

## Amazon Business FAQ Library

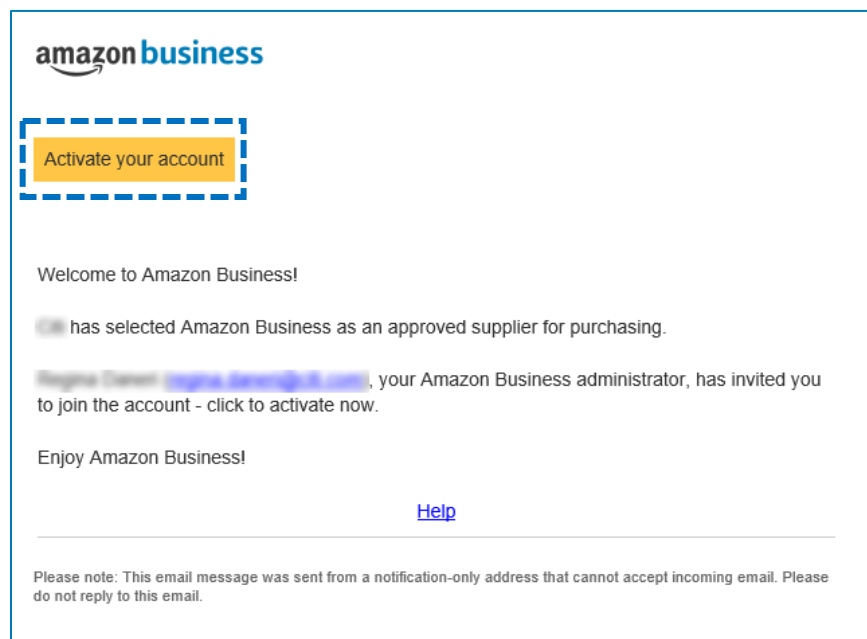
The following document provides answers to commonly asked Amazon Business questions.

### Getting Started

#### Accessing Amazon Business

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

Once invited, you will receive a welcome email to join (see below). Complete registration by clicking the link (or copy and paste) at the “Activate your account” text. Note, if you are signed into any other Amazon account on your default web browser, you will need to sign out *before* clicking the link. The first time you access Amazon Business you will be prompted to set up your account via one of the three scenarios in the next section.



##### What if I haven't received an invitation?

Be sure to check your spam or deleted email folders. The registration email is sent directly from Amazon.com ([business@amazon.com](mailto:business@amazon.com)).

### **How do I complete registration as part of the Loyola University's 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 applies to you. Note, the scenarios pertain ONLY to your [Luc.edu](mailto:Luc.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 [Luc.edu](mailto:Luc.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 [Luc.edu](mailto:Luc.edu) email address and enter a password. (Please note: your password does not need to be the same as other internal systems).

#### **Scenario 2**

##### **I already use my [Luc.edu](mailto:Luc.edu) email address to make BUSINESS purchases on Amazon Business**

All previous, stand-alone, Amazon Business accounts will be consolidated under the new, centralized account. Your information (order history, payment methods, billing and shipping addresses) will follow you to the new Business account.

#### **Scenario 3**

##### **I already use my [Luc.edu](mailto:Luc.edu) email address to make PERSONAL purchases on Amazon.com**

If your [Luc.edu](mailto:Luc.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.

### **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 [Luc.edu](mailto:Luc.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 contact Amazon Business Customer Service at <http://www.amazonbusiness.com/contactus> and ask them to reset it for you.

### **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](#).

### **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.