

Amazon Shopping

User Manual Software v5.1

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English

Amazon Shopping User Manual v5.1

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This document is optimized for printing on A4 paper.

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17 Dec 2019	2.0	3.0	Brighthouse, M.A. Mark	Added: <ul style="list-style-type: none">• Payment options• Add to Cart
26 Jul 2020	2..1	3.1	Jason Reed	Updated: <ul style="list-style-type: none">• Product Overview• Contact support
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1 Product Introduction

This chapter provides information about the following topics: -

- [Overview of Amazon](#)
- [Important Features of Amazon](#)
- [Amazon Services and Other Applications](#)

1.1 Overview of Amazon

Amazon is a multinational technology company based in Seattle, Washington. Founded by Jeff Bezos in 1994, it started as an online marketplace for books before expanding into various other product categories. Over the years, Amazon has grown to become one of the largest e-commerce platforms globally, offering a wide range of products and services to millions of customers worldwide.

1.2 Important Features of Amazon

Some of the key features that distinguish Amazon include:

Vast Product Selection: Amazon offers an extensive selection of products ranging from electronics and clothing to groceries and digital content.

Prime Membership: Amazon Prime provides subscribers with various benefits such as free two-day shipping, access to streaming services like Prime Video, and exclusive deals.

Marketplace Model: Amazon operates as a marketplace, allowing third-party sellers to list their products on the platform, expanding the range of offerings available to customers.

Recommendation System: Amazon utilizes sophisticated algorithms to recommend products to users based on their browsing and purchasing history, enhancing the shopping experience.

Fulfillment Centers: Amazon's network of fulfillment centers enables efficient storage, packing, and shipping of orders, contributing to fast delivery times.

1.3 Amazon Services and Other Applications

In addition to its e-commerce platform, Amazon offers a diverse range of services and applications, including: -

Amazon Web Services (AWS): A comprehensive cloud computing platform providing services such as storage, computing power, and database management to businesses of all sizes.

Amazon Prime Video: A streaming service offering a wide selection of movies, TV shows, and original content to Prime members.

Amazon Kindle: A line of e-readers designed for reading digital books, magazines, and newspapers.

Amazon Echo: A line of smart speakers powered by the virtual assistant Alexa, capable of performing various tasks such as playing music, providing weather updates, and controlling smart home devices.

Amazon Fresh: A grocery delivery and pickup service offering a wide selection of fresh produce, pantry essentials, and household items.

These services and applications complement Amazon's core e-commerce business, catering to different needs and preferences of customers.

Amazon and its subsidiaries



2 Account management

This chapter provides information to the following topics:

- [Create an Amazon Account](#)
- [Reset Amazon Password](#)

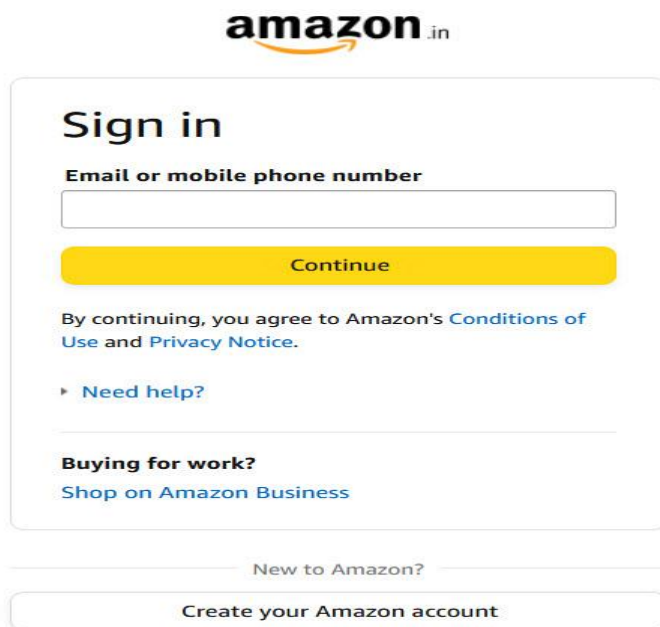
2.1 Create an Amazon Account

To create an Amazon account:

1. On the Amazon web page, Select **Hello, sign in Accounts & Lists**.

The **Sign In** page appears.

Sign In page



2. Select **Create your Amazon account**.

The **Create Account** page appears.

3. Type your name in the **Your name** text box.
4. Type your mobile number in the **Mobile number** text box.

NOTE

By default, your mobile number ISD appears based on your country clocked by your computer.

5. Type your Amazon password in the **Password** text box.
6. Select **verify your mobile number** button.

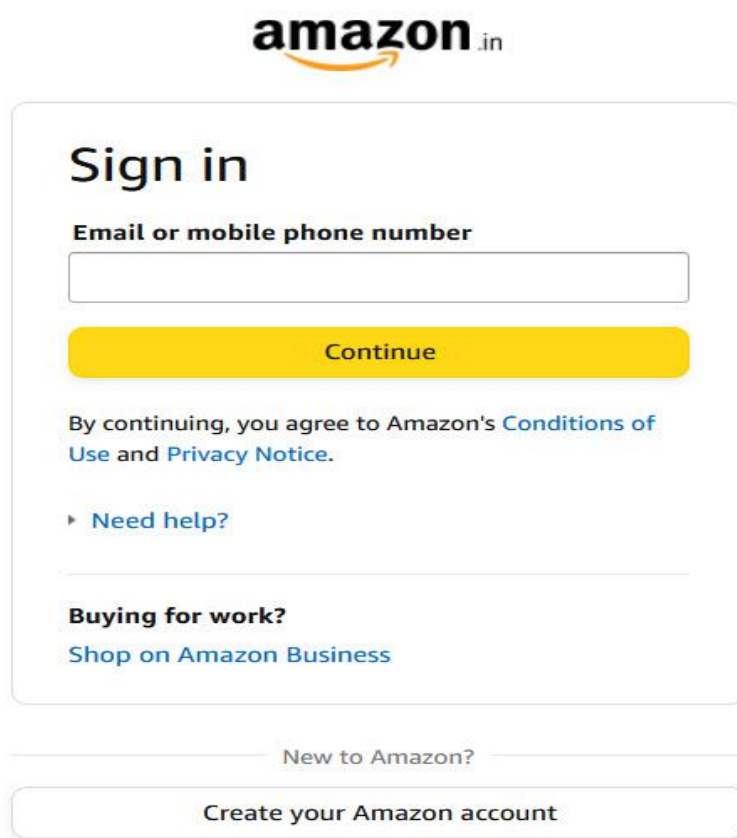
2.2 Reset Amazon password

To reset Amazon password:

1. On the Amazon web page, select **Hello, sign in Accounts & Lists**.

The Sign In page appears.

