ENTERPRISE AMAZON BUSINESS ACCOUNT

AMAZON SHOPPERS

University of Kentucky

AN EQUAL OPPORTUNITY UNIVERSITY

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1-WHAT IS ENTERPRISE AMAZON BUSINESS ACCOUNT?

- Amazon Business Account (BA) is an enterprise-wide platform for purchase of Amazon products at an institutional level.

- Originally planned as an SRM Ariba e-catalog, the Amazon Business Account instead is an independent platform accessible through myUK Enterprise Services tab.

- Utilizes a University employee's LinkBlue ID and password for Single Sign-On (SSO) for convenience and ease.

- Eliminates the need for staff and departments to purchase with their personal Amazon.com accounts or for colleges/units to establish and pay for their own Amazon Business Accounts or Prime Memberships.

1-WHAT IS ENTERPRISE AMAZON BUSINESS ACCOUNT?

- In response to input/feedback from departments for a single dedicated, centralized connection to buy needed items from Amazon.

- Provides departmental/college/unit Business Officers and Purchasing needed tools for proper visibility, management, and oversight of Amazon products purchased

- Improves compliance for Amazon purchases at the institutional level by ensuring appropriate items are purchased and overall supplier engagement is properly managed

- Improves management of sales tax and exemptions as they apply to Amazon purchases

2-ENTERPRISE AMAZON BUSINESS ACCOUNT BENEFITS

- Access to millions of additional products available only to Amazon Business customers
- Business pricing is frequently better value and available only for registered Amazon Business customers. It also includes quantity discounts on eligible items.
- Automatic tax-exempt purchasing on items sold by Amazon LLC & participating 3rd party sellers
- Access to the University account on mobile devices through the Amazon Business Mobile App (iOS App or Android App) *(Post Go-Live)*
- Access to a specialized Amazon Business Customer Service team

2-AMAZON PRIME SHIPPING BENEFITS

- All users on the centralized account will receive Free Two-Day Shipping on eligible items.
- Prime-eligible items are fulfilled by Amazon. Shoppers can specifically search for Prime-eligible items.
- Business Prime does not include additional Prime benefits such as Amazon Fresh, Pantry, Video, or Music.
- An easy way to ensure that your products arrive on time and as expected is to order products fulfilled directly from Amazon. All products clearly indicate who the seller is on the product detail page.

3-AMAZON PURCHASES IN HIGHER EDUCATION

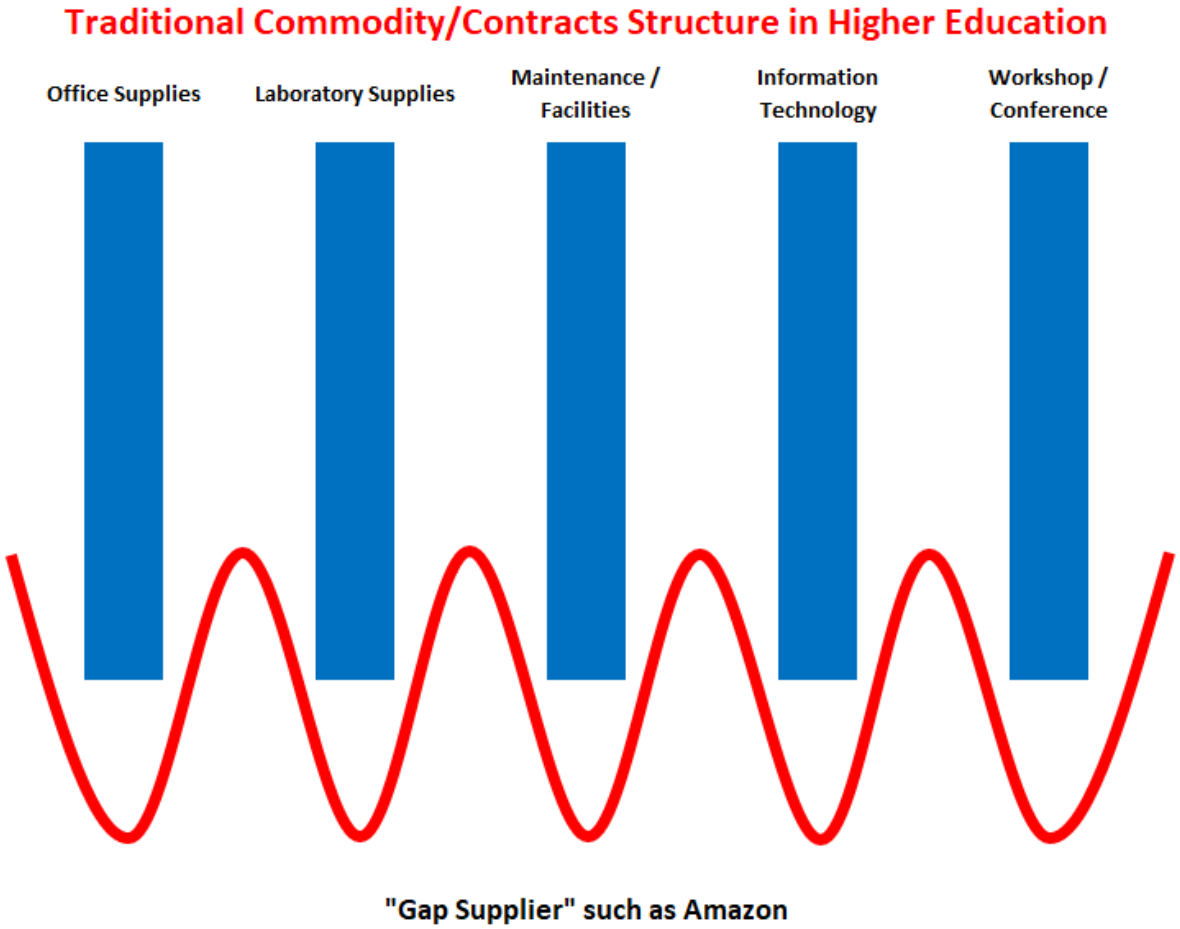
The “Amazon Challenge” in Higher Education:

- Amazon’s unique role as the largest global online retailer; assumption that it can be the de facto, single provider for most goods needed by an entity
- Particularly problematic in public institutions where procurement guidelines are more restricted with greater accountability required for compliance with state procurement laws
- Influence of the personal consumer mindset into the institutional workplace and business processes
- Potential quality risks from marketplace sellers
- Little visibility into shipping/delivery points
- Fallacy that Amazon is always the lowest price supplier for every item

3-AMAZON PURCHASES IN HIGHER EDUCATION

What is the right view?

