

Amazon Shopping Mobile App User Manual (version 2)

v.1.1

Brandon Lau, Amazon 2022

Localized for the U.S.

Table of Contents

Product Statement.....	3
Installation/Set-Up	4
Product Overview	5
Troubleshooting/General Info	6
Glossary.....	8
Customer Support.....	9
Style Sheet.....	10

Product Statement

Amazon strives to be Earth's **most customer-centric company**, Earth's **best employer**, and Earth's **safest place to work**.

Amazon's mobile Shopping App allows for a new experience of shopping on the mobile platform.

The Amazon Shopping app is designed to help users to buy necessities and products online from the Amazon Marketplace using their mobile devices.

With a very easy user-friendly user interface and guidance tools, users will be able to setup and learn how to use the Amazon Shopping app in no more than 5 minutes with little hassle.

Installation/Set-Up

1. A video tutorial for using the Amazon Mobile App can be found at https://www.youtube.com/watch?v=hIdk_RM1NzU.
2. Register your Amazon user account at [amazon.com](https://www.amazon.com).
 - a. Link and connect your Amazon account to the Amazon Shopping app to further customize your user experience.
3. A couple of things to keep in mind:
 - a. Make sure that the Amazon Shopping app is currently up to date — currently, the most up-to-date version of the Amazon Shopping app is version 1.1
 - b. Once the Amazon Shopping App is installed on your phone, make sure you have version 1.1. — the latest version — to ensure app stability as well as the latest features that are included in the up-to-date app version.

Product Overview

1. Once you have confirmed that you are using the latest version of the Amazon Shopping app, you are free to start navigating through the application and browse through the Amazon Marketplace.
2. Be sure that you refer to the setup process for the specific operating system that you are installing Amazon Shopping App under to ensure an efficient and effective setup process.
3. By following each step in the setup process carefully, you will be able to use the Amazon Shopping App to its maximum benefits.
4. Features included in Amazon Shopping:
 - a. **Gift Cards & Registry:** where you can purchase Amazon gift cards and sign up for baby and wedding registries.
 - b. **Today's Deals:** shows you all the hot deals that are available on the Amazon marketplace. You can find deals that are currently taking place or even plan for upcoming deals that will be available for use on the Amazon marketplace in the upcoming future.
 - c. **Prime:** takes you to the Prime Membership page where you can check out deals exclusive to Prime Members, manage your Prime subscription, and find movies and music that is only available for purchase to Prime members.
 - d. **Shop by Department:** allows you to shop the Amazon marketplace by department instead of using search terms in the search engine.
 - e. **Your Account:** allows you to go through your account settings and manage them (i.e. password, Prime Membership, etc.)

- f. **Your Lists:** allows you to see the different shopping lists that you may have saved up

Troubleshooting/General Info

1. Application/Software Version

- a. Make sure that the current version of the Amazon Shopping App that you currently operate is up-to-date — this is very important because bug fixes are included in each version of the application, as well as certain features that are included in each update as well.

2. Features

- a. Amazon Mobile is available in the App Store and Google Play Store for iOS and Android users.
- b. Some features include being able to access/change account settings, shopping by department type, checking out today's deals on the Amazon marketplace, accessing gift cards and registries, checking out Prime Membership privileges, and checking out saved shopping lists.

3. Personal Information/Data Security

- a. Always make sure that your Amazon account information is kept privately and confidentially. **NEVER** give any account information away. No Amazon employee or staff will ask any customer for any account information.

4. Connecting

- a. Make sure that your mobile device is connected to a local Wi-Fi network or to your local cellular network. Once it establishes a Wi-Fi connection, the Amazon

Shopping app will be able to access its core features and you will be able to shop online.

- b. For any questions regarding problems with your Amazon Mobile app, be sure to go to

<https://www.amazon.com/gp/help/customer/display.html?nodeId=GEF4J8BNR2>

[WA8BB9](#) for any further questions!

Glossary

Troubleshooting: refers to tracing and correcting problems that may occur in a mechanical or electronic system.

Application: a program or software that is designed by an engineer or engineer team to fulfill a specific purpose for its users.

Data Security: the practice of protecting digital or personal information from unauthorized access, corruption, or theft.

Versioning: the creation and management of multiple product releases — which all have the same general function — but are improved and refined upon each updated version of the program or software.

Customer Service: the assistance and advice provided to the customers who buy or use a company's products or services.

Customer Support

For more information regarding customer support, go check out

<https://www.amazon.com/hz/contact-us/foresight/hubgateway> for more assistance.

Jangga Co.

410 Terry Ave N, Seattle 98109, WA

Style Sheet

1. Spell out all non-complex numbers under 100.
2. Font Times New Roman size 12 to be used in user manuals
3. Use manual versions instead of dates for user manuals
4. Bold/capitalize phrases such as “Do Not” and “Never” for emphasizing specific instructions
5. Acronyms or abbreviations must be spelled out completely in their first usage
6. Always give the customer’s contact information (i.e. email and phone number) for issues/troubleshooting
7. Only hyperlink emails, never website links
8. Date formats must follow American standard of date/month/year
9. Bold and underline the title section of each part of the user manual
10. Label updated version of the application in each updated user manual.