

UNIVERSITY OF DELAWARE **EXCHANGE**

Amazon FAQs

Updated 8/12/24

amazon business

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The University of Delaware Amazon Business Account

- In UD Exchange, your UD email address automatically associates you with the UD Amazon Business account for UD purchases.
- This program simplifies your purchasing process and allows you to take advantage of Amazon's wide product selection and competitive prices.
- As part of this partnership, Amazon has committed to compliance with relevant University policies.
- Please note: office supplies, computer supplies, etc. should be bought from the contracted supplier for those commodities and *not* from Amazon.



Discounts

What kind of Discounts does Amazon offer through the Punchout?

- Amazon offers lightning deals, coupons, quantity discounts, prime shipping, etc.

Can I use auto-ship through Amazon to set up recurring orders and receive a discount?

- At this time, auto-shipments cannot be set up for recurring orders.

Amazon is offering a coupon on an item. Will it apply to my order?

- If there is a coupon, Amazon will not apply it to the purchase order when the item is brought to UD Exchange from the Amazon punchout. Instead, Amazon will apply the coupon to the voucher when it is processed.



Quotes on Amazon

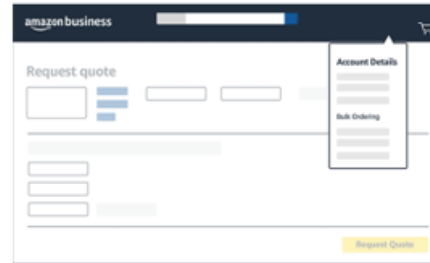
How to request for quote:



Step 1: Select "Request Quote for XXX+" link on product page



Step 2: Fill in details, then click "Request a quote"



Step 3: Check status by selecting "Bulk Ordering" under your Account Details



Step 4: Select one or multiple winning bids and proceed to checkout

Please contact your liaison buyer or procurement@udel.edu for the custom quote form to order amounts over \$7,500 or 999 units.



Ordering

How far in advance can I place my order?

- Amazon offers two-day Prime shipping on many Prime-eligible items. However, an order will not be shipped from Amazon until a purchase order is received.
- You have up to 7 calendar days from when “submit order for approval” is clicked on Amazon to when the Requisition needs to be fully approved and a PO created. Once 7 calendar days are up, Amazon will automatically cancel the order.
- If a PO is generated and received after 7 calendar days, Amazon may accept the order. This can result in some items from the original order being canceled or not tied to the PO in Amazon’s system, as well as potential price changes.



Ordering

Can I checkout from Amazon and then add more items to my Cart in UD Exchange?

- The Amazon punchout does not like multiple checkouts to a single Cart in UD Exchange.
- It is suggested that once an order is brought back to UD Exchange, proceed with completing the cart/submitting for approval, and if another item is needed, create a new order once the current cart is assigned or in approval workflow.



Amazon Checkout

The shipping address on the Amazon punchout is not where I want to send my order. How do I correct this?

- The address in the Amazon cart is a placeholder for the order. The ship to address selected on your requisition in UD Exchange is where the order will be shipped. Amazon will update the address for the order once they receive the purchase order.

The card number on the Amazon Business Account is not my p-card. Can I change it?

- No, the card number on the Amazon Business Account is Procurement's credit card. All orders are to be made with a purchase order, and each purchase order is tied to at least one a speedtype. Once Amazon bills the credit card, the voucher is automatically allocated to the speedtype(s) on the PO.



Amazon Checkout

How do I pay for my Amazon order?

- When you click “submit order for approval” on Amazon, you bring your order back to UD Exchange. In UD Exchange, you will have to put in a speedtype for allocating your purchase, and then submit the requisition for approval. Once fully approved, a purchase order will be created and sent to Amazon so Amazon can fulfill your order.

Can I order through Amazon outside of using the punchout?

- At this time, ordering outside of the Amazon punchout is prohibited since the use of p-cards is not allowed for Amazon orders.



How to Submit

I have the Shopper role in UD Exchange. How do I submit my Amazon order in UD Exchange?

