



Amazon Business FAQs

Washington State Agency Specifics

I cannot watch the instructional videos. Why do I get an Error Message when I click on the link?

Users have reported problems when their default internet browser is *Internet Explorer*. Try *Chrome* or *Firefox* as your browser. Always check with your IT department if you have any questions about downloading applications. If you experience more problems, please check with your IT help desk.

The Amazon Business tutorial videos show products I believe are on state contracts, like office and janitorial supplies. Does that mean I can purchase them from Amazon Business instead of using the state contract?

No. These videos were made for national use, not just our state. They demonstrate Amazon Business functionality.

Always check the Washington State master contracts for goods first. The master contract must be the first source of supply.

Will we see only our orders? Will we have to sort through other state records as well?

Each agency has a unique identifier and administrative controls. You will view only your transaction records.

Is the state or DES restricting what can be purchased?

Purchases made on Amazon Business are under the agency [Direct Buy](#) authority. Requisitioners should be [trained](#) and use master contracts as the first source of supply whenever possible. Amazon Business has a Guided Buying feature providing agencies with the option to restrict specific categories if they choose.

Amazon Business has vendors identified as minority-owned, veteran-owned and woman-owned. Will this count for my agency supplier diversity goals when I purchase from these vendors?

It may, but it is not automatic. Amazon Business uses nationally recognized standards for supplier diversity identification. Amazon Business does not certify to individual states' criteria for small, diverse and veteran-owned businesses. You should check for each vendor to see if they are certified in Washington State.

Ordering and Approval Workflow

Does Amazon Business have an order approval routing function?



Yes. However, group administrator privileges are required to add or change approval workflows. During the initial setup of your agency's groups, approval workflows may be established. Contact your Amazon Business account administrator for more information. To learn more about approval workflows in Amazon Business: [watch this video](#).

Once I am ready to check out, I see a button stating, “Submit order for approval” – what happens next?

Once you submit the order, the designated approver for your group will receive email notification of your order and can approve or deny within 7 days. After 7 days, the order will automatically be returned to you at which point you can resubmit if necessary. Prior to submitting for approval, you can also add information about the order to help the approver in the process.

How is my approval dollar threshold set?

If approvals are enabled for your group, there are two options: 1) All orders may require approval; or, 2) a dollar amount threshold can be set to trigger an approval workflow. This option will be set by your group administrator.

Can more than one manager be the approver?

No. At this time, only a single approver can be set for a group or for an individual.

Can the approver role be delegated?

No. If an approver needs to be changed for a group, the group administrator will be required to make a change to the email address of the designated approver. If an extended absence is planned, contact your administrator so they can make changes to the approver email address.

How do you set up approvals if an individual belongs to two different org codes in the department?

If a requisitioner is a member of multiple groups, they will be subject to the approval rules set for the group which they are purchasing for at the time the purchase is submitted. Approval workflows can be unique to each group.

Getting Started with Amazon Business

How do I create my Amazon Business account?

Access Amazon Business by clicking the link directly from the registration email you receive. The first time you access Amazon Business, you will be prompted to create an Amazon Business account. **Use your**

@*AGENCY*.wa.gov email address and create a password. (Please note your password does not need to be the same as your other agency passwords.)



I already use my @*AGENCY*.wa.gov email address to make personal Amazon.com purchases.

If your @*AGENCY*.wa.gov email address is already associated with an Amazon.com account, you will have the option to split off and transfer any purchase history to a separate account. You will be prompted to enter a new, personal, email address (e.g. @gmail.com, @hotmail.com, @yahoo.com or other personal email address). If you are unsure of how to activate your account or use Amazon Business, please [view the reference guide](#) or the accompanying videos to [get started with Amazon Business](#).

I previously used my @AGENCY.wa.gov email to register for a verified Amazon Business account.

If you previously used your @*AGENCY*.wa.gov email address to register for a verified Amazon Business account, you will need to de-register that account. All previous, stand-alone, Amazon Business accounts will be consolidated under the new, centralized Washington State Agencies account. Visit [Amazon Business deregistration](#) to complete the deregistration process.

I am attempting to accept my invitation to join Amazon Business and it is asking me for a password. What is the password?

If you are getting this prompt, you have selected to migrate your existing account to Amazon Business. This means you have an Amazon.com account under your existing .gov or .edu email address. Use the password associated with that account.

If you do not have a current Amazon.com account, back up and select Create A New Business User Account. See the first time setup guide on the [state Amazon Business page](#).

I am an Administrator and I want to know the status of invitations I have sent to people in my agency to join Amazon Business. Is there an easy way to do this?

Yes. Follow these steps:

- Log in to your Amazon Business Account
- Select Business Settings from the drop-down menu next to your name in the upper right corner
- On the right side of the main screen, click the arrow next to add people to show the drop-down menu
- Select Download List
- In a few minutes, you will receive an email, click on the word here in the email
- You will be prompted again for your AB password, then select OK to open the spreadsheet. Enable editing if necessary
- Sort on column 'D' for the status of invitations sent

Is there a way to know how many of our current Amazon Business users have Prime memberships?



