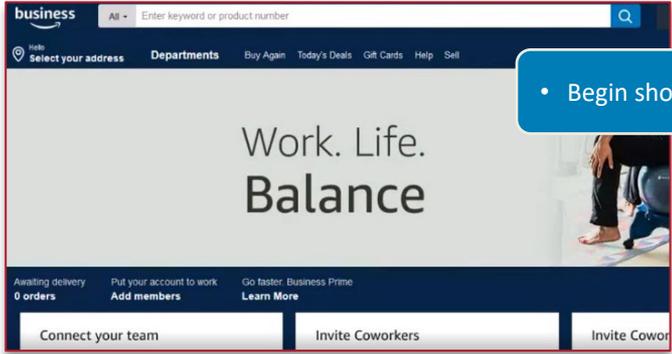
- The first time you access Amazon Business you will be able to start shopping the marketplace immediately.
- Some pages in Amazon (such as “Your Orders”) require authentication by password to view.
 - You can use the “Forgot Password” functionality to set a password to proceed when trying to view these pages.



New to Amazon Registration



Access UDX, then select the Amazon Business tile.



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Password assistance

Enter the email address or mobile phone number associated with your Amazon account.

Email or mobile phone number

Continue

To access a non-shopping page, click **Forgot Password**, then enter your email address.

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Authenticating your request

For your security, we need to authenticate your request. We've sent a One Time Password (OTP) to the email enter it below.

Enter OTP

A One Time Password will be sent to you via email.

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Create new password

We'll ask for this password whenever you Sign-In.

New password

Re-enter password

Save changes and Sign In

You can bypass entering a mobile number by selecting **Not Now**

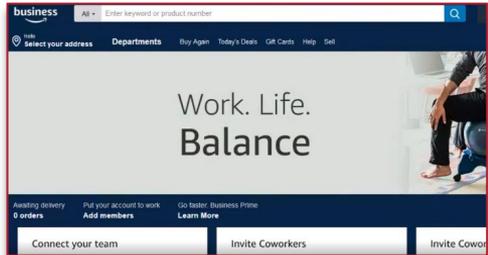
amazon business

Success

Your password has been changed.

Add mobile number

Add a mobile number to safeguard your Amazon account. By enrolling your mobile phone number, you consent to receive automated text messages.



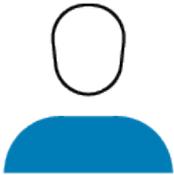
Scenario 2:

I have never used my udel.edu email address on Amazon.com, but I received an error that an account already exists.

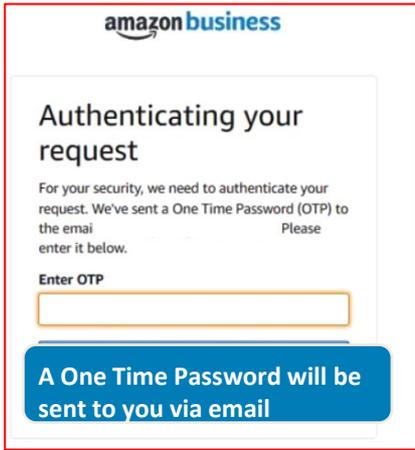
- The first time you access Amazon Business you should be able to start shopping the marketplace immediately.
- Some pages in Amazon require authentication by password to view (such as Your Orders).
 - You can use the Forgot Password functionality to set a password to proceed when trying to view these pages.
- Since UD recycles email addresses, **you may get an error that the account already exists if a former employee previously ordered on Amazon with that email address.** If this happens, follow the steps on the following slide to create a new password.



Recycled UD Email Address Registration Flow


User is new to Amazon, but their UD email address has been previously used.

Access UDX, then select the Amazon Business tile.



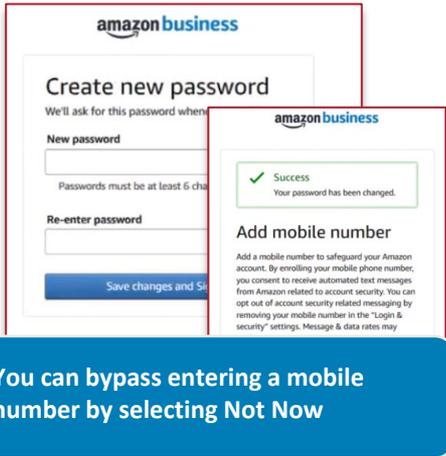
amazon business

Authenticating your request

For your security, we need to authenticate your request. We've sent a One Time Password (OTP) to the email address associated with your account. Please enter it below.

