Amazon Shopping

User Manual
Software v5.1

Document Version 4.2
Issued 22 April 2025
English

 ©Amazon

Amazon Shopping User Manual v5.1

This document and any information or descriptive matter contained therein is communicated in confidence and is the copyright property of Amazon. Neither the whole, nor any extract may be disclosed, loaned, copied, or used in manufacturing or tendering purposes without their written consent.

© 2018-2025 Amazon and its subsidiaries and affiliates. All rights reserved. All trademarks or service marks used herein are the property of their respective owners. Amazon makes no representation or warranty regarding the accuracy of the information in this publication. This document gives only a general description of the product(s) or service(s) offered by Amazon and, except where expressly provided otherwise, shall not form part of any contract. Such information, the products and conditions of supply is subject to change without notice.

Disclaimer: Illustrations, descriptions, and technical specifications in this document are not binding and are subject to change without notice.

This document is optimized for printing on A4 paper.

Revision History

Date	Document Version	Software Version	Author	Revision
13 Nov 2018	1.0	2.0	D.Charles	Initial Issue
18 Mar 2019	1.1	2.2	M.A Mark	Updated: • Images • Login to Amazon
17 Dec 2019	2.0	3.0	Brighouse, M.A. Mark	Added: • Payment options • Add to Cart
26 Jul 2020	2..1	3.1	Jason Reed	Updated: • Product Overview • Contact support
18 Oct 2021	2.2	3.4	Rachel Adams	Added: • Troubleshooting • FAQs
21 Jun 2022	3.0	4.0	D Charles M.A Mark Vyshnav	Updated: • Images • Changed the brand name • Troubleshooting
5 Sept 2023	4.0	5.0	David Collins M.A Mark Vyshnav	Updated: • Copyrights • Browsing History
31 Jan 2024	4.1	5.1	Danial Brooks Vyshnav	Updated: • Coverpage • UPI address
15 Feb 2025	4.2	5.2	D Charles M.A Mark Vyshnav	Updated: • Coverpage • UPI Payment

TABLE OF CONTENTS

1 Product Introduction 1

1.1 Overview of Amazon 1

1.2 Important Features of Amazon 1

1.3 Amazon Services and Other Applications 1

2 Account management 3

2.1 Create an Amazon Account 3

2.2 Reset Amazon password 4

3 Browsing products 8

3.1 Product Categories 8

3.2 Search a Specific Product 10

3.3 Browsing History 10

4 Shopping Features 12

4.1 Add Product to Cart 12

4.2 Add Product to Wishlist 13

4.3 Clear cart 13

4.4 Delete Product from Wishlist 14

5 Payment Options 16

5.1 Mode of Payment 16

5.2 Add Discount Coupons 17

5.3 Add Card Details 17

5.4 UPI Address 19

6 Delivery Address 20

6.1 Add a Delivery Address 20

6.2 Edit Delivery Address 22

6.3 Delete Delivery Address 23

7 Manage Orders 24

7.1 Order History 24

7.2 Track Order 25

7.3 Cancelled Order 27
7.4 Invoice copy 28

8 Glossary 30

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

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

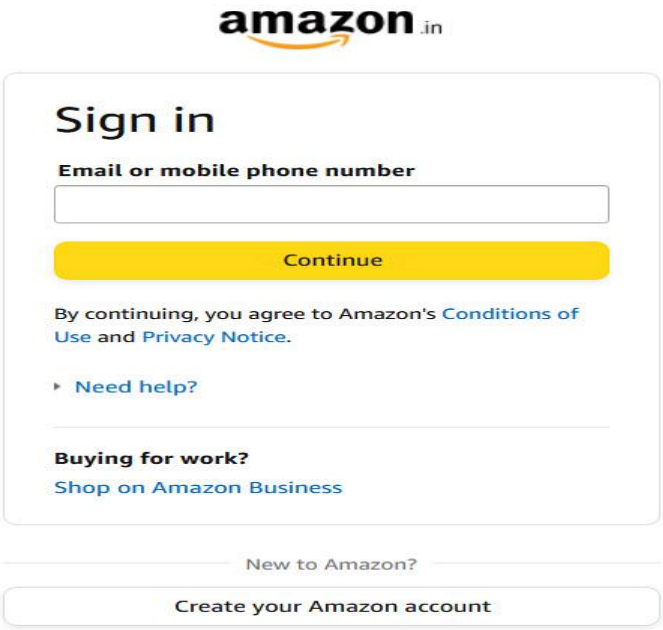
2.1 Create an Amazon Account

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.

 © Amazon

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

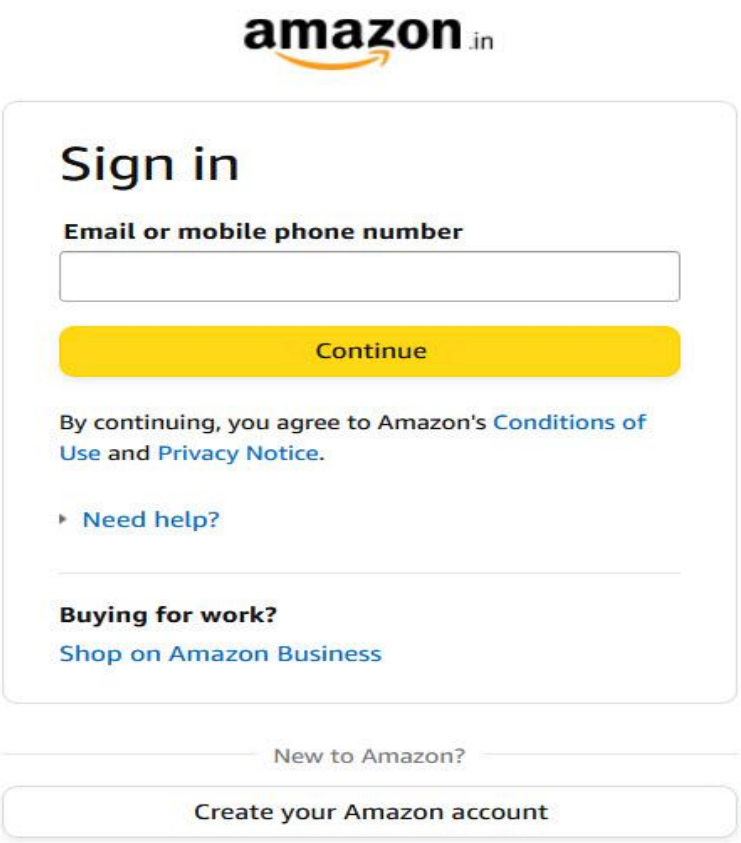
2.2 Reset Amazon password

To reset Amazon password:

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

   The Sign In page appears.

