

# Amazon Mobile Application – User Guide

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## Amazon E-Commerce

Amazon is an e-commerce platform where the buyer gets the required product through door-step delivery. Also, Amazon provides digital streaming (Amazon Prime and Amazon Music), Cloud services, Payment Services, and AI services. Amazon provided a mobile application to ease the shopping experience and made the mobile app user-friendly.

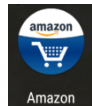
### Before you Begin

#### Prerequisites

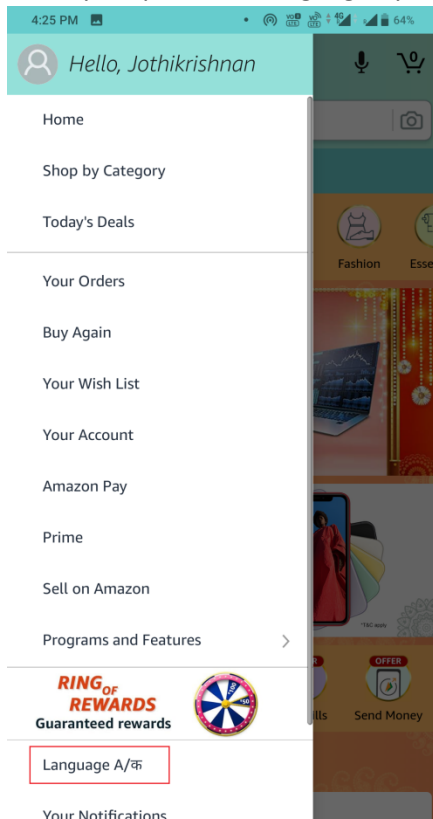
A Smartphone with the latest android version or iOS working with an internet connection.

Download and install the **Amazon** mobile app from the Play Store/Appstore on your smartphone. Register the application using your mobile number and email ID.

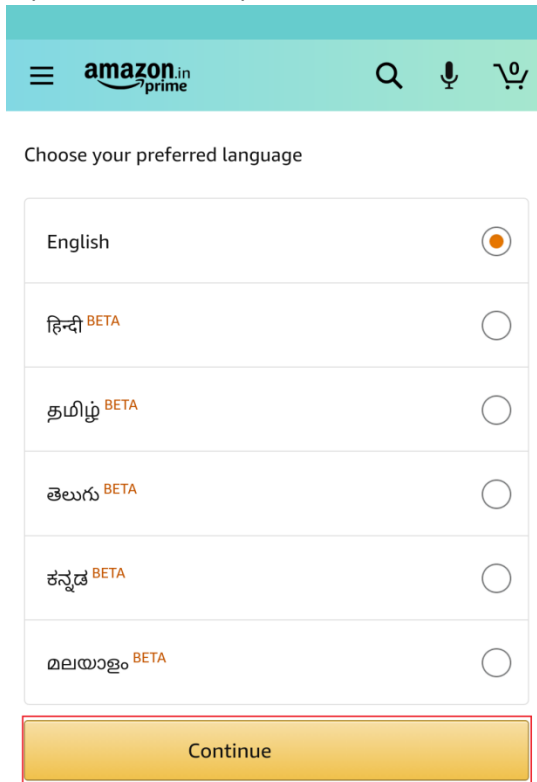
### To begin with the Amazon app



1. Tap on the **Amazon** app from your smartphone.
2. Tap on the left-hand side top corner.
3. Select your preferred language by tapping on **Language**.