Sign in page



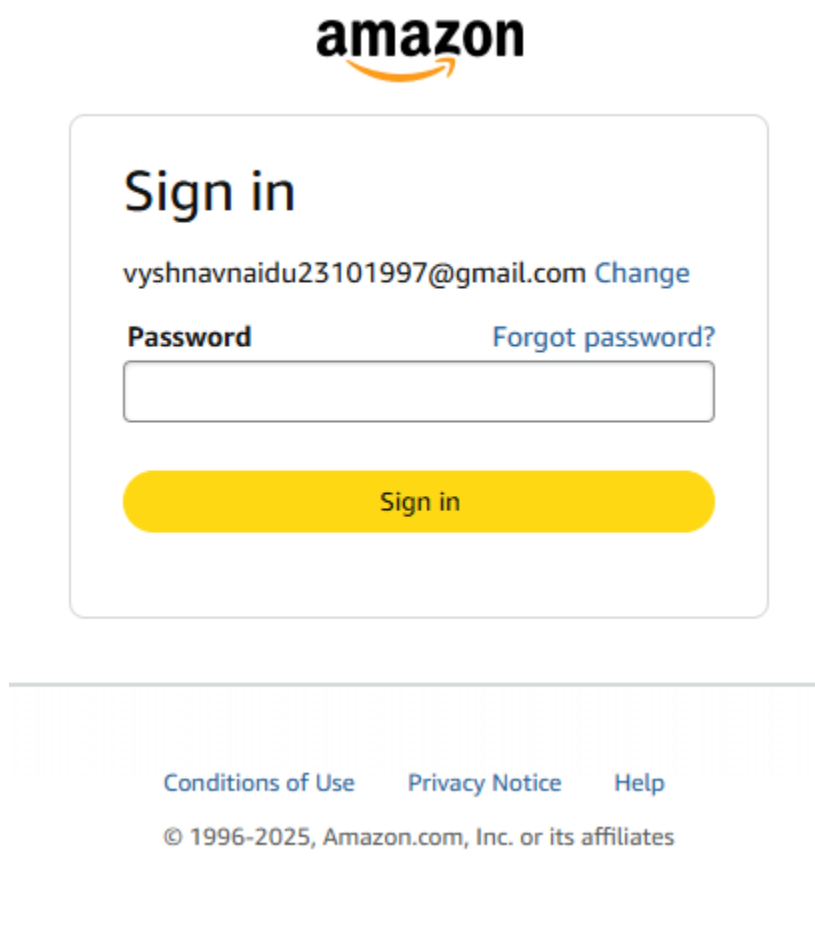
The screenshot shows the Amazon.in sign-in page. At the top is the Amazon.in logo. Below it is a large heading "Sign in". Under the heading is a text input field labeled "Email or mobile phone number". Below the input field is a yellow "Continue" button. Under the button is a line of text: "By continuing, you agree to Amazon's [Conditions of Use](#) and [Privacy Notice](#)." Below this is a link "Need help?". At the bottom of the sign-in box is a section titled "Buying for work?" with a link "Shop on Amazon Business". Below the sign-in box is a horizontal line with the text "New to Amazon?". Below this line is a button labeled "Create your Amazon account".

2. Type your Email or phone number in the text box.

3. Select **Continue** button.

The Sign In page appears.

Sign in page



The image shows the Amazon sign-in page. At the top is the Amazon logo. Below it is a white rounded rectangle containing the 'Sign in' heading. Under the heading, the email address 'vyshnavnaidu23101997@gmail.com' is displayed with a 'Change' link. Below the email is the 'Password' label and a 'Forgot password?' link. A password input field is positioned below these labels. A yellow 'Sign in' button is at the bottom of the white box. Below the box is a horizontal line, and at the very bottom are links for 'Conditions of Use', 'Privacy Notice', and 'Help', followed by the copyright notice '© 1996-2025, Amazon.com, Inc. or its affiliates'.

amazon

Sign in

vyshnavnaidu23101997@gmail.com [Change](#)

Password [Forgot password?](#)

Sign in

[Conditions of Use](#) [Privacy Notice](#) [Help](#)

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4. Select **Forgot Password**.

The Password Assistance page appears.

Password Assistance page



Password assistance

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

Email or mobile phone number

Continue

Has your email address or mobile phone number changed?

If you no longer use the e-mail address associated with your Amazon account, you may contact [Customer Service](#) for help restoring access to your account.

[Conditions of Use](#) [Privacy Notice](#) [Help](#)

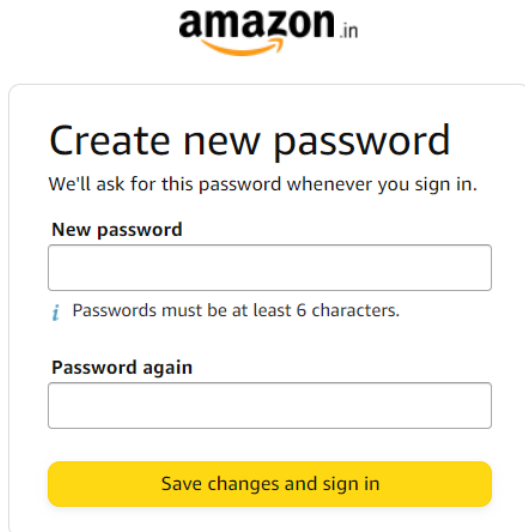
© 1996-2024, Amazon.com, Inc. or its affiliates

5. Enter **Email or mobile phone number** in the text box.
6. Select **Continue** button.
7. Amazon will send a verification code to the email address or mobile phone number provided.
8. Check your email inbox or spam folder for the verification code.
9. Enter the verification code received from Amazon into the **Enter OTP** text box on the website.

10. Select **Continue** button.

Create new password page appears.

Create new password page



amazon.in

Create new password

We'll ask for this password whenever you sign in.

New password

Password again

Save changes and sign in

Secure password tips:

- Use at least 8 characters, a combination of numbers and letters is best.
- Do not use the same password you have used with us previously.
- Do not use dictionary words, your name, e-mail address, mobile phone number or other personal information that can be easily obtained.
- Do not use the same password for multiple online accounts.

11. Enter **New password** in the text box and enter **Password again** in the text box.

12. Select **Save changes and sign-in** button.

Once your password is successfully reset, you can use the new password to log in to your Amazon account.

3 Browsing products

This chapter provides information to the following topics:

- [Product Categories](#)
- [Search a Specific Product](#)
- [Browsing History](#)

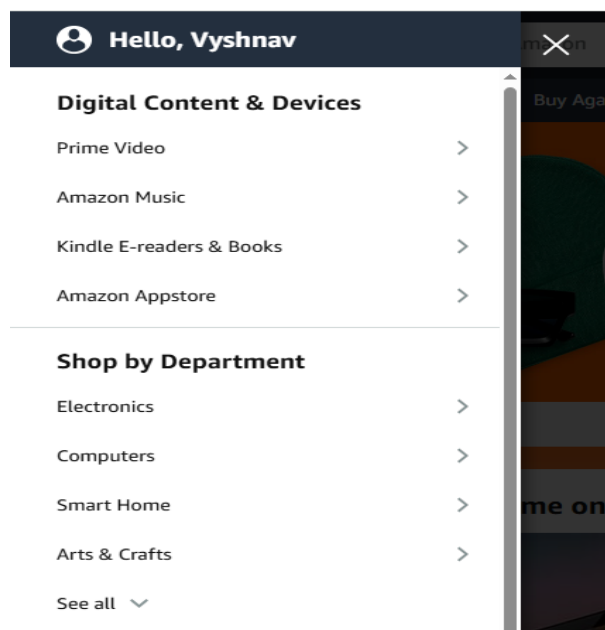
3.1 Product Categories

To browse product categories:

1. On the amazon web page, Select **All** in the navigation bar.

The Shop by Category appears.

