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## **Amazon.com User Manual (Demo)**

# **Features and Functionalities**

Version 1.0 – May 2024

By  
Aman Kr. Singh – Technical Writer

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## Table of Contents

Table of Contents .....	2
Objective of the Document.....	3
Features and Functionalities Covered .....	4
Creating a User Wishlist.....	5
View Order Details .....	9
Manage User Profiles.....	12
5.    Viewing an Existing User Profile: .....	13
6.    Adding a New User Profile:.....	14
7.    Removing an Existing User Profile: .....	15
Feedback Mechanism .....	17

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## **Objective of the Document**

To create a comprehensive user documentation that aims to improve the overall shopping experience on Amazon.com. This document focuses on guiding users through the various features and functionalities of the platform to ensure a seamless and efficient shopping journey.

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## **Features and Functionalities Covered**

This demo user manual covers the following Amazon.com features:

- Creating a User Wishlist
- View Order Details
- Manage User Profiles

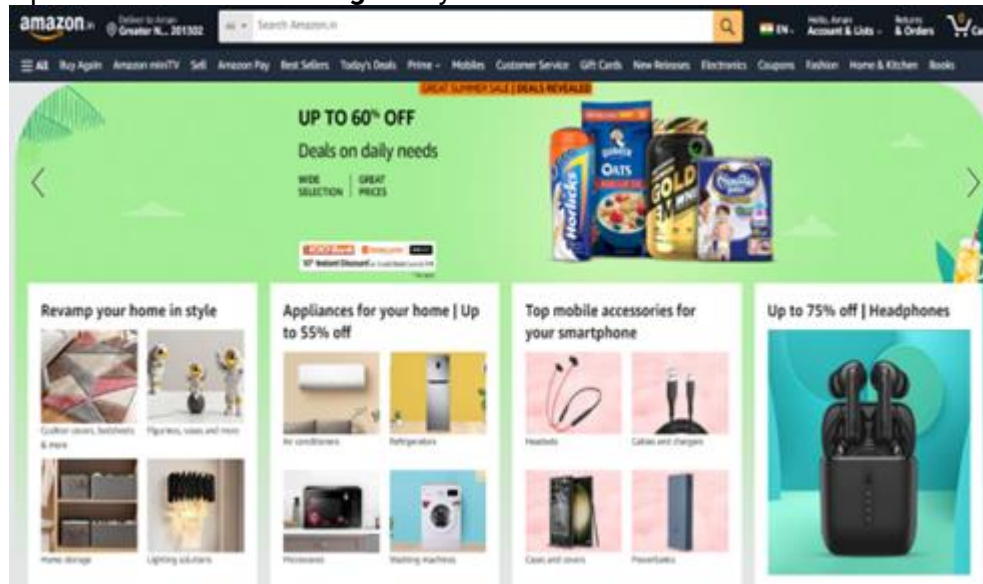
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## Creating a User Wishlist

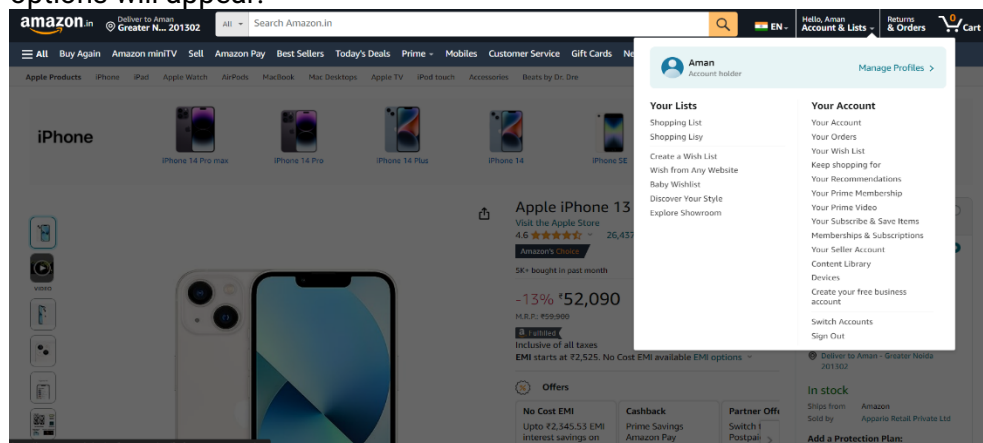
Before you can create your Amazon Wishlist, you must log into Amazon.com through a website.

Once logged in follow these steps to get into your Amazon Wishlist.