4. Tap on **Continue** to proceed with the Amazon application in your preferred language.



Choose your preferred language

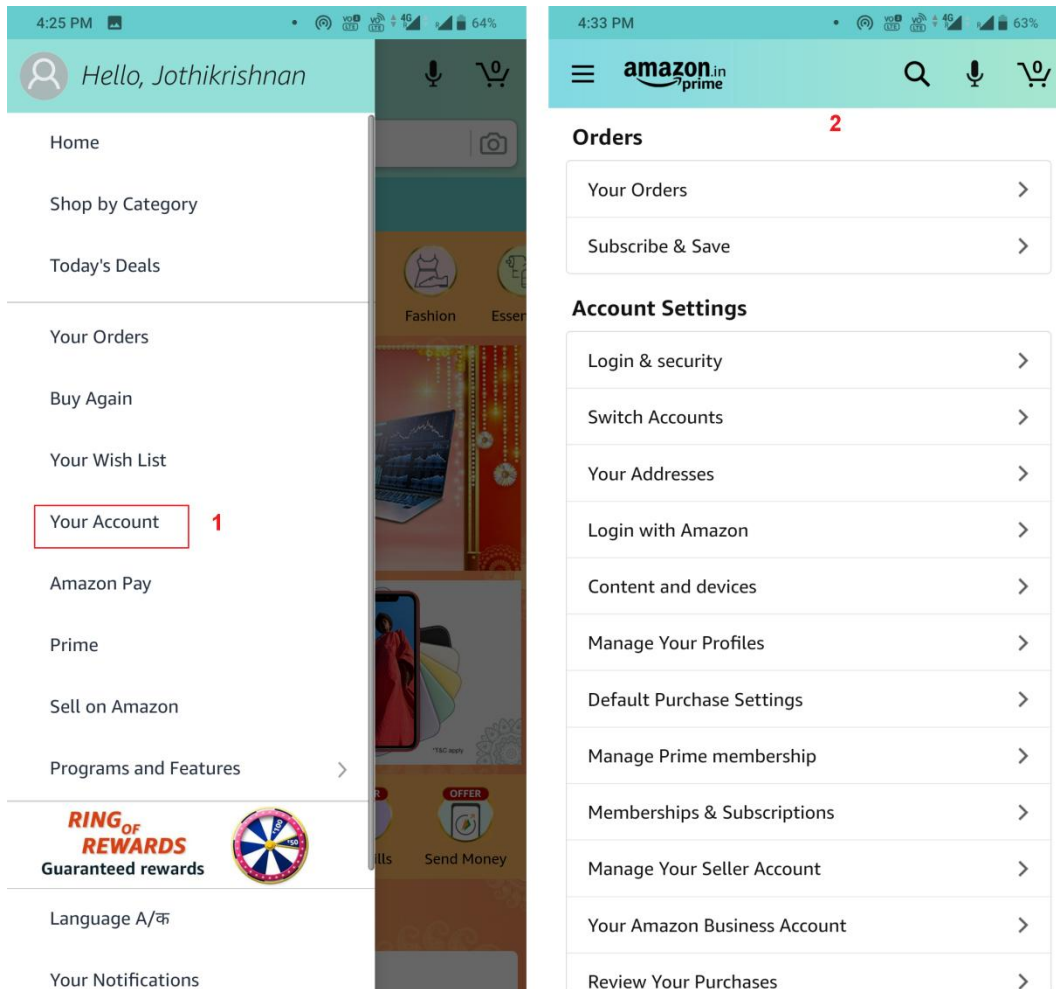
|             |                                  |
|-------------|----------------------------------|
| English     | <input checked="" type="radio"/> |
| हिन्दी BETA | <input type="radio"/>            |
| தமிழ் BETA  | <input type="radio"/>            |
| తెలుగు BETA | <input type="radio"/>            |
| ಕನ್ನಡ BETA  | <input type="radio"/>            |
| മലയാളം BETA | <input type="radio"/>            |

Continue

Language options can be changed anytime. We'll translate information to help you browse, shop, and communicate. We are continuously improving the language experiences on Amazon.in. If you have feedback on these translations, please contact Customer Support. Please note that translations are provided for convenience only and the English version of Amazon.in, including our Conditions of Use, is the definitive version.

## To Proceed Your Account

1. Open the **Amazon** app on your smartphone.
2. Tap on the left-hand side top corner.
3. Tap on **Your Account** to see the available options.



4. Scroll down to see more options.
5. You can see the following options/information below:
  - a. **Orders** – You can see the previous and current orders. Also, you can subscribe to the products and can get the notifications for the subscribed ones.
  - b. **Account Settings** – You can get your registered Amazon accounts.
    - i. **Login & Security** – You can change the registered details using the **Edit** option and then tap on **Done**.

The screenshot shows the 'Login & Security' settings page on the Amazon.in mobile app. At the top is a teal header with the Amazon.in Prime logo, a search icon, a microphone icon, and a shopping cart icon. Below the header, the title 'Login & Security' is displayed. The settings are organized into five rows, each with a label, a value, and an action button: 'Name' (Jothikrishnan, Edit), 'Mobile Phone Number' (+91, Edit), 'E-mail' (Why add an email?, Add), 'Password' (\*\*\*\*\*, Edit), and 'Two-Step Verification (2SV) Settings' (Manage your Two Step Verification (2SV) Authenticators, Edit). A large yellow 'Done' button is at the bottom. At the very bottom of the screen, there are links for 'Conditions of Use', 'Privacy Notice', and 'Help', followed by a copyright notice: '© 1996-2020, Amazon.com, Inc. or its affiliates'.

amazon.in prime

### Login & Security

**Name:**  
Jothikrishnan Edit

**Mobile Phone Number:**  
+91 Edit

**E-mail:**  
[Why add an email?](#) Add

**Password:**  
\*\*\*\*\* Edit

**Two-Step Verification (2SV) Settings:**  
Manage your Two Step Verification (2SV) Authenticators Edit

Done

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- ii. **Switch accounts** – You can add a new **Amazon** account by tapping on **Add Account**. Also, you can switch between the registered accounts by tapping on the username.