- Key institutional contracts are awarded based on suppliers providing for large commodity groups
- Some of these contain exclusivity clauses binding supplier and the University.
- Amazon can be a key and important “gap supplier” providing many items needed by departments that do not fit into larger institutional contracts.
- Successful Amazon purchasing is based on proper balance, decision-making, and oversight



4-ACCESS TO PLATFORM

When accessing Enterprise Amazon Business Account through myUK, University staff and faculty should consider two factors:

1. Whether they been added to their respective departmental/group workflow, and

2. Whether the employee has any type of Amazon personal or other account type that utilizes the linkblue version of their University email address as their login ID. Amazon uses this as the Shopper's unique identifier, e.g., jsmith4@uky.edu

Both are one-time considerations and only relevant to first-time access.

4-ACCESS TO PLATFORM

- Employees holding the Procurement Card holder role, with exception of those in Athletics and UK Healthcare (Hospital), were automatically onboarded into the Enterprise Amazon Business Account in myUK in conjunction with the Go-Live date.

- Cardholder staff/faculty were also loaded into their respective departmental groups at Go-Live.

- Going forward, these initial Amazon Shoppers should access the platform directly through myUK / Enterprise Services tab.

4-ACCESS TO PLATFORM

- Upon their first visit to the Enterprise Amazon Business Account, employees who have personal or other Amazon accounts using the *linkblue version of their UK email address* may encounter account conversion/migration tasks requiring attention.

- Information is available on the Purchasing website to manage account conversions/migrations.

- University employees who have not used the linkblue version of their email address with Amazon previously should transition easily onto the platform through the Amazon tab within myUK / Enterprise Services.

- Staff and faculty who are not procurement card users have opportunity to browse products on the platform and create/download Shopping Lists.

4-ACCESS TO PLATFORM

- Other staff and faculty, along with any future procurement card holders who plan to perform Amazon Shopping and order creation, must first be assigned to their departmental group / workflow within the platform.

- These employees may work with their local Business Officer (Amazon Approver) to be added to their group or they can request access by completing the Onboarding Web Form on the Purchasing website.

- Completion of the form helps facilitate placement into the applicable departmental group and the employee can receive support in the event they encounter login/migration issues during their first visit.

- Purchasing will provide support to Amazon Approvers as well in onboarding tasks.

4-ACCESS TO PLATFORM

Note: If an employee accesses the Amazon tab within myUK / Enterprise Services without first being added to their departmental group by either their departmental Amazon Approver or Purchasing, they:

- Will be able to browse products and create/download Amazon Shopping Lists
- Will not be able to check out with an order
- May encounter unexpected account migration issues if they have previously used the linkblue version of their UK email address with Amazon.

4-ACCESS TO PLATFORM - SUMMARY

Factor 1 - Departmental Group Assignment

	User Type
1	Current Procurement Card holders at Go-Live automatically are loaded into their respective departmental groups
2	Departmental Amazon Approvers can add new employees going forward, or Purchasing can add them per submission of web form on Purchasing website
3	Other employees can access Amazon through myUK Enterprise Services tab to browse products or create downloadable Shopping Lists; cannot create and place orders. Note: If this user type accesses the platform first and later needs placed into a group, contact amazon@l.uky.edu for assistance; departmental approver cannot add them at this point.

Factor 2 - Access at first login based on UK linkblue email address usage

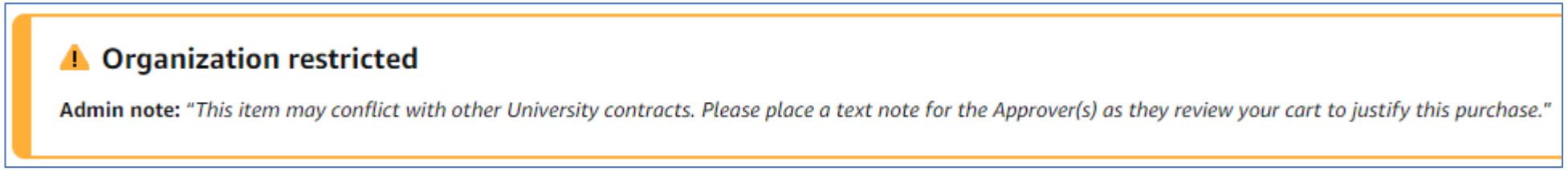
	Access Experience at First Login via myUK Enterprise Services
1	Employees who have never had an Amazon account under the linkblue version of their UK email address should transition easily onto the platform via myUK Enterprise Services tab. (Applies to most employees)
2	Employees who have a *personal Amazon.com account* under their linkblue version of their UK email address will encounter a conversion tool at their first access and will need to redirect their personal order history off to a personal (gmail, etc.) account. (One-time only; applies to small number of employees. Guide on Purchasing website or request support amazon@l.uky.edu.)
3	Employees who have had a *departmental Amazon Business Account* under the linkblue version of their UK email address will encounter a migration tool on their first login that will move their current departmental Business Account, including orders history and users, upward into the larger Enterprise Amazon Business Account. (One-time only; applies to small number of employees. Guides on Purchasing website or request support amazon@l.uky.edu.)
4	Less common scenarios may arise (e.g., vanity email usage, etc.). Contact amazon@l.uky.edu for support and guidance.

