

Incentives API (AGCOD) Emergency Support

For Emergencies: (API outage only)

Primary Method (T1)

For any issue that is having an immediate business impact (i.e. an outage or impairment), please send email to amazon-agcod-partner-urgent@amazon.com. This will **page** the appropriate support team.

Note: this contact method should only be used if you are unable to make API calls to the Amazon Incentives API (AGCOD). This should not be used if you are receiving a response related to “contract” or “Insufficient Funds”. Those are not technical and should be serviced by your account manager or local operations team; the urgent support escalation cannot help with that.

Please provide the following information when contacting our urgent support team.

Required/Desired	Item	Example
Required	Contact phone number	+81-3-3123-4567
Required	Contact email	yourname@alias.com
Required	Contact name	First Name/Family Name
Required	Brief problem description	Beginning at approximately 11:15 GMT all requests are failing with an F500 error. We have turned off Amazon gift cards from our POS systems until this is resolved.
Required	What is your partner id?	Acmes
Required	Example request Id.	Acmes3324500H2
Required	Example card/serial number (for physical card activation only).	1400000005567580
Required	Example API error response.	'F500' GeneralError
Required	What is the marketplace where you are experiencing the issue?	US
Required	Timestamp of example request id (with time zone).	11:32:06 GMT
Required	What was the approximate time (with time zone) of the first request that returned an error?	11:15:06 GMT
Required	Is the behavior consistent?	Yes, every request since 11:15 GMT has been failing.
Required	Were there any recent changes (both programming and/or infrastructure) on your end?	No, we have not had any software changes in the last two months.
Desired	Example request (raw) including headers.	Partner attaches example

Escalation

Tier	Call to Action	E-Mail
T2 (Management)	If no response from initial outreach (primary) after 30 minutes.	amazon-agcod-partner-urgent-t2@amazon.com
T3 (Senior Leadership)	If no response after 30 minutes of T2 escalation.	amazon-agcod-partner-urgent-t3@amazon.com

Please provide the following information when contacting our urgent support team.

Non-technical Issues

Please send e-mail notices for any scheduled downtime/planned outages, or other technical questions / issues to the Incentives API Team at incentives-api@amazon.com.

If you have an inquiry related to either “contract” or “Insufficient Funds” errors, please contact your local Operations team.

Country	Operations Team E-Mail
US/CA/MX	corp-gc-salesops@amazon.com
AU	amazonaucorpgc@amazon.com
JP	jp-gc-salesops@amazon.com
CN	cn-gc-salesops@amazon.com
UK/TR	corporate-gifts@amazon.co.uk
UAE/KSA	mena-gc-ops@amazon.com
DE	gutscheine-grosskunden@amazon.de
FR	cheques-cadeaux-entreprises@amazon.fr
ES	cheques-regalo-empresas@amazon.es
IT	buoni-regalo-impres@amazon.it
NL	amazon-incentives-nl@amazon.nl
SG	corporate-gc-sg@amazon.com

Important – this SOP is updated regularly, the latest version can be found [here](#).