



User Guide

AWS Elemental Appliances and Software Quote Confirmation



AWS Elemental Appliances and Software Quote Confirmation: User Guide

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What is AWS Elemental Appliances and Software Quote Confirmation service?

The AWS Elemental Appliances and Software Quote Confirmation service lets you place orders for AWS Elemental products and services using the AWS Management Console.

Accessing Quote Confirmation

You can access Quote Confirmation through the console at this address: <https://console.aws.amazon.com/elemental-appliances-software/>.

Pricing for Quote Confirmation service

There are no fees or usage charges for using your AWS account to place orders with AWS Elemental. All new AWS accounts require a credit card for billing and fraud prevention, but you incur charges only for the AWS Elemental Appliances and Software that you use. As long as you don't use other AWS services, the credit card on file isn't charged.

The AWS Free Tier allows you to get hands-on experience with AWS services such as Amazon EC2, Amazon S3, and Amazon RDS. The AWS Free Tier includes services with a free tier available for 12 months following your AWS sign-up date, and additional service offers that do not automatically expire at the end of your 12-month AWS Free Tier term. The 12 months of free tier access refers to AWS services and doesn't impact your use of the AWS Elemental Appliances and Software Quote Confirmation service, which is always free to use.

Create an AWS account to use with Quote Confirmation

To use the Quote Confirmation service, you need an active AWS account. This account is separate from your AWS Elemental User Community account.

If you already have an active AWS account, you can use that account for Quote Confirmation, or you can create a new account. Each quote issued to you is associated with only one AWS account. If you receive quotes in the future, they can be associated to a different account than your previous quotes.

When you create an AWS account, you must accept the AWS Customer Agreement. This agreement is for the AWS Management Console. It's separate from the AWS Elemental Appliances and Software Agreement, which governs your AWS Elemental purchases. The AWS Management Console provides you with a streamlined buying experience on the same platform as the cloud-based AWS services.

If you do not have an AWS account, complete the following steps to create one.

To sign up for an AWS account

1. Open <https://portal.aws.amazon.com/billing/signup>.
2. Follow the online instructions.

Part of the sign-up procedure involves receiving a phone call or text message and entering a verification code on the phone keypad.

When you sign up for an AWS account, an *AWS account root user* is created. The root user has access to all AWS services and resources in the account. As a security best practice, assign administrative access to a user, and use only the root user to perform [tasks that require root user access](#).

Next steps

[???](#)

Grant permissions to users for Quote Confirmation

Access to the Quote Confirmation service is granted through AWS Identity and Access Management (IAM) policies that are assigned to each user provisioned within an account. The AWS account root user (the login for the person who created the AWS account; sometimes referred to as the “account admin”) has access to all services by default and doesn't need to add any IAM policies to their user profile to use the Quote Confirmation service.

The root user can create additional users under the same AWS account. For example, you can create users with the permission to place new orders and other users with permission to download software and open technical support cases. For information about creating additional users under the same AWS account, see [Creating IAM users \(Console\)](#) in the *IAM User Guide*.

To view and place orders, any additional users on the account must have the **ElementalAppliancesSoftwareFullAccess** IAM policy.

To add the policy to users

1. Log in to your AWS account.
2. From the account drop-down list, choose **My Security Credentials**.
3. If you see a message that indicates that you are accessing the security credentials page for your AWS account, choose **Continue to Security Credentials**.
4. From the menu on the left, choose **Users**, and then choose the user to whom you wish to grant viewing or ordering permissions.
5. On the **Summary** page, choose **Add permissions**, and then choose **Attach policies directly**.
6. In the search field, enter **ElementalAppliances**.
7. Choose **ElementalAppliancesSoftwareFullAccess**, and then choose **Next**.
8. On the **Review** page, choose **Add permissions** to add the policy.
9. Repeat the steps for each user on the account that needs permissions.

Additional resources

For information about IAM policies, see [Understanding How IAM Works](#) in the *IAM User Guide*.

Request a quote for AWS Elemental appliances and software

To request a quote for AWS Elemental appliances and software, contact your account manager, or use your active AWS account to contact Sales.

To request a quote

- If you have an account manager, contact your account manager to discuss your needs. After your discussion, your account manager will email you one or more quotes. The email message contains copies of the quotes you requested and a link to view those quotes in the AWS Management Console.

If you don't have an account manager and are interested in receiving quotes, visit <https://console.aws.amazon.com/elemental-appliances-software/home>, and then select **Contact Sales**.

Next steps

After you receive your quote from your account manager, review the quote to confirm it or to request changes. For details, see [Review your quote](#).

Review your quote for AWS Elemental appliances and software

After you receive a quote from your account manager, review the quote to either confirm the quote or to request changes.