5-AMAZON BUSINESS SHOPPING EXPERIENCE – KEY POINTS

- Product browsing and shopping is identical to that of Amazon.com
- Checkout process is similar with a streamlined format
- Amazon Business Shoppers enter their delivery address and select shipping options, etc. as typically done with Amazon.com orders.
- Delivery information should be official business addresses only
- Procurement card is payment method
- Tax exemptions managed at institutional level
- Employs “Guided Buying” tools for restricted (soft- and hard-blocked) items

6-RESTRICTED SOFT- AND HARD-BLOCKED ITEMS

- While many items are available unrestricted on the platform, some items may also be available from other University contracts. These are notated by a yellow icon.
- Shoppers may still place soft-blocked item(s) into their cart for consideration for purchase.
- Please place a text next note on your cart during checkout with information for Approvers when ordering soft-blocked items.
- When performing comparison shopping and providing notes for soft-blocked items, please keep mind the value of your time vs potential product savings.



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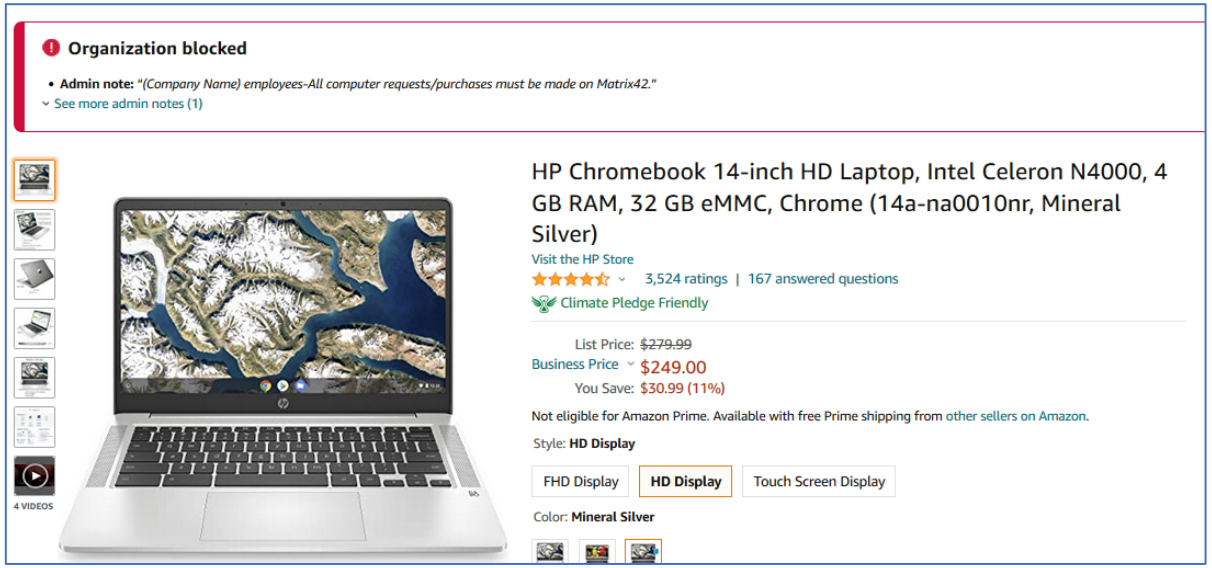
6-RESTRICTED SOFT- AND HARD-BLOCKED ITEMS

- A minor portion of items are restricted from placement into a cart for purchase. These are notated with a red icon.

- These include obvious items such as weapons and security products as well as items that conflict with University exclusive contracts, etc.

- A Purchasing Buyer can assist you with sourcing items as appropriate, if needed.



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7-DEPARTMENTAL APPROVERS

- Receive separate Amazon-direct training for their role to approve/reject orders
- Approver workflow occurs on the Amazon Business platform and mirrors that of SRM Shopping Carts/PRD/Concur transactions.
- Only one departmental approval required. A departmental group could have multiple Approvers who receive the email notification identical to SRM Shopping Carts, etc.
- Approvers can add additional employees to their groups as well as remove them.
- Can manage additional settings at the departmental level as well as review orders from their area and conduct their own analytics.

7-DEPARTMENTAL APPROVERS

- Once submitted, each cart moves to the departmental Approver. This is the same Approver(s) who would normally approve an SRM Shopping Cart or most purchase transactions for an area.

- They receive an automatic email with your items and instructions to approve or reject. Approvers can also approve/reject specific line items only. For any rejected items, Amazon automatically adjusts shipping costs.

- Employees can request their local Amazon Approver to add them to departmental group workflow.