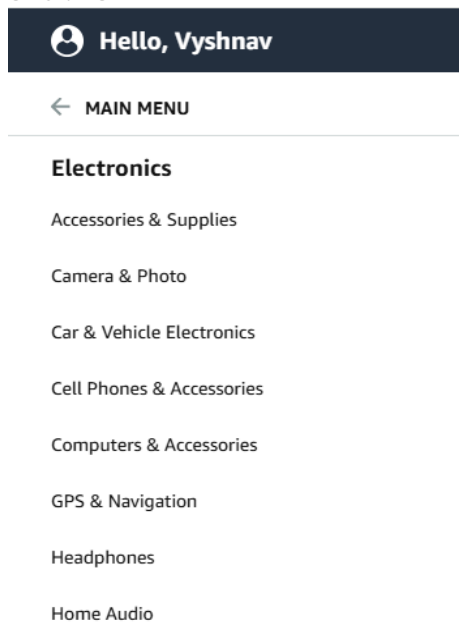
Shop by Category



2. Select required category.

This action will redirect you to a page dedicated to that category.

Dedicated Category page



3. Filter products based on factors like price, brand, customer ratings, and more.

Brands

- ☐ Ring
- ☐ True Classic
- ☐ Samsung
- ☐ BMJL

▼ [See more](#)

Customer Reviews

- ☒ All
- ☐ ★★★★★ & up
- ☐ ★★★★☆ & up
- ☐ ★★★☆☆ & up
- ☐ ★★☆☆☆ & up

Price

- ☒ All

3.2 Search a Specific Product

To search a specific product:

1. On the Amazon web page, select **Search Amazon.in** in the search bar and type the specific product.

The search results page appears.

Search results page

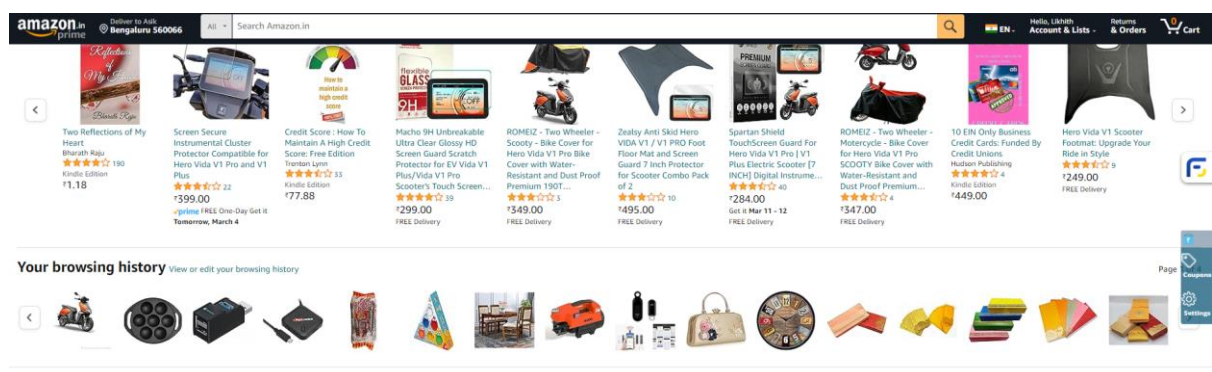


3.3 Browsing History

To check your browsing history:

1. On the Amazon.in web page, scroll down the webpage until you locate the **Your browsing history** section.

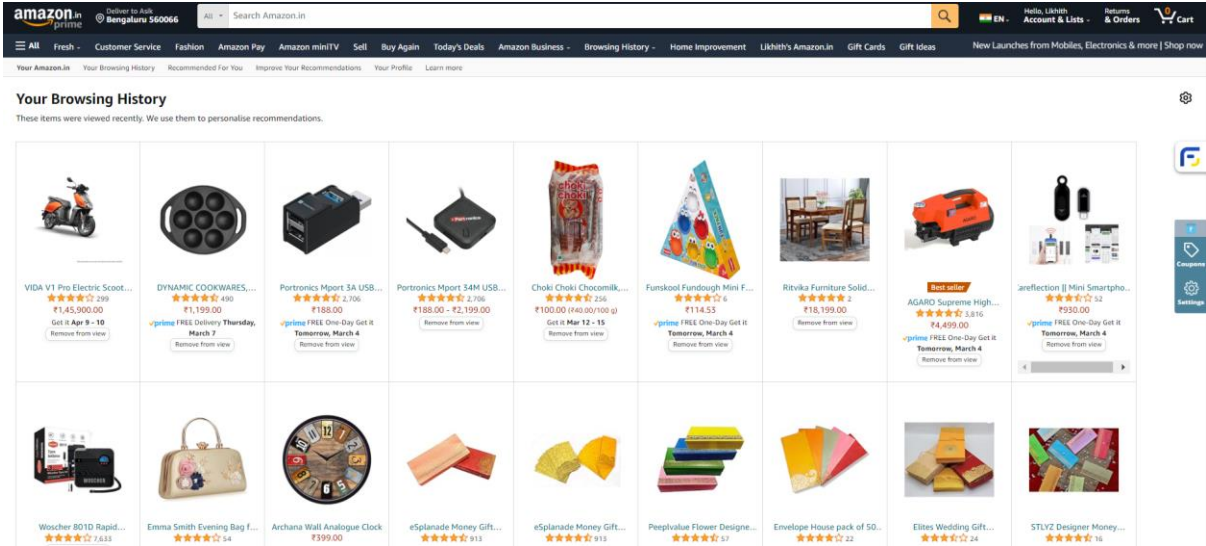
Your browsing history



2. Select **View or edit your browsing history.**

The Your Browsing History page appears.

