

US Army Amazon Business FAQ

The following document provides answers to commonly asked Amazon Business questions.

Getting Started

Why has a US Army Amazon Business account been set-up?

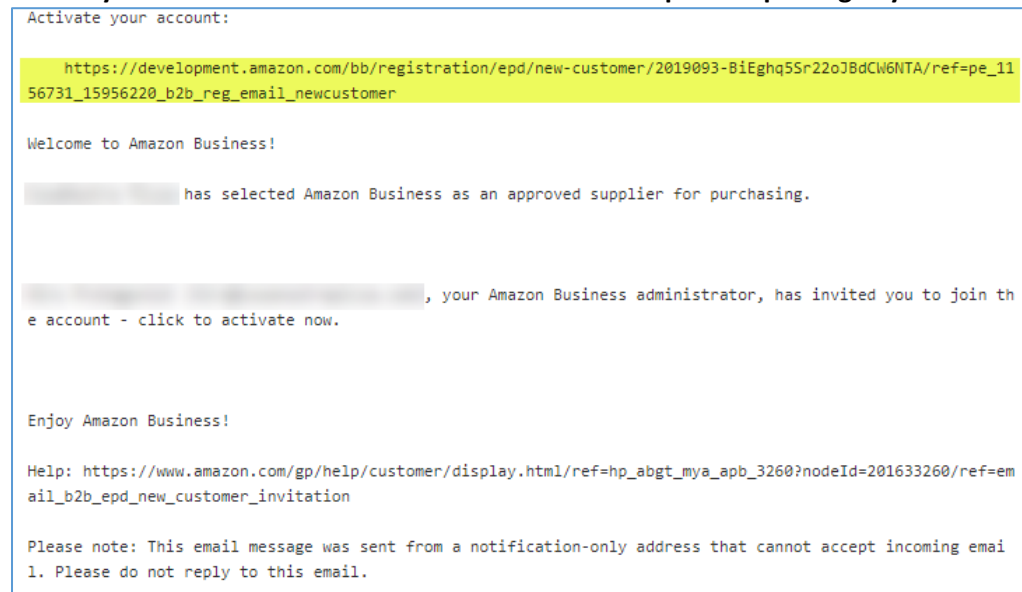
Amazon Business provides the US Army many value-added advantages such as enterprise-focused tools and functionality; a wider selection of products geared to the needs of businesses and government; access to a dedicated AbilityOne storefront, volume discounts; reports and dashboards to monitor purchases and budgets; and account configuration and purchase control options that align with your organization’s procurement policies and procedures.

Accessing Amazon Business

How do I access my Amazon Business account?

Your Amazon Business account Administrator (A/OPC) must invite you to join the organization’s central account. Once invited, you will receive a welcome email to join (see below). Register by clicking the link (or copy and paste) at the “Activate your account” text. Note, if you are signed into any other Amazon account on your default web browser, you will need to sign out *before* clicking the link. The first time you access Amazon Business you will be prompted to set up your account via one of the three scenarios in the next section.

You may need to remove the “caution-“ from the link prior to pasting in your web browser.



This link will take you to your registration page in Amazon Business

What if I haven’t received a welcome email?

Be sure to check your spam or deleted email folders. The registration email is sent directly from Amazon.com (noreply@amazon.com). If you still cannot locate the email, contact your A/OPC to have it resent.

Registration Help – After you receive an invite to join the Army's Amazon Business Account

****Note, if your work email address does not end in @mail.mil, please use your official email address as appropriate****

How do I complete registration as part of the Army Amazon Business account?

Upon accessing Amazon Business for the first time, you will follow one of three scenarios as described below. Please read the explanations carefully to understand which applies to you. Note, the scenarios pertain ONLY to your [@mail.mil](#) (or official) email address. If you have a separate, Amazon.com personal account tied to a personal (*gmail, yahoo, etc.*) email address, it will not be affected.

Please reference the guide which can be downloaded at the following [Registration Guide](#) Link.

Scenario 1 – New to Amazon

I have never used my [@mail.mil](#) email address on Amazon.com

The first time you access Amazon Business, you will be prompted to set up an Amazon Business account. Use your [@mail.mil](#) email address and enter a password. (Please note: your password does not need to be the same as other internal systems).

Scenario 2

I already use my [@mail.mil](#) email address to make BUSINESS purchases on Amazon.com

If your [@mail.mil](#) email address is already associated with an Amazon.com account, you will have the option to convert your existing account and transfer any purchase history and pending orders to the central Army Amazon Business account. Note, all of your purchase history from this account will be visible to your group Administrator (A/OPC).

Scenario 3

I already use my [@mail.mil](#) email address to make PERSONAL purchases on Amazon.com

If your [@mail.mil](#) email address is already associated with an Amazon.com account, you will have the option to create a separate account for personal orders. You will be prompted to select "Create a separate business account" and will need to choose a new, personal email address (e.g. gmail.com or hotmail.com) that is NOT tied to another Amazon account. Note, your official [@mail.mil](#) email address is not allowed to be used for personal Amazon purchases.