Sign in page

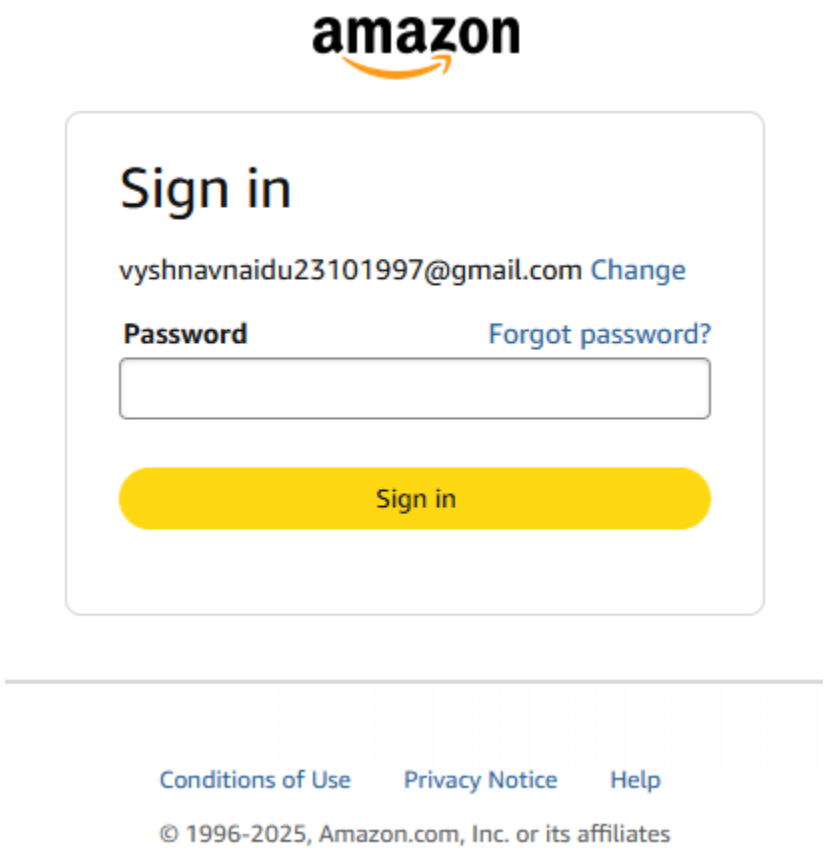


2. Type your Email or phone number in the text box.

3. Select **Continue** button.

   The Sign In page appears.

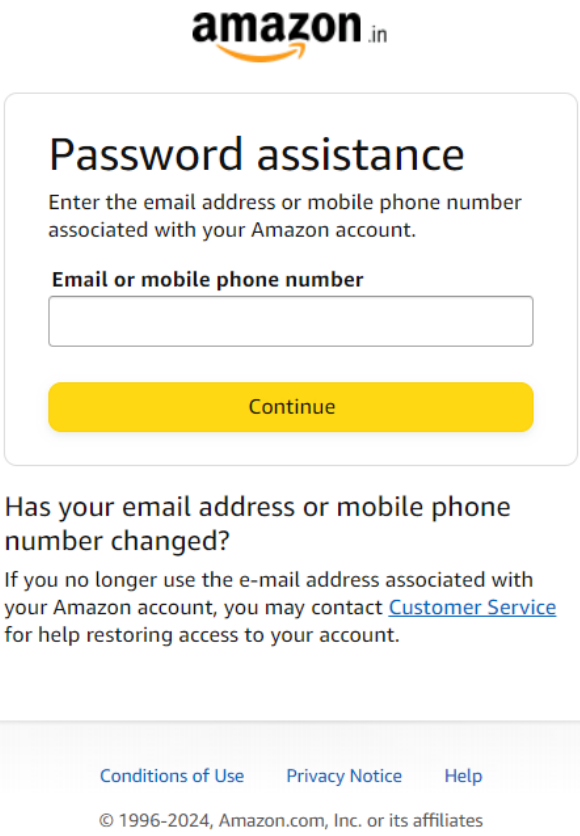
Sign in page



4. Select **Forgot Password.**

   The Password Assistance page appears.

Password Assistance page

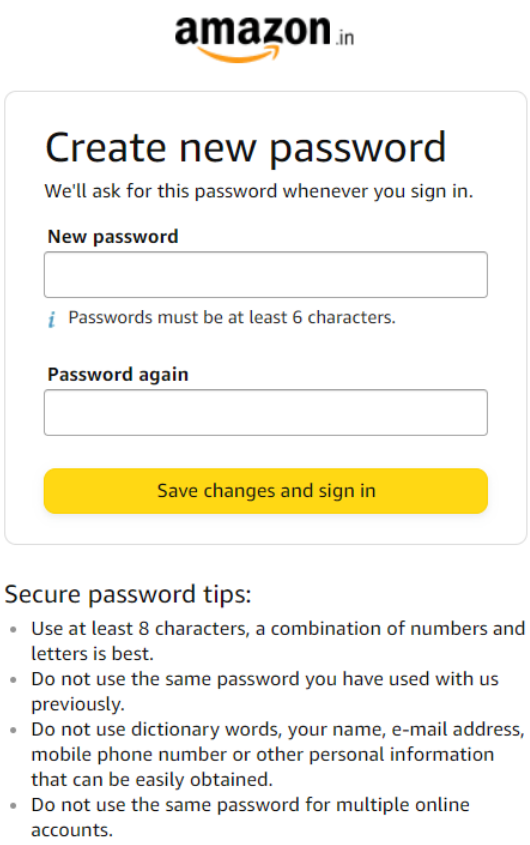


5. Enter **Email or mobile phone number** in the text box.
6. Select **Continue** button.
7. Amazon will send a verification code to the email address or mobile phone number provided.
8. Check your email inbox or spam folder for the verification code.
9. Enter the verification code received from Amazon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

10. Select **Continue** button.

    Create new password page appears.

Create new password page



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.

 © Amazon

3 Browsing products

This chapter provides information to the following topics:

- Product Categories
- Search a Specific Product
- Browsing History

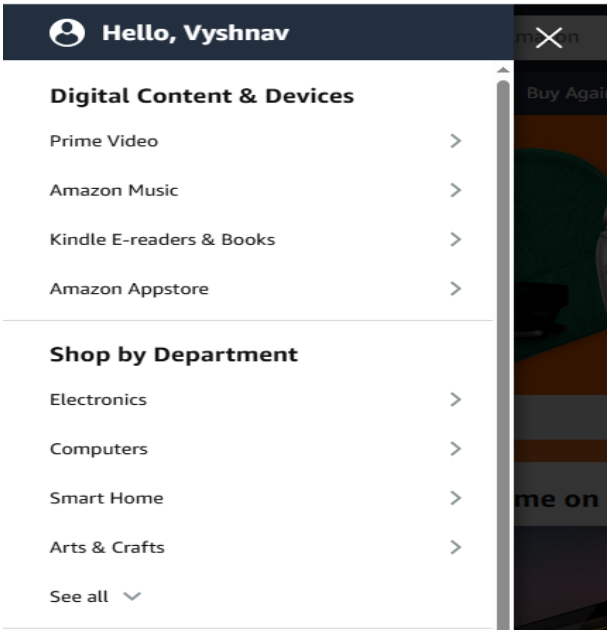
3.1 Product Categories

To browse product categories:

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

   The Shop by Category appears.

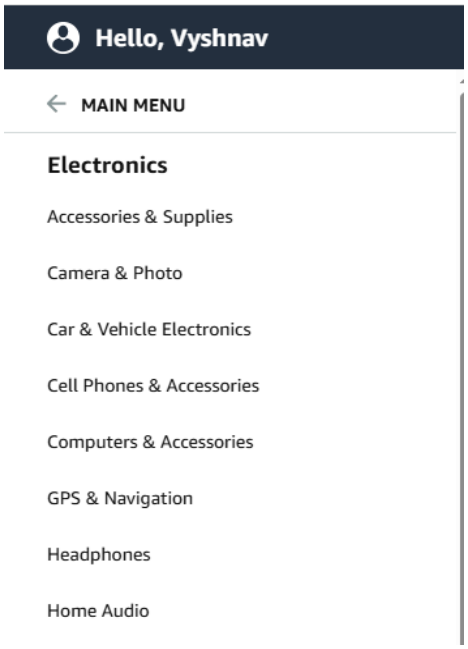
Shop by Category



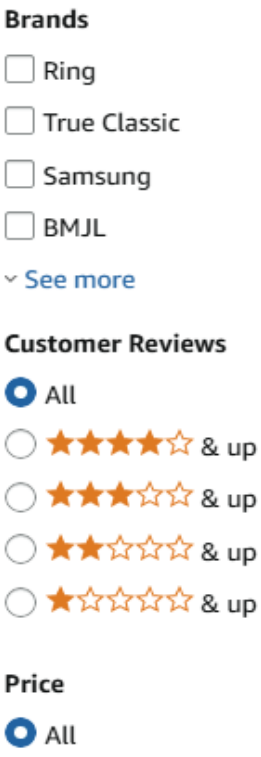
2. Select required category.