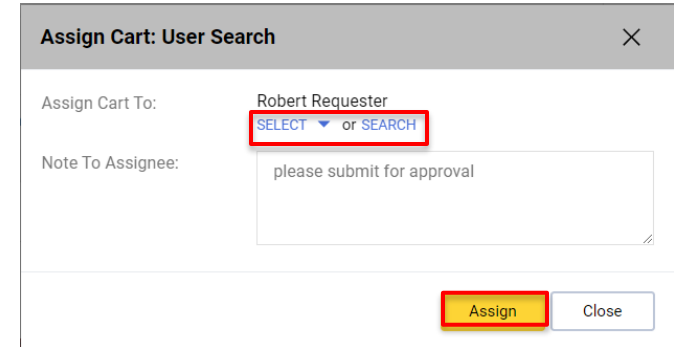
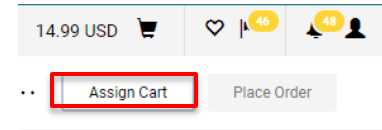
- As a Shopper, you can complete setting up the cart (including providing the shipping address and funding source), but you will be unable to submit the cart for approval. Instead, you will have to assign the cart to someone in your department with a Requester role. Once assigned, the person to whom you assigned the cart will need to submit it for approval.



How to Submit

How to Assign a Shopping Cart

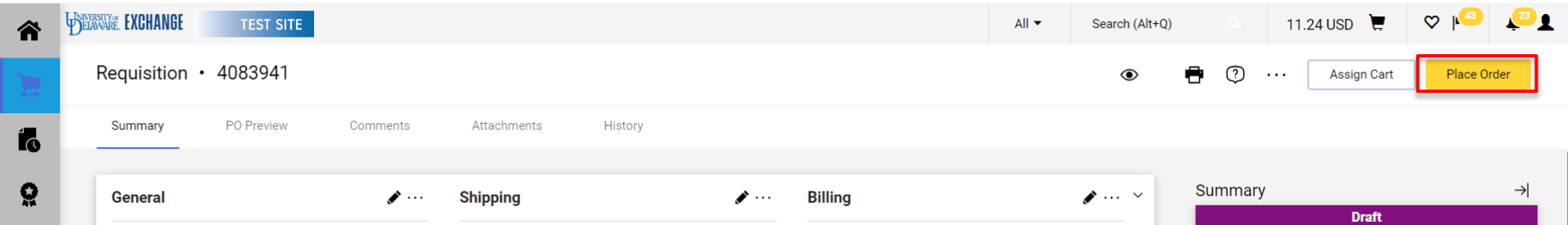
- In cart, in the top right corner, click the **Assign Cart** option. A pop up will appear.
- You can either click **Select** if you have default assignees in your profile, or **Search** if the person you want to assign the cart to is not listed.
- Once assigned, the user will receive an email and an action item to process the cart in UDX. They will then need to complete and submit the cart on your behalf.



How to Submit

I have the Requester role in UD Exchange. How do I submit my Amazon order in UD Exchange?

- In Checkout, once the draft requisition is set up, click **Place Order** in the top right corner.
- If you are adding an ad-hoc approver, make sure to notify them to expect a requisition for approval.



The screenshot displays the UD Exchange web interface. At the top, the navigation bar includes the University of Delaware logo, 'EXCHANGE', and 'TEST SITE'. The main header shows 'Requisition • 4083941' and a 'Place Order' button highlighted with a red box. Below the header, there are tabs for 'Summary', 'PO Preview', 'Comments', 'Attachments', and 'History'. The 'Summary' tab is active, showing fields for 'General', 'Shipping', and 'Billing', each with an edit icon. A purple bar at the bottom right indicates the requisition is in 'Draft' status.



Workflow in UD Exchange

How many approval steps are there for Amazon orders?

- The average Amazon order only has one approval step before completion: the COA approval. However, in some cases the requisition may need additional approvals – see next slide for details.

Does my Amazon order go to Procurement for approval?

- Procurement does not approve Amazon requisitions as part of regular workflow. However, if a non-campus address is being used on any requisition, it will be reviewed by Procurement staff for formatting and audit purposes. Make sure to confirm the who, what, where, when, and why for using a non-campus address in the Internal Notes/Business Justification field as well as if the item will be returned to campus or not. A reminder warning will show in the requisition to check certain areas prior to submission.



