

# UNIVERSITY OF DELAWARE<sup>®</sup> EXCHANGE

Amazon Best Practices & Troubleshooting Tips

*Revised 4/10/2023*

**amazon business**

# 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.



# Amazon Business is as user friendly as Amazon.com

Amazon Business includes additional benefits like:

- Free 2-Day shipping on Prime-eligible items ([learn more](#))
- Access to millions of additional products, available only to Business customers
- Business-specific pricing, including quantity discounts on eligible items
- Access to specialized [Amazon Business customer support](#)



# Important Notes

- Although Amazon *may* ask you to complete a shipping address in the punch-out site before you bring your order back into UD Exchange, the shipping address listed in the punch-out cart **will be replaced by the shipping address you select in the ShipTo location section of your draft requisition in UD Exchange.**
- Amazon considers the initial shopper to be the PO Owner and will send all communication regarding the order to them. Even if you change the “Prepared For” user on the draft requisition, the person who accessed the Amazon punch-out site to shop will receive all communication from Amazon.
- Amazon ***does not*** provide Shipment Status updates or invoices to UD, so the email communications received by the “Prepared By” Shopper are important to determine shipping status. Users can also log into their Amazon accounts to see order updates.



# Amazon Best Practices – Prime Shipping

The screenshot shows the Amazon Business Prime interface. At the top left, the 'business prime' logo is displayed. To its right is a search bar containing the text 'graduation party supplies'. Below the search bar, the text 'Punchout Group: UD Punchout Group' is visible. On the left side, there is a location indicator 'Deliver to UD Newark 19716'. In the center, there are links for 'Departments', 'Buy Again', and 'Savings H'. Below these, it says '1-48 of over 20,000 results for Prime Eligible :'. A filter sidebar on the right includes a 'prime Delivery' section with a red circle around the '< Clear' and 'All Prime' options. Other filter sections include 'Prime Wardrobe' with a 'prime wardrobe' option, and 'Seller Type' with a 'Business Seller' option.

When shopping on Amazon, remember that not everything qualifies for Business Prime free shipping.

Be sure to check the “Prime” box when searching to narrow your parameters if you would like Prime shipping to apply.



# Amazon Best Practices – Search Filters

## Avg. Customer Review

- ★★★★☆ & Up
- ★★★☆☆ & Up
- ★★☆☆☆ & Up
- ★☆☆☆☆ & Up

## Color



## Ownership/Diversity Certifications

- Registered Small Business
- Women-Owned Business Enterprise
- Women-Owned Small Business
- Economically Disadvantaged Woman-Owned Small Business
- Veteran-Owned Small Business
- Service Disabled Veteran Owned Small Business
- Minority-Owned Business
- SBA-Certified Small Disadvantaged Business

Use filters to refine your search results to buy from diversity-certified businesses or by other criteria such as product color, average customer review, price, or brand (available filters vary depending on product).



# Amazon Best Practices

The screenshot shows an Amazon product listing. At the top, the price is \$5.16, followed by "& FREE Shipping" and "Arrives: Oct 26 - Nov 2". Below this, it says "Usually ships within 6 to 10 days." There is a quantity selector set to 1 and a "Buying in bulk?" option. A yellow "Add to Cart" button is present. Below the button, it says "Secure transaction". At the bottom, it shows "Ships from All Star Supplies, Corp." and "Sold by All Star Supplies, Corp.". A delivery address is listed as "University - Newark 19716".

Red arrows point to the following elements:

- Arrow 1: Points to "& FREE Shipping" and "Arrives: Oct 26 - Nov 2".
- Arrow 2: Points to "Ships from All Star Supplies, Corp." and "Sold by All Star Supplies, Corp.".

Pay attention to who is selling and shipping the item.

1. If it is not “Shipped By” Amazon and not Prime then there may be shipping charges added and the items may take longer to arrive.
2. If it is not “Sold By” Amazon then the available quantities may not be current.



# Amazon Best Practices

Amazon's Choice

SERVE 18



Organization restricted

JOYIN Graduation Party Supplies Set with 18 Pcs Plastic Cups, 18 Pcs 9" Plates, 36 Pcs 6"x6" Napkins, Tablecover (54x72) and Banner...

★★★★☆ ~ 259

\$28<sup>95</sup>

✓prime FREE Delivery Wed, Oct 14

Only 2 left in stock - order soon.

⚠ Organization restricted

Admin note: "This seller does not exempt UD from sales tax. If you proceed with purchase you agree to pay applicable tax."

You may see Organization Messages to let you know that a third party seller does not honor our tax exemptions; this is important if shipping to a location outside Delaware.







### Organization restricted

Admin note: "UD's contracted office supply company is WB Mason; please order office supplies from them when available."



Roll over image to zoom in



### BIC Round Stic Xtra Life Ballpoint Pen, Medium Point (1.0mm), Blue, 60-Count (GSM609-BLUE)

Visit the BIC Store  
★★★★★ 29,116 ratings  
| 64 answered questions  
**Amazon's Choice** for "blue pens"

List Price: \$12.49  
Business Price **\$5.25** ✓prime & FREE Returns  
You Save: **\$7.24 (57%)**  
Save up to 62% with Progressive Discounts  
You will unlock discounts as your organization buys more of this product

Share

**\$5.25**  
✓prime & FREE Returns  
FREE delivery: **Wednesday, Oct 14** Details

In Stock.