   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.



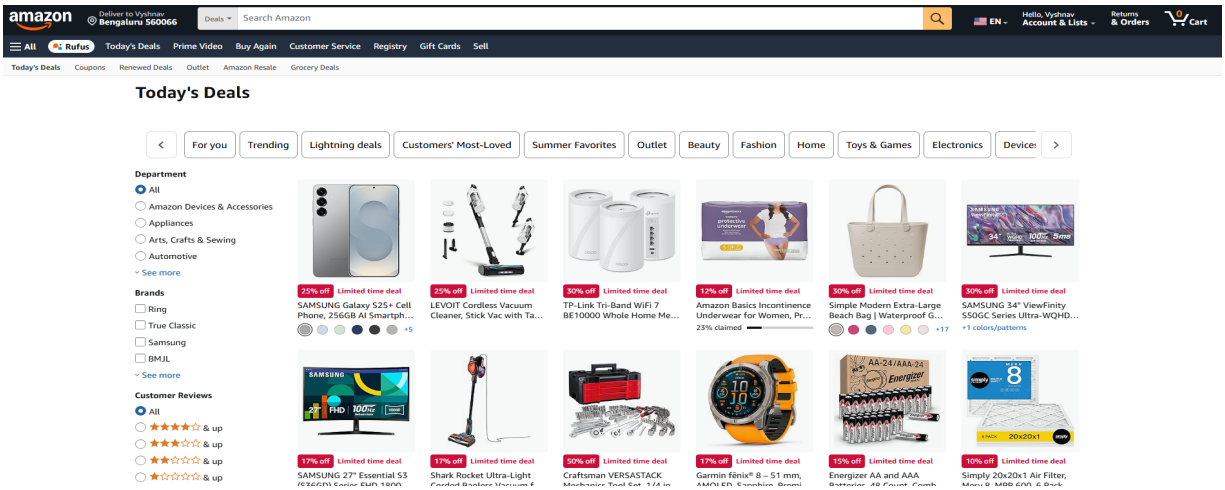
3.2 Search a Specific Product

To search a specific product:

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

   The search results page appears.

Search results page

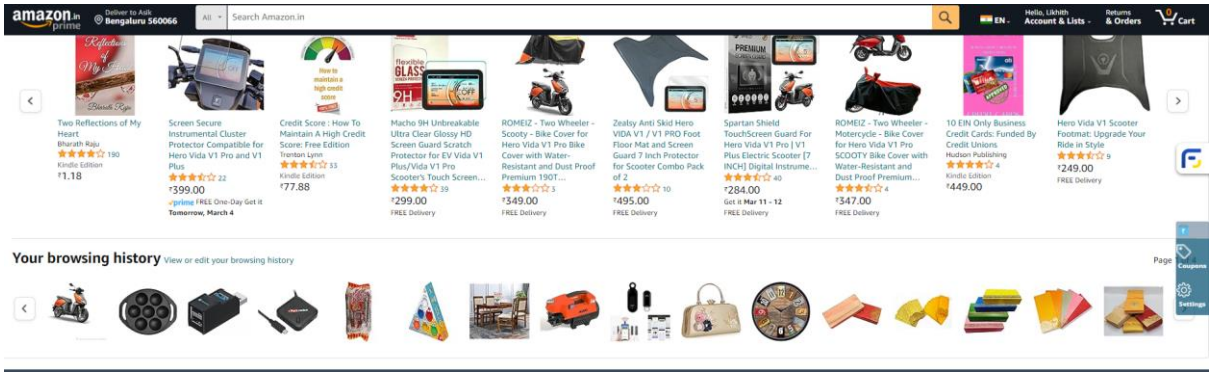


3.3 Browsing History

To check your browsing history:

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

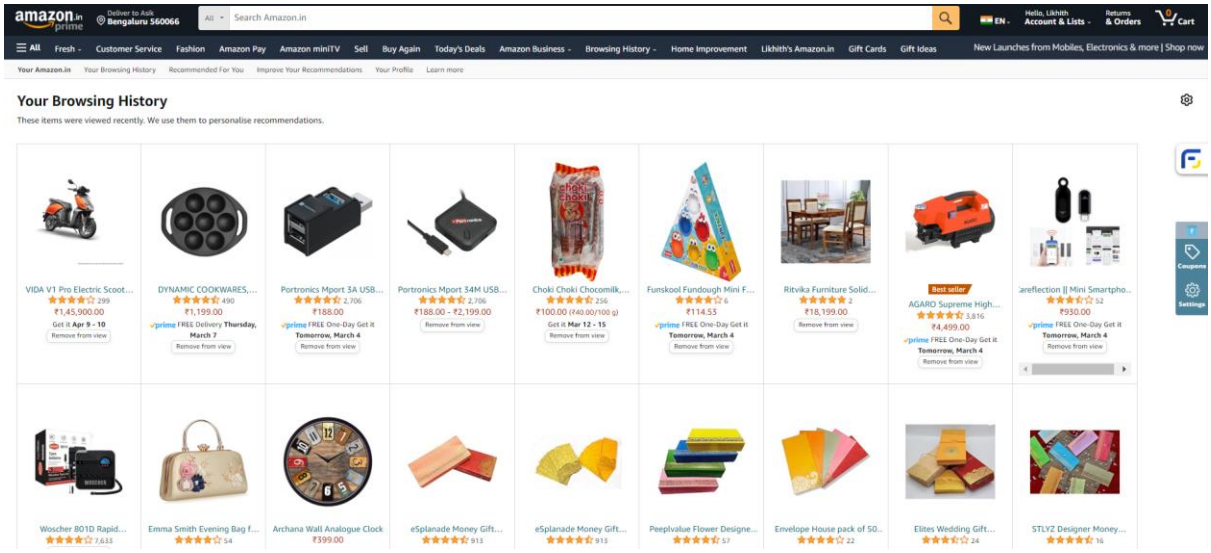
Your browsing history



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:

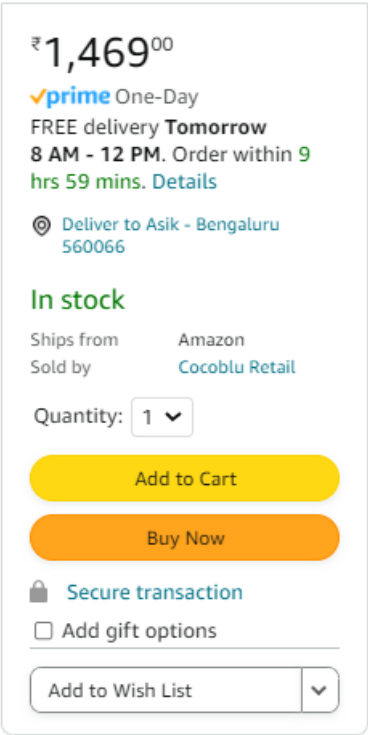
- Add Product to the Cart
- Add Product to the Wishlist
- Clear Cart
- Delete Product from Wishlist

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



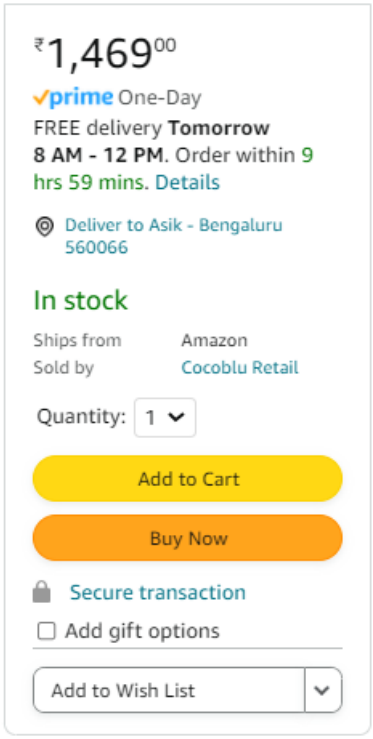
2. Select **Add to Cart** button.