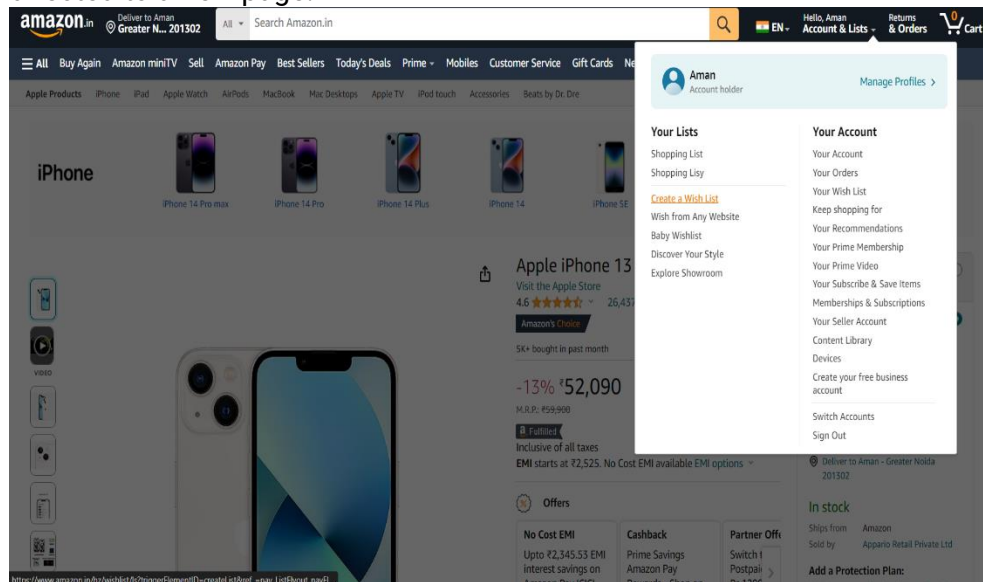
1. Open **Amazon.com** and **log in** to your Amazon account.



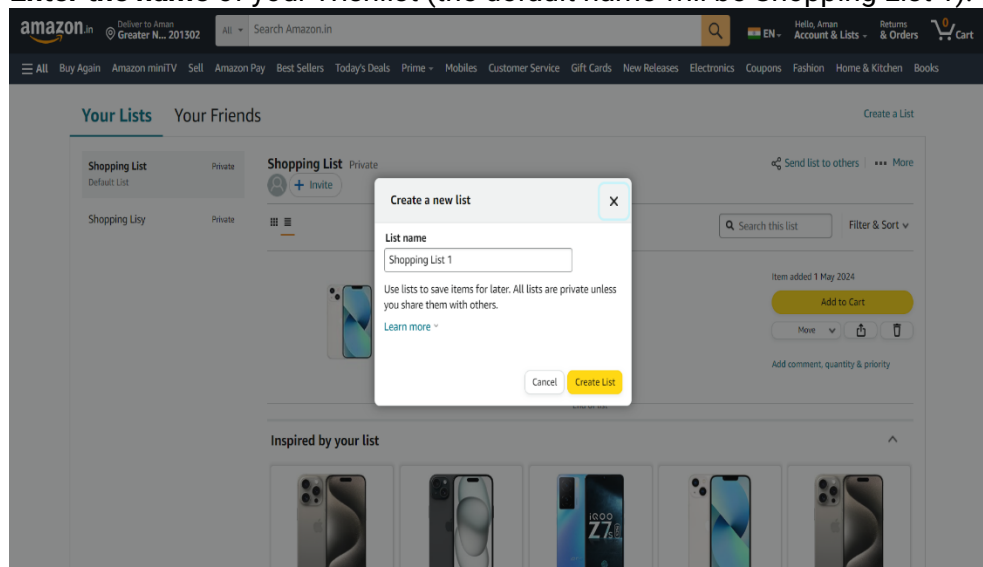
2. Once logged in, hover on the **Account & Lists** section, located on the top right corner of the screen/webpage (see image below). A dialog box with multiple options will appear.



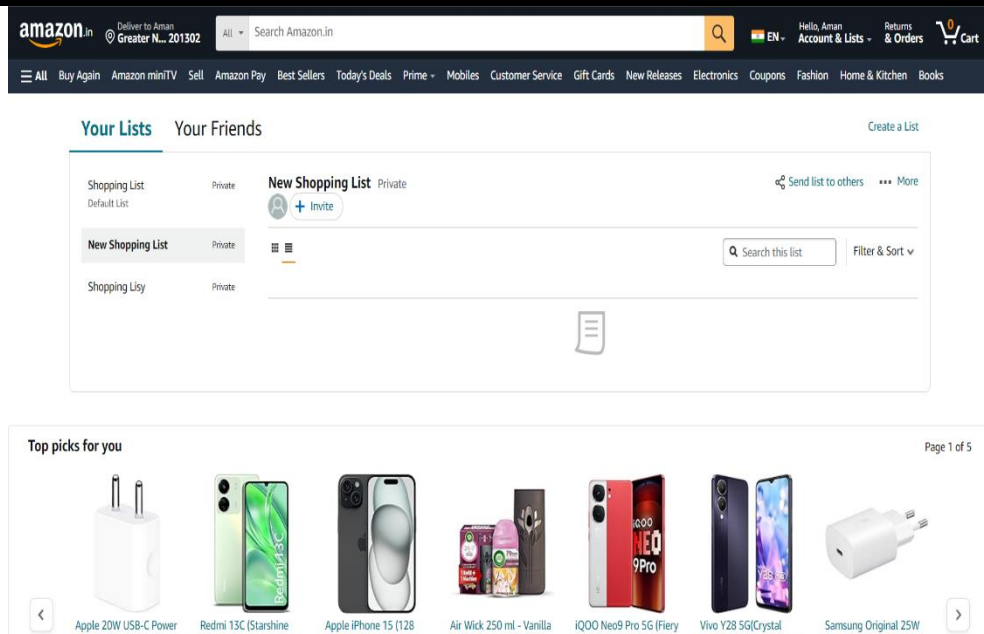
3. From **Your List** column (left column), click on **Create a Wish list**. You'll be directed to a new page.