The screenshot shows the 'Switch Accounts' screen on the Amazon.in mobile app. At the top is a teal header with the Amazon.in Prime logo. Below the header, the title 'Switch Accounts' is displayed. A red box highlights the 'Manage' button in the top right corner. Below the title, there is a list of accounts: 'krishnan' (with a green checkmark) and 'Jothikrishnan'. A red box highlights the 'Add Account' button at the bottom. Below the 'Add Account' button, there is a warning message: 'Only add accounts if you trust this device. All accounts will also inherit all app level permissions.' and a link to 'Learn more about when to add accounts.'.

amazon.in prime

### Switch Accounts

Tap here to manage (delete) the accounts Manage

Tap on the user name to switch between the accounts

krishnan ✓

Jothikrishnan

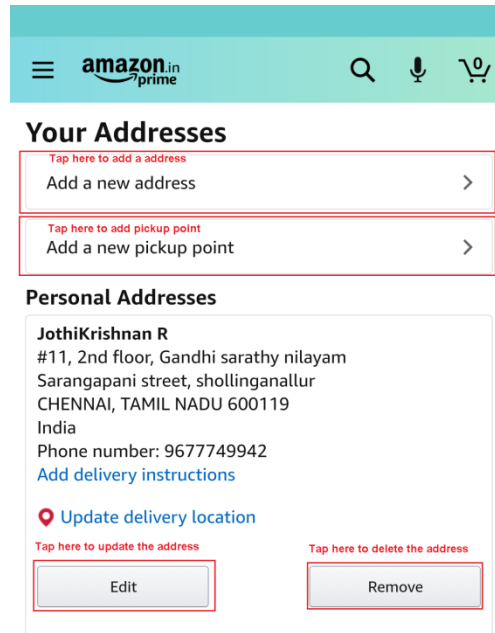
Tap here to add a new account

Add Account

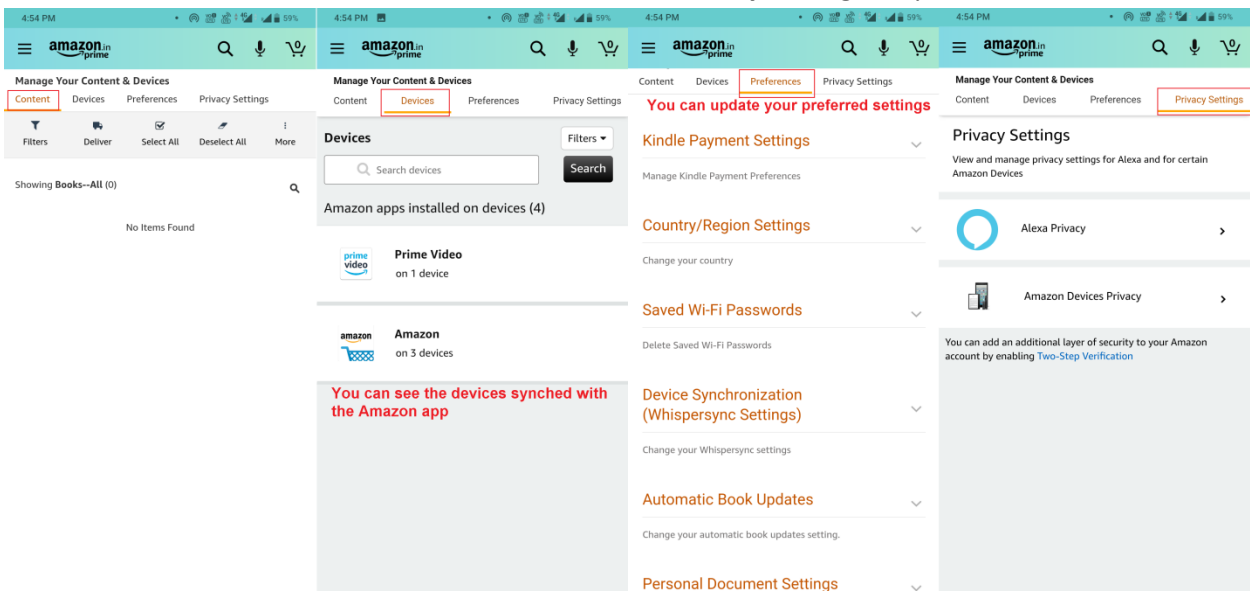
Only add accounts if you trust this device. All accounts will also inherit all app level permissions.

[Learn more](#) about when to add accounts.