Workflow in UD Exchange

I see an approval step other than COA in the workflow for my Amazon order. Why?

- Some departments have extra approvals set up based on dollar amount, and some commodity types require extra approvals at the University. These approvals cannot be avoided if triggered, so make sure to reach out to any extra approvers since these orders are time-sensitive. Potential approval steps are:
 - Department Purchasing Specialist if your order exceeds the Requester's dollar limit (e.g., Requester 1000 triggers review at \$1000)
 - Misc. Department Approval if your department has special criteria
 - Commodity Approval if you are purchasing items on [this list](#)
 - Grant Approval if your purchase is on a grant and exceeds \$10,000
 - Non-Campus Ship To review if shipping off campus



How do I make approvals as fast as possible?

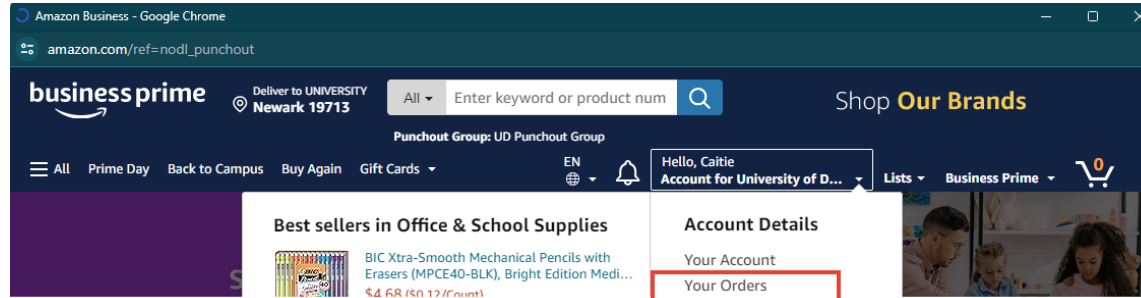
Here are suggestions to have an Amazon order approved in the fastest way:

- Having the Requester role will allow you to submit the requisition for approval instead of assigning it to someone else to submit.
 - If you completed the Requester Training on ConnectingU, have your Department Purchasing Specialist submit a UDX Access Request form to provide you with the Requester role.
- Check the workflow before submitting. If you see steps other than COA Approval, make sure to reach out to those approvers to notify them of the necessary approval
- If a non-campus address is selected for shipping, make sure the Business Justification lists the reason why you are using this address, as well as if the item(s) will be returned to campus.



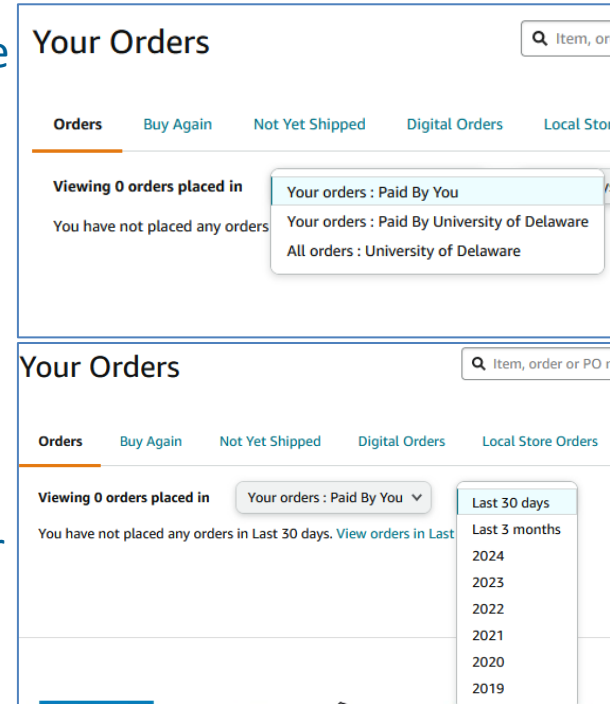
Tracking Orders – on Amazon

- To find your Amazon order status and information, go into Amazon, click on "Hello [name]" and you should have "Your Orders" listed in the dropdown. Click on "Your Orders".