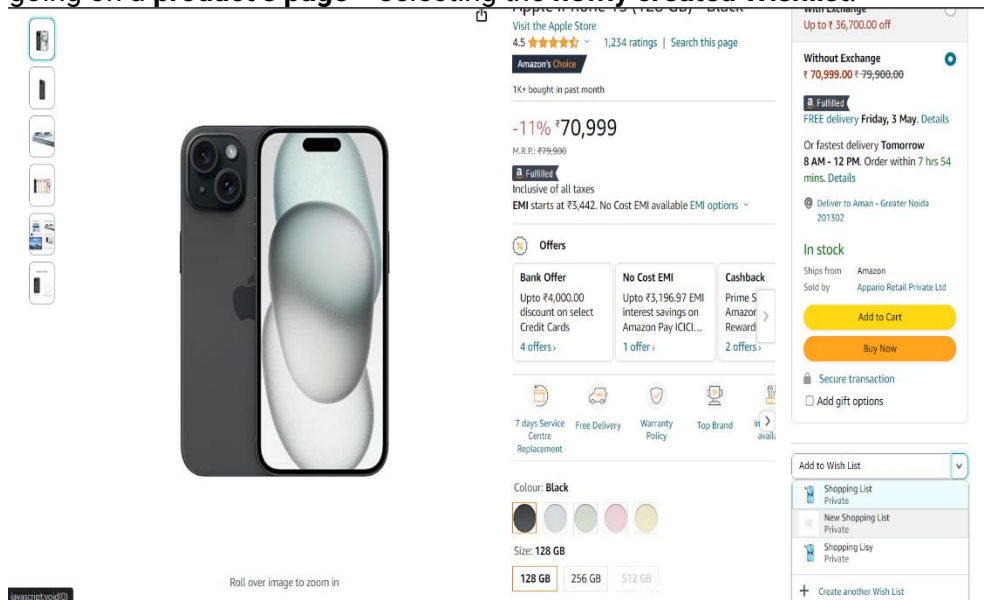
4. Enter the name of your Wishlist (the default name will be Shopping List 1).



5. Click on **Create List** to create the Shopping List with the entered name. The new User Wishlist is now created.



6. Now, you can add products to this Shopping List by **browsing Amazon.com** > going on a **product's page** > selecting the **newly created Wishlist**.




7. The product(s) will be added to the Wishlist.

Amazon's Choice

Add to Wish List

One item added to [New Shopping List](#)




Apple iPhone 15 (128 GB) - Black

View Your List

Continue shopping


Customers who bought this also bought



Apple 20W USB-C Power Adapter (for iPhone, iPad &...)  
★★★★☆ 84,842  
₹1,699.00

Add to Cart


Add to List



Spigen Ez Fit Tempered Glass Screen Protector Guard For...  
★★★★☆ 2,311  
₹1,499.00

Add to Cart


Add to List



POPIO Tempered Glass Screen Protector Compatible For...  
★★★★☆ 9,476  
₹299.00

Add to Cart


Add to List



OpenTech Military-Grade Tempered Glass Screen  
★★★★☆ 10,089  
₹299.00

Add to Cart

Add to List



TheGiftK Clear B...  
★★★★  
₹289.00

Add to Cart

Add to List

8



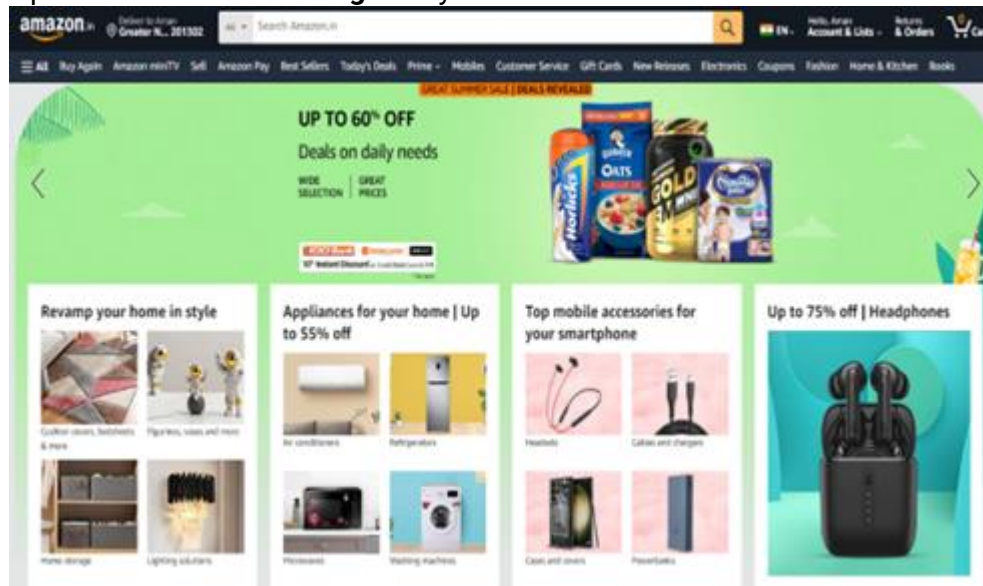
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## View Order Details