- iii. **Your Addresses** – You can change your registered address by tapping on **Edit**. You can add multiple addresses for the different locations by tapping on **Add Address**. You can pick your orders by tapping on **Add a new pickup point** and then enter the location PIN code and landmark.



- iv. **Login with Amazon** – You can log into the **Amazon** account using the amazon connection.
- v. **Content and devices** – You can manage the **Contents** mentioned for your orders, **Devices**, **Preference**, and **Privacy Settings** for your **Amazon** accounts.



- vi. **Manage Your Profiles** – You can manage your **Amazon** linked profiles using this option and you can modify or delete the profiles.



## Manage your Profiles

Amazon programs may use these profiles to provide a personalised experience.

Jothikrishnan



Kids



Looking for your [Amazon Community Profile](#)?

- vii. **Default Purchase Settings** – You can set up your preferred/default payment method, shipping address, and the shipping method.

**amazon pay**

**Your purchase preferences**  
Use this page to set your preferred payment method, shipping address, and shipping method.

JothiKrishnan R  
#11, 2nd floor, Gandhi sarathy nilayam Sarangapani street, shollinganallur  
CHENNAI, TAMIL NADU 600119  
✓ Your default

JothiKrishnan R- CHENNAI >

Select a payment method >

+ Add a purchase preference

**amazon pay**

< Back

**Select a payment method**

Continue

CREDIT AND DEBIT CARDS

ICICI Bank Credit Card \*\*\*\*5001 VISA

Jothikrishnan r  
04/2020 Update

Add a payment method >

Continue

**amazon pay**

< Back

~ Add a credit or debit card

Enter your credit card information. We'll save this card so you can use it again later.

☐ Use name on account

Name on card

Card number

Expiry date

01 2020

Add your card

**amazon pay**

< Back

**Add a shipping address**  
[Add an international address](#)

Full name

Phone number

Pincode

Address Line 1

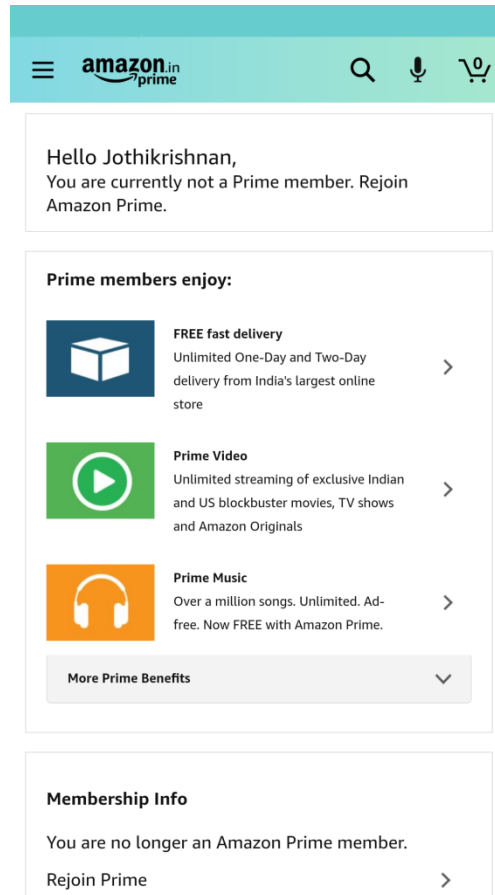
Line2

City

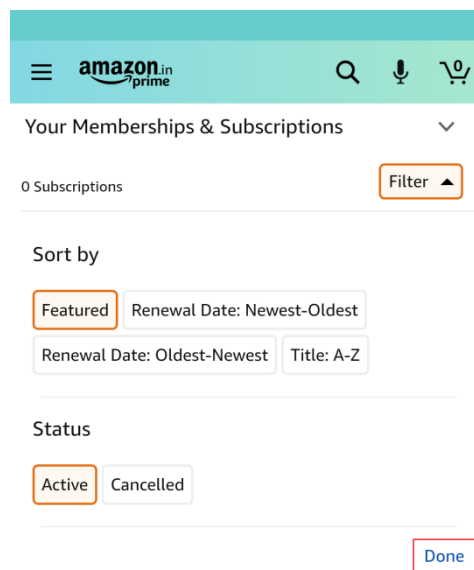
State

Continue

- viii. **Manage Prime Membership** – You can manage your **Amazon Prime** membership and offers using this option. You can avail and get to know various offers and discounts. Tap on **More Prime Benefits** to see various benefits.



- ix. **Your Memberships & Subscriptions** – You can see your membership & subscriptions through **Amazon** services.



- x. **Manage Your Seller Account** – You can register yourself as a seller and start selling the products that you own.