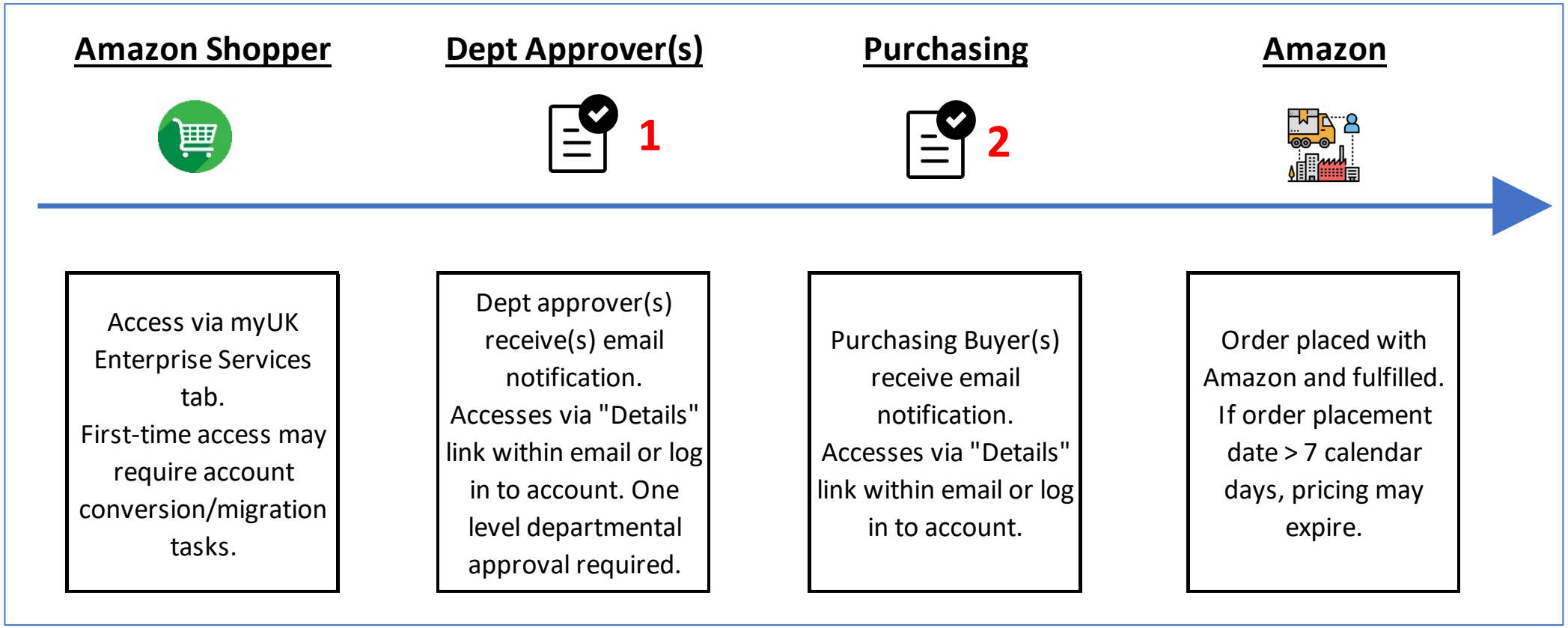
- Employees who shop without being previously added to their departmental workflow will be able to browse and place items into a cart, but not able to check out from Amazon. Contact Purchasing if assistance is needed.

8-PURCHASING APPROVAL AND ORDER PLACEMENT

- Each order, once approved by the department, will move through Purchasing for review and approval
- Ensures institutional oversight/compliance and no conflicts with existing contracts, etc.
- Once approved in Purchasing, order immediately places with Amazon for fulfillment and Shopper is notified by email.
- Amazon holds the price on Shopping Cart items for 7 calendar days from the time of checkout until order placement. Approvers are encouraged to review/ approve their carts expediently.
- Purchasing plans to review carts within one to two business days of receipt. Amazon will notify the Shopper if an order placement falls outside the 7-day window.

SUMMARY AMAZON BUSINESS SHOPPING EXPERIENCE

Workflow for an Amazon Business Order:



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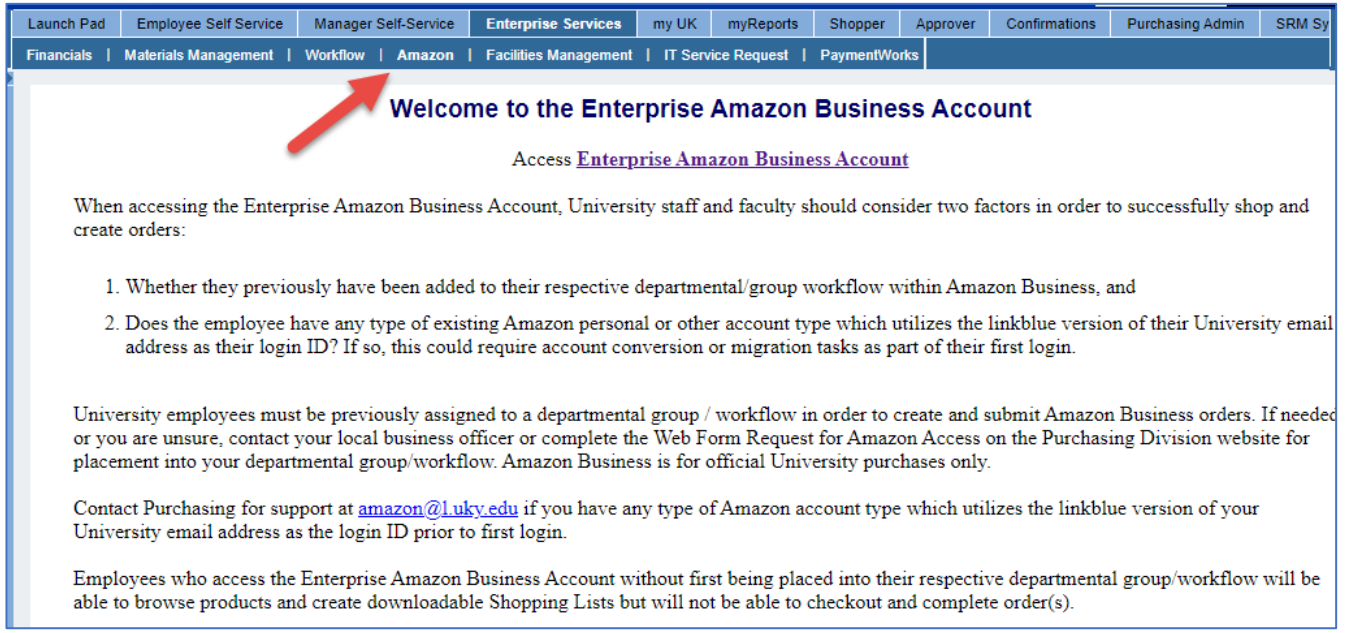
9-STEP-BY-STEP SAMPLE ORDER AND CHECKOUT

