

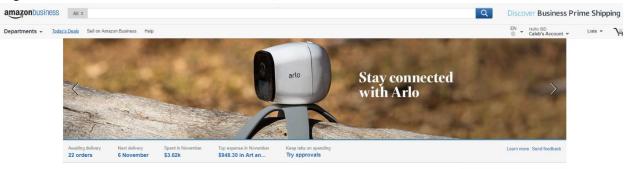
# amazonbusiness procedure manual

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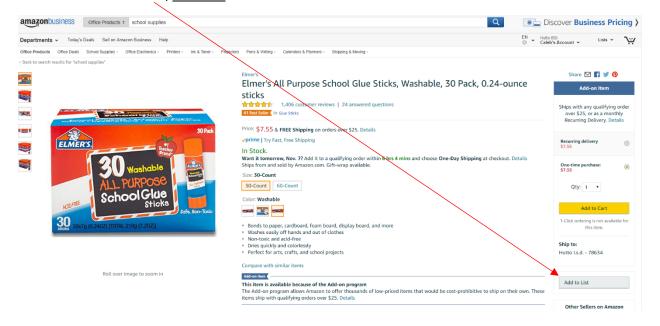
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** This is for Administrative Assistants and Bookkeepers ONLY	
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#### How to Create a Wish List on Amazon

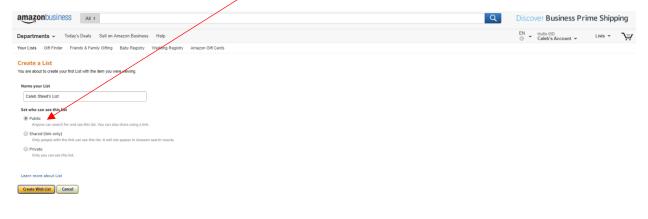
1. Log into Amazon Business and search for item/s



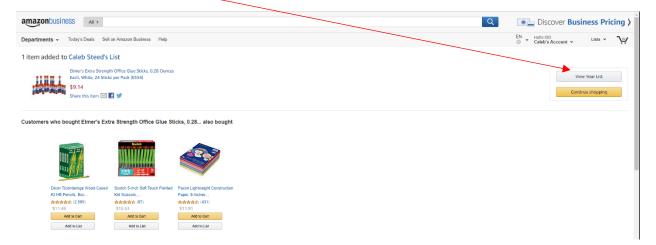
2. Add items to List, NOT cart



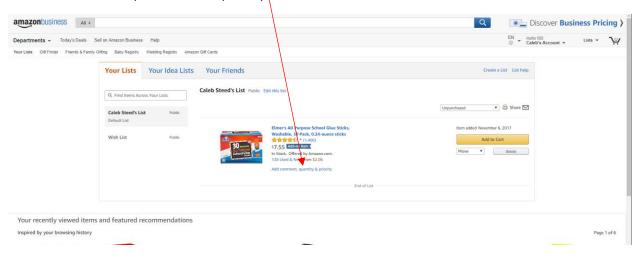
3. Name your list and keep public



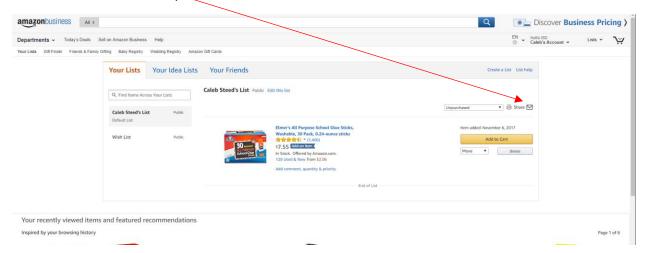
# 4. Select "View Your List"



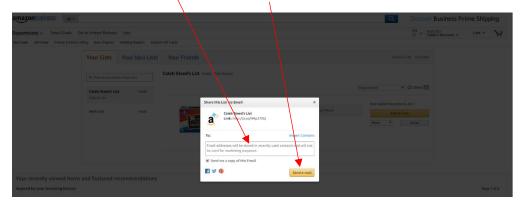
5. Add comments, quantities, and priority



