



Amazon Hub Assistance

CHV Amazon Resident Package Tracking Forms are in lobby of 2900 24/7

#1



Ask: Are you registered for the Amazon HUB and is your account activated?

#2



Have you received confirmation from the sender that your package was delivered at 2900 14th?
See step #3 or #4

#3

YES!

Residents **MUST** then Complete the package Tracking Form and return to suite 110 or suite 120

#4

NO!

Complete the registration Form and activate your account
Residents must follow all steps to register your account

#5



Are there any other issues? if yes please email wecare@chvta.com

#6



If the package is lost or stolen, complete the CHV incident report. forms are in suite 110 or 120 or front desk of 2900

For any other immediate questions or issues, please email: wecare@chvta.com. OR CALL directly to Amazon Hub customer service line at: (1-888-283-0577)

The package tracking and lost/stolen package form can be sent to resident via text or email call (202) 652-1980. If your package was misplaced in the HUB by the carrier it may take 1-3 business days for retrieval. for medical equipment/medicine emergencies contact Ms. High at Lhigh@wincco.com