Your Browsing History



4 Shopping Features

This chapter provides information to the following topics:

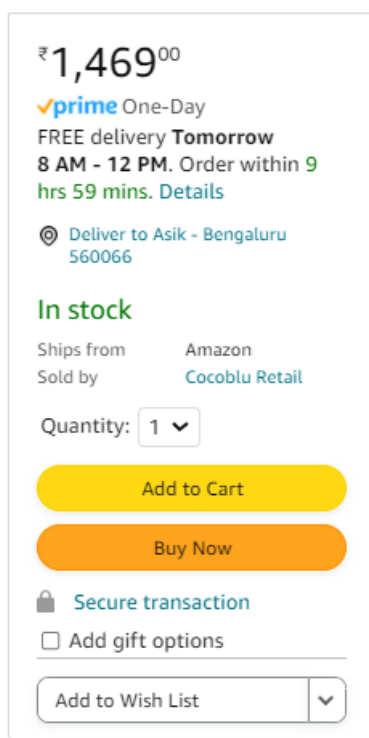
- [Add Product to the Cart](#)
- [Add Product to the Wishlist](#)
- [Clear Cart](#)
- [Delete Product from Wishlist](#)

4.1 Add Product to Cart

To add products to cart:

1. Navigate to the product page of the item, you wish to order and below the price of the product, locate **Add to Cart** button.

Add to cart button



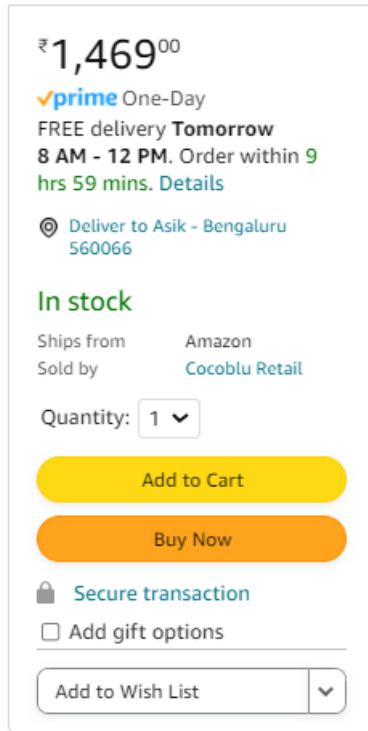
2. Select **Add to Cart** button.

A notification will confirm that the item is added to your cart.

4.2 Add Product to Wishlist

1. Navigate to the product page of the item, you wish to add to Wishlist and below the price of the product, locate **Add to Wish List** button.

Add to Wish List button



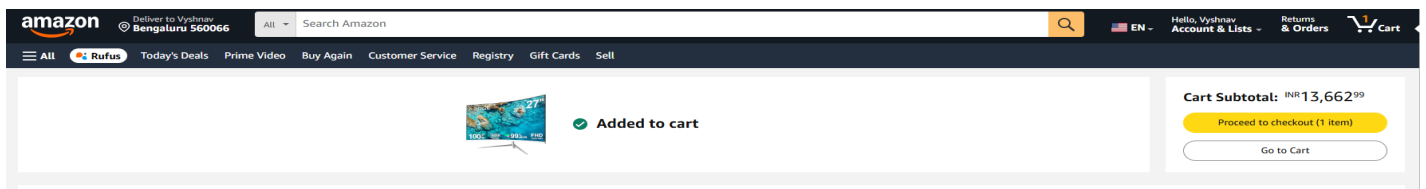
2. Select the **Add to Wish List** button, the item will be added to the Wishlist.

4.3 Clear cart

To clear a cart:

1. On the **Amazon web page**, select on the **shopping cart** icon located on the top right corner of the page.


Add to Wish List button



- Review the items in your cart, Select **Delete** button.

Shopping Cart

[Deselect all items](#)

	Price
 <p>Red Tape Sneaker Casual Shoes for Men Soft Cushio...</p> <p>₹1,079.00</p> <p>#1 Best Seller in Shoes & Handbags</p> <p>In stock</p> <p>Sold by REDTAPE LIMITED</p> <p>prime</p> <p>Gift options not available. Learn more</p> <p>Size: 8 UK</p> <p>Colour: Black/Red</p> <p>Qty: 1 <input type="button" value="v"/></p> <p>Delete Save for later See more like this</p> <p>Share</p>	
Subtotal (1 item): ₹1,079.00	

Shopping Cart page

- A notification will confirm that the item is deleted from your cart.

Amazon Cart is empty

Your Amazon Cart is empty.

[Red Tape Sneaker Casual Shoes for Men | Soft Cushion Insole, Sli...](#) was removed from Shopping Cart.

Subtotal (0 items):

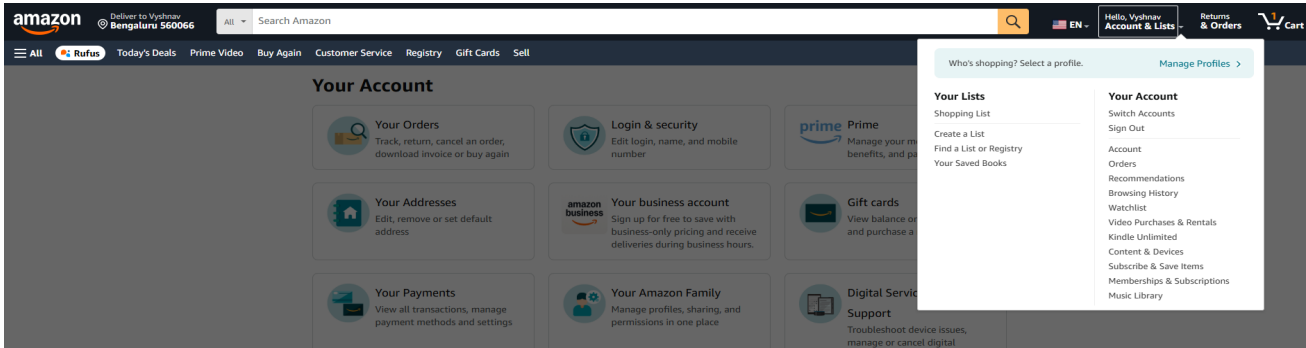
4.4 Delete Product from Wishlist

To delete product from Wishlist:

- On the Amazon web page, Take your cursor over **Hello, "Your name" Account & Lists**.

The Profile page appears.