# 6. Select the share envelope



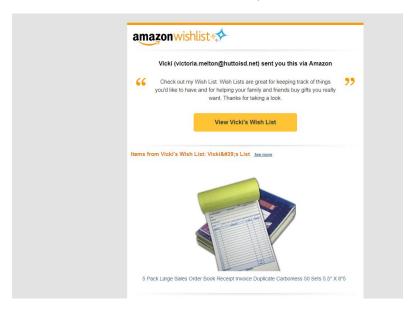
7. Type email address here and select "Send e-mail"



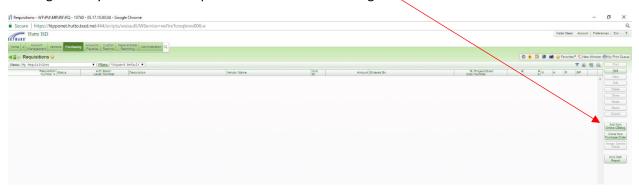
8. The administrative assistant/bookkeeper will get the e-mail and go online to send your order to Purchasing with e-commerce

# How to place an order on Amazon Business

1. Receive an e-mail from Amazon that you have a Wish List to view



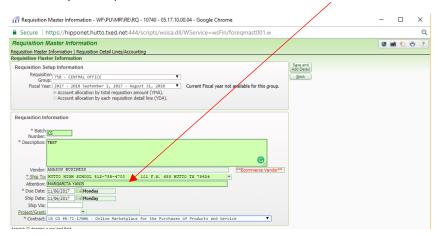
2. Log into Skyward and select purchase from online catalogue



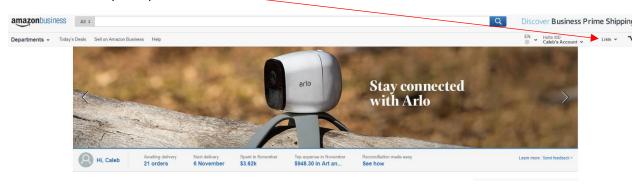
3. Select Amazon Business



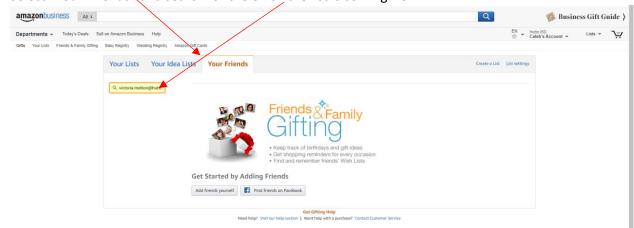
4. Build your requisition – be sure to name the "Attention" line



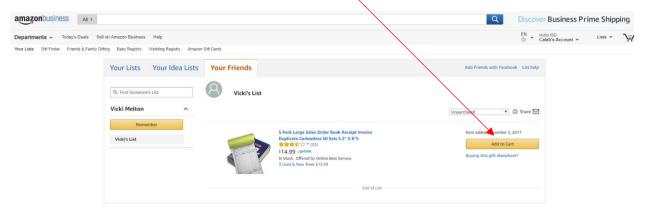
5. Select "View (name) Wish List" -



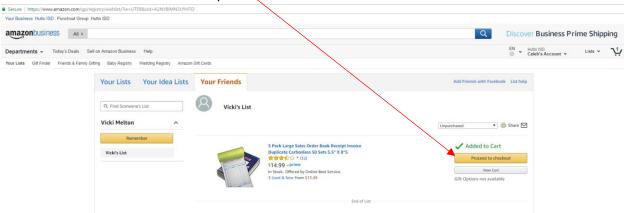
6. Select "Your Friends" and search for the email the list is coming from