1. Access Enterprise Amazon Business Account via myUK Enterprise Services tab.

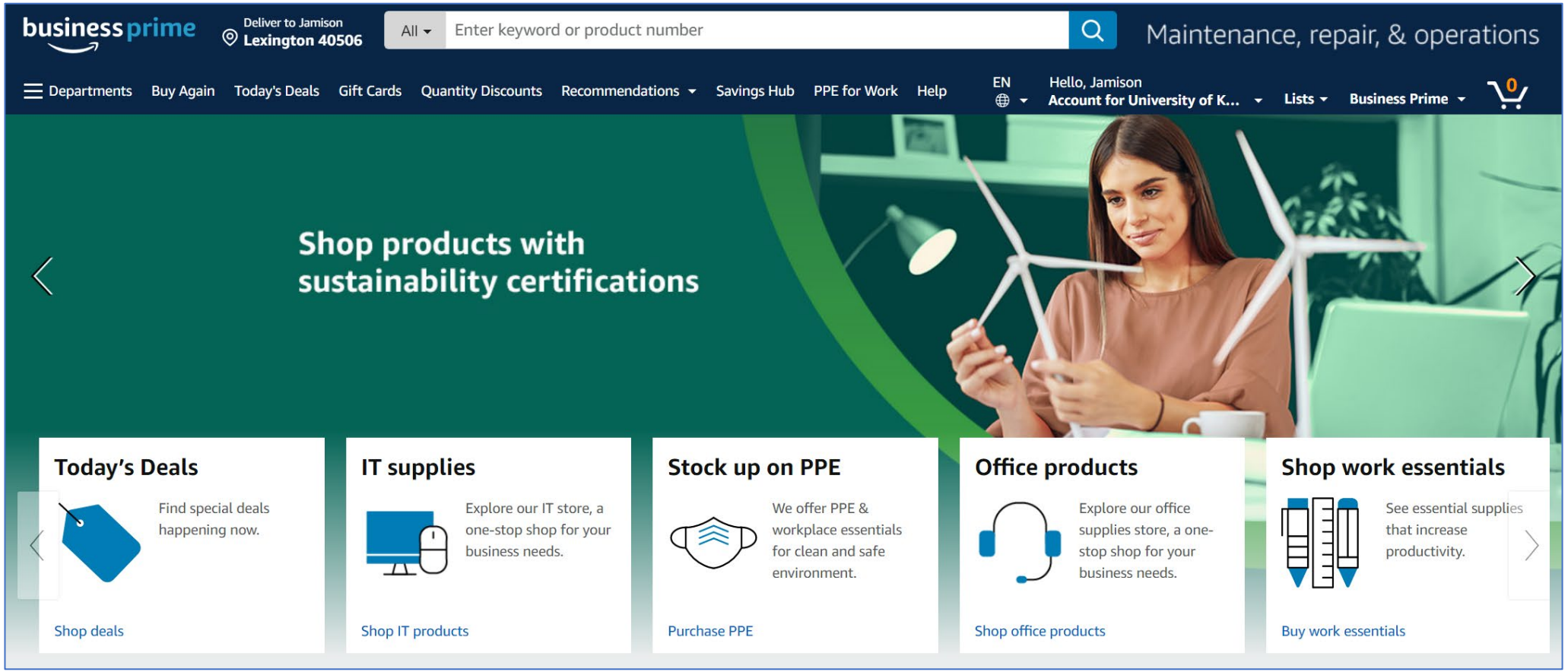


- *Keep in mind earlier points regarding departmental group placement and potential conversion/migration on the first visit if you previously used the linkblue version of your UK email address with an Amazon account.*

- *<u>Important</u>: Be sure to sign out of any other Amazon accounts that may have been used on your computer when accessing Amazon Business.*

9-STEP-BY-STEP SAMPLE ORDER AND CHECKOUT

2. Arrival at the Enterprise Amazon Business Account



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9-STEP-BY-STEP SAMPLE ORDER AND CHECKOUT

3. Search, locate, and place items into your cart as you normally would with Amazon.com.

Keep in mind that soft-blocked items can be placed into your cart for consideration; remember to place a text note on comments during checkout, e.g., did you compare items to a contracted item, is pricing lower, etc. Hard-blocked items cannot be placed into a cart.

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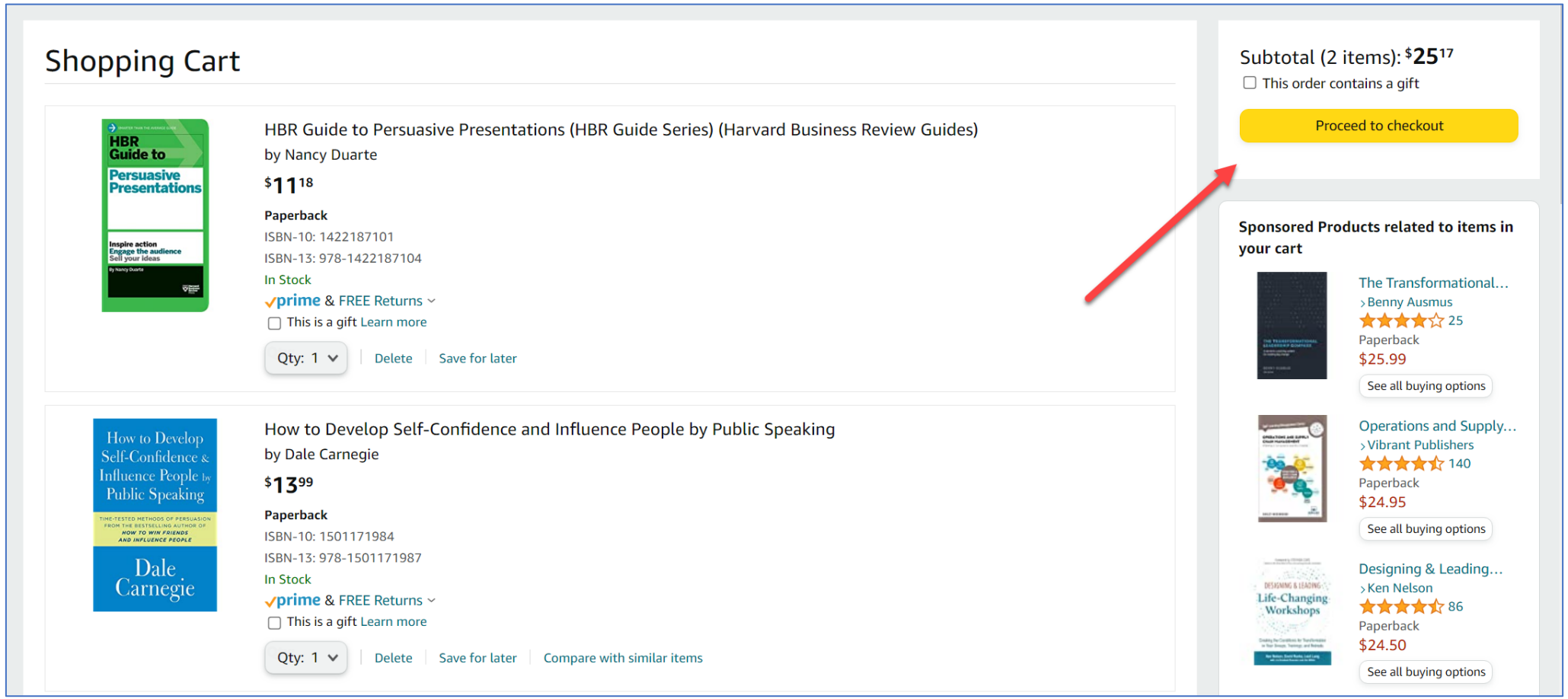
9-STEP-BY-STEP SAMPLE ORDER AND CHECKOUT