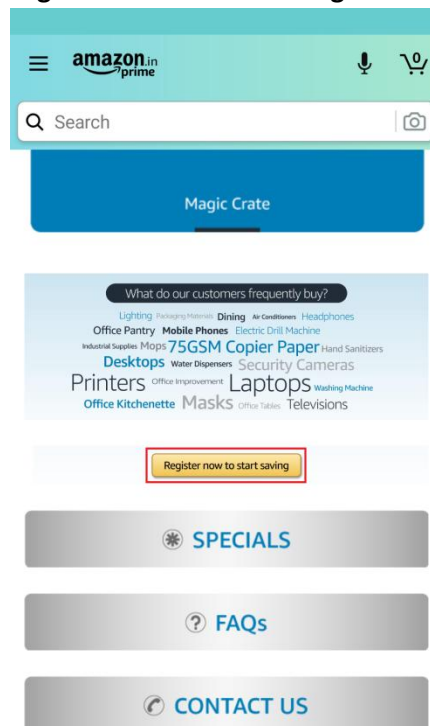


### Why sell on Amazon?



### E-Commerce: Your next big

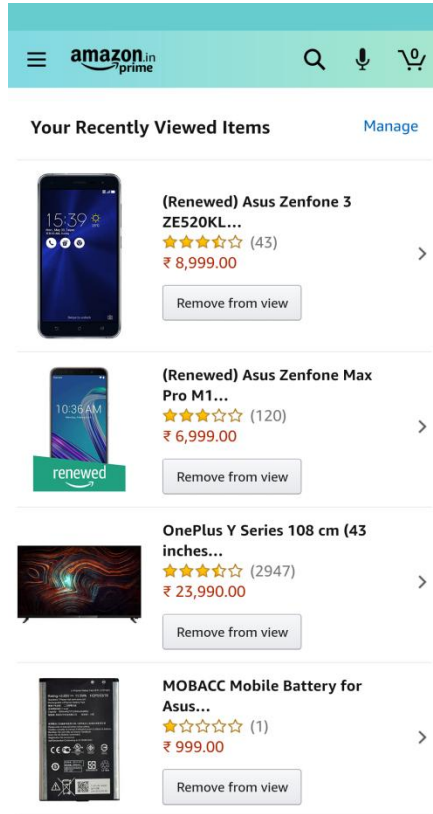
- xi. **Your Amazon Business Account** – You can expand your business by registering with Amazon Business Account and start increasing your productivity. Tap on **Register now to start saving** to start your business with **Amazon**.



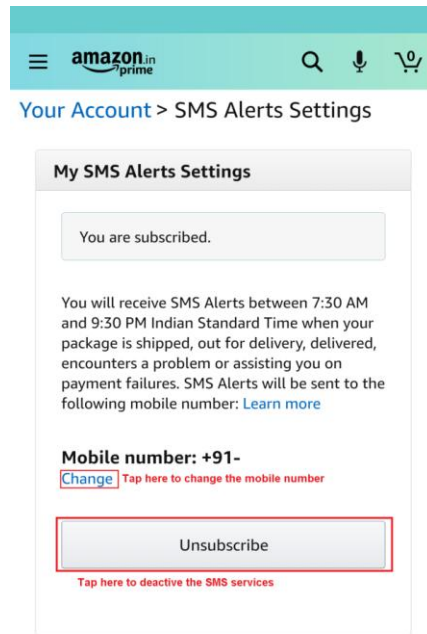
- xii. **Review Your Purchases** – You can review the products which are bought by you or returned by you using this option. Click on the product from your list and tap

on **Review** to start your product review and then tap on **Done** to submit the review.

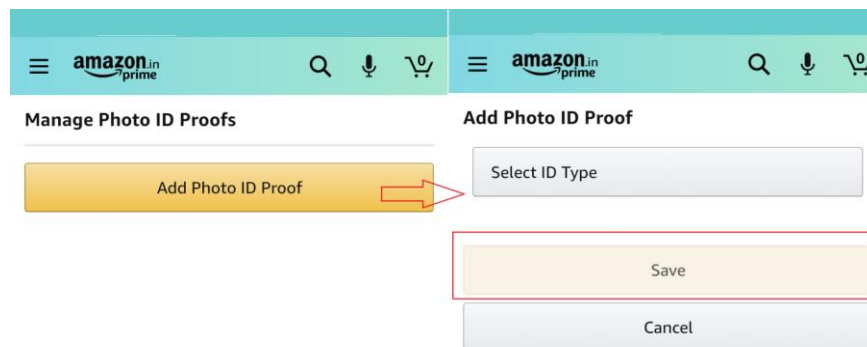
- xiii. **Your Recently Viewed Items** – You can see the last/recent products which were seen by you and listed for your reference or you can start seeing the products.