Yes. Follow these steps:

- Log in to your Amazon Business Account
- Select 'Business Settings' from the drop-down menu next to your name in the upper right corner
- On the right side of the main screen, click the arrow next to 'add people' to show the drop-down menu
- Select 'Download List'
- In a few minutes, you will receive an email, click on the word 'here' in the email
- You will be prompted again for your AB password, then select 'OK' to open the spreadsheet. Enable editing if necessary
- Sort on column 'G' for Prime memberships
 - 'True' means current Prime membership

Please note this includes people you have sent invitations to that have not accepted as well. Each person with an active Prime account will see the Prime logo in the upper left corner of the Amazon Business ordering page below their name and email address.

My agency is changing to a new naming convention for email addresses right now.

Should we use the new email addresses for our transition to Amazon Business?

We would recommend that you do not use new email addresses if employees have existing Amazon.com accounts. All information such as current and historical transaction data and 'ship to' addresses are connected to the email address. As long as it is an authorized .gov or .edu email address we recommend this be kept through the transition.

I am following the instructions from my invitation. I select the 'complete' button, but nothing happens and the screen freezes.

Some state agency employees have reported this experience when using Internet Explorer as their browser. Try Chrome or Firefox as your browser if possible. If that is not possible or if you continue to experience problems, please contact Amazon Business Customer Support at (866) 486-2360 or at [the help webpage - http://www.amazon.com/gp/help/contact-us](http://www.amazon.com/gp/help/contact-us).

Can a 'user' be set up under multiple administrators?

Yes. An agency, or a sub-group in an agency, may decide to have two administrators, thereby creating a primary and alternate. In fact, we recommend using this approach to allow for coverage during absences from the office. All users or requisitioners may be managed by both administrators.

A user can also exist in more than one group as a requisitioner. This is the best practice for keeping purchases aligned to the group where the expense is allocated.

Can I cancel my Amazon Prime membership now that you offer free two-day shipping for Amazon Business?

Business customers will be eligible for a pro-rated refund of their Amazon Prime membership fee, starting with the next calendar month. In order to obtain a refund, contact customer service at (866) 486-2360.



Can I use my Amazon Business account for personal use?

Your Amazon Business account must be used for business purchases only in accordance with our purchasing policies. The Washington State DES purchasing team will have access to all purchasing history made through the centralized Washington State Agencies' Amazon Business account.

I was charged sales tax on my order even though my Amazon Business account is set up for tax-exempt purchasing. How do I get a refund?

Sales tax may be applied to items purchased from non-Amazon sellers. If your item is sold or fulfilled by Amazon, you can request a tax refund directly from Amazon by calling customer service at (866) 486-2360. If you purchased your item from a third party seller, go directly to “Orders,” find your order in the list, and click “Contact Seller.” Please give the seller two business days to respond.

How do I contact Amazon Business Customer Service?

Amazon Business Customer Service can be reached at (866) 286-2360.

How do I share user feedback with DES about my Amazon Business experiences?

We value your input! We want to hear what is working well and what you would like to see improved. Email your feedback to cprmanalytics@des.wa.gov.

Can I get a refund for a Prime membership purchased for my agency?

If you have an active Prime Membership obtained in order to make purchases on behalf of your organization, you can request a pro-rated refund of the Prime membership fee after you have registered your account to the Washington State Amazon Business program. Please call Amazon Business Customer Support at (866) 486-2360 to process this refund.

I have a large agency and I want to know how many prorated Prime refunds were done. Is there a report?

Prime Memberships and refunds are paid outside of Amazon Business so there is not an Amazon Business report available for this information. There is a report available to tell you how many of your Amazon Business members have Prime memberships. If you have Administrator permissions:

- 1) Log in
- 2) From ‘Business Settings’ on the right side of the screen, click the arrow next to ‘add people’ to show the drop-down menu
- 3) Select ‘Download list’
- 4) You will receive an email with a report containing basic information on members of your agency. If the farthest right column says ‘True’, they have a Prime membership.



Will current data in amazon.com transfer over to Amazon Business? e.g., saved addresses and past purchases

All transaction data, delivery and locations a user has set up will follow the email address as long as you select the default single payment environment - it is a straight transfer - meaning the data stays with the email address. The delivery locations will not transfer to a shared payment environment. If you select shared payment, other users will not have access to those delivery addresses.

May I use the Amazon Smile charity program?

An individual state employee choosing which charity benefits from the state purchase may be in violation of the use of state resources section of the Ethics in Public Service Act ([RCW 42.52.160](#)) and corresponding rule ([WAC 292-110-010](#)). For questions about your specific situation or more information, please contact the Executive Ethics Board, (360) 664-0871 or ethics@atg.wa.gov. If you are not a state employee check with your ethics advisor.

How do I add a subgroup to our organization?

You must be an Administrator. Choose Log in>Business Settings>Groups, then choose Add Group (on the right-hand side). Enter the new group name, then Add Group. You have now created a sub-group for your organization.

If you wish to add a sub-sub-group, first go to an existing sub-group. Follow the steps above.