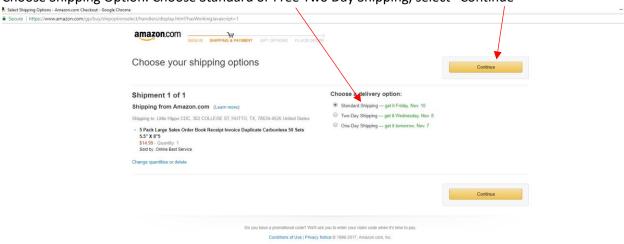
7. Select "Add to Cart" for the items you are purchasing



- 8. You may need to sign in again here.
- 9. Select "Proceed to Checkout" if complete



10. Choose Shipping Option. Choose Standard or Free Two Day Shipping, select "Continue"



11. Select "Pay by Visa" then select "Continue"

amazon.com

SIGNIN SHIPPING & PAYMENT GIFT OPTIONS PLACE ORDER

Select a payment method

Hutto ISD credit and debit cards

Name on card

Expires on

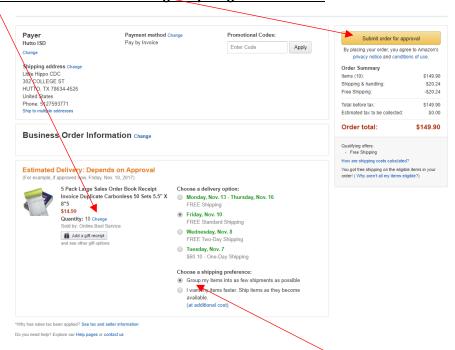
Continue

You can review this order before it's final.

Hutto ISD line of credit

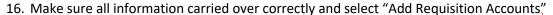
- 12. Select "Change" if you need to adjust quantity of items. Once Order looks correct select "Submit order for Approval"
- 13. You are unable to return to Amazon to change anything once selected.

Pay by Invoice



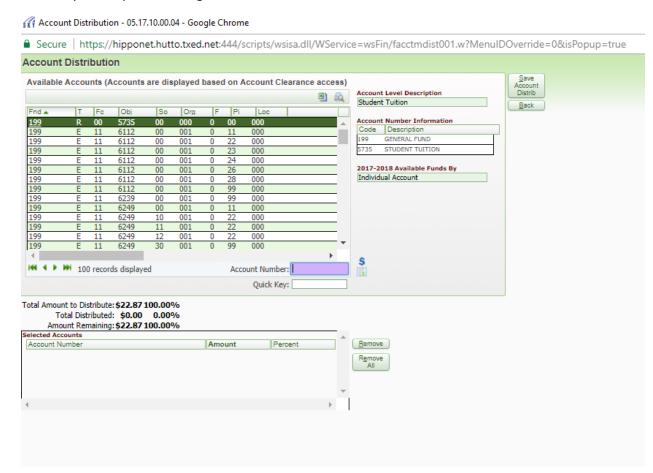
14. Choose shipping preference "Group my items into as few shipments as possible"

15. Your line items should be built for you!

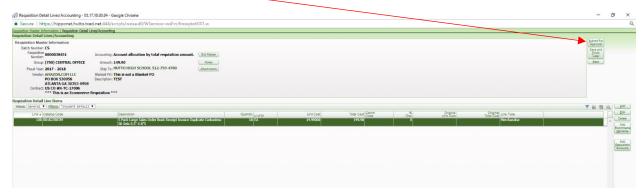




# 17. Add your Requisition Budget Number and select "Save Account Distrib"



# 18. Select "Submit for Approval" -



- 19. Once the requisition is approved the Purchase will automatically be submitted and you will receive an email notification
- 20. Please forward this email notification to our Finance Specialist at <a href="mailto:finance@huttoisd.net">finance@huttoisd.net</a>.
  You have completed your amazon e-commerce purchase!