Enter OTP

A One Time Password will be sent to you via email



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Create new password

We'll ask for this password when you log in.

New password

Passwords must be at least 6 characters long.

Re-enter password

Save changes and Sign in

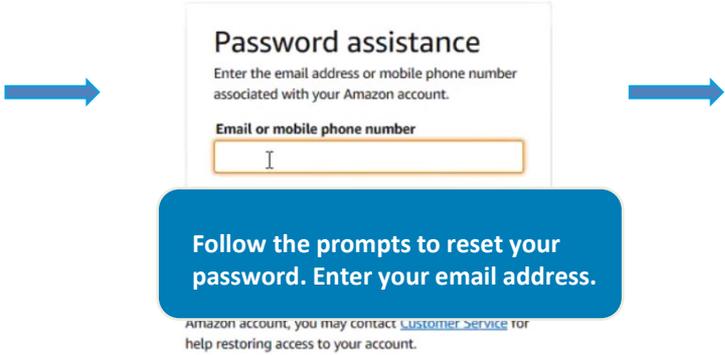
Success

Your password has been changed.

Add mobile number

Add a mobile number to safeguard your Amazon account. By enrolling your mobile phone number, you consent to receive automated text messages from Amazon related to account security. You can opt out of account security related messaging by removing your mobile number in the "Login & security" settings. Message & data rates may apply.

You can bypass entering a mobile number by selecting Not Now



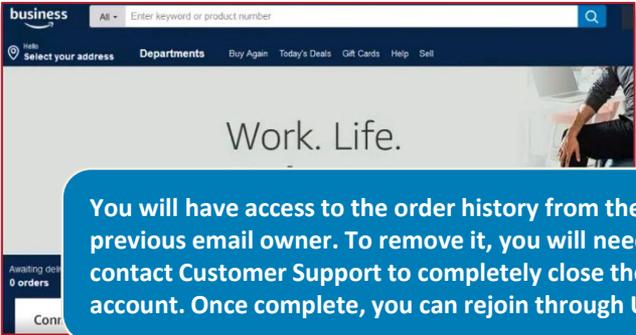
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Password assistance

Enter the email address or mobile phone number associated with your Amazon account.

Email or mobile phone number

Follow the prompts to reset your password. Enter your email address.



business

select your address Departments Buy Again Today's Deals Gift Cards Help Sell

Work. Life.

0 orders

You will have access to the order history from the previous email owner. To remove it, you will need to contact Customer Support to completely close the account. Once complete, you can rejoin through UDX



For Scenario 3 and Scenario 4, you will see these prompts:

Existing Account with Work Email

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.

Start shopping

OR

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



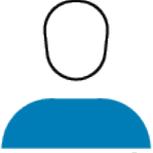
Scenario 3:

I already use my udel.edu email address to make BUSINESS purchases on Amazon.com

- If your **udel.edu** email address is already associated with an Amazon.com account, you will have the option to “*Convert my existing Amazon account*” and transfer any purchase history and pending orders to the central business account.
- **Please note** that if you have used your **udel.edu** email address for **BOTH** business and personal purchases and you select this option to convert your existing account, your entire purchase history will be transferred, **including personal purchases**.
- If you have made *any* personal purchases in the past using your **udel.edu** email address, please follow the instructions for **Scenario 4** to create a separate personal account instead.



Existing Amazon.com User Registration



Existing .com Account

Access UDX, then select the Amazon Business tile.



Sign in to join Amazon Business.

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

Email (phone for mobile accounts)
name@business.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](#)

Your email will pre-populate.

Would you like to join UD with your current account?
Your order history will be migrated and will be visible to your business account Administrator.

Yes, join this account.
 No, I want to create a new account for Amazon Business.

Next

When you click Yes, your entire purchase history will merge to the main UD account



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Welcome to Amazon Business!

You are now a part of the UD Amazon Business account.

Start shopping



Scenario 4

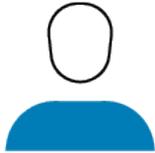
I already use my udel.edu email address to make **PERSONAL** purchases on Amazon.com

- If your udel.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, yahoo.com, hotmail.com, etc.) for their personal purchases that is NOT tied to another Amazon account.