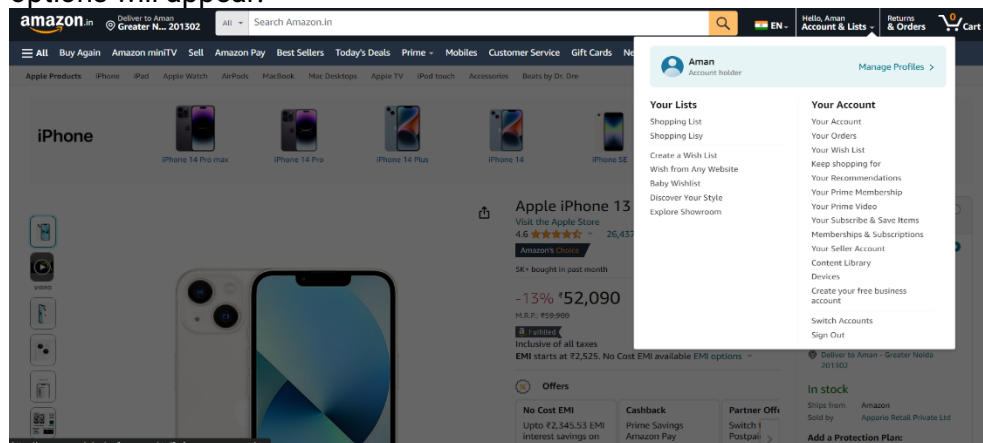
You can view the order details of an order you have placed on Amazon.com.

Through order details, you can View Your Item, See and Download your Invoice, Cancel Your Order, or see the Delivery Timeline of the order placed. Follow these steps to know about Your Order Details.

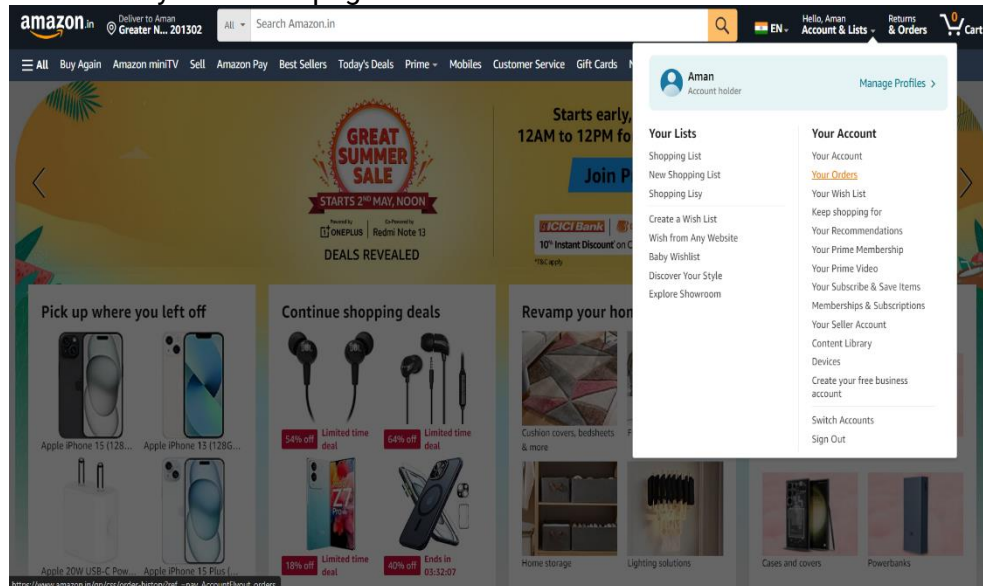
1. Open **Amazon.com** and **log in** to your Amazon account.



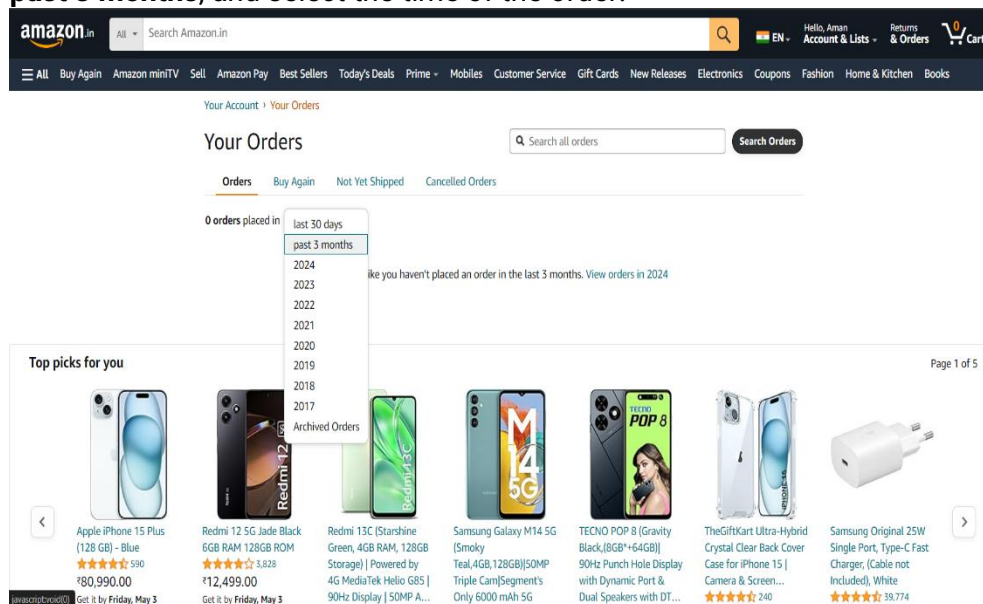
2. Once logged in, hover on the **Account & Lists** section, located on the top right corner of the screen/webpage (see image below). A dialog box with multiple options will appear.



3. From **Your Account** column (right column), click on **Your Orders**. You'll be directed to your orders page.



4. If you want to see the details of an existing/pending order, it will be visible on the screen. If you want to get details of a previous order, select the dropdown of **past 3 months**, and select the time of the order.