#### **Amazon Business: Frequently Asked Questions (FAQs)**

#### Q: What categories are available for purchasing under the US Communities cooperative contract?

A: Books; Office Supplies; Classroom, School, Art Supplies and Materials; Audio Visual and Electronics; Scientific Equipment and Lab Supplies; Home and Kitchen; Musical Instruments; Animal Supplies, Equipment and Food; and Clothing and Uniforms

#### Q: Is furniture allowed through Amazon?

A: Furniture ordered on Amazon must be under \$500.00 per item and not paid with Bond Money or Federal Funds.

### Q: Are bond fund purchases allowed?

A: Bond funds can be used with Amazon if the items are on the allowed purchase list for bond funds and approved category list for US Communities.

#### Q: Who should I send invoice questions to in the Business Office?

A: We should be automatically receiving invoices but you may send to accounts.payable@huttoisd.net.

# Q: Can I place blanket PO's for Amazon?

A: No blanket orders are allowed through Amazon unless approved by Purchasing Department.

# Q: Can we order items through Amazon for items shipping from another country?

A: If not using the Amazon Prime filter for items, make sure your order is from a United States vendor; otherwise, the purchase can be stuck in customs for several weeks.

#### Q: What if I am missing items from my Amazon order?

A: If an item is missing from a shipment, first check to make sure Amazon shows item(s) delivered, if the item is truly missing call the Amazon Business Customer Service 1-866-486-2360 and they will help you replace the missing item or issue a refund. The business customer service is a line for business customers only, so there is a very short wait time, if any.

#### Q: How do I cancel an order on Amazon?

A: If the order hasn't been processed contact the purchasing office. If order has already been processed and approved call 1-866-486-2360.

#### Q: How can I filter items by Amazon Prime and Fulfilled/Sold by Amazon to ensure I get free shipping?

A: On the left side of the screen you have an option to "refine by" choose Amazon Prime (ensures free shipping) "Brand" choose Amazon (ensure no tax.)

View Info on Free Two-Day Shipping:

https://www.amazon.com/gp/help/customer/display.html?nodeld=201734750

View Info on Free Shipping:

https://www.amazon.com/gp/help/customer/display.html?nodeld=201117690

# Q: Do we pay tax on Amazon orders?

A: Most orders are tax free with Amazon. There are a few instances where tax will be charged and a tax refund will need to be requested. If you use the filtering feature this insures that no tax will be charged. If tax is charges on an order, please email purchasing office, so a refund can be requested.

View More on Tax Refunds:

https://www.amazon.com/gp/help/customer/display.html?nodeld=201133470

# Q: What benefits do we have with Amazon Business?

- ✓ Free Two-Day Shipping on orders over \$49
- ✓ Automatic tax exempt purchasing on items sold by Amazon.com LLC or other participating resellers
- ✓ Pricing and quantity discounts millions on items
- ✓ Access to a specialized business only Customer Service team at 866.486.2360

# Q: What items are blocked by Amazon?

- Alcoholic Beverages
- Amazon Devices & Products: Cloud Drive, Coins & Prime
- Audible
- Computers: Desktop & Laptops
- Credit Cards
- Digital Goods & Content
- Gift Cards
- Health & Personal Care: OTC Medication & Sexual Wellness

- Janitorial Supplies
- Services
- Subscribe With Amazon
- Vehicle & Automotive: Vehicles

# Q: How do I get added to the Hutto ISD Amazon Account?

A: Email <u>purchasing@huttoisd.net</u> to get an account set up. You should receive an email invitation. If you accidently set up an Amazon account using your work email please change this before requesting.

# Q: When I add items to a cart and try to check out it says I do not have rights?

A: Items for purchase must be added to wish list and then shared with your secretary/bookkeeper. Only Secretary/Bookkeeper have ordering rights. See "How to Create a Wish List".

# Q: How do I rename or delete a Wish List?

A: Select on list settings and change the name or delete the list.

# Q: How do I have Customer Service Call Me at a Certain Time?

A: Scroll to bottom of page and select "contact us", log in to your account

- 1. Select "An order I placed"
- 2. Select issue from drop down menu
- 3. Select "Phone", enter phone number and whether you want immediate call back or in 5 minutes