   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



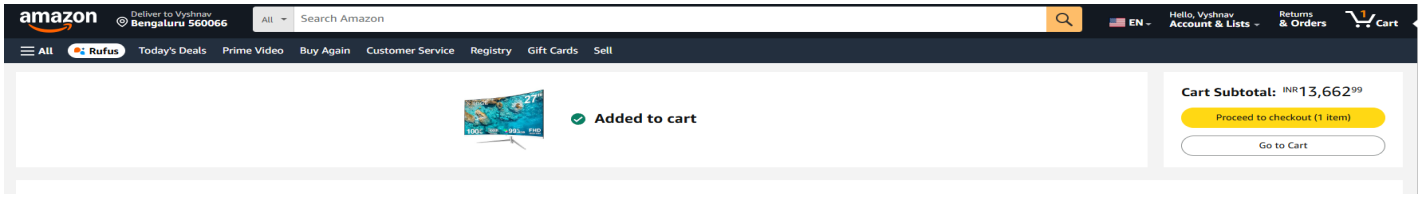
2. Select the **Add to Wish List** button, the item will be added to the Wishlist.

4.3 Clear cart

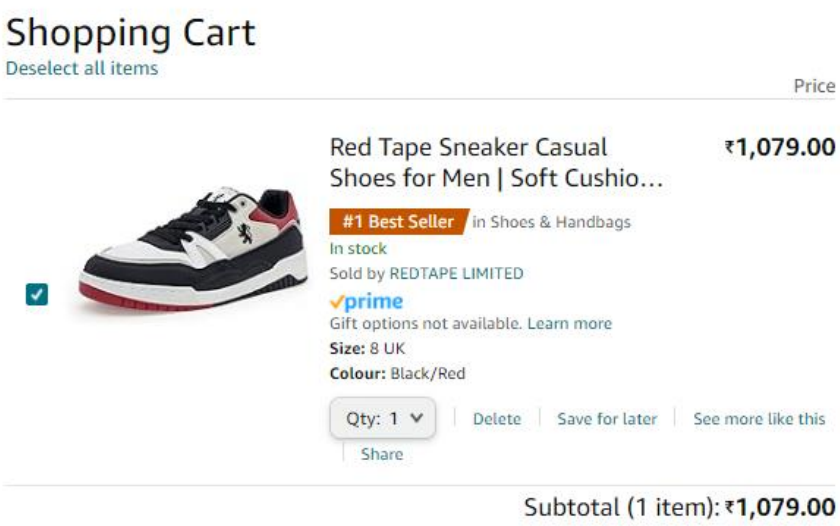
To clear a cart:

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



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



Shopping Cart page

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

Amazon Cart is empty

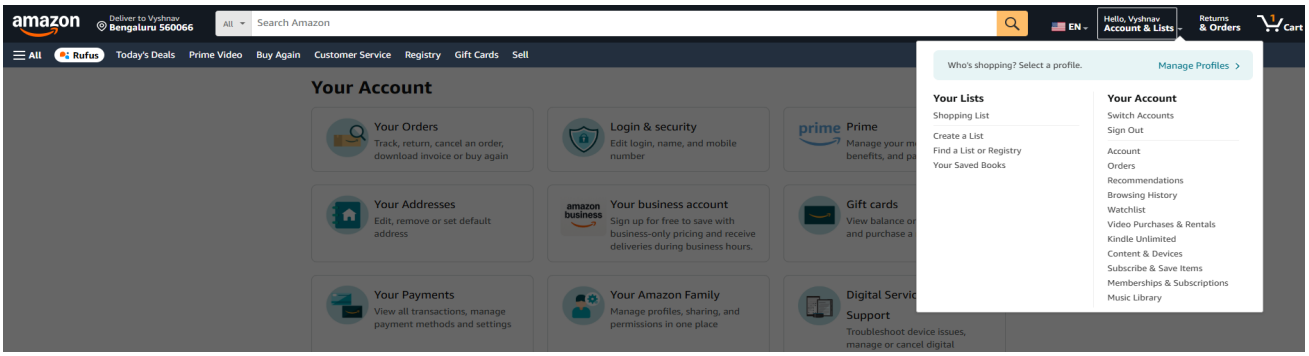
4.4 Delete Product from Wishlist

To delete product from Wishlist:

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

The Profile page appears.

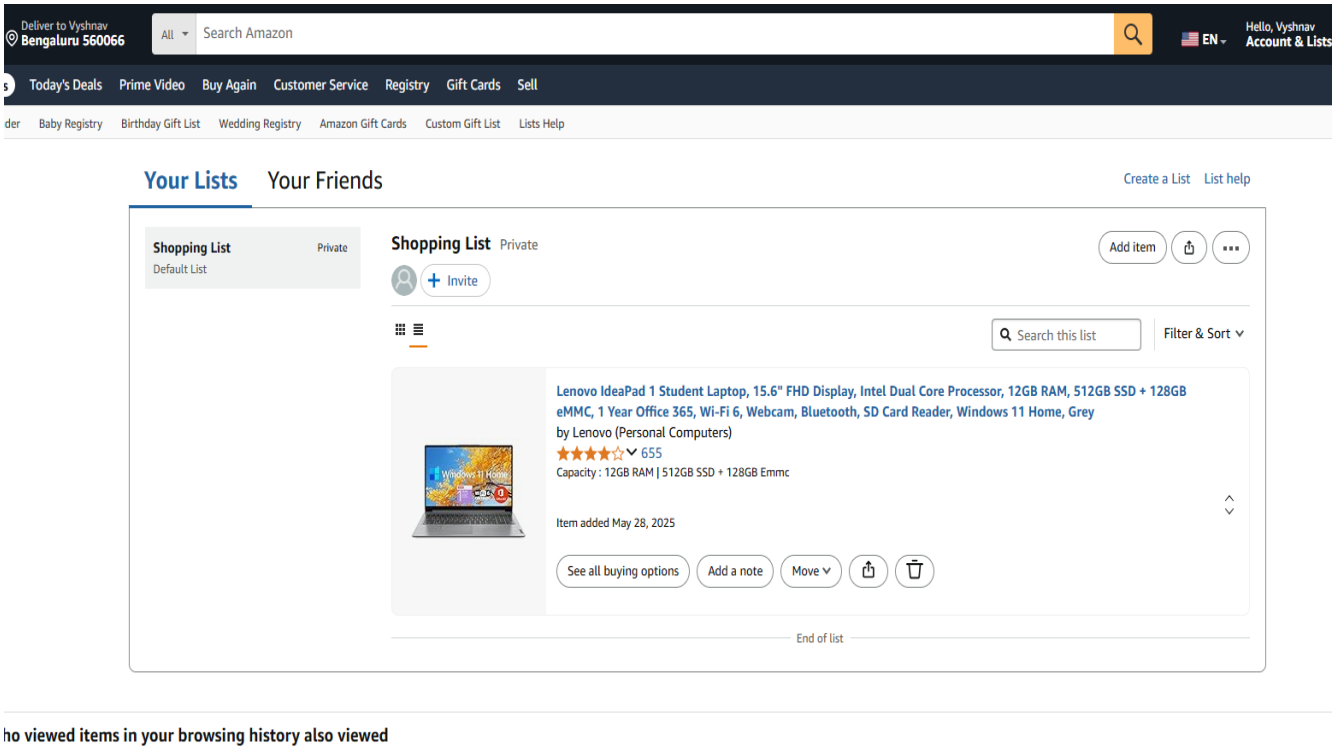
Profile page



2. Select **Shopping List.**

   The List of added items to Wish List appears.