Tracking Orders – on Amazon


- Here, you can click on "Your orders: Paid By You" and see a dropdown list.
- If you have "Paid By You" selected, those are only items ordered with a p-card.
- If you switch to "Your orders: Paid By University of Delaware", it will show orders processed via the punchout.
- There is a dropdown for timeframe next to the selection of "Your orders," where you can select the timeframe or year the order was made in. If you do not change the timeframe, you will not see any p-card orders.




Tracking Orders – on Amazon

- Here you can track your packages, return or replace an item within the allotted time, etc.
- If there is an issue with your order, you can click “Get product support” or “Get help” to be connected with Amazon Customer Support to assist.


ORDER PLACED September 6, 2023	SHIP TO Margot Martin, Rm:Front Porch	PLACED BY Margot UD Punchout Group	TOTAL \$27.06	PO# UDS0047831 ORDER # 114-2612246-4639407 View order details Printable Order Summary
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	<p>Zebra Pen Z-Grip Retractable Ballpoint Pen, Medium Point, 1.0mm, Assorted Fashion Colors - 24 Pieces (Packaging may vary) Sold by: Amazon.com Services, Inc Return window closed on Oct 8, 2023 \$11.08 Business Price</p>	<p>Get product support</p> <p>Write a product review</p>
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	<p>To Do List Notepad: With Multiple Functional Sections - 6.5 x 9.8\" Sold by: RXJ Ventures Return window closed on Oct 8, 2023 \$7.99</p>	<p>Write a product review</p>
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i This order was approved in your purchasing system.

Delivered June 13

	<p>Cat 8 Ethernet Cable 30 ft, Nylon Braided High Speed Heavy Duty Cat8 Network LAN Patch Cord, 40Gbps 2000Mhz SFTP RJ45 Flat Internet Cable Shielded in Wall, Indoor&Outdoor for Modem/Router/Gaming/PC Buy it again</p>	<p>Track package</p> <p>Return or replace items</p> <p>Print packing slip</p> <p>Write a product review</p> <p>Share gift receipt</p> <p>Get help</p>
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Returns

I need to return my item. How do I do that?

- You may access the Amazon punch-out and choose Your Orders. From there you can initiate a return and print a packing slip or contact Amazon Business Customer Service at 866-486-2360.

I returned my item. How do I receive the reimbursement?

- Since the item was ordered via the punchout, Amazon will process a credit against the PO. If the PO is already closed, Procurement Help will reopen the PO to process the credit – the department does not need to be involved.
- If the PO does not automatically soft close once the credit is in Paid status, comment to Procurement Help to close the PO again. If the only open lines are open due to a credit, the PO can be closed without supplier confirmation – credits are the confirmation.
- Please contact procurement@udel.edu if you do not see a credit memo processed against the purchase order within a week after receiving confirmation that your return was received or order canceled. Attach a PDF of any documentation you have received from Amazon about the return or credit.



Cancel Order

I want to cancel my order in my order and I do not have a purchase order yet. How do I cancel it?

- Do not complete your order/turn it into a purchase order. After 7 days from when you first checkout from the Amazon punchout, the order will automatically be canceled by Amazon.

I want to cancel my order/an item in my order and I have a purchase order. How do I cancel it?

- If you have a purchase order number, contact Amazon Business Customer Service and advise that you would like the item to be canceled.

Why was my item canceled on Amazon? I have not placed the order yet.

- If the cart was checked out more than 7 days ago, Amazon will automatically cancel the order.



Cancel Order

I received a cancellation notification from Amazon. What do I do?

- Save the cancellation notification as a PDF document. Attach the PDF to the PO in the Comments section. If this is the last/only open item on the PO, tag Procurement Help, and request the PO be closed.
- If there are other items open, just comment which PO line(s) have been canceled by Amazon.

I checked out on Amazon but cannot find my cart in UD Exchange. How do I bring the order back?

- If you have checked your carts and determined that the cart with your Amazon order did not come back to UD Exchange, you will need to go back to Amazon and create a new cart, just like you would for any of the catalogs. The current cart will automatically be canceled by Amazon after 7 days.