- xiv. **SMS Alerts Preferences** – You can subscribe or unsubscribe the SMS from **Amazon** services. Tap on **Subscribe** or **Unsubscribe** to activate/deactivate the SMS services.

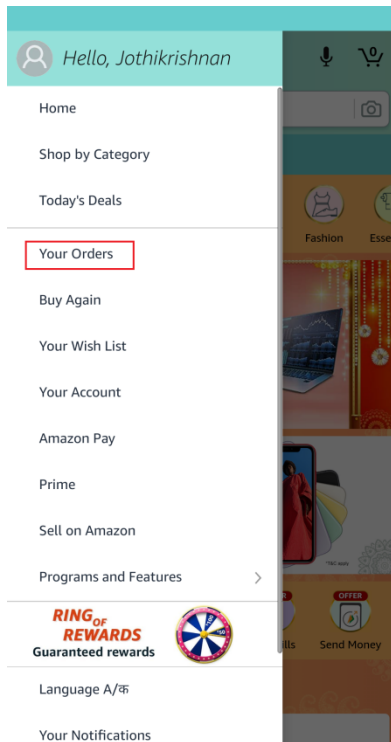


- xv. **Photo ID Proofs** – You can add your photo identifications proofs to register a business account/seller account for verifications. Tap on **Add Photo ID Proof** and then **Select ID Type** and tap on **Save** to add the photo ID proof.

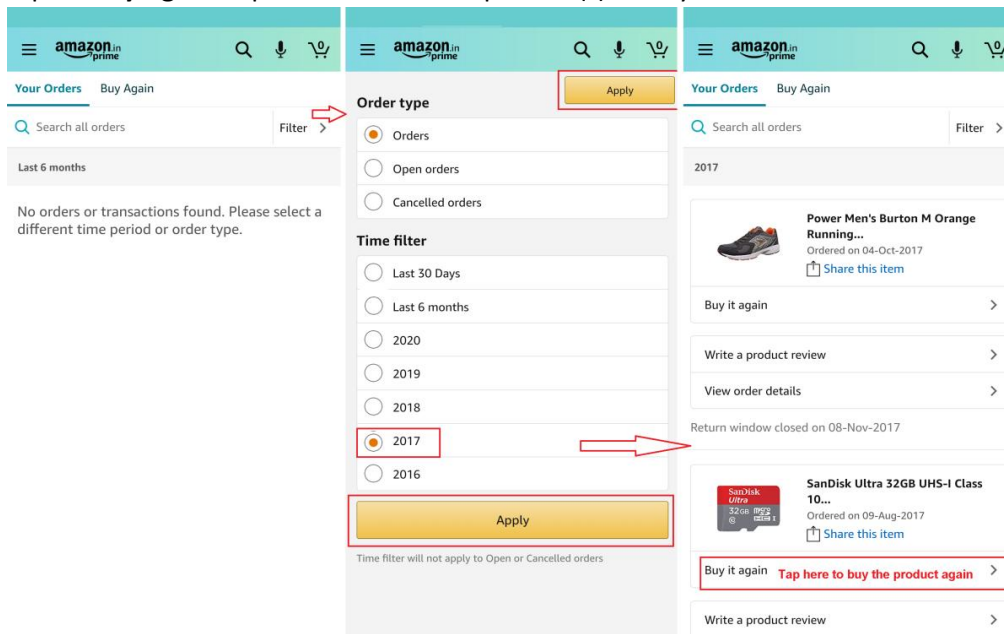


## To Proceed Your Orders

1. Open the **Amazon** app on your smartphone.
2. Tap on the left-hand side top corner.
3. Tap on **Your Orders** to see your orders list.



4. You can search your orders using the search option.
5. You can filter your orders using the **Filter** option.
6. Tap on **Filter** and select the **Order type** or **Time filter** then tap on **Apply** to filter the products you have purchased.
7. Tap on **Buy Again** to purchase the same product(s) from your order list.