Shopping List page



ho 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

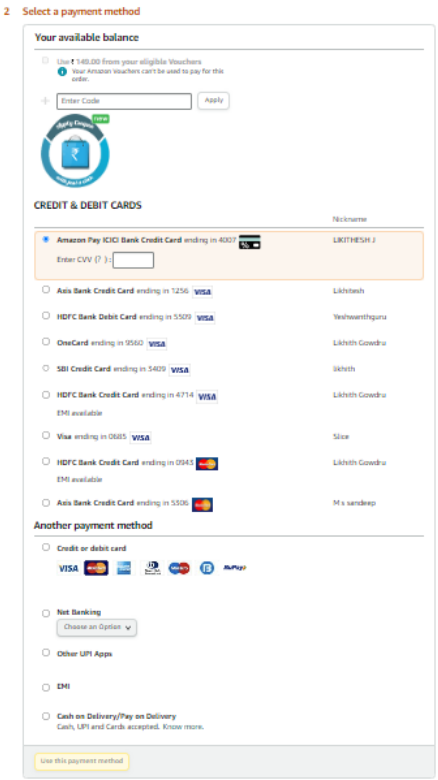
5.1 Mode of Payment

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. Choose from the available payment methods, including credit/debit card, net banking, UPI, Amazon Pay, etc.

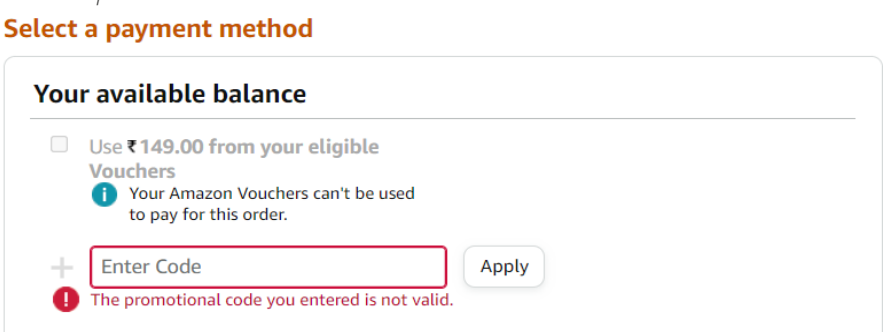
3. Select the required payment method and enter the details as per the instructions and complete the payment .

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



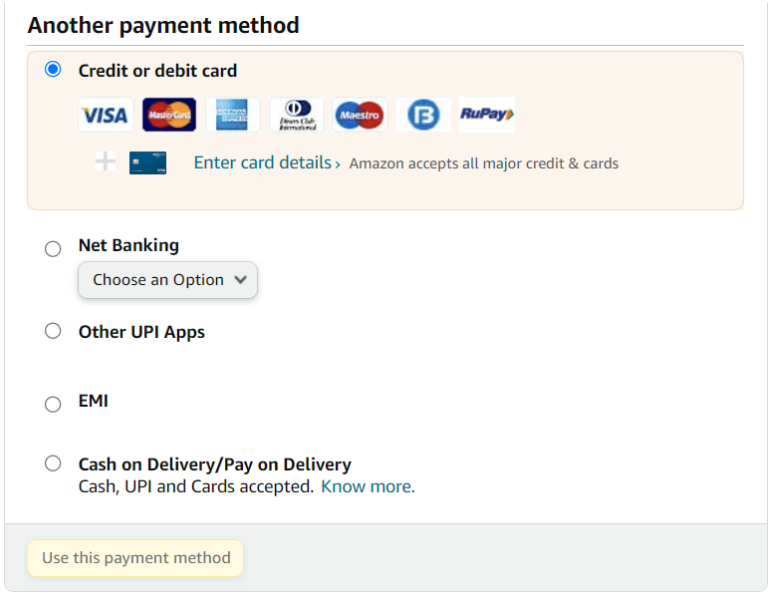
2. Amazon will validate the coupon and will be applied to your order before proceeding with the payment.

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.

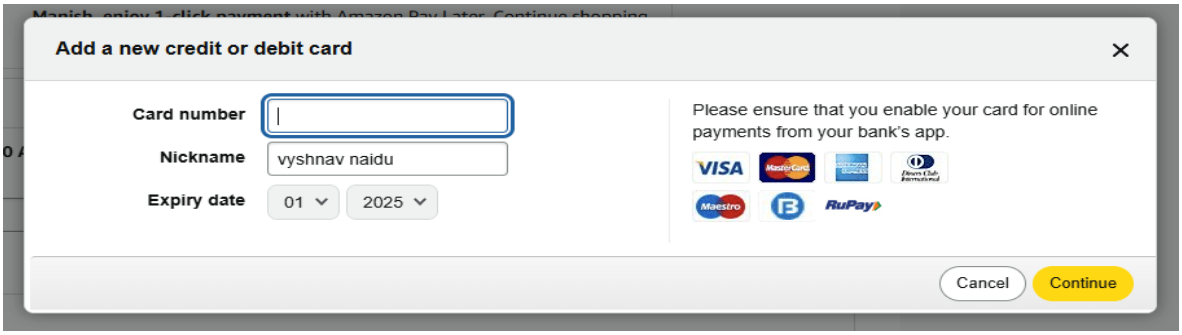
Another payment method section



2. Select **Enter card details** button

   Enter card details page appears.

Enter card details page



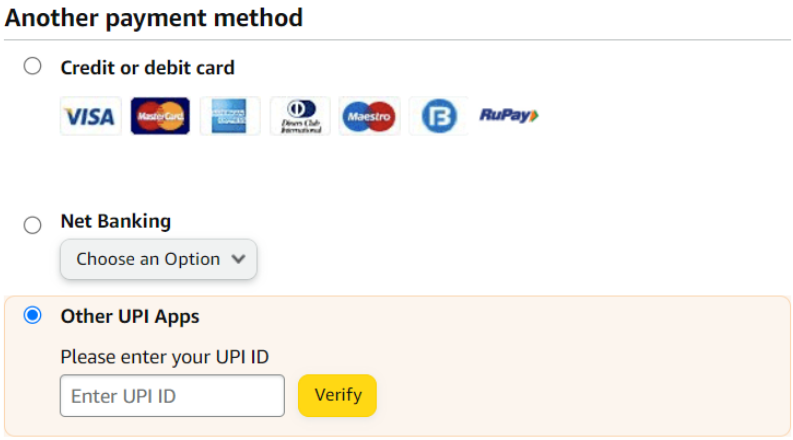
3. Enter Card number, Nickname and Expiry date in the text box.
4. Select **Enter card details** button, Card gets added to the payment methods page.

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

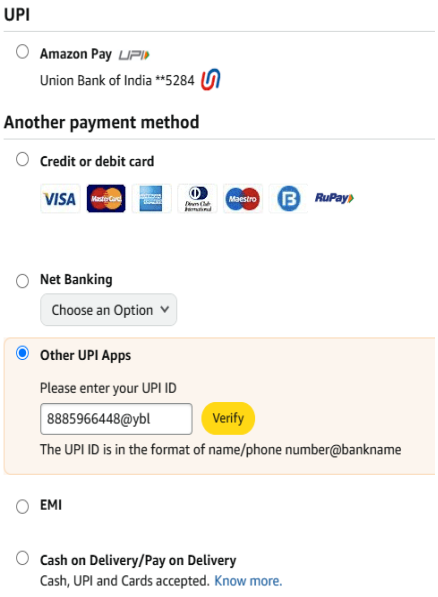


2. Enter the UPI ID in the text box.
3. Select **Verify** button.

   UPI ID gets verified.
4. Select **Use this payment method** button.