5. Or you can search for your order using its name. To do that, **enter the order/product's name in the search bar** > **Search Orders**. The product will appear.

Your Account > Your Orders > Search results

## Search results

[Search Orders](#)

1 order matching "philips"



[Order details](#) | Ordered on 8 October 2017 (2 items)

Philips SHE1360/97 In-Ear Headphones (Black)  
Philips

6. Click on **Order Details**. You will be redirected to the order details page.


Your Account > Your Orders

## Your Orders

[Search Orders](#)

ORDER PLACED	TOTAL	SHIP TO	ORDER #
8 October 2017	₹197.00	Aman singh	403-6509609-5546722

[View order details](#) [Invoice](#)



Philips SHE1360/97 In-Ear Headphones (Black)  
Return window closed on 21-Oct-2017

[Write a product review](#)

[Buy it again](#) [View your item](#)

[Archive order](#)

7. Once on the Order Details page, you can do the following:
- Write a Product Review
  - Buy it Again
  - View Your Item
  - Order Placed Date
  - Total Amount
  - Shipped To
  - Invoice – Invoice 1, Invoice 2, P-Slip/Warranty 1, Printable Order Summary
  - Archive Order
  - Cancel Order
  - Delivery Details, etc.

Your Account > Your Orders

## Your Orders

[Search Orders](#)

ORDER PLACED	TOTAL	SHIP TO	ORDER #
8 October 2017	₹197.00	Aman singh	403-6509609-5546722

[View order details](#) [Invoice](#)



Philips SHE1360/97 In-Ear Headphones (Black)  
Return window closed on 21-Oct-2017

[Write a product review](#)

[Buy it again](#) [View your item](#)

[Archive order](#)

Write

- Invoice 1
- Invoice 2
- P-slip/Warranty 1
- Printable Order Summary

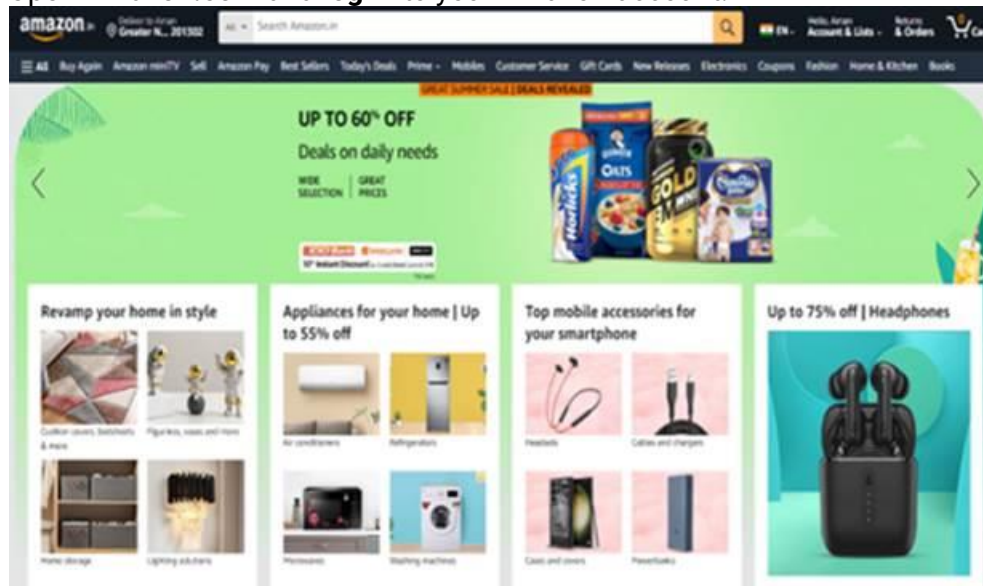
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## Manage User Profiles

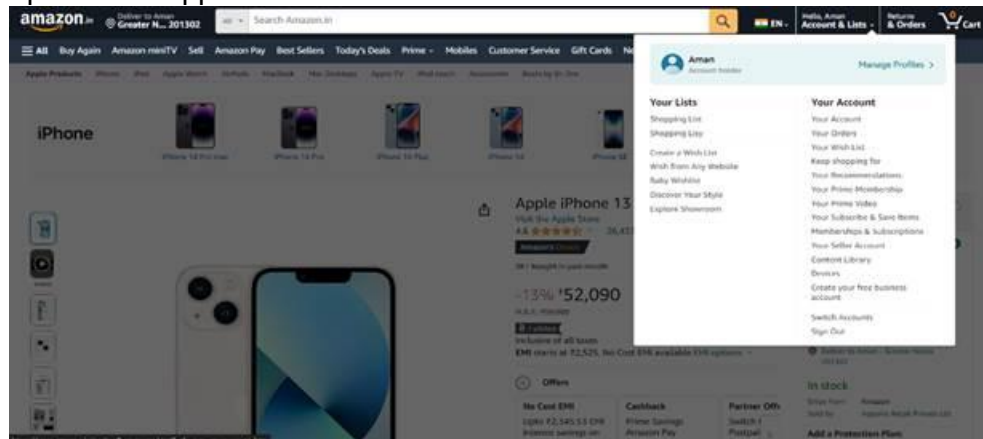
You can have more than one user profiles in your Amazon account. Shopping through a different profile helps in creating a distinct user experience without creating any lasting change in your original user profile.

To manage (change, add or remove) a user profile follow the following steps.