4. Click Proceed to Checkout when finished Shopping:



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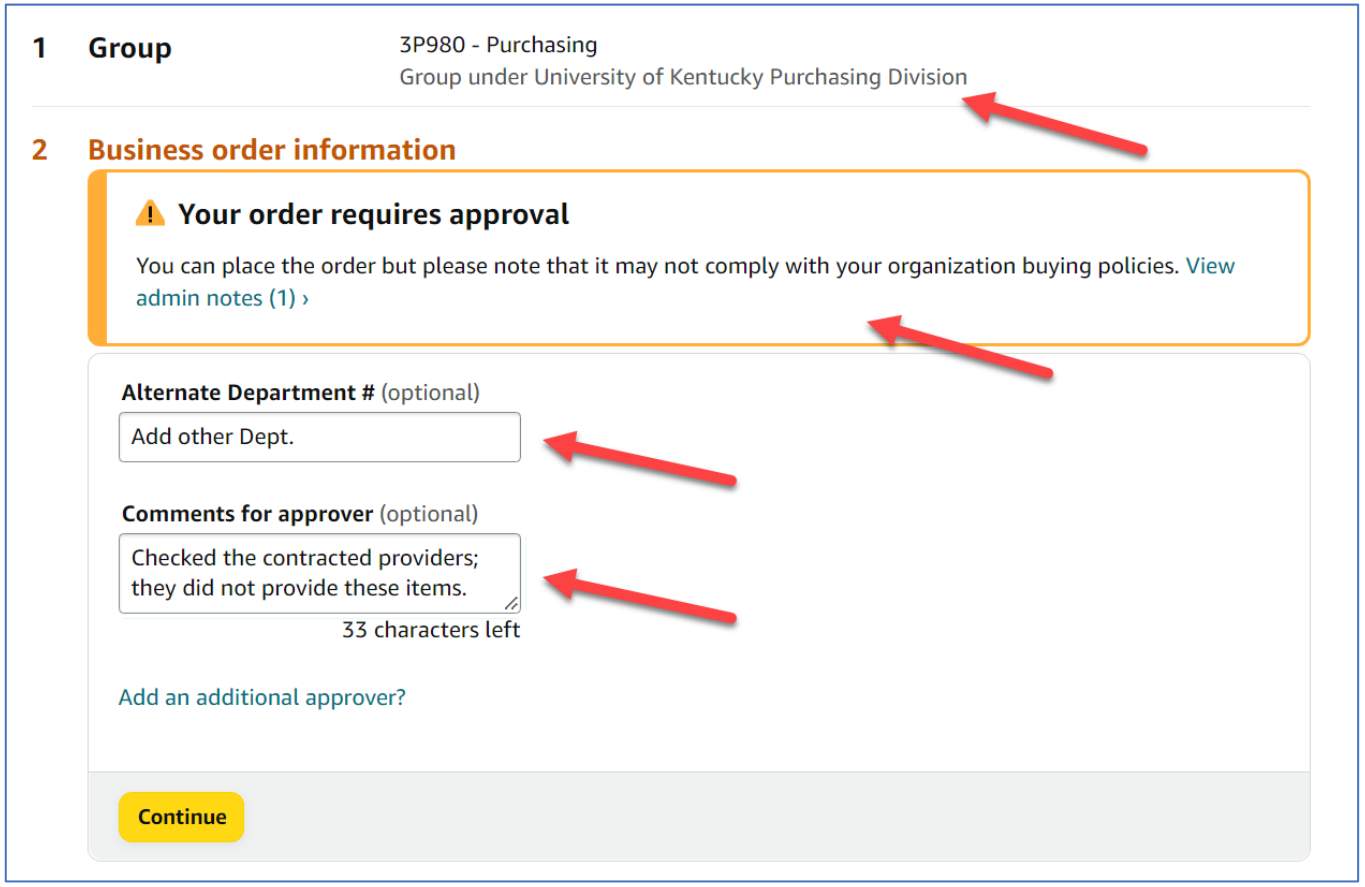
9-STEP-BY-STEP SAMPLE ORDER AND CHECKOUT

5. Complete initial checkout steps:

Your departmental group will show automatically in the upper section

Business Order Information – place a note under Comments for Approver if you have any soft-blocked items.

You can also use the Alternate Department box for text notes if you are buying on behalf of another area (optional).