If you use your udel.edu email address to make **BUSINESS AND PERSONAL** purchases on Amazon, select this path as well so you retain your personal purchase history ... and can keep it personal..



Existing Amazon.com User Registration



Existing .com Account

User accesses UDX, selects Amazon Business tile



Sign in to join Amazon Business.

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

Email (phone for mobile accounts)
name@business.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](#)

You email will pre-populate.

Would you like to join UD with your current account?
Your order history will be migrated to your business account Administrator. I will be visible to your business account Administrator.

Yes, join this account.

No, I want to create a new account for Amazon Business.

Next

When you click No, you will need to add a new *personal* email address to your account so no personal order history will merge with the main UD account.

Choose a new email for your existing Amazon account. Your password stays the same.

- You'll have two separate accounts at Amazon.
- Your existing Amazon orders history, payment methods, and addresses stay out of your business user account.
- You'll sign into Amazon Business with email@business.com.

Enter email address

Re-enter email address

Next

Back

amazon business

UD

Welcome to Amazon Business!

You are now a part of the UD Amazon Business account.

Start shopping



Scenario 5:

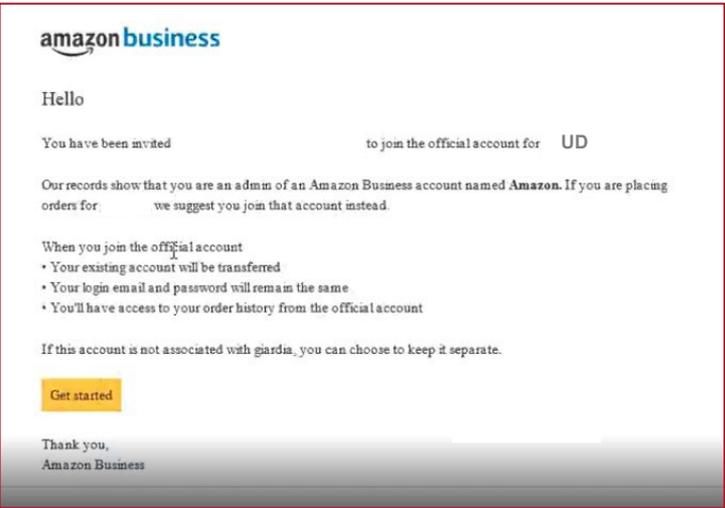
I have an existing single user Amazon Business account

- If your **udel.edu** email address is already associated with an Amazon.com account, you will have the option to “*Convert my existing Amazon account*” and transfer any purchase history and pending orders to the central business account.



Existing Single User Amazon Business Account Registration

 Existing Amazon Business Single User Account



amazon business

Hello

You have been invited to join the official account for UD

Our records show that you are an admin of an Amazon Business account named Amazon. If you are placing orders for we suggest you join that account instead.

When you join the official account

- Your existing account will be transferred
- Your login email and password will remain the same
- You'll have access to your order history from the official account

If this account is not associated with giardia, you can choose to keep it separate.

[Get started](#)

Thank you,
Amazon Business



Sign in to get started

Email (phone for mobile accounts)

Password [Forgot your password?](#)

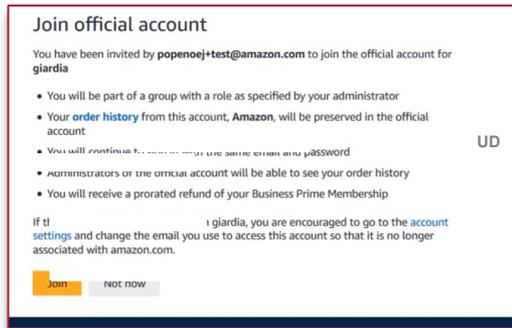
[Sign in](#)

By continuing, you agree to Amazon's Conditions of Use and Privacy Notice.

Keep me signed in. [Details](#)



Your email address will not auto populate. You must enter the same email address that was sent in your invitation.



Join official account

You have been invited by popenoj+test@amazon.com to join the official account for giardia

- You will be part of a group with a role as specified by your administrator
- Your order history from this account, Amazon, will be preserved in the official account
- You will continue to use the same email and password
- Administrators of the official account will be able to see your order history
- You will receive a prorated refund of your Business Prime Membership

If you are a giardia, you are encouraged to go to the account settings and change the email you use to access this account so that it is no longer associated with amazon.com.

