

## **Amazon Business FAQ Nez Perce Tribal Government**

### **General Questions**

#### **What is Amazon Business?**

Amazon Business is a special version of Amazon that provides access to Business Prime shipping, business-only pricing, quantity discounts, and tools designed for organizations and employees. Tribal employees and members can use the account for both eligible personal and professional purchases.

#### **Who can participate in the program?**

Any Nez Perce Tribal employee or enrolled Nez Perce Tribal member are eligible for the program. The program is currently being rolled out to Tribal employees first. Access for Tribal members will follow during Phase Two of the rollout.

#### **Does this cost me anything?**

No. Access to the Nez Perce Tribal Government Amazon Business account is provided free of charge to approved users.

#### **Invitation & Setup**

##### **How do I join the Amazon Business account?**

You will receive an invitation email from Amazon Business ([business@amazon.com](mailto:business@amazon.com)). Open the email and click “Accept Invitation” to begin setup.

##### **What if my invitation link expired?**

Invitation links expire after 90 days. If your link has expired, please contact the Tribal Amazon Business administrator to request a new invitation.

##### **What email address should I use?**

Please use your personal email address — not your @nezperce.org email address.

##### **Can I use my existing Amazon account?**

Yes. Most users can simply sign in using their existing Amazon.com account credentials.

##### **Should I use the same email for personal and business shopping?**

For most users, yes. Using the same email is the recommended option because it allows you to easily switch between your personal and business accounts without logging out.

If multiple people share your personal Amazon account, or if you prefer to keep accounts fully separate, you may choose to create a separate email for your personal Amazon account.

## **Shopping & Account Features**

### **How do I know if I'm shopping in my Business account?**

Look at the top-left corner of the screen:

- “Business Prime” indicates you are in your Amazon Business account
- “Amazon Prime” or “Amazon” indicates you are in your personal account

You may also see “Account for Nez Perce Tribe” under your name when using the Business account.

### **Can I switch between my personal and Business accounts?**

Yes. Click “Hello, [Name]” in the upper-right corner and select “Switch Account” to move between accounts.

### **Will my carts and order history stay separate?**

Yes. Your shopping cart, browsing history, payment methods, and saved lists remain separate between your personal and Business accounts.

### **What benefits are included with Amazon Business?**

Benefits may include:

- Free expedited shipping through Business Prime
- Business-only pricing
- Quantity and bulk discounts
- Amazon Delivery Day savings options
- Access to a wide variety of products and suppliers
- Dedicated Amazon Business customer support

### **Does this include Prime Video, Amazon Music, or other entertainment benefits?**

Not at this time, although we are working on it. The Business account currently does not include consumer entertainment services such as Prime Video or Amazon Music. If you would like to keep those services, please maintain your personal Amazon Prime account.

## **Support & Account Responsibility**

### **Who do I contact if I have issues with orders or passwords?**

Users are responsible for managing their own Amazon accounts, including:

- Orders and returns
- Password resets
- Account recovery
- Payment methods
- Delivery issues

Helpful screenshots and setup instructions have been provided to assist users.

### **Can the Tribe see what I purchase?**

The Tribe may have limited visibility into Business account activity for administrative or compliance purposes. However, we will not be actively viewing individual purchases and are not interested in monitoring personal shopping activity.

### **Tax Exemption Questions**

#### **Will my account include tax-exempt purchasing?**

Some members may qualify for tax-exempt purchasing. For example, enrolled members of an American Indian tribe may be eligible for exemption from Idaho sales tax when purchases are both made and delivered within the boundaries of an Indian reservation. In addition, individuals residing in states without a statewide sales tax may not be charged sales tax on eligible purchases.

We recommend verifying your sales tax status and eligibility before making any purchases.

#### **Can I use tax exemption on every purchase?**

No. Tax exemption should only be used for eligible purchases. If an item or order does not qualify, you must remove the tax-exempt setting before completing the purchase.

#### **What happens if tax exemption is used incorrectly?**

Users are responsible for any taxes, penalties, fees, or related costs that result from the improper use of tax-exempt purchasing.

### **Membership & Access**

#### **What happens if I leave employment or Tribal membership changes?**

Your purchasing access to the Tribal Amazon Business account will be removed. However, you will still be able to log in to view previous order history for returns, recordkeeping, or tax purposes.

### **Questions?**

Contact the Tribal Amazon Business administrator @ [amazonbenefit@nezperce.org](mailto:amazonbenefit@nezperce.org).