When I access Amazon Business for the first time, I am prompted to log in with a password. I do not know my login information.

You are asked to enter a password because you have an existing account with Amazon with your [@mail.mil](#) email address. If you cannot remember the password, please select the "forgot password" button to reset. If you are still having trouble resetting the password, please call Amazon Business Customer Service at 888-281-3847 and ask them to reset it for you.

What if I previously used my [@mail.mil](#) email address to register for a verified Amazon Business account?

If you previously used your [@mail.mil](#) email address to register for an Amazon Business account, you will need to de-register that account BEFORE an invitation can be sent to you. Your information and order history will still exist and will follow the user to the next Amazon Business account if you choose to convert your existing account when accepting the

invitation. All previous, stand-alone, Amazon Business accounts will be consolidated under the new, centralized account. Perform the following steps:

How do I deregister my account?

1. Log into your Business Account
2. Download an order history report for the past 6-12 months
3. Click the following link to deregister your existing account:

<https://amazon.com/gp/b2b/manage/deregister>

NOTE: The terminology on this screen can be confusing. Rest assured your order history will not be lost, your account will be converted back to an Amazon consumer, allowing you to join the central Amazon Business account.

Once you are done, please email the account admin at abgov-dod-services+USArmy@amazon.com to request an invitation to the central business account.

I tried to deregister my account but it says “I don’t have permissions to close this account.” How should I proceed?

The reason you do not have permissions to close your account is because you are not the administrator of the account you are tied to. Please reach out to the administrator on the existing account and have them remove you. If you are unsure of who your account administrator is, please contact Customer Service at 888-281-3847.

Can I use the new Amazon Business account for PERSONAL use?

No. The central Amazon Business Account must be used for official purchases only, in accordance with our purchasing policies. Your A/OPC will have access to all purchasing history made through the Amazon Business account.

How do I register for the Army Amazon Business account after the initial launch?

Each US Army organization has one or more administrators who can register users. If you want to register for the Army Amazon Business account, please contact your A/OPC.

I forgot my password for my Business account and am unable to reset the password.

Please contact Amazon Business Customer Service by clicking [Contact Us](#) (preferred method) or at 888-281-3847.

How do I contact Amazon Business Customer Service?

Amazon Business Customer Service can be reached by clicking [Contact Us](#) (preferred method) from within your account or at 888-281-3847.

Payment Method

What form of payment should I use to make Amazon Business purchases?

Purchases in the Army Amazon Business account can only be made with your official Government Purchase Card. Purchases are monitored by Account administrators to ensure only official payment methods are utilized.

Purchasing Guidelines

I heard that I can shop for AbilityOne products on Amazon Business – how do I do this?

Mandatory AbilityOne sourced products from authorized AbilityOne distributors are available on the Amazon Business site. You can access the AbilityOne Storefront directly at www.amazon.com/abilityone. For more information, reference the following links to AbilityOne documentation:

[AbilityOne Program Overview](#)

[AbilityOne Amazon Business Purchasing Guide](#)

Amazon Business is growing AbilityOne product availability and welcomes feedback on your experience. Please provide AbilityOne Storefront feedback directly to Amazon Business Professional Services at abgov-dod-services+AbilityOne@amazon.com

Purchasing Policy

Is there official guidance on how I can use Amazon Business for purchasing?

Office of the Deputy Assistance Secretary of the Army (Procurement) issued a policy statement on March 09, 2017 in the PARC Policy Alert # 17-54: *Government Purchase Card Use of Amazon.com*. The policy stated the following:

HCA/PARCS/Policy Chiefs:

BLUF: The Office of the Deputy Assistant Secretary of the Army (Procurement) (ODASA (P)) is hereby issuing policy on the Government Purchase Card (GPC) use of Amazon.com.

REFERENCE: FAR Part 8, Required Sources of Supplies and Services

BACKGROUND: FAR Part 8 provides specific guidance on the prioritizing and use of required sources of supplies and services to include mandatory and non-mandatory sources. If the Army is unable to satisfy requirements for supplies from the mandatory sources listed in FAR Part 8.002 and 8.003, the Army is encouraged to consider satisfying requirements from or through the non-mandatory sources listed in FAR Part 8.004(a), such as the Federal Strategic Sourcing Initiative (FSSI) BPAs and mandatory agency contracts (CHESS), and lastly FAR Part 8.004(b), "Commercial sources in the open market", such as Amazon.com."

GPC Cardholders who have a business user account can purchase on Amazon.com. Cardholders are encouraged to consider making purchases through commercial sources in the open market, such as Amazon.com for commercial purchases under the micro-purchase threshold after screening for required mandatory sources of supplies.