[Join](#) [NOT NOW](#)



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Welcome to Amazon Business!

You are now a part of the giardia Amazon Business account.

[Start shopping](#)



Scenario 6:

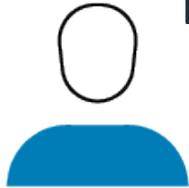
I have an existing multi-user Amazon Business account

- If your **udel.edu** email address is already associated with an Amazon.com account, you will have the option to “*Convert my existing Amazon account*” and transfer any purchase history and pending orders to the central business account.
- This action will migrate all account users to the central business account



Existing Multi-User Amazon Business Account Registration

Existing Amazon Business Multi-User Account



amazon business

Hello

You have been invited by **UD** to join the official account for **UD**

Our records show that you are an admin of an Amazon Business account named **Amazon**. If you are placing orders for **UD**, we suggest you join that account instead.

When you join the official account

- Your existing account will be transferred
- Your login email and password will remain the same
- You'll have access to your order history from the official account

If this account is not associated with **UD**, you can choose to keep it separate.

Get started

Thank you,
Amazon Business

Sign in to get started

Email (phone for mobile accounts)

Password [Forgot your password?](#)

Sign in

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

Keep me signed in. [Details](#)

Your email address will not auto populate. You must enter the same email address that was sent in your invitation.

Migrate members to official account

You have been invited by **UD** to join the official account for **Enterprise Authority Test Account**

When you agree to migrate

- The address of the Enterprise Authority Test Account will be notified of your consent

When the migration is completed

- You and all other members of this account will join the official account
- You will receive a pro-rated refund of your Business Prime Membership
- Purchases made in this account will be fulfilled
- Pending invitations to this account will expire
- Order histories from self-pay purchases will migrate to the official account
- Order histories from shared pay purchases will not migrate to the official account
- This account will be closed. You will log into the official account with the same email address

If this account is not associated with Enterprise Authority Test Account, you are encouraged to go to the account settings and change the email you use to access this account so that it is no longer associated with **amazon.com**.

Please take the opportunity to download your order history

- Go to **Business Analytics > Downloads** to get a .csv file of your order history.
- This information will not be available after your account is closed.

The admin of the official account will be notified if you click **Not Now**

Agree to Migrate **Not Now**

Need help? Contact [business customer service](#). Read our [conditions of use](#) and [privacy notice](#).

Agreement Sent

You have agreed to let the admins of the official account for Enterprise Authority Test Account migrate the members of this account into the official account. This agreement expires on 1/2/20. Please take the opportunity to download your order history. Go to **Business analytics > Downloads** to get a .csv file of your order history.

OK

Need help? Contact [business customer service](#). Read our [conditions of use](#) and [privacy notice](#).



Users will receive a Welcome Email once account administrator converts the account



Frequently Asked Questions

Q: I followed the steps for my scenario, and I was unable to access the UD account through UD Exchange. How can I get assistance?

A: You can contact Amazon Business Customer Service by clicking [Contact Us](#) or at 888.281.3847. If the Customer Service team is unable to assist, please send an email to procurement@udel.edu with a screenshot of any error messages, and the Procurement team will assist you.

Q: I forgot my password for my account and am unable to reset the password.

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

Q: I am a student who uses Student Prime for personal purchases. How should I proceed?

A: Your account cannot be both personal and business, so you will have to decide which you prefer to keep. If you keep your Student Prime for personal shopping with your UD email address, you will not be able to use UDX to punch-out and shop for business purchases.



Frequently Asked Questions

Q: *May I still access my account at Amazon.com to make purchases on my p-card?*

A: No. After your department transitions to UDEXchange, your purchases should be made through the UDX punchout shopping site. You should no longer use your p-card on Amazon.com, and please be certain it is not stored in your personal Amazon account.

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

A: No. Amazon Business should not be used for personal use. In the punch-out shopping site there is no ability to enter credit card information; charges are paid for immediately by a central UD card and allocated to your speedtype. This is one reason why it is important to separate business and personal use into two different accounts.



Questions:

- procurement@udel.edu

Resources:

- [Procurement Services Website](#)
- [Shopping Using Punch-Out Catalogs](#)
- [Shipping to Home Addresses](#)
- [Amazon Best Practices & Troubleshooting Tips](#)
- [Amazon Gift Cards](#)

