How to Access Amazon Business

Amazon Business is integrated with Smart Source, so all users will access Amazon Business through the procurement system regardless of how they have previously used their email.

- Navigate to Smart Source
- Click on the Amazon Business tile
- End users should NOT access Amazon Business directly (i.e., trying to sign in from the Amazon.com home page)
Registration

1. If you have never used your @Drexel.edu email for an Amazon account, set a password and you will be registered.

2. If you have an existing Amazon.com account that you have used only for authorized Drexel purchases, you can convert your existing account that will merge your order history. Login will remain the same.

3. If you have an existing Amazon.com account that you have used for personal purchases, you can split your account and your order history will not move to the centralized account.
Error Messages

Below are common error messages you may encounter when first registering.

**Application Error**

- End User will need assistance from **Smart Source** Admin to assist with user’s profile.

**Amazon Error**

- End User is receiving this message because they are attached to a separate Amazon Business account and need to de-register, and/or have their Admin remove them from the existing Amazon Business account they are currently on.

**Amazon Error**

- End User is trying to place an order outside of **PUNCHOUT** after they registered their account.
De-Registration
De-Registration

When the end user tries to access Amazon Business through the Punchout tile, they will encounter an error message. To resolve and get access, they must complete the following steps:

1. User must login to previously registered Amazon Business account outside of the punchout environment by going to Amazon.com
2. Download an Order History Report as a best practice
3. Click De-registration link and follow all prompts (ignore account closure verbiage) - https://amazon.com/gp/b2b/manage/deregister
4. Follow “User to Convert” instructions

**Note:** If the account has more than 5 users, they will need to remove the users first. If they do not, they will receive the below error message and can work directly with customer service for support

![Image of error message](amazonbusiness.png)

You can either have business customer service help you close the account, or you can reduce the number of members in your account to 5 or below. Remove users from your account.

[Back to account settings]
Business Customer Support

Dedicated U.S. based Business Customer Support can be reached a number of ways including email, chat and phone.

Customer Support Contact Options:

- Direct Phone: 888-281-3847
- Contact the Business Customer Service team for any transactional questions related to an order, including: ordering, quantity availability, shipment speed, delivery tracking, returns and refunds. This team can also provide Administrator support, including feature configuration and system integration support.

Not sure what you’re looking for? Learn more about the features and benefits on Amazon Business [HERE](#).
Thank You