To access and review your quote

1. From the email message that you receive from your account manager, choose **View my quotes**.
2. Log in to the AWS account that you want to associate your quotes with. If this is your first time logging in, choose **Continue to quotes and orders** to agree to the AWS Elemental Appliances and Software registration agreement and to access your quotes.

Note

After a quote is associated with an AWS account, you must submit a change request if you want to associate them with a different AWS account.

3. If you have multiple quotes, select the quote that you want to view, and then choose **View quote**. If you only have one quote, you are taken directly to your quote.
4. Review the quote, and then choose **Confirm quote** or **Request changes**.

For details about requesting a change, see [Request changes to a quote](#).

Next steps

After you confirm your quote, add billing and shipping information, and then submit your order. For details, see [Order AWS Elemental appliances and software](#).

Request changes to a quote in AWS Elemental Appliances and Software Quote Confirmation

When your quote is in **Pending Confirmation** status, you can request changes to it from within the AWS Management Console.

To request changes to a quote

1. Sign in to the AWS Management Console and open the AWS Elemental Appliances and Software Quote Confirmation console at <https://console.aws.amazon.com/elemental-appliances-software/home>.
2. On the quote details page, choose **Request changes**.
3. On the **Request changes** page, select a change category, and then enter details about the necessary changes. If appropriate, upload related attachments.
4. Choose **Submit**.

The status of the quote changes to **Changes Requested**, and other quotes expire. The initial contact receives an email confirming their request. After the changes are applied, your updated quote is set to **Pending Confirmation**.

Order AWS Elemental appliances and software

After you review and confirm your quote, use your active AWS account to order AWS Elemental appliances and software from the AWS Management Console.

Note

If your organization has an existing Enterprise Discount Program (EDP) agreement with AWS, AWS Elemental products and services costs do count toward that EDP commitment. AWS Elemental Customer Success and Operations teams will continue to support any required procurement policies of our customers, including the use of vendor portals to obtain purchase orders and submit invoices. AWS Elemental Customer Success and Operations will also continue to support Return Merchandise Authorizations (RMAs) and your post-sales experience. Continue to work with your AWS Elemental account manager on any issues that you encounter.

Prerequisite

Confirm your quote. For details, see [Review your quote](#).

Step 1: Add billing details

After you confirm your quote, you are presented with purchasing options on the **Specify purchase order information** page.

1. In the **Purchase order options** menu, select a purchase order option.
2. Enter or verify your billing details.
 - If your billing address is located outside of the United States, we collect Value Added Tax (VAT) and Goods and Services Tax (GST) information to verify tax status. Enter your Tax ID in the **VAT/GST Identification Number** field.
3. Choose **Next** to add shipping information.

Step 2: Add shipping and contact information

Each delivery address requires a contact name, phone number, and email address. We provide this information to the shipping carrier for physical goods. It also assists us in providing post-sales support and documentation.

1. On the **Specify shipping information** page, select a delivery type and enter shipping details, or use previously saved information.
 - If you choose **Request shipping quote**, the AWS Elemental Operations team sends shipping quotes to the delivery contact listed on the page, and to the contact who originally received the quote. If the quote is accepted, the shipping rate is added to the order after it's confirmed in the console.
 - If you choose **Use my own carrier**, enter your carrier's information in the **Additional shipping requests** field or attach a file with the carrier information.
2. Based on what you enter, the service suggests a valid postal address. You can use the suggestion or your own entry.
3. If you need additional addresses, choose **Add a delivery address**, and then use the **Additional shipping requests** field under each address to specify which items on the order to ship to each delivery location.
 - We assess sales tax for only your orders delivered within the US. You must self-report applicable taxes for orders delivered outside of the US, whether you are a US-based company or not.

Step 3: Review and submit your order

- On the **Review and submit order** page, make sure that your information is correct, and then choose **Submit order**. You can also choose **Cancel** to return to the **Quotes and orders** page and delete your data.

Next steps

After you submit the quote, the **Quote and order history** page shows **Quote Confirmed**, and you receive a confirmation email. If additional quotes that are received in the same email are synced

to your AWS account, they are marked as **Expired** so that no future action is taken on them. If you want to associate a quote with a different AWS account, submit a change request.

If your order is for something physical that is shipped, you can see your tracking number on the quote details page. You will also receive an email from UPS with your tracking number and order details. The UPS **Transaction Reference Number** matches the **Confirmation number** in the **Details** section of your order in the console.

Document history for user guide

The following describes the documentation for this release of AWS Elemental Appliances and Software Quote Confirmation.

Latest documentation update: July 22, 2020

Change	Description	Date
Version 1.0 release	Initial software release.	July 23, 2020