

## **Amazon Business for SLU Reference Guide**

### **Q: Does Saint Louis University have an Amazon Business Prime account?**

A: Yes – Saint Louis University has a master Amazon Business account with a Prime membership. This gives buyers two-day shipping on most items, deeper discounted pricing, and a seven-day inventory and pricing guarantee.

### **Q: How do I access SLU's Amazon Business site?**

A: The preferred way to access the Amazon Business punchout is through Workday and Billiken Buy. You will add the items to your shopping cart and return it to Workday where the requisition is submitted for approval. Once the requisition is approved, and a PO is issued to Amazon Business, they will begin filling your order.

### **Q: Why can't I change the "3100 Washington Avenue" delivery address in the Amazon Business punchout?**

A: You should disregard the 3100 Washington Avenue default shipping address. This is a requirement of our central account for the punchout. Ensure that your delivery address is correct in Workday since that is the address that will end up on your shipping label. Items cannot be shipped to addresses off campus.

### **Q: How long will it take to receive items from Amazon Business?**

A: Delivery dates are estimated. While we have Prime free two-day shipping, we have routing rules in place with Amazon where items are shipped to our distribution docks. Depending on when your items are delivered, it might take an extra day for your order to be delivered by Distribution Services.

### **Q: How do I check my order status in the Amazon Business site?**

A: The order status guide can be found [here](#). If your order status indicates that the order is still pending approval and you do not have a requisition routing for approval, chances are that the requisition creation process was disrupted somehow (your shopping cart was lost between the punchout and Billiken Buy or Workday). You should create a new purchase requisition. Amazon cannot fill an order until they receive our PO for that order, so you will not receive duplicate shipments.

### **Q: Why was my order cancelled by Amazon Business and what should I do?**

A: Amazon Business' punchout guarantees inventory and pricing for seven days. That seven-day window starts when an item is added to your shopping cart. If your requisition is approved and the PO issued after that seven-day window, you may receive a PO cancellation notice from Amazon Business. When this happens, you will have to reorder the item with a new PO. Also, reach out to [anne.becker@slu.edu](mailto:anne.becker@slu.edu) to cancel the PO in Workday so the original encumbrance is released.

### **Q: My order is missing, lost, or damaged. Who should I reach out to?**

A: If you experience delivery issues (items are lost or delivered to the wrong location), you can contact Amazon Business customer support in the punchout or by clicking [here](#). If you are unable

to resolve an issue on your own with AB support, please reach out to [anne.becker@slu.edu](mailto:anne.becker@slu.edu) for assistance.

**Q: What are some examples of blocked product categories in our Amazon Business site?**

A: Computers, computer servers, printers, and gift cards are blocked to align with University policies. We have also blocked any purchases sold by debarred sellers.

**Q: How do I return an item that I purchased from Amazon Business?**

A: The return guide can be found [here](#). Distribution Services can pick up an item that has a UPS return label on it and pass it along to UPS on behalf of the department. If the return has a QR code, it will need to be taken to a UPS store.