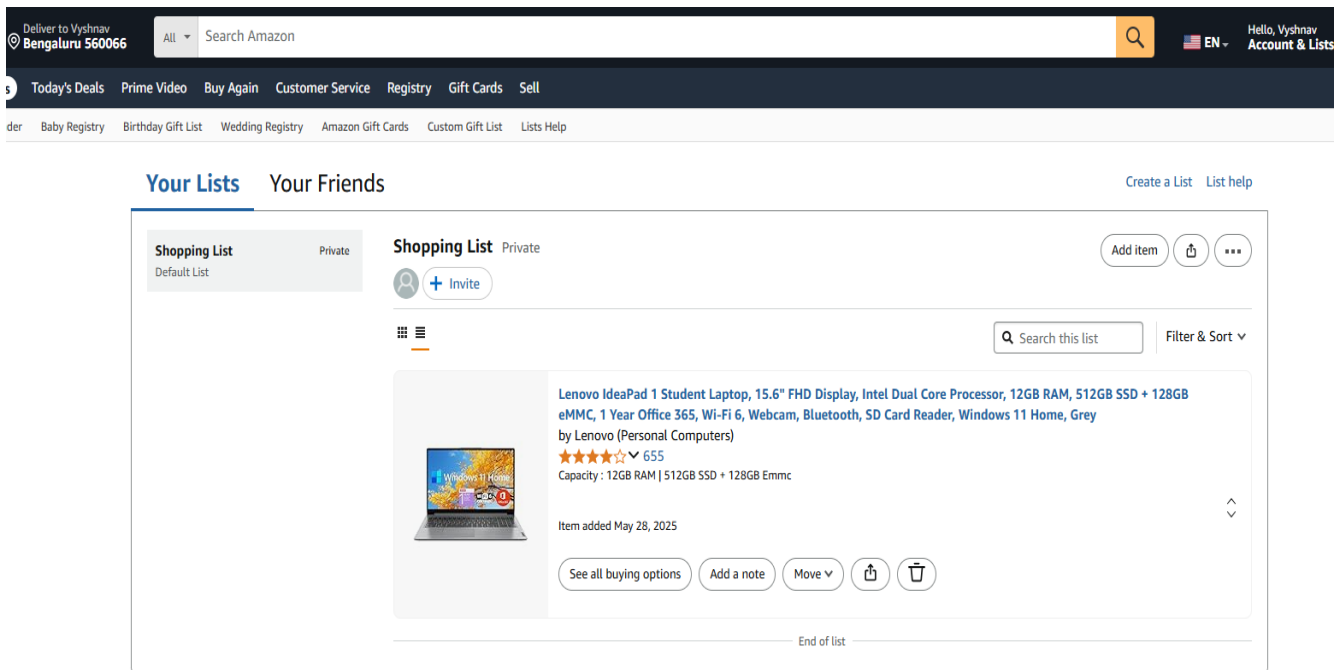
Profile page



2. Select **Shopping List**.

The List of added items to Wish List appears.

Shopping List page



no viewed items in your browsing history also viewed

3. Select **Dustbin** icon to delete the item from the Wish List.

5 Payment Options

This chapter provides information to the following topics:

- [Mode of Payment](#)
- [Add Discount Coupons](#)
- [Add Card Details](#)
- [UPI address](#)

5.1 Mode of Payment

To select a mode of payment:

1. Select **Buy Now** button, during checking out the product.

Select a payment method page appears.

Select Payment method page

2 Select a payment method

Your available balance

Use ₹ 149.00 from your eligible Vouchers
Your Amazon Vouchers can't be used to pay for this order.

Enter Code Apply

CREDIT & DEBIT CARDS

Card	Nickname
<input checked="" type="radio"/> Amazon Pay ICICI Bank Credit Card ending in 4007	LIKITHESH J
<input type="radio"/> Axis Bank Credit Card ending in 1256	Likithesh
<input type="radio"/> HDFC Bank Debit Card ending in 5509	Yeshwanthguru
<input type="radio"/> OneCard ending in 9560	Likithesh Gowdra
<input type="radio"/> SBI Credit Card ending in 5409	Likithesh
<input type="radio"/> HDFC Bank Credit Card ending in 4714	Likithesh Gowdra
<input type="radio"/> Visa ending in 0685	Siva
<input type="radio"/> HDFC Bank Credit Card ending in 0943	Likithesh Gowdra
<input type="radio"/> Axis Bank Credit Card ending in 5506	M's sandeep

Another payment method

☐ Credit or debit card

☐ Net banking

☐ Other UPI Apps

☐ EMI

☐ Cash on Delivery/Pay on Delivery

Use this payment method

2. Choose from the available payment methods, including credit/debit card, net banking, UPI, Amazon Pay, etc.
3. Select the required payment method and enter the details as per the instructions and complete the payment .

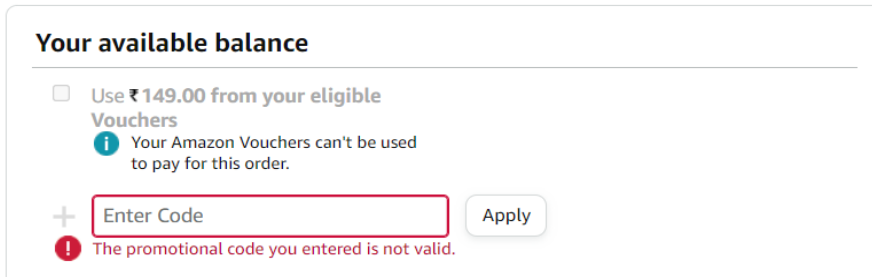
5.2 Add Discount Coupons

To add discount coupons:

1. In the **Select a payment method** page, locate the **Enter Code** search bar and Select **Apply** button.

Discount coupons section

2 Select a payment method



Your available balance

☐ Use ₹149.00 from your eligible Vouchers

Your Amazon Vouchers can't be used to pay for this order.

+

The promotional code you entered is not valid.

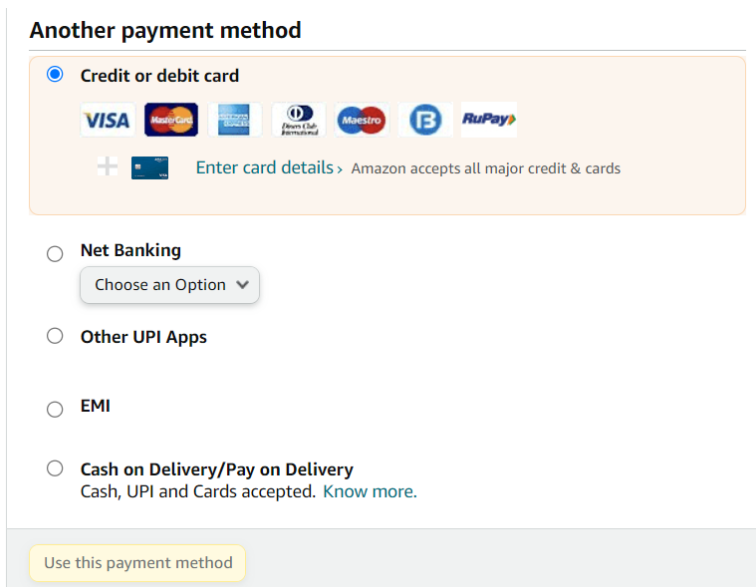
2. Amazon will validate the coupon and will be applied to your order before proceeding with the payment.

5.3 Add Card Details

To add card details:

1. In the **Select a payment method** page, select **Credit or debit card** in **Another payment method** section. **Enter card details** button appears.

Another payment method section



Another payment method

☒ **Credit or debit card**

VISA MasterCard American Express Discover Maestro RuPay

+

☐ **Net Banking**
Choose an Option ▾

☐ **Other UPI Apps**

☐ **EMI**

☐ **Cash on Delivery/Pay on Delivery**
Cash, UPI and Cards accepted. [Know more.](#)

2. Select **Enter card details** button

Enter card details page appears.

Enter card details page

Manish, enjoy 1-click payment with Amazon Pay Later. Continue shopping









Add a new credit or debit card

Card number

Nickname

Expiry date

Please ensure that you enable your card for online payments from your bank's app.