Personal Use/Separate Prime for Me

Will the University pay for me to have a personal prime account?

- No, the University does not pay for personal prime accounts.

Can I use the University of Delaware's Amazon Business Account for personal use?

- No. The use of the University of Delaware's Amazon Business Account is strictly for work/business purposes. All orders through UD's Amazon Business Account will be historically held with the University.



Student trying to get into Prime

I have a student worker who needs access to the University of Delaware's Amazon Business Account.

- Have the student log in to UD Exchange and click on the Amazon Business punchout. They will automatically be added.

I have a student who uses their email for Student Prime. Can they also be on the UD's Amazon Business Account?

- Amazon does have the ability for students to transfer their Student Prime to a non-university email. If the student wants to transfer their Student Prime to a different email, they can also use UD's Amazon Business Account for business/work purposes.



Student trying to get into Prime

A student accidentally joined the Amazon Business Account. Can they be removed?

- Yes, send an email to procurement@udel.edu advising that the student wants to be removed from UD's Amazon Business Account. The student cannot use UD's Amazon Business in the future. Once removed, if the student clicks on the Amazon Business Punchout again, they will automatically be added back.



Gift Cards

Gift Card Spending Limit

- The Federal Government has limited gift card purchases to \$10,000 per person per day.
- If you process multiple gift card purchases for less than \$10,000, once the orders total \$10,000.01, those orders will be canceled.

Example 1:

- 1st order - \$7,250
- 2nd order - \$4,000
- 3rd order - \$250

The 2nd and 3rd orders will automatically be canceled by Amazon for being greater than \$10,000.01 because the 2nd order went over the \$10,000.01 spending limit.

Example 2:

- 1st order - \$7,250
- 2nd order - \$250
- 3rd order - \$ 4,000

Only the 3rd order would be canceled by Amazon since the 1st and 2nd orders were less than \$10,000.01.



Joining the University's Business Account

I had a previous account tied to my work email – should I migrate or split?

- If you have the option to migrate or split your account, if you ordered mostly items for work/business purposes, we suggest that you migrate the account. If you migrate your account, all previous orders will be added to the University of Delaware's Amazon Business history. If you mostly ordered items for personal use, you would want to split. Just know that by splitting, your order history will not be tied to the University of Delaware's Amazon Business history.



Business Customer Support

Dedicated U.S. based [Business Customer Support](#) can be reached a number of ways including email, chat and phone. *Not sure what you're looking for? Learn more about the features and benefits on Amazon Business [HERE](#).*

Departments - Buy Again Savings Hub Quantity Discounts Today's Deals Business Plus Add People Gift Cards **Help** EN

Fixing things is quick & easy

The bot quickly fixes your problem or connects you to someone who can.

[Start chatting now](#)

Need help over phone? [We can call you.](#)

Hey, I never received my Fire tabl

Gift Cards Help **Contact Us**

Messaging Assistant • Customer Service

So sorry it never showed up

I'll go ahead and send another one to the same address you had the last one sent, OK?

Yes, sounds good

Messaging Assistant • Customer Service

OK, we just put in the replacement order. It should arrive in a couple of days.

The bot quickly figures out what you need help with.

It fixes your issue, or connects you with a human if you need more help.

You're on your way!

Here are a few things you can take care of on your own

Check on an order Returns & Refunds Manage content & devices Get help with Prime Update payment info Account settings



Common Customer Support Questions

See below for quick resolutions to frequently asked questions from end users as well as contact information for a variety of support resources

- Contact Business Customer Support: [CLICK HERE](#)
 - Provides end users the option to call, email, or live chat. Please use this method of contact for anything relating to an order, transaction, charge, or shipment
- For help joining our AB Account call the **Registration Support** team at (844) 428-3060
- For all other issues, call Business Customer Support: (866)486-2360



Questions:

- procurement@udel.edu

Resources:

- [Procurement Services Website](#)
- [Shopping Using Punch-Out Catalogs](#)
- [Shipping to Home Addresses](#)
- [Amazon Registration](#)
- [Amazon Gift Cards](#)
- [Amazon Business Punchout Training](#)
- [Amazon Updating Your Name](#)

