Shopping with Amazon on UD Exchange
What’s different in UD Exchange?

Purchasing on Amazon

- Previously, only users with a p-card could purchase on Amazon
- In UD Exchange, any UD employee can punch out to Amazon to make a purchase booked to a speedtype

Amazon Business

- Previously, users could store their p-card in a personal account and accidentally put a personal charge on it
- In UD Exchange, your UD email automatically associates you with the UD Amazon Business account for UD purchases
The University of Delaware Amazon Business Account

- Amazon Business is a UD approved vendor to purchase non-contracted goods.
- 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.

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
How to register for your Amazon Business account

Upon accessing Amazon Business for the first time in UD Exchange, you will follow registration instructions for one of three scenarios below:

1. I have never used my udel.edu email address on Amazon.com
2. I already use my udel.edu email address to make BUSINESS purchases on Amazon.com
3. I already use my udel.edu email address to make PERSONAL purchases on Amazon.com

Please read the scenario explanations on the following pages carefully to understand which applies to you.

Note: the scenarios pertain ONLY to your udel.edu email address. If you have a separate Amazon.com personal account tied to a personal (gmail, yahoo, etc.) email address, it will not be affected.
Scenario 1:
I have never used my udel.edu email address on Amazon.com

- The first time you access Amazon Business you will be able to start shopping the marketplace immediately.
- Some pages in Amazon require authentication by password to view (such as order history). You can use the Forgot Password functionality to set a password to proceed when trying to view these pages.

- **NOTE:** Since UD reuses email addresses, you may get an error that the account already exists if someone who had your email address before you ordered on Amazon. If this happens, follow the steps to create a new password.
Scenario 2:

I already use my udel.edu email address to make BUSINESS purchases on Amazon.com

- If your udel.edu email address is already associated with an Amazon.com account, you will have the option to “Convert my existing Amazon account” and transfer any purchase history and pending orders to the central business account.

- Please note that if you have used your udel.edu email address for BOTH business and personal purchases and you select this option to convert your existing account, your entire purchase history will be transferred, including personal purchases.

- If you have made any personal purchases in the past using your udel.edu email address, please follow the instructions for Scenario 3 instead.
Scenario 3
I already use my udel.edu email address to make PERSONAL purchases on Amazon.com

• If your udel.edu email address is already associated with an Amazon.com account, you will have the option to create a separate account for personal orders.
• You will be prompted to select “Create a separate business account” and will need to choose a new, personal email address (e.g. gmail.com, yahoo.com, hotmail.com, etc.) that is NOT tied to another Amazon account.

If you use your udel.edu email address to make BUSINESS AND PERSONAL purchases on Amazon, select this path as well so you retain your personal purchase history ... and can keep it personal.
For Scenario 2 and Scenario 3, you will see these prompts:
Frequently Asked Questions

Q: How do I pay for my Amazon Business purchase?
A: All Amazon Business purchases on UD Exchange are paid centrally through UD Procurement. Items you select on Amazon 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.
Frequently Asked Questions

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 (preferred method) or at 888.281.3847.

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 system there is no ability to use a credit card; charges are paid for immediately by the UD card and allocated to your speedtype. This is partially why it is important to separate business and personal use into two different accounts.
Frequently Asked Questions

**Q: Can I still access my account to make purchases on my p-card?**
A: No. After your department transitions to UDExchange, there will be no ability to log into your Amazon account except through the punchout. You should no longer use your p-card on Amazon, and please be certain it is not stored in your personal Amazon account.

**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 with your UD account, you will not be able to punch out and shop.
Amazon Best Practices

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

You may further restrict your search parameters to buy from diversity-certified businesses or by other parameters such as color, average customer review, price, or brand (varies depending on product).
Amazon Best Practices

Pay attention to who is selling and shipping the item.

1. If it is not “Sold By” Amazon then the quantities may not be current.
2. If it is not “Shipped By” Amazon and not Prime then there may be shipping charges added and may take longer to arrive.
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 messages are also shown when you attempt to purchase an item which should be purchased from our contracted supplier.
eGift Cards

eGift cards can be purchased on Amazon in the amounts offered, but NOT custom amounts. If you require custom amounts, please contact procurement@udel.edu for our Amazon incentives program.
Also Note:

• Although Amazon may ask you to complete an address before you punch back into UD Exchange, this will be replaced by the information in your cart’s ShipTo location.

• Amazon considers the Shopper to be the PO owner and the individual who will receive the communication regarding the order. If you replace the “Prepared For” user, the “Prepared By” (Shopper) will still receive the communication.

• Amazon does not provide Shipment Status updates or invoices to UD, so the email communications are important to determine shipping status. Users can also log into their Amazon accounts to see order updates.
Returns and Credits:

• If you must return an item, please log into your Amazon account and choose “Your Orders.” From there you can initiate a return and print a packing slip.

• Our Amazon administrator runs a weekly report to see credits and will process a credit memo against the original purchase order.

• 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 any documentation you have received from Amazon with regard to the return or credit.
Resources

Procurement Services
procurement@udel.edu
See also, “Shopping Using Punch-Out Catalogs” and “Shipping to Home Addresses”