CancelContinue

3. Enter Card number, Nickname and Expiry date in the text box.
4. Select **Enter card details** button, Card gets added to the payment methods page.

5.4 UPI Address

To add UPI address:

1. In the **Select a payment method** page, select **Other UPI Apps** in **Another payment method** section.

UPI ID page

Another payment method

☐ Credit or debit card



☐ Net Banking

Choose an Option ▾

☒ Other UPI Apps

Please enter your UPI ID

Enter UPI ID

Verify

2. Enter the UPI ID in the text box.
3. Select **Verify** button.
- UPI ID gets verified.
4. Select **Use this payment method** button.

Proceed and complete the payment

UPI ID page

UPI

☐ Amazon Pay 
Union Bank of India **5284 

Another payment method

☐ Credit or debit card



☐ Net Banking

Choose an Option ▾

☒ Other UPI Apps

Please enter your UPI ID

8885966448@ybl

Verify

The UPI ID is in the format of name/phone number@bankname

☐ EMI

☐ Cash on Delivery/Pay on Delivery

Cash, UPI and Cards accepted. [Know more.](#)

6 Delivery Address

This chapter provides information to the following topics:

- [Add Delivery Address](#)
- [Edit Delivery Address](#)
- [Delete Delivery Address](#)

6.1 Add a Delivery Address

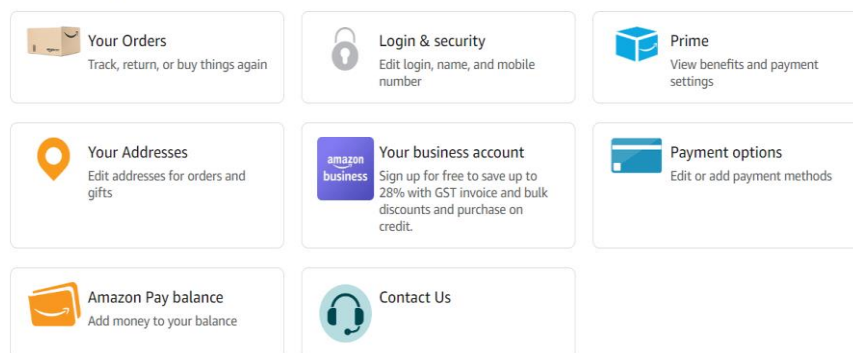
To add the delivery address:

1. On Amazon web page, Select **Hello,(Your name) Accounts & lists**.

The **Your Account** page appears.

Your Account page

Your Account



2. Select **Your Addresses**.

The **Your Addresses** page appears.

Your Addresses

Select a delivery address

Delivery addresses (15)

- ☒ **Manish naidu**
 flat no 401, Fourth floor, opp kingston pg, First Cross, Road, Kundalahalli Colony, Bengaluru, KARNATAKA, 560037, India
 Phone number: 7286954565
[Edit address](#) | [Add delivery instructions](#)
- ☐ **KANDREGULA POOJITH CHIRANJEEVI MANISH NAIDU**
 D No 16/1/4 Behind Jaganadh theatre Gavarapalem ANAKAPALLI, KANDREGULA APPALA NAIDU street, VISHAKAPATNAM, ANDHRA PRADESH, 531002, India
 Phone number: 7286954565
[Edit address](#) | [Add delivery instructions](#)
- ☐ **Kandregula Harish Sai surya naidu**
 Room no 206, blossom mens pg stays hostel, 1st Main Road, Amruthnagar 2nd Cross, hebbal, Bengaluru, KARNATAKA, 560092, India
 Phone number: 9347373173
[Edit address](#) | [Add delivery instructions](#)
- ☒ **Manish naidu**
 Room no 103, venkateshwara pg, 2nd building in 2nd cross road, Opp juice shop, beside medical shop, Kundalahalli, brookefield, Bengaluru, KARNATAKA, 560037, India
 Phone number: 7286954565
[Edit address](#) | [Add delivery instructions](#)
- ☐ **Meghna**
 Room No :304, Teaching Staff Quarters, Bgs Global Hospital, Uttarahalli Main Road, Kengeri, BENGALURU, KARNATAKA, 560060, India
 Phone number: 8971029578
[Edit address](#) | [Add delivery instructions](#)


3. Select **Add address** button.

The Add a new address page appears.

Add a new address page

Your Account > Your Addresses > [New Address](#)

Add a new address

 Or find an Amazon collection location near you

Save time. Autofill your current location.

Autofill

Country/Region

India

Full name (First and Last name)

Mobile number

May be used to assist delivery

Pincode

6 digits [0-9] PIN code

Flat, House no., Building, Company, Apartment

Area, Street, Sector, Village

Landmark

E.g. near apollo hospital

Town/City

State

Choose a state

☐ Make this my default address

Delivery instructions (optional)

✓ Add preferences, notes, access codes and more

Add address

4. Fill in the required fields, including Full name, Mobile number, Pin code, Address line, Town/City and State.
5. Review the address and Select **Add address** button.

4. Make the necessary changes and select the **Save Changes** button.

Your Address gets updated.

6.3 Delete Delivery Address

To delete the delivery address:

1. On Amazon web page, select **Hello,(Your name) Accounts & lists**.

The **Your Account** page appears.

2. Select **Your Addresses**.

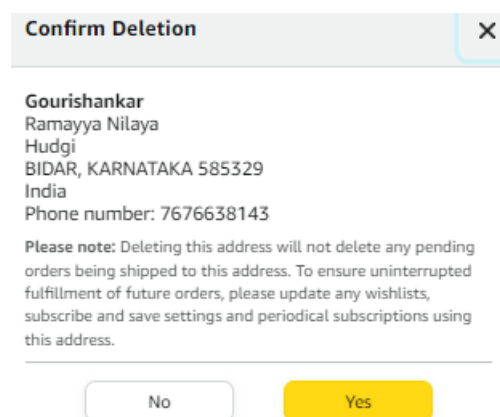
The **Your Addresses** page appears.

3. Select **Remove** button below the address which needs to be deleted

4. Locate the address you wish to delete. Select **Remove** button.

The **Confirmation Deletion** prompt appears.

Confirmation Deletion



5. Select **Yes** button.

7 Manage Orders

This chapter provides information to the following topics:

- [Order History](#)
- [Track Order](#)
- [Cancelled Order](#)
- [Invoice Copy](#)

7.1 Order History

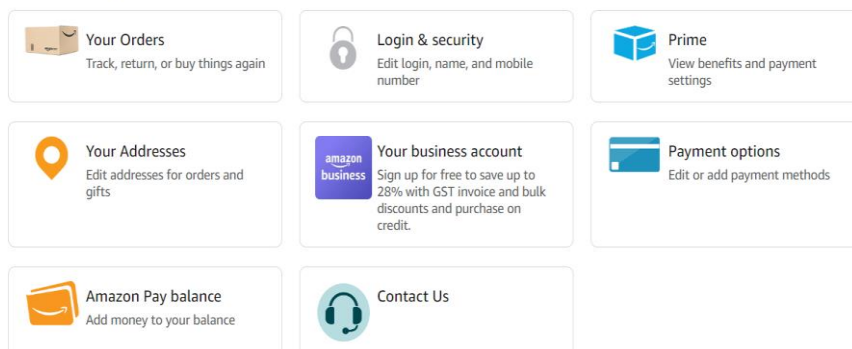
To review the order history:

1. On Amazon web page. Select **Hello,(Your name) Accounts & lists**.

The **Your Account** page appears.