GPC Cardholders shall follow current rules and policy (including using mandatory sources IAW FAR Part 8 and DFARS 208) when making purchases using the GPC under the micro-purchase threshold as well as above the micro-purchase threshold. The Army is exploring the use of Amazon.com and other commercial business activities to determine if they can be effective tools for GPC cardholders to use when making purchases.

All GPC Cardholders are to continue making purchases with the GPC as stated in current rules, guidelines and procedures. Once the Army has researched, reviewed and assessed the market's capabilities and determined that it can be used and be in compliance within the existing rules, guidelines and regulations, most importantly on proper use of Mandatory Sources, we will provide additional guidance to the field.

POC: The ODASA(P) point-of-contact for this PARC Policy Alert is Eugene V. Tilghman, Sr., eugene.v.tilghman.civ@mail.mil, (703) 697-0964.

NOTE: Please send any questions to the designated POC and ODASA (P), e-mail: usarmy.pentagon.hqda-asa-alt.mbx.office-of-the-dasa-p@mail.mil, through your chain-of-command, as appropriate. Include the number and subject of the PARC Policy Alert in the "Subject" line.

Tax Exemption

I was charged sales tax on my order even though my Amazon Business account is setup for tax exempt purchasing.

How do I get refund?

Because Amazon provides a marketplace made up of millions of sellers, there are instances when sellers may still charge tax on a tax exempt purchases. Contact the Seller directly to request the refund.

1. From within your account, navigate to “Your Orders”
2. Find the item that was charged tax and click “Contact the Seller”
3. Enter subject as “Tax Exemption Refund Request”
4. Include the order number and amount charged

If you have issues contacting the seller, or other order related questions, please contact the Business Customer Service team [HERE](#) or directly by phone at **888.281.3847**.

Orders

How will I know when I will receive an order?

The person who placed the order will receive a confirmation email that will state the items estimated delivery date and shipping speed.

How do I see the orders I placed after joining the Amazon Business Account?

From within your account, navigate to **Your Orders**. The default view will display all orders “Paid For By You”.

How do I track my Amazon Business delivery?

You can view real-time delivery details for all pending orders, including estimated delivery date and carrier information. From within your account, navigate to **Your Orders > Track Package**.

Can I save products I purchase frequently?

Yes, create Lists! To begin, hover over **Lists** in upper right corner of your screen and select **Create a List**

1. Select **This list is for: you** from the dropdown menu
2. Select list type: **Shopping List** or **Reorder List**
3. Name the list
4. Privacy: **Private**
6. Create List

Delivery

What address should I be using?

You are responsible for adding your official government **ship to** address the first time you check out, or you can add it to your account settings prior to the first time you check out. Go to Your Account > Your Addresses > Add Address > Enter in Site name in “Full Name” section. When you check out, you will be able to add a user name, or department name, so that it is clearly labeled on the shipping label.

Can I ship Amazon Business packages via US Postal Service to an APO/FPC address?

Yes. Weight may not exceed 66 pounds, and size is limited to 42 inch length and 72 inches length and girth combined. Packages exceeding US Postal Service size limits will be shipped to the consolidated shipping point (reference Defense Transportation Regulation (DTR) – Part II May 2014).

Can I ship Amazon Business packages and pallets using the Defense Transportation System (DTS)?

No. Amazon Business does not have a Transportation Account Code (TAC).

Returns

How can I return or cancel an item?

To return an item, access your Amazon Business account. Navigate to “Your Orders” to find the item(s) you want to return. From Your Orders:

1. Select Return or Replace items
2. Choose a reason for return
3. Print label and authorization
4. Prepare package and return label

Items shipped and sold by Amazon.com can be returned within 30 days of receipt of shipment. Return policies, and timeframes, can vary if purchase was made from a 3rd party seller.

Prime

What should I do if I purchased an individual Prime Membership with my purchasing card?

Upon joining the Army business account, you will not be allowed to bring the previously purchased Amazon Prime account into the Army central account. The payment method used for Prime purchase will be credited for the remaining pro-rated amount.

What do I do if I bought a Prime Membership with personal funds on my Amazon account?

If you were using your business email for your personal Amazon account and purchased a Prime Membership with personal funds, you will have the option once you register to split off your personal order history and Prime Membership to a personal account.

Customer Service and Feedback

How do I contact Amazon Business Customer Service?

Amazon Business Customer Service can be reached by clicking [Contact Us](#) (preferred method) from within your Amazon Business account. Or, by phone at 888-281-3847 (you will be required to provide additional information to validate your account by phone). Please use this team for anything relating to an order, transaction, shipment, and general Amazon related inquiries as well.



How do I share feedback about my Amazon Business experience?

We value your input and want to hear what's working well with the US Army Amazon Business account and what you would like to see improved. Please direct your feedback to your A/OPC and abgov-dod-services+USArmy@amazon.com.