Quantity: 1

Secure transaction

Ships from Amazon  
Sold by Amazon

Add gift options

Deliver to University - Newark 19716

Organization messages are also shown when you attempt to purchase an item which should be purchased from our contracted supplier.



# eGift Cards

## ⚠ Organization restricted

**Admin note:** "Custom Electronic Gift Card artwork is not supported with punchout shopping. If you must purchase with custom artwork, please contact [procurement@udel.edu](mailto:procurement@udel.edu) for assistance."

eGift cards can be purchased on Amazon in any amount (including custom amounts), and with custom artwork. However, you may still see organization messages that indicate that eGift cards are restricted. We are working with our Amazon account manager to update/remove this messaging. You should be able to proceed with your order. Please contact [procurement@udel.edu](mailto:procurement@udel.edu) if you encounter an issue.

## Amazon.com eGift Card

by Amazon

★★★★★ 843,926 customer ratings

### 1. Gift card design

Standard

Animated

Your Photo/Video



Design: Thank you (Whimsical)



See more

### 2. Gift card details

Amount

\$25

\$50

\$75

\$100

\$

Enter amount



# Why Did Amazon Cancel My Order?

- You may receive an email notification that your order has been cancelled by Amazon.
- Please note that the cancelation email may contain a **reason** for the cancelation that is *not accurate*. This is an issue that our Amazon account manager is working on with their tech communications team, but it has not yet been resolved. Regardless of the reason given, if you receive an email notice that your order has been canceled, it has been.
- Common reasons that orders are canceled by Amazon:
  - Changes were made to the order in UDX (adjusting quantities, removing items), so when Amazon received the approved PO from UDX, it did not *exactly* match the order that was placed into the shopper's Amazon punch-out cart, causing the order to fail.
  - Too much time elapsed between the shopper placing items in their Amazon punch-out cart and Amazon receiving the approved PO from UDX. For digital and currency products (gift cards, ebooks), orders must be received by Amazon from UDX **within 7 days** of the items being placed in the shopper's punch-out cart, or the order will be cancelled.



# What Do I Need To Do When Amazon Cancels My Order?

1. Add a comment to your Purchase Order in UDX and select Procurement Help as the recipient.
2. Ask for the PO to be closed to release the obligation from your funding source since Amazon has cancelled the order.
3. Attach a PDF of the cancellation email you received from Amazon to the comment.
4. You can access the Amazon punch-out again to place a new order.

There is no need to request a credit from Amazon. If they cancel your order, they will not bill UD. You can verify this by confirming that there are no payment vouchers on the Vouchers tab of your PO.



# Returns and Credits:

- If you need to return an item, please contact Amazon Business Customer Service at 888.281.3847.
- You may access the Amazon punch-out and choose Your Orders. From there you can initiate a return and print a packing slip. The Your Orders page requires authentication by password to view.
  - You can use the “Forgot Password” functionality to set a password to proceed when trying to view these pages.
- Please contact [procurement@udel.edu](mailto: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 any documentation you have received from Amazon about the return or credit.



# Frequently Asked Questions

**Q: *I was unable to access the UD account through UD Exchange. How can I get assistance?***

**A:** You can contact Amazon Business Customer Service by clicking [Contact Us](#) or at 888.281.3847. If the Customer Service team is unable to assist, please send an email to [procurement@udel.edu](mailto:procurement@udel.edu) with a screenshot of any error messages, and the Procurement team will assist you.

**Q: *I forgot my password for my account and am unable to reset the password.***

**A:** Please contact Amazon Business Customer Service by clicking [Contact Us](#) or at 888.281.3847.

**Q: *I am a student who uses Student Prime for personal purchases. How should I proceed?***

**A:** Your account cannot be both personal and business, so you will have to decide which you prefer to keep. If you keep your Student Prime for personal shopping with your UD email address, you will not be able to use UDX to punch-out and shop for business purchases.



# Frequently Asked Questions

**Q: *May I still access my account at Amazon.com to make purchases on my p-card?***

**A:** No. After your department transitions to UDEXchange, your purchases should be made through the UDX punchout shopping site. You should no longer use your p-card on Amazon.com, and please be certain it is not stored in your personal Amazon account.

**Q: *Can I use the new Amazon Business account for PERSONAL use?***

**A:** No. Amazon Business should not be used for personal use. In the punch-out shopping site there is no ability to enter credit card information; charges are paid for immediately by a central UD card and allocated to your speedtype. This is one reason why it is important to separate business and personal use into two different accounts.



# Frequently Asked Questions

***Q: How do I pay for my Amazon Business purchase?***

**A:** All Amazon Business purchases on UD Exchange are paid centrally by UD Procurement. Items you select from the Amazon punch-out shopping site will be added to your UD Exchange Shopping Cart where you will complete the checkout process with the applicable SpeedType.

***Q: How do I contact Amazon Business Customer Service?***

**A:** Amazon Business Customer Service can be reached by clicking [Contact Us](#) (preferred method) from within your account or at 888.281.3847.





## Questions:

- [procurement@udel.edu](mailto:procurement@udel.edu)

## Resources:

- [Procurement Services Website](#)
- [Shopping Using Punch-Out Catalogs](#)
- [Shipping to Home Addresses](#)
- [Amazon Registration](#)
- [Amazon Gift Cards](#)