   Procced and complete the payment

UPI ID page



6 Delivery Address

This chapter provides information to the following topics:

- Add Delivery Address
- Edit Delivery Address
- Delete Delivery Address

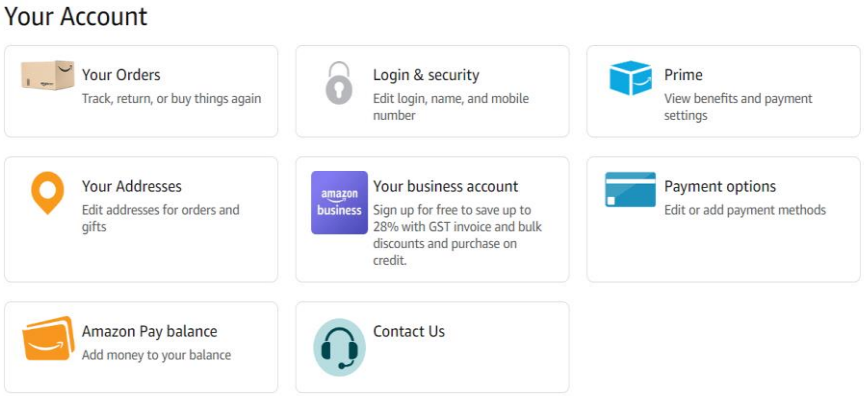
6.1 Add a Delivery Address

To add the delivery address:

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

   The **Your Account** page appears.

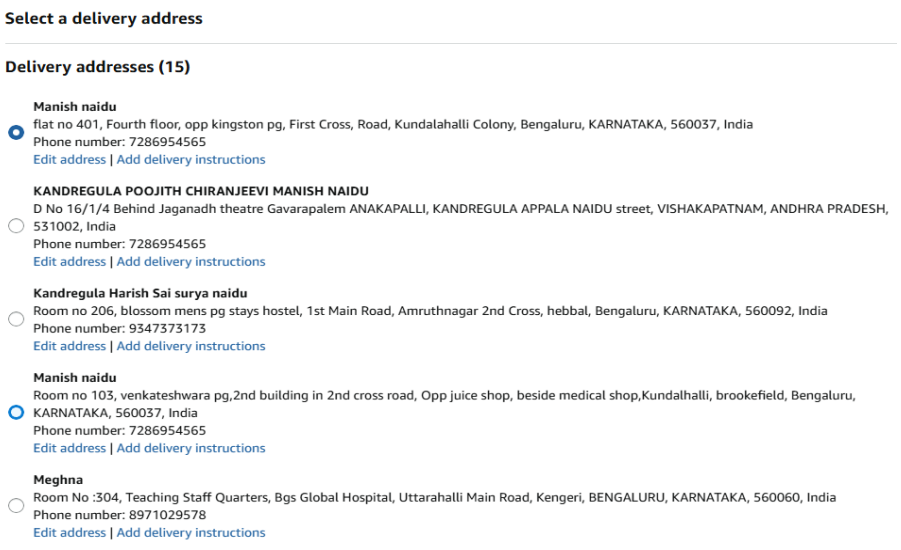
Your Account page



2. Select **Your Addresses**.

   The **Your Addresses** page appears.

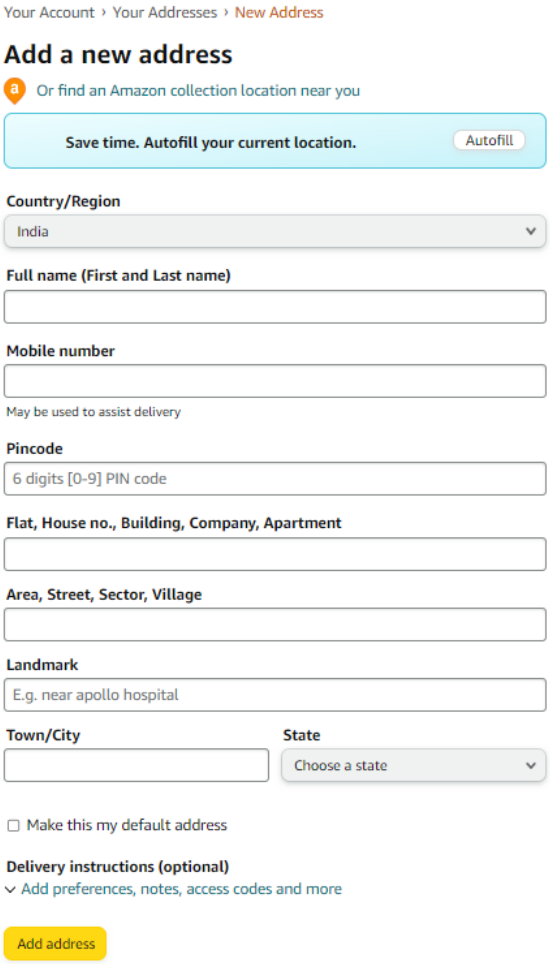
Your Addresses



3. Select **Add address** button.

   The Add a new address page appears.

Add a new address page



4. Fill in the required fields, including Full name, Mobile number, Pin code, Address line, Town/City and State.

5. Review the address and Sekect **Add address** button.

 © Amazon

6.2 Edit Delivery Address

To edit the delivery address:

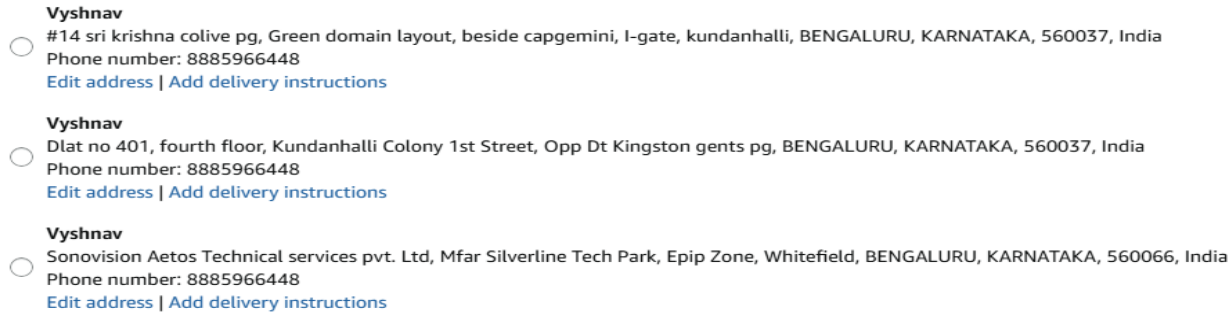
1. On Amazon web page, select **Hello,(Your name) Accounts & lists**.'

   The **Your Account** page appears.

2. Select **Your Addresses**.

   The **Your Addresses** page appears.