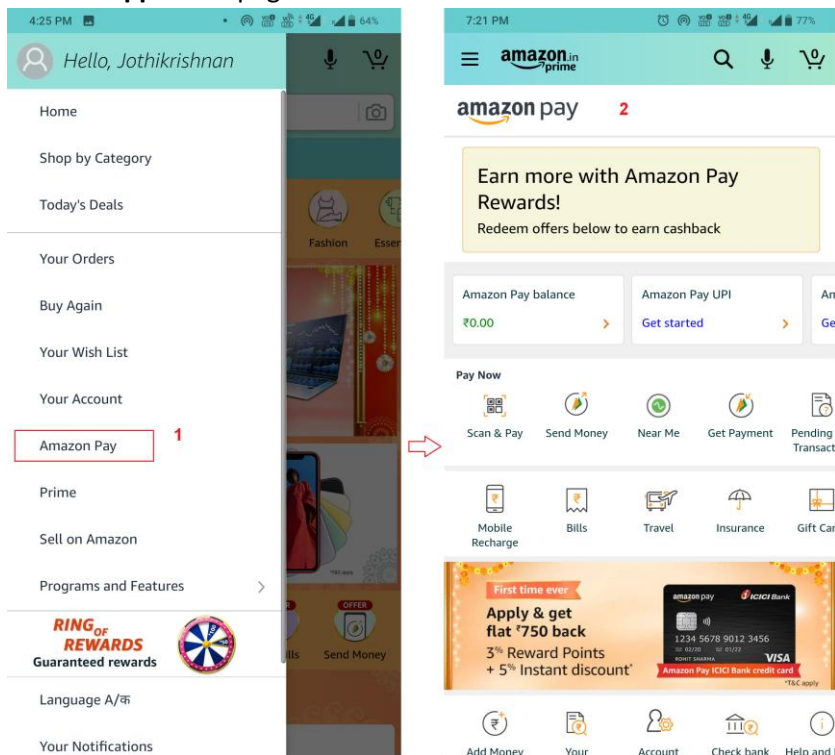


## To Proceed Amazon Pay

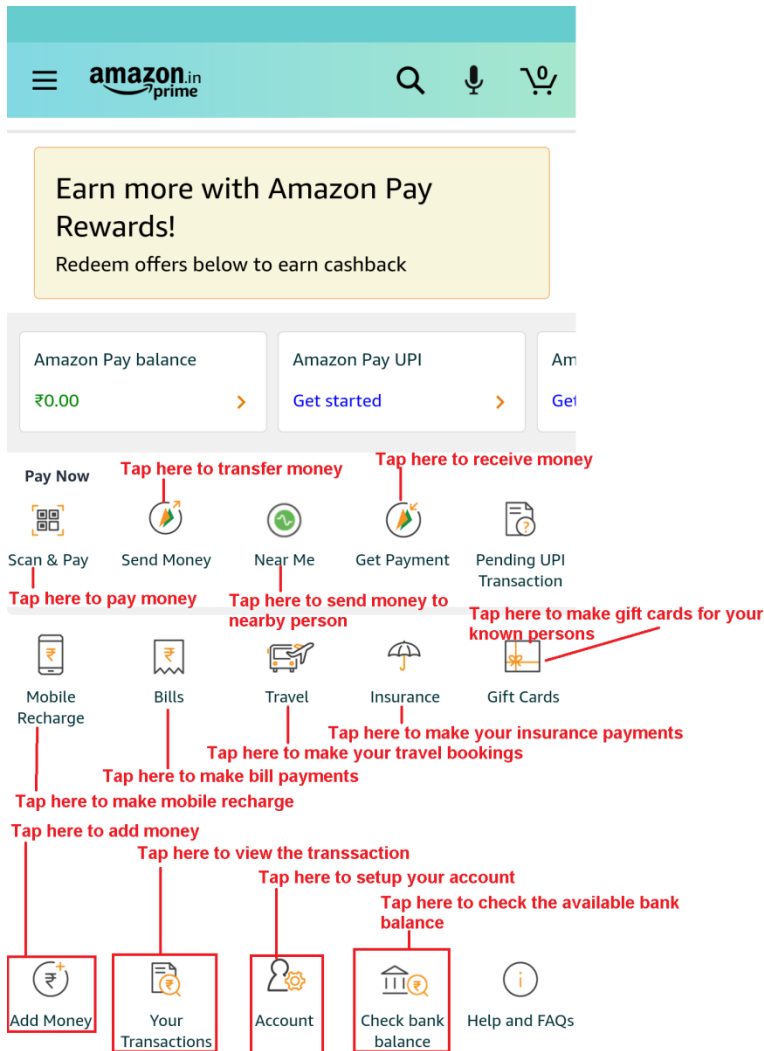
Before you begin with **Amazon Pay** you should register your **Amazon Pay** account by entering your mobile number which is registered with the bank/with your credit/debit card.

Enter the card details/bank details and then enter the OTP to complete the registration process.

1. Open the **Amazon** app on your smartphone.
2. Tap on the left-hand side top corner.
3. Tap on **Amazon Pay** to start the payment process. Or you can access **Amazon Pay** through the **Amazon app** home page.



4. You can add money to the **Amazon** wallet by tapping on the **Add Money** option.
5. You can make payments by tapping **Scan & Pay** using a QR code scanner.
6. You can transfer money to your contacts or new contacts/UPI ID or Bank transfer by tapping on **Send Money**.
7. Enter the receiver's UPI ID/contact number/Bank details to initiate the money transfer.
8. Enter the sum of the amount to transfer and tap on **Proceed to Pay**.
9. Enter the UPI PIN to complete the money transfer.
10. You can receive money from the sender by tapping on **getting Payment**, QR code will be opened. The sender needs to scan the QR code to transfer the money.
11. You can also make mobile recharges and make essential services using the **Amazon Pay** app.