Your Account

Your Account

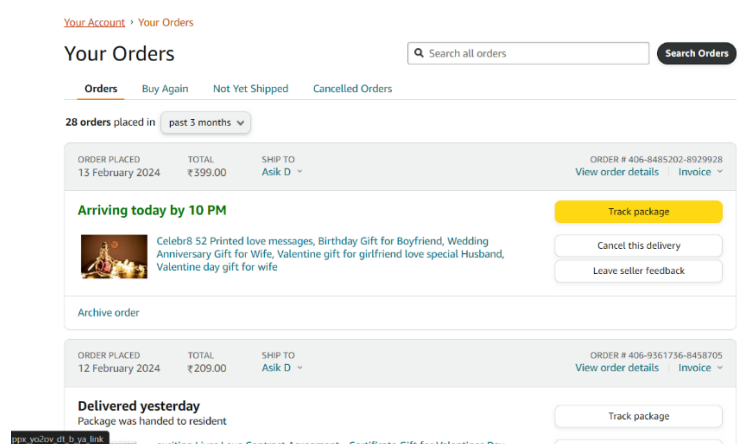


2. Select **Your Orders**.

NOTE

The **Your Orders** page appears. The **Your Orders** page displays data for the past 3 months. Select drop down to view your orders for the previous 6 months, 1 year, 2 years and so on.

Your Orders




[Your Account](#) > [Your Orders](#)

Your Orders

Search all orders [Search Orders](#)

[Orders](#) [Buy Again](#) [Not Yet Shipped](#) [Cancelled Orders](#)

28 orders placed in [past 3 months](#)

ORDER PLACED	TOTAL	SHIP TO	ORDER #
13 February 2024	₹399.00	Ask D	406-8485202-8929928
Arriving today by 10 PM Track package			
 Celebr8 52 Printed love messages, Birthday Gift for Boyfriend, Wedding Anniversary Gift for Wife, Valentine gift for girlfriend love special Husband, Valentine day gift for wife Cancel this delivery Leave seller feedback			
Archive order			
12 February 2024	₹209.00	Ask D	406-9361736-8458705
Delivered yesterday Track package			
Package was handed to resident			

[app.amazon.in](#) [Link](#) [exciting Live Love Contract Agreement - Certificate Gift for Valentine's Day](#)

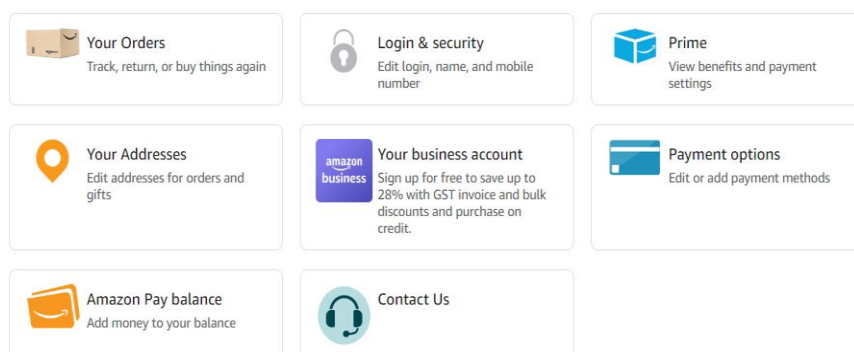
7.2 Track Order









To track order:

- On the Amazon web page, under your account section, Select **Your Orders**. Follow the steps as explained previously [To view Your Orders](#).

Your Orders page

Your Account

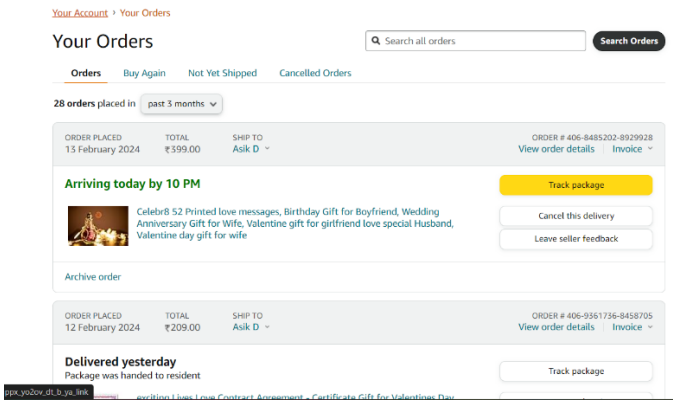


 Your Orders Track, return, or buy things again	 Login & security Edit login, name, and mobile number	 Prime View benefits and payment settings
 Your Addresses Edit addresses for orders and gifts	 Your business account Sign up for free to save up to 28% with GST invoice and bulk discounts and purchase on credit.	 Payment options Edit or add payment methods
 Amazon Pay balance Add money to your balance	 Contact Us	

2. Select **Your orders**.

The **Your orders** page appears.

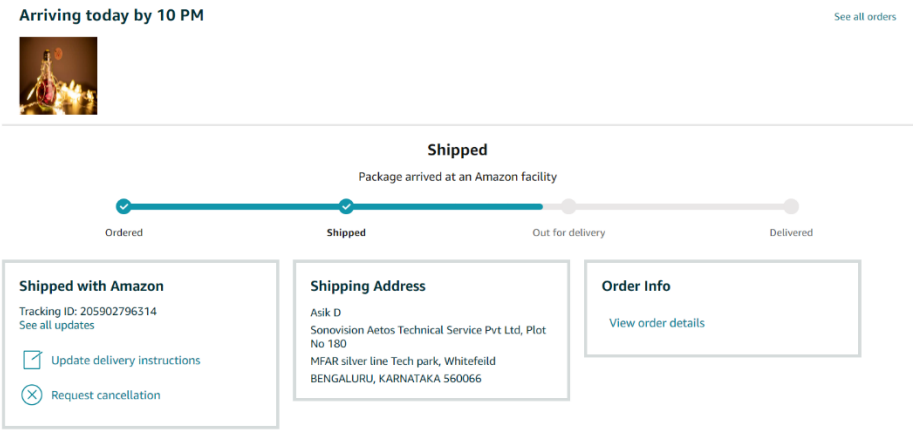
Your Orders Page



3. Select **Track Package** button, Corresponding to the order that you want to track.

The Tracking page appears.