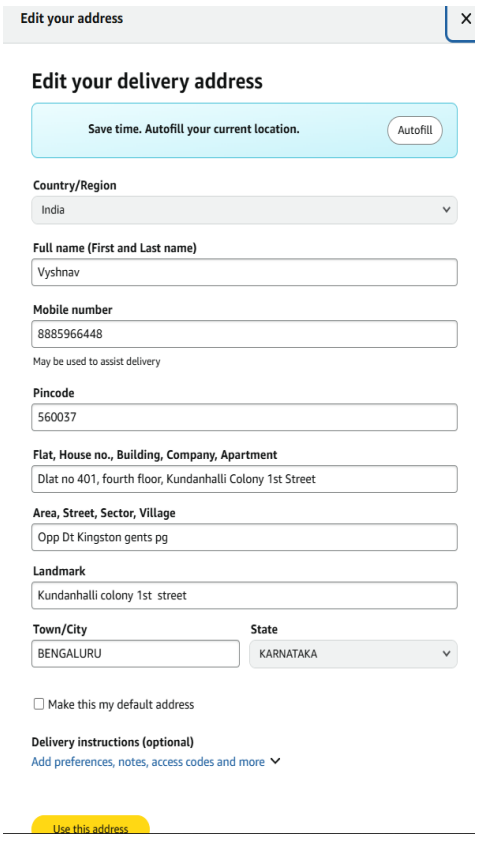
Your Addresses page



3. Select **Edit** button below the added address.

   The Edit your address page appears.

Edit your address page



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**.

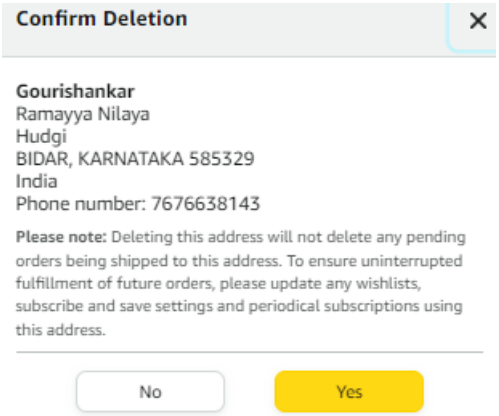
   The **Your Addresses** page appears.

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

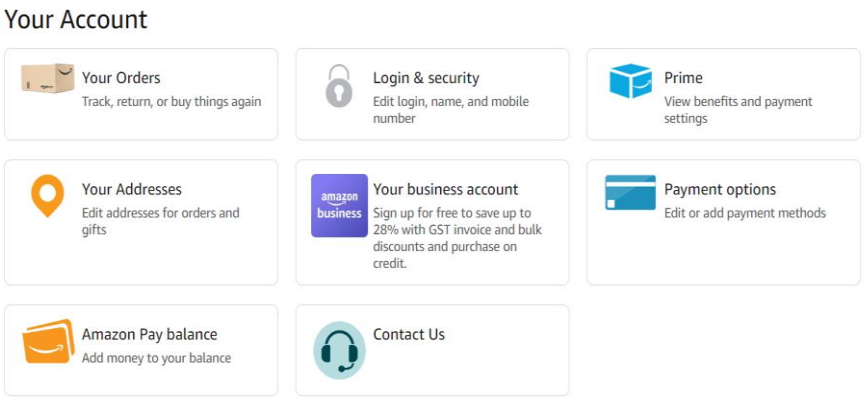
7.1 Order History

To review the order history:

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

   The **Your Account** page appears.

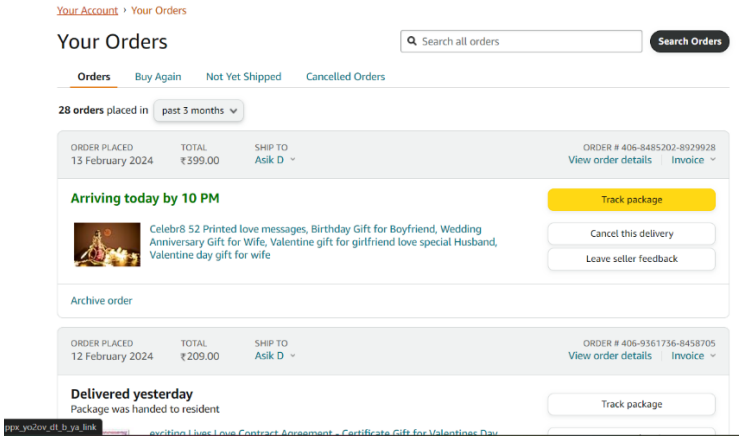
Your Account



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.

Yours Orders

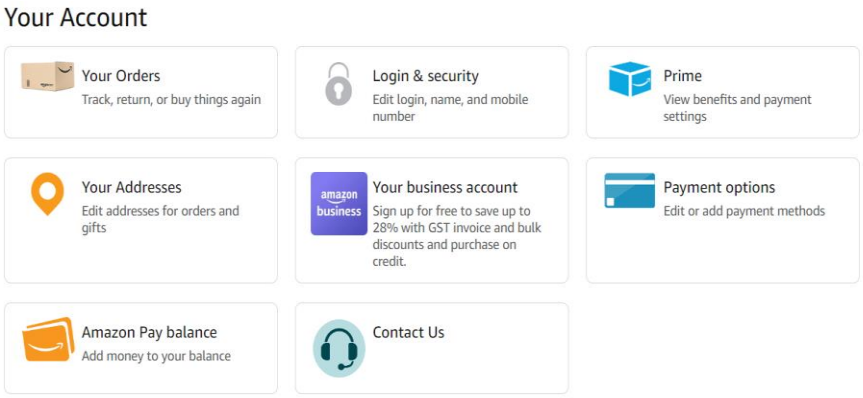


7.2 Track Order

To track order:

1. On the Amazon web page, under your account section, Select **Your Orders**. Follow the steps as explained previously To view Your Orders.

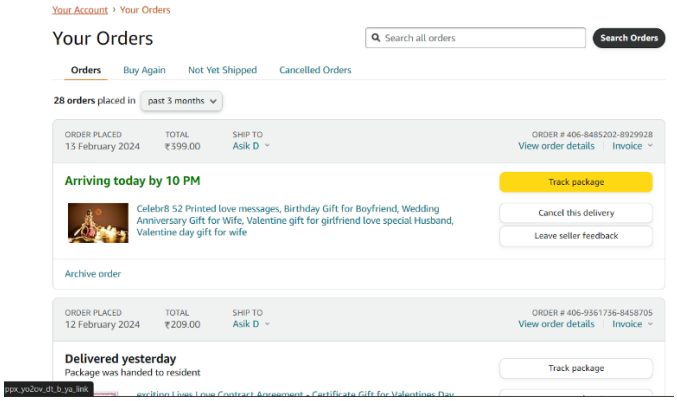
Your Orders page



2. Select **Your orders**.

   The **Your orders** page appears.

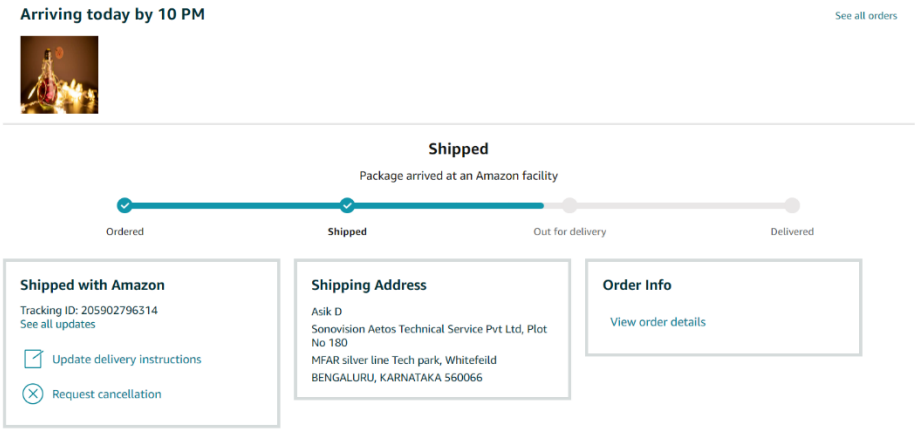
Your Orders Page



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

   The Tracking page appears.