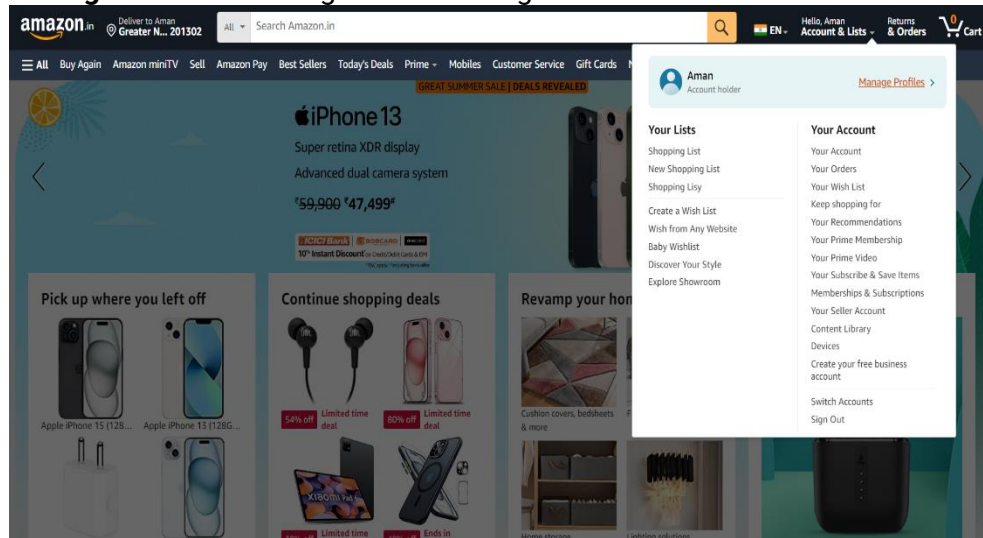
1. Open **Amazon.com** and **log in** to your Amazon account.



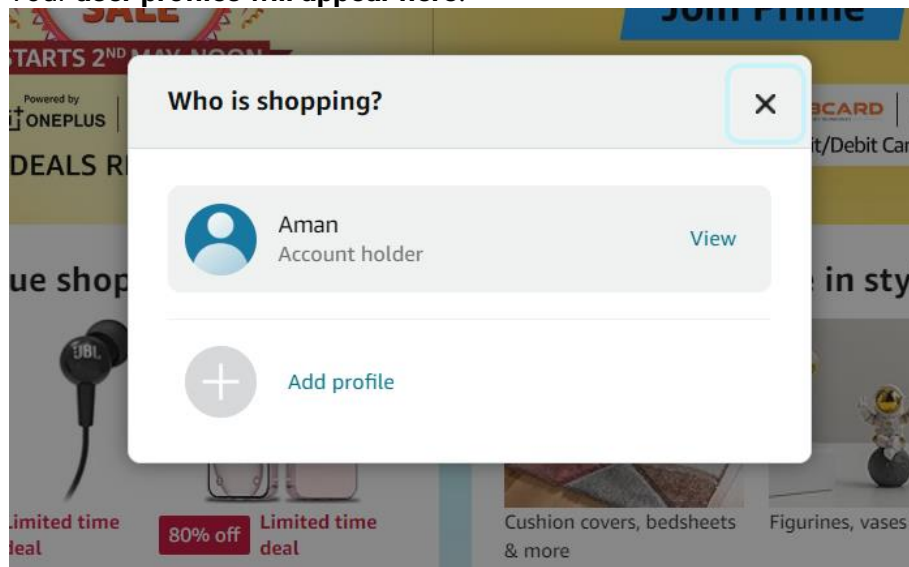
2. Once logged in, hover on the **Account & Lists** section, located on the top right corner of the screen/webpage (see image below). A dialog box with multiple options will appear.



3. Your account name will appear on the top with the – **Account Holder** tag, click on **Manage Profiles**. You'll get a new dialog box.

