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## FREQUENTLY ASKED QUESTIONS

### GENERAL INFORMATION

#### 1. Why is the State of Arkansas setting up an Amazon Business account been set-up?

An Amazon Business account provides State of Arkansas many value-added advantages such as:

- Business-focused tools and functionality;
- A wider selection of products geared to government needs;
- volume discounts;
- Reports and dashboards to monitor purchases and budgets;
- Account configuration and purchase control options that align with procurement policies.

#### 2. What advantages does Amazon Business offer over a standard Amazon account?

Amazon Business has several distinct advantages; specifically:

- There is no cost to join the State of Arkansas Amazon Business Account.
- The account is focused on and organized exclusively by business- and government-specific items. Therefore, many products and services (most notably video streaming) offered by standard Amazon are not included in Amazon Business.
- Automatic tax-exempt purchasing on items ordered from Amazon Business and participating 3<sup>rd</sup> party sellers.
- Business pricing and quantity discounts are available.
- Purchasing controls limit the purchase of restricted categories.
- Reporting capabilities enable administrators and managers to track spending.
- Access to a specialized Amazon Business Customer Service Team.

#### 3. Is joining the State of Arkansas Amazon Business account mandatory?

Joining the State of Arkansas Amazon Business account is mandatory.

#### 4. What if I already have an Amazon Business account?

To join the State of Arkansas's Amazon Business account, existing Amazon Business accounts must deregister. Deregister your existing account by following these steps:

- Log-in to your current [Amazon Business account](#) and download an order history report for the past 6-12 months.
  - From your Account for Business drop-down, select **Business Analytics**.
  - On the Business Analytics homepage, enter the report's **Time Period** and then select "Account Users" from the **Organized by** drop-down.

- Click [**Download CSV**] and save the file to your computer.
- If necessary, remove all users and groups from the account.
  - From your Account for Business drop-down, select **Manage Your Business**.
  - To remove individuals, navigate to the **People** page and select **Remove** for each user.
- To remove groups, navigate to the Group page, select a group, then navigate to the **People** page and select **Remove** for each user in the group.
- Once Steps 2 and 3 are complete, click this link to deregister your existing account (it will not remove any information on the account, simply the Amazon Business account tag): <https://amazon.com/gp/b2b/manage/deregister>.
- Email [creditcards@dfa.arkansas.gov](mailto:creditcards@dfa.arkansas.gov) for an invitation to join the State of Arkansas's Amazon Business account.

#### 5. Can I cancel my Amazon Prime membership now that we have free two-day shipping from 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.

### **ACCOUNT REGISTRATION**

#### 1. How do I register for an Amazon Business account?

There are a couple of ways to register, depending on your roles/responsibilities within your organization, and decisions made by your organization prior to Amazon Business being rolled-out.

- Prior to roll-out. State of Arkansas Payment Card (PCard) administrators identified individuals who they wished to provide access to Amazon Business. On the day Amazon Business was rolled-out, each of these individuals received an email asking them to register their accounts.
- After roll-out. State of Arkansas PCard administrators can register users. If you want to be able to register for the State of Arkansas Amazon Business account, please contact your PCard administrator(s).

#### 2. What is the difference between the “Administrator” and “Requisitioner” user roles? Can someone have both user permissions?

While users designated as Requisitioners are given the ability to make purchases, those assigned the Administrator role have full access to Amazon Business's analytics functions and, most significantly, can add and delete users/groups and set purchase approval workflows. Considering this level of authority, there should be no more than a few people assigned to this role within an organization.

### 3. What are groups and subgroups? Do we need these?

Amazon Business accounts are organized by Groups and Sub-groups. In the State of Arkansas account, all PCard holders are organized into a single group. In the future, account Administrators can create one or more subgroups and assign Requisitioners to each.

## **MAKING PURCHASES**

### 1. What if I have previously made purchases using Amazon or Amazon Business with my .gov email address?

The history of any previous Amazon purchases cannot be transferred from one account to another. Pending orders will not be disrupted during the account migration. Existing accounts will not be deleted, rather simply migrated to the amazon.com, consumer website...at which point, you will be able to join the State of Arkansas account. Log-in information will stay the same throughout.

If you want to maintain a record of purchases, you can either print-off records for each purchase on the standard site (log-in to your account, select **Accounts and Lists** and then **Your Orders**), or, if the purchases were made using Amazon Business:

- Log into your current [Amazon Business account](#) and download an order history report for the past 6-12 months.
  - From your Account for Business drop-down, select **Business Analytics**.
  - On the Business Analytics homepage, enter the report's **Time Period** and then select "Account Users" from the **Organized by** drop-down.
  - Click [**Download CSV**] and save the file to your computer.

### 2. How are purchases made through Amazon Business?

Making purchases through Amazon Business is easy. If you have ever shopped on Amazon.com, the process is basically the same: log-in, find the product(s) you want, select the quantity, and place them in a shopping cart. However, there are important differences between the standard Amazon and Amazon Business shopping experiences. First and foremost, before making a purchase, you still need to secure the necessary permissions within your agency and follow established supply chain procurement policies. Also, Amazon Business provides additional product, pricing, and supplier-specific information that can aid in making purchasing decisions. [Watch this video](#) for additional information on purchasing with Amazon Business.

3. [What Product Categories are available to purchase? Can items such as office supplies and computers be purchased through Amazon Business?](#)

Amazon Business provides access to all items available on the standard Amazon.com site, plus additional business-specific items and millions of items offering lower business pricing and quantity discounts. While Amazon Business does offer nine million more products than the standard Amazon.com marketplace, State of Arkansas purchasing policies are reflected in messaging in the State of Arkansas Amazon Business marketplace.

4. [What are the policies and procedures for using the Amazon Business account?](#)

Purchases on Amazon Business must follow State of Arkansas supply chain management policies.

5. [Do I need to have a PCard to make purchases?](#)

Yes, a payment card is required to make purchases on Amazon Business.

**CUSTOMER SERVICE AND USER FEEDBACK**

1. [How do I contact Amazon Business Customer Service?](#)

The best option to contact Amazon Business Customer Service is through the [Contact Us](#) link available to the users while logged into their accounts. The Amazon Business Customer Service phone number is (866) 486-2360.

2. [How do I share feedback about my Amazon Business experiences?](#)

We value your input and want to hear what's working well with the Amazon Business account and what you would like to see improved. Please direct your feedback to [Darlene.hicks@dfa.arkansas.gov](mailto:Darlene.hicks@dfa.arkansas.gov)