Tracking Page



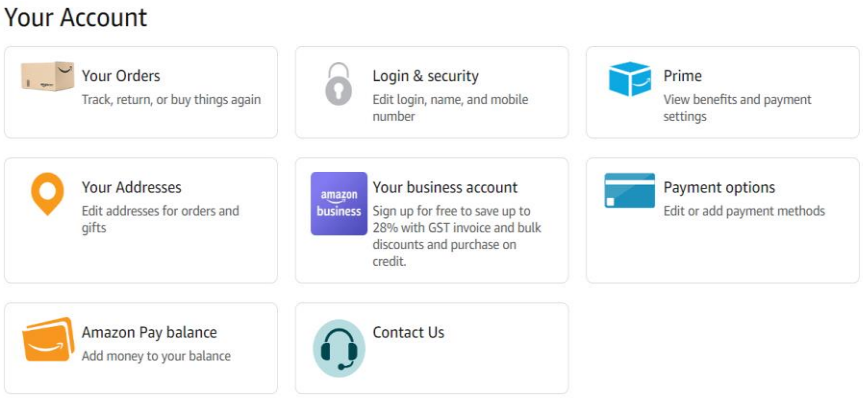
7.3 Cancelled Order

To check cancelled order:

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

   The **Your account** page appears

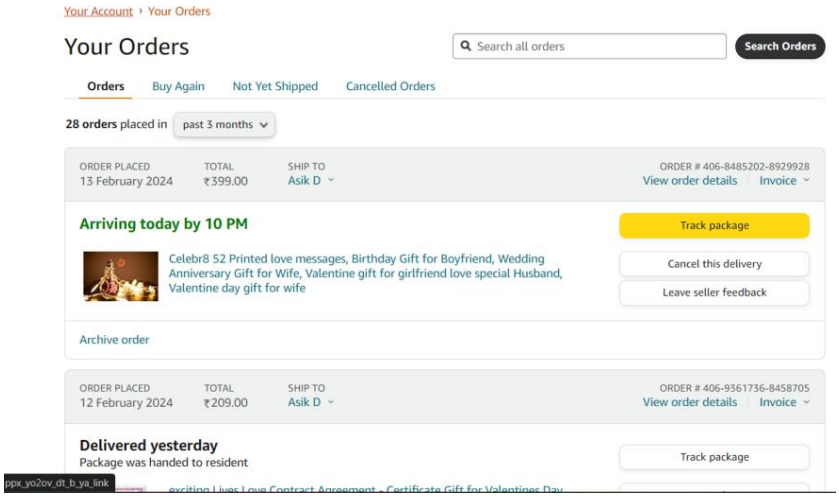
Your Orders page



2. Select **Your orders**.

   The **Your orders** page appears.

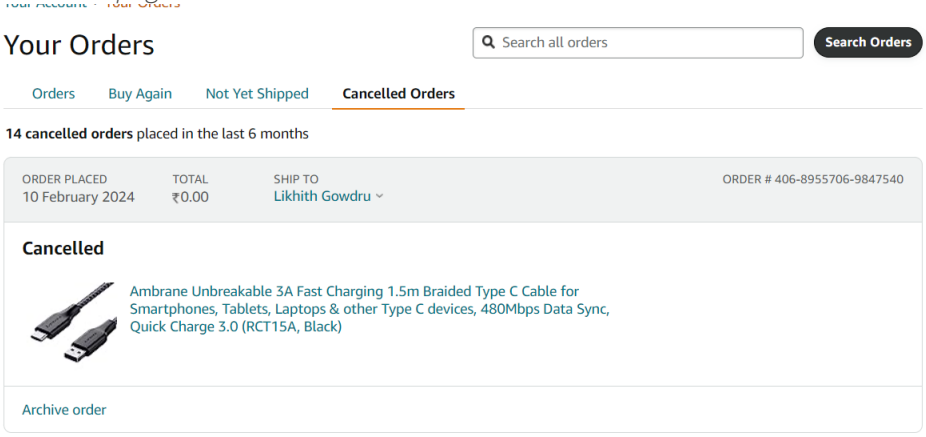
Your Orders Page



3. Select **Cancelled Orders**.

   The list of cancelled orders appears.

Cancelled Orders page



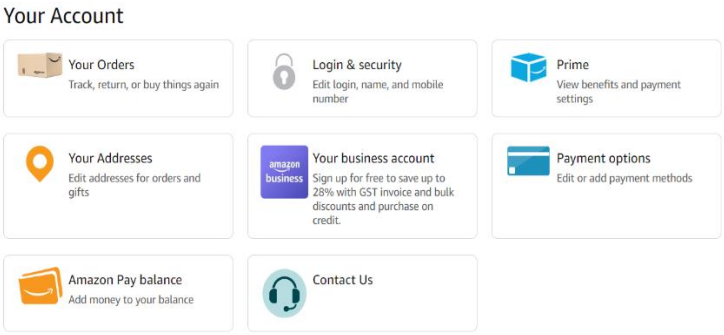
7.4 Invoice copy

To download a invoice copy:

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

   The **Your account** page appears.

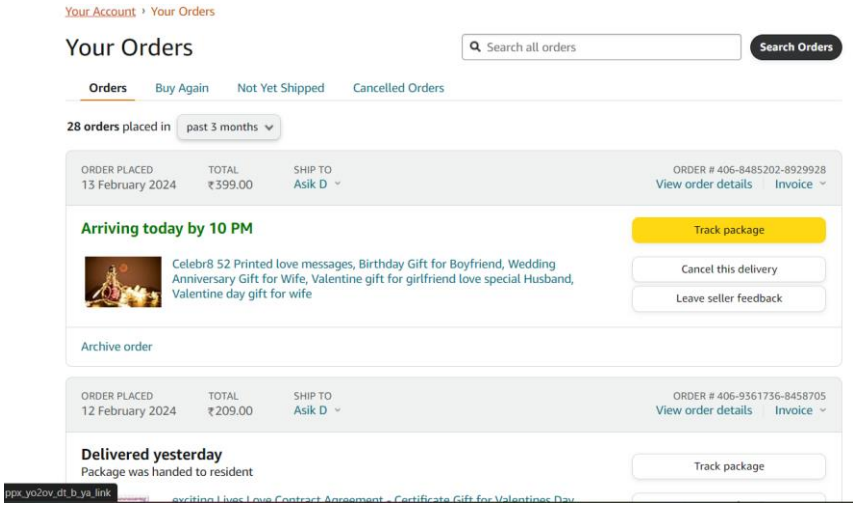
Your Account



2. Select **Your orders**.

   The **Your orders** page appears.

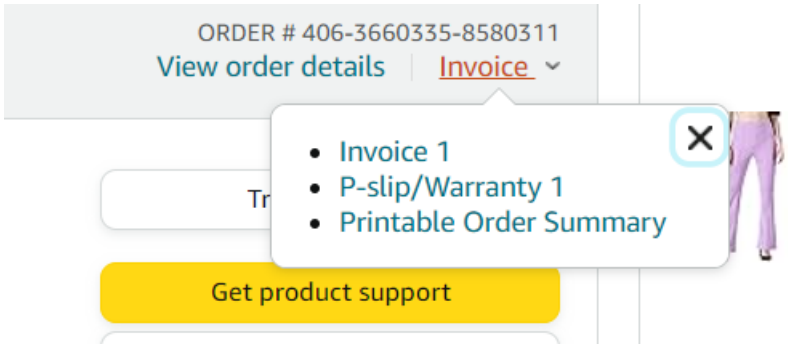
Your Orders Page



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

AMAZON | SHOPPING

amazon.com