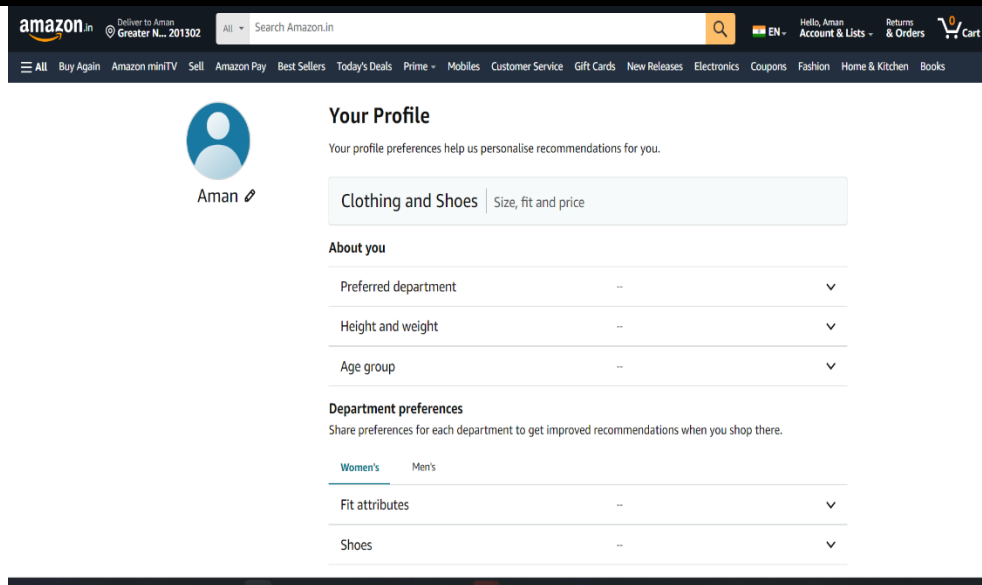


4. Your **user profiles** will appear here.



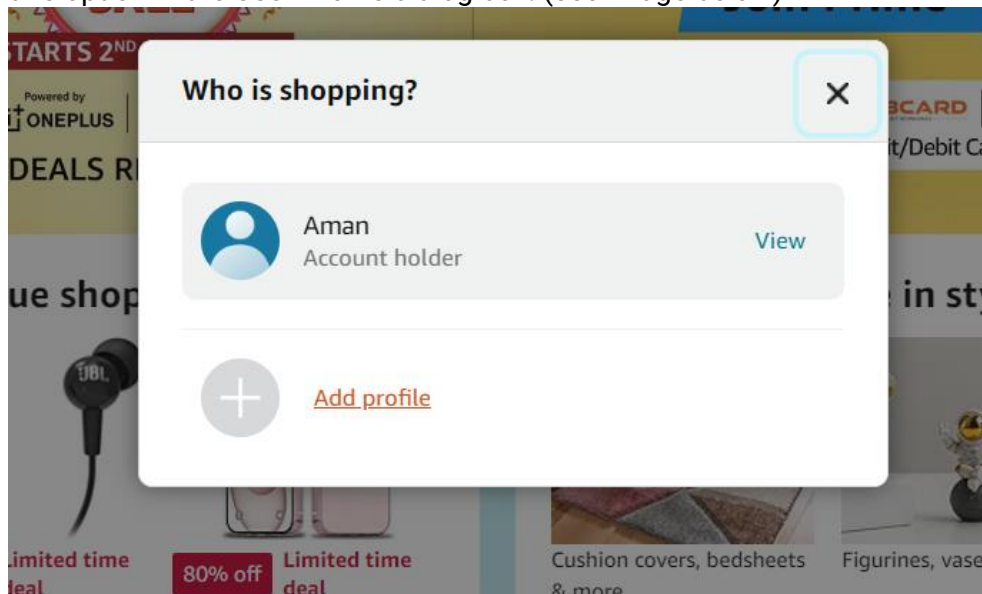
5. **Viewing an Existing User Profile:**

1. To view an already existing user profile, click on **View**, located adjacent to the User Profile.
2. You'll be redirected to the **Your Profile** page. Here, you can manually enter and save details about the user. Doing this will help Amazon.com give you a better shopping experience. You can enter and adjust the following – **Preferred Department, Height and Weight, Age Group, Fit Attributes, Shoes**, etc.



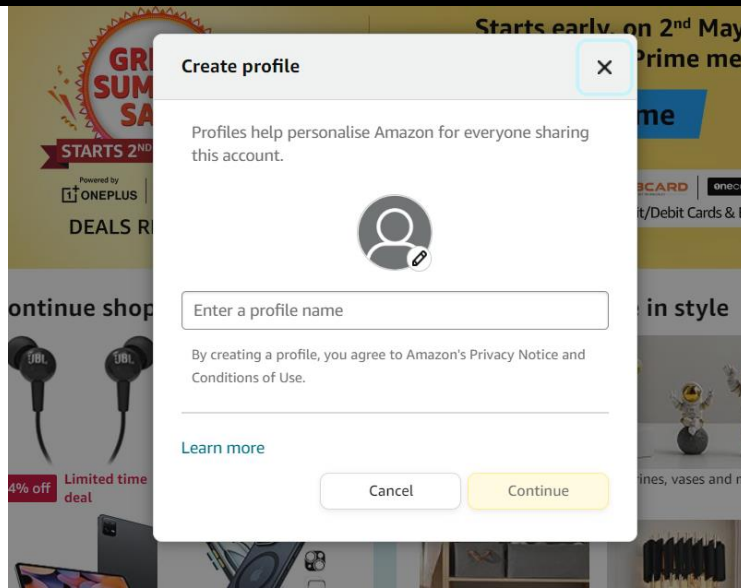
## 6. Adding a New User Profile:

1. To add a new user profile, click on the **Add Profile (+)** option. You will get this option in the User Profile dialog box. (see image below)



2. You will then be redirected to the **Create Profile** page. Here, you can enter the profile's name, select an image, and then click on **Continue** to proceed. After that, you will be using the newly created profile to shop on Amazon.com without affecting your original user profile.