## Amazon Prime

**Amazon Prime** is a paid subscription program from Amazon that gives users access to additional services otherwise unavailable or available at a premium to regular Amazon customers.

Amazon Prime subscribed members receive benefits which include FREE fast shipping for eligible purchases, streaming of movies, TV shows, and music, exclusive shopping deals and selection, unlimited reading, and more. Shipping benefits include: For more information, go to Order with Prime FREE Same-Day Delivery



**Amazon Prime Video** is an OTT platform developed and owned by **Amazon** to broadcast the videos.

**Prime Music** is a music streaming service similar to Spotify, Apple Music, YouTube Music, and others, which is available to Prime members at no extra cost. Amazon offers a separate subscription service with a much larger music catalog called Amazon Music Unlimited.

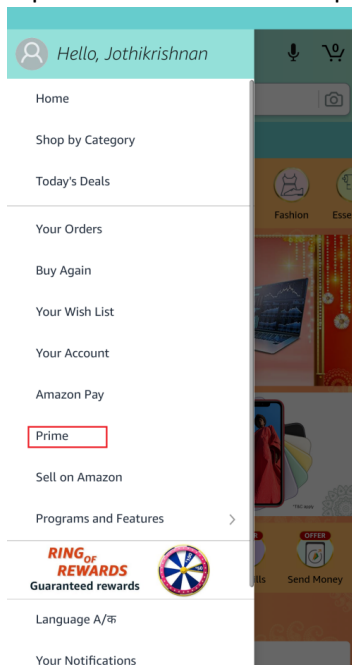
You need to register with **Amazon Prime** to avail of subscription and services. **Amazon Prime** subscribers will get priority from Amazon services like product delivery and special sales offer.

### To Begin with Amazon Prime

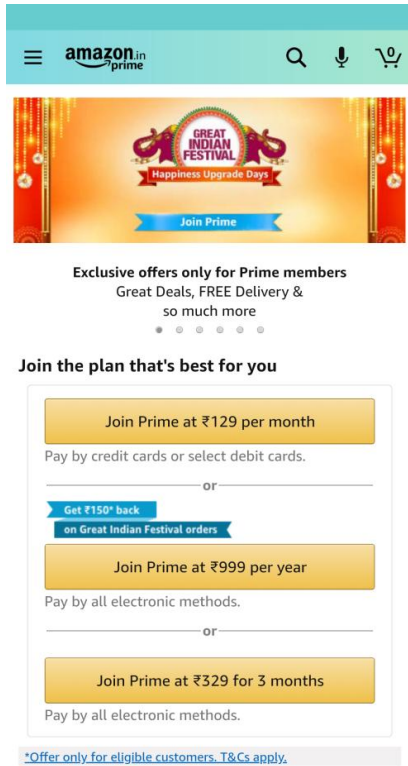
Download and install the **Amazon Prime** app on your smartphone to watch-binges.

**NOTE:** You can avail yourself of one-month free access to Amazon Prime Video if you are using it for the first time.

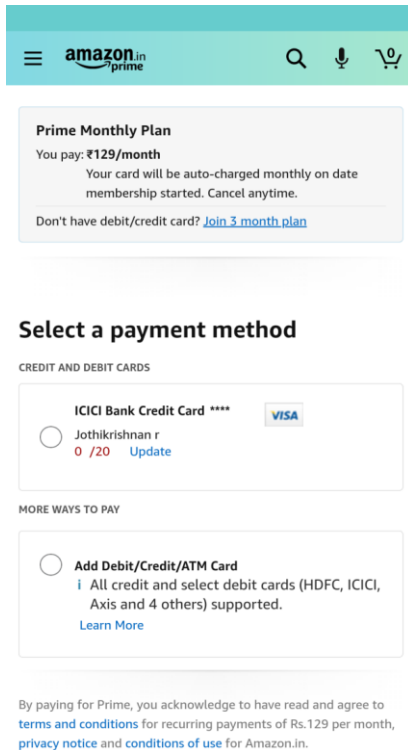
1. Open the **Amazon** app on your smartphone.
2. Tap on the left-hand side top corner.



3. Tap on the **Prime** to avail the subscription.
4. Select the subscription plan to join Amazon Prime.



5. Select the payment method and pay for the subscription.



6. Enter the OTP to complete the payment process.
7. Your Prime account will be activated once the payment is successful.
8. You can access Amazon special offers, prime movies, and prime music.