Tracking Page



7.3 Cancelled Order

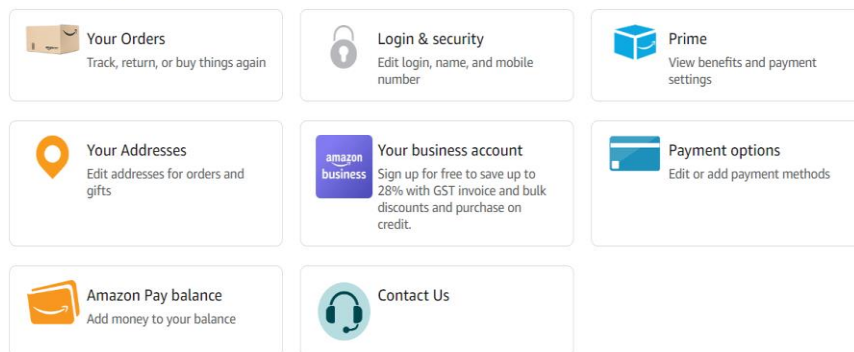
To check cancelled order:

1. On Amazon web page, Select **Hello,(Your name) Accounts & lists.**

The **Your account** page appears

Your Orders page

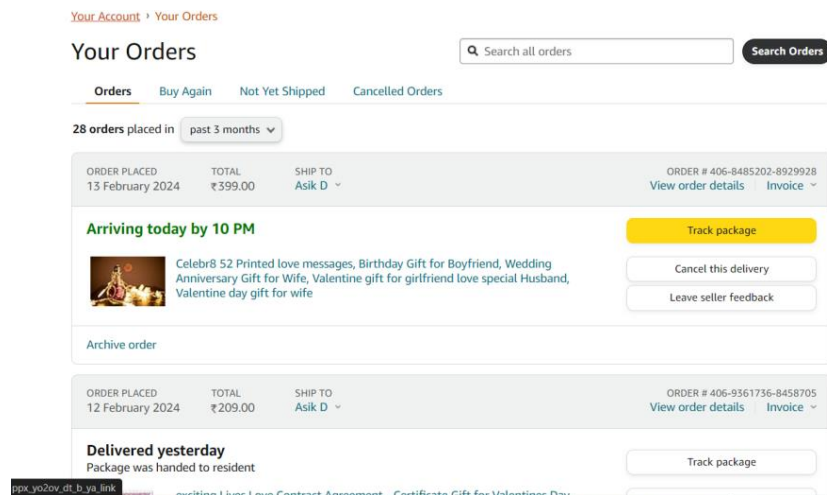
Your Account



2. Select **Your orders.**

The **Your orders** page appears.

Your Orders Page



3. Select **Cancelled Orders**.

The list of cancelled orders appears.

Cancelled Orders page

The screenshot shows the 'Your Orders' page on Amazon. At the top, there's a search bar labeled 'Search all orders' and a 'Search Orders' button. Below the search bar, there are tabs for 'Orders', 'Buy Again', 'Not Yet Shipped', and 'Cancelled Orders'. The 'Cancelled Orders' tab is selected. Below the tabs, it says '14 cancelled orders placed in the last 6 months'. A specific order is highlighted with a grey background. The order details are: ORDER PLACED: 10 February 2024, TOTAL: ₹0.00, SHIP TO: Likhith Gowdru, and ORDER #: 406-8955706-9847540. The order is marked as 'Cancelled'. Below this, there's a product image of a cable and its description: 'Ambrane Unbreakable 3A Fast Charging 1.5m Braided Type C Cable for Smartphones, Tablets, Laptops & other Type C devices, 480Mbps Data Sync, Quick Charge 3.0 (RCT15A, Black)'. At the bottom of the order card, there's a link to 'Archive order'.

7.4 Invoice copy

To download a invoice copy:

1. On Amazon web page. Select **Hello,(Your name) Accounts & lists**.

The **Your account** page appears.

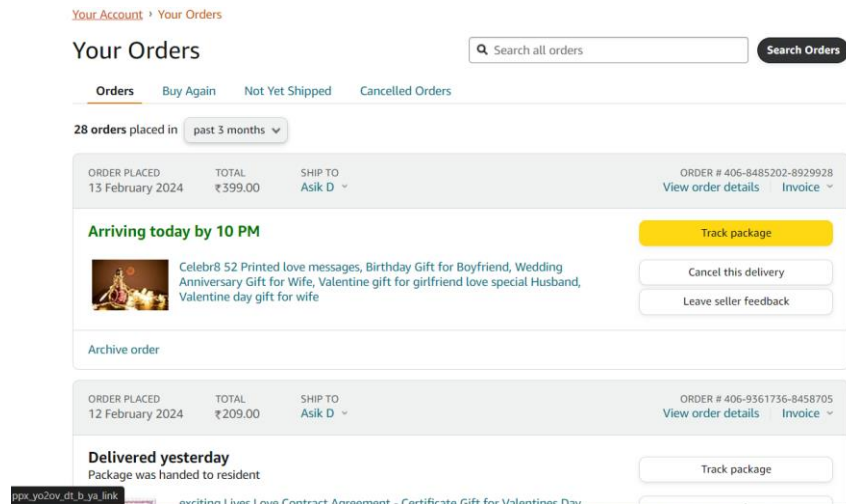
Your Account

The screenshot shows the 'Your Account' page on Amazon. It features a grid of account management options. The options are: 'Your Orders' (Track, return, or buy things again), 'Login & security' (Edit login, name, and mobile number), 'Prime' (View benefits and payment settings), 'Your Addresses' (Edit addresses for orders and gifts), 'Your business account' (Sign up for free to save up to 28% with GST invoice and bulk discounts and purchase on credit), 'Payment options' (Edit or add payment methods), 'Amazon Pay balance' (Add money to your balance), and 'Contact Us'.

2. Select **Your orders**.

The **Your orders** page appears.

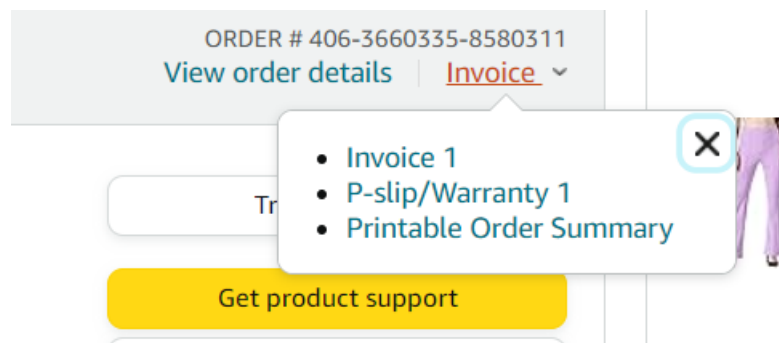
Your Orders Page



3. Select **Invoice** for the required order.

The **Invoice and warranty** details appears.

Invoice details



4. Select **Invoice 1**.

5. PDF copy of Invoice is displayed.

8 Glossary

Term	Definition
AWS	Amazon Web Services
OTP	One Time Password
UPI	Unified Payment Interface