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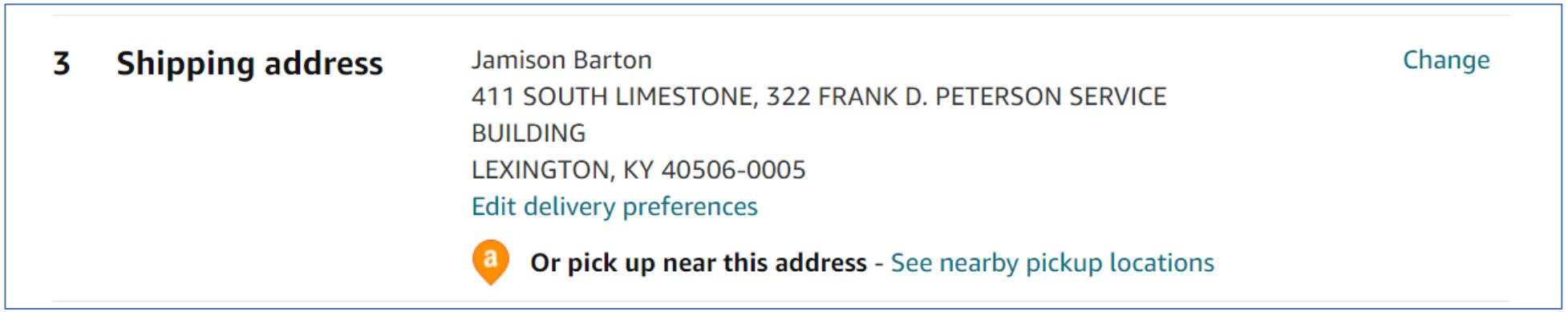
9-STEP-BY-STEP SAMPLE ORDER AND CHECKOUT

6. Complete shipping address information:

You can setup/manage multiple delivery locations if desired. Must be official University-sponsored location, no personal residences or non-business addresses permitted unless business exception has been approved.



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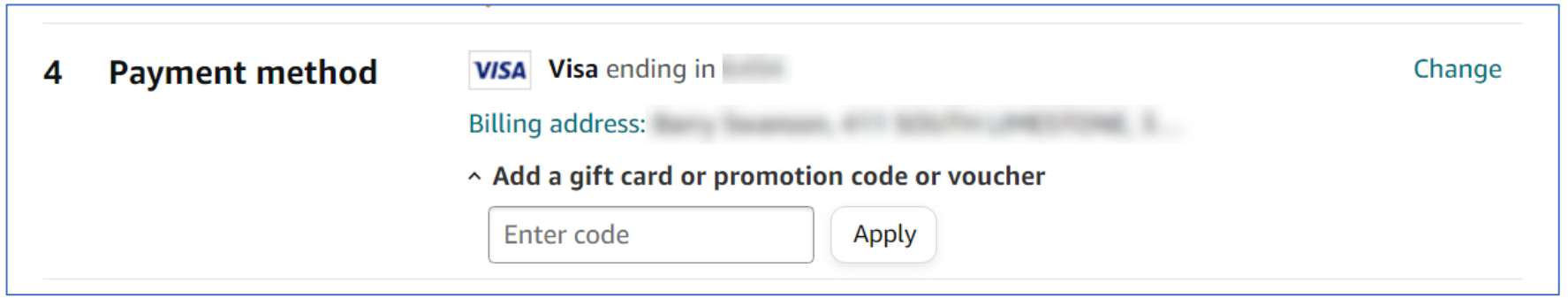
9-STEP-BY-STEP SAMPLE ORDER AND CHECKOUT

7. Enter payment information:

Use only a University-issued procurement card for Amazon Business purchases.



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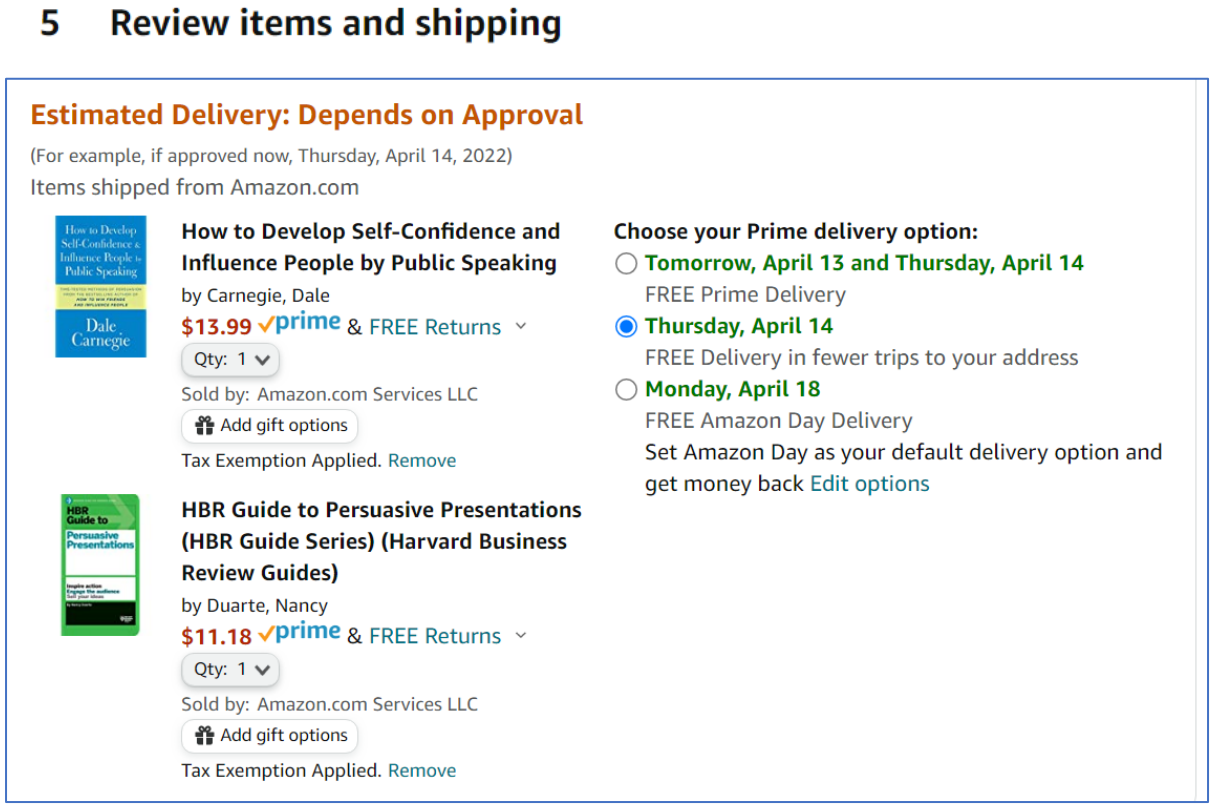
9-STEP-BY-STEP SAMPLE ORDER AND CHECKOUT

8. Review item(s) and select desired shipping option:

Remember you will automatically receive Business Prime shipping benefits, when applicable.