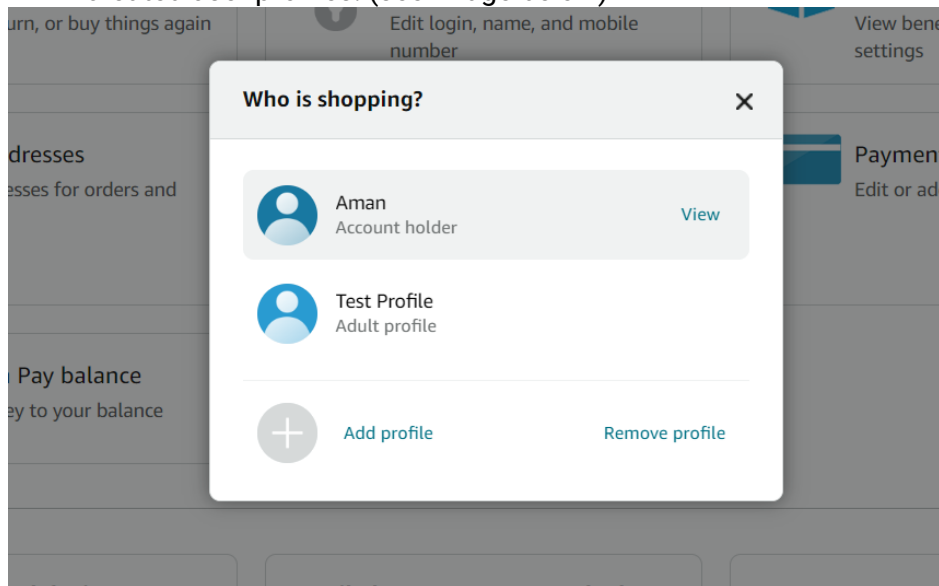




## 7. Removing an Existing User Profile:

Note: You cannot remove the original user profile. You can only remove the additional user profiles created using the Account Holder's profile.

1. After you are done with a user profile, you can delete it as well. To remove an already existing user profile, switch to the **Account Holder's user profile** through the **Manage Profiles** dialog box.
2. Now, go to the **Manage Profile** dialog box again, you'll be able to see all the created user profiles. (see image below)

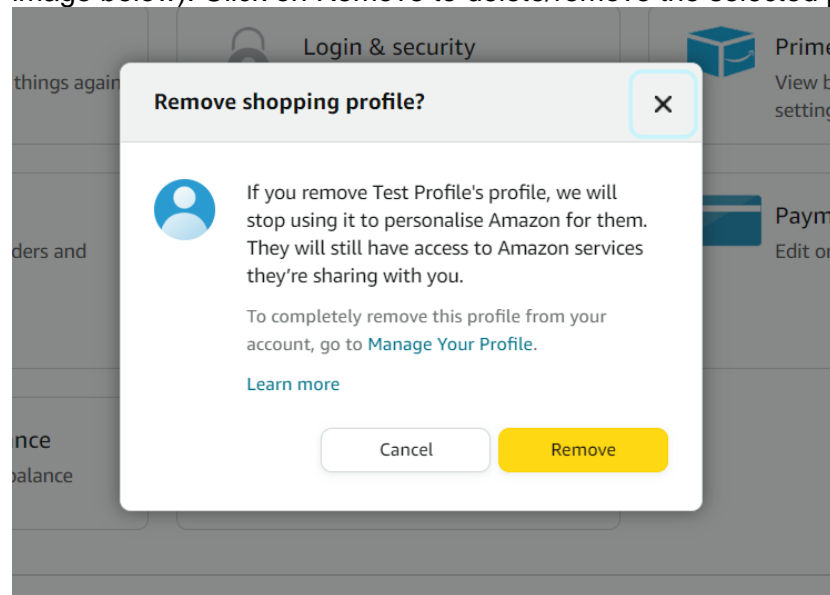


3. Click on **Remove Profile** option. You'll be redirected to the profile removal dialog box. Click on the **Remove** option for the profile you want to

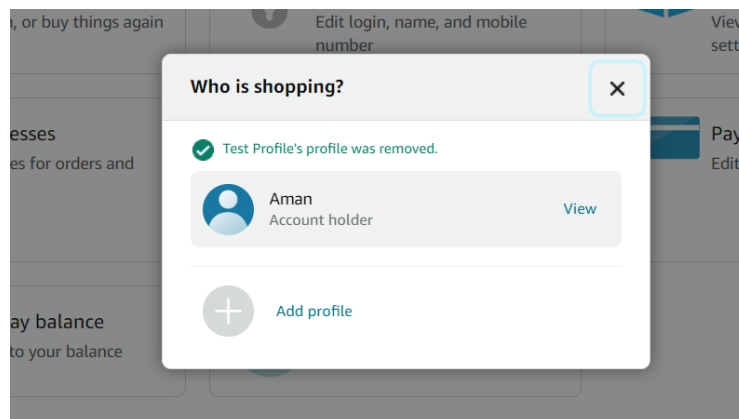
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remove/delete. Note: Once a profile is deleted, it can't be accessed or brought back. So, tread carefully.

4. You'll get a warning message about **Removing Shopping Profile**. (see image below). Click on Remove to delete/remove the selected profile.



5. After the profile is deleted, you'll get a success message: **Profile was removed**. You'll now be redirected to the Account Holder's shopping profile.





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## Feedback Mechanism

To get feedback from the users about the documentation, we can use the following methods –

1. **Star/Rating System** – If the user is accessing the manuals on a website or application, we can employ an easy-to-use star or rating system where the user will be asked on a scale of 1 to 5 how useful they found the documentation. Whether the manual was able to help them or not? This type of user feedback mechanism is seen on Microsoft's blogs and user guides and its effective.
2. **Feedback Forms** – At the end of every user manual, we can have a small comment or feedback section where the user can write about their experience of using the manual. About what could have been made better for the user to get more value.
3. **Peer Reviews** – Before posting the user manuals on website for the users, we can also employ the Peer Review system in place, where we can get feedback from colleague or team members. They can go through the steps mentioned in the manual and offer their constructive suggestions or comments about the documentation. Since the colleagues most probably will be using the same platform themselves so they'll be able to better identify errors, ambiguities or inconsistencies in the manual, if any.