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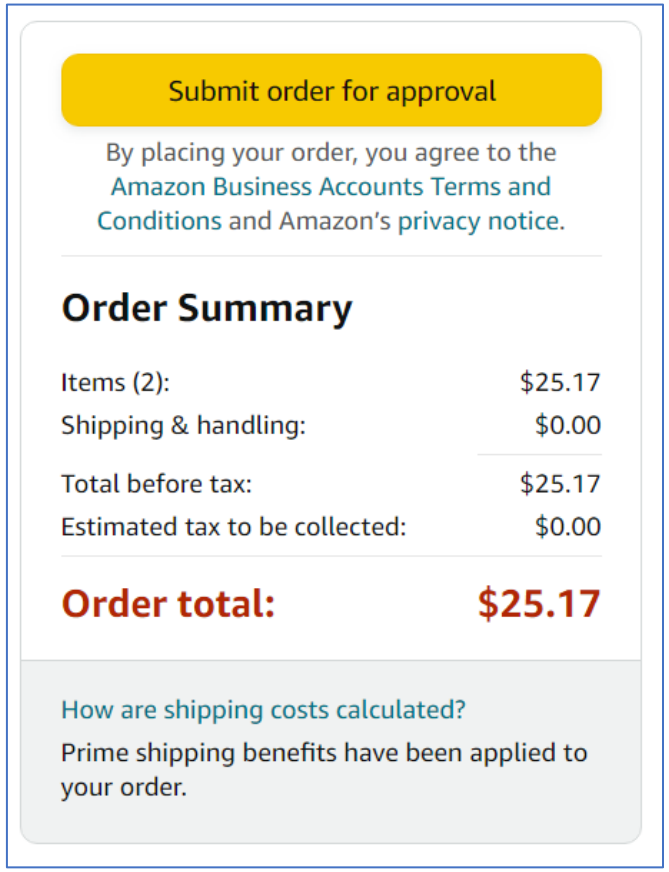
9-STEP-BY-STEP SAMPLE ORDER AND CHECKOUT

9. Click Submit Order for Approval button. Once the order passes through workflow, you will receive an Amazon email notifying of order placement.



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10-RESOURCES AND SUPPORT

Resources for departments related to the Enterprise Amazon Business Account:

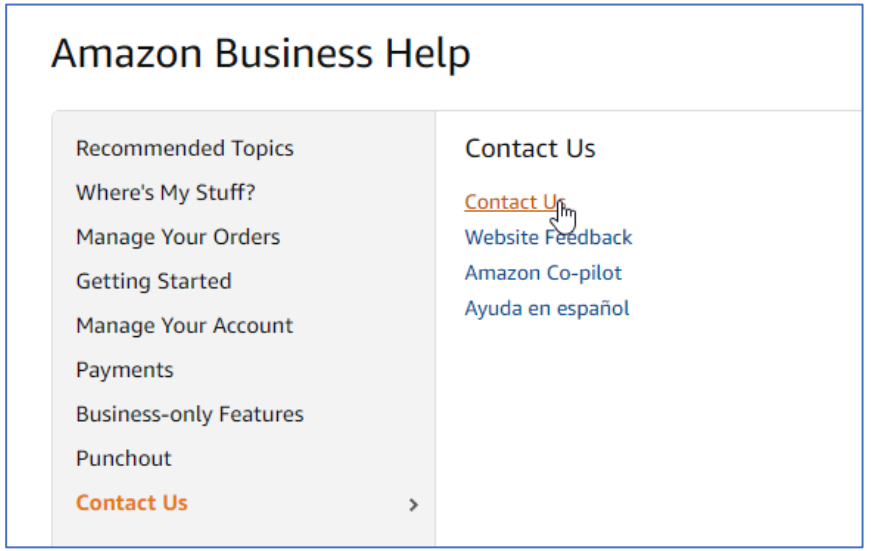
- Amazon Business Information Page on the Purchasing website
- Dedicated section (C) on the Purchasing Learning and Training Resources page, including Help Guides and Quick Reference Cards
- Amazon Business Frequently Asked Questions (FAQs)
- Amazon web forms on the Purchasing website – use for inquiries or assistance including requests for placement into a departmental group
- Assistance/support email: amazon@l.uky.edu

Purchasing provides support for general inquiries related to an order until placement with Amazon Business. This could include Business Account access, group assignments and workflow, restricted (soft- and hard-blocked) items, cart approval status, etc.

10-RESOURCES AND SUPPORT

Departments should contact Amazon Business Customer Support order placement for assistance related to delivery, shipping status, returns, pricing discrepancy, etc.

- Dedicated U.S. based Business Customer Support can be reached via email, chat, and phone.
- Provides end users the option to call, email, or live chat. Use this method for anything relating to an order, transaction, charge, or shipment.
- Help is available through the top menu of Shopper's home page.
- Phone: (888) 281-3847



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10-RESOURCES AND SUPPORT

Amazon offers dedicated resources related specifically to delivery issues:

Package Escalation: Email amzl-address-info@amazon.com or
Phone (844) 370-7615

Provide at least one TBA tracking number if available and estimated number of packages that may have been involved, if known. If needed, you could also reference your original Amazon Business order number.

QUESTIONS AND ANSWERS

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