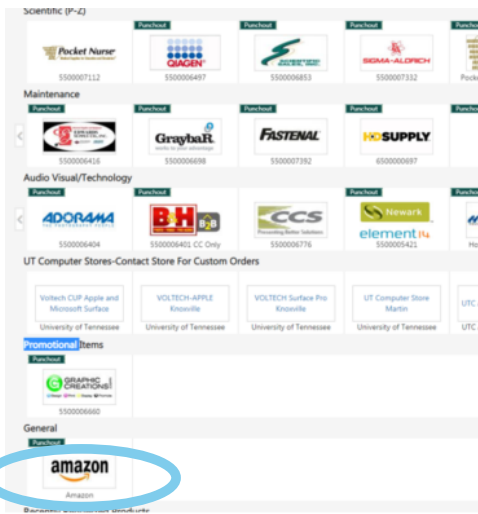


This guide is to provide UT faculty & staff a high level overview of the procurement process on Amazon Business through ESM Marketplace.

To access UT's Amazon account simply click on the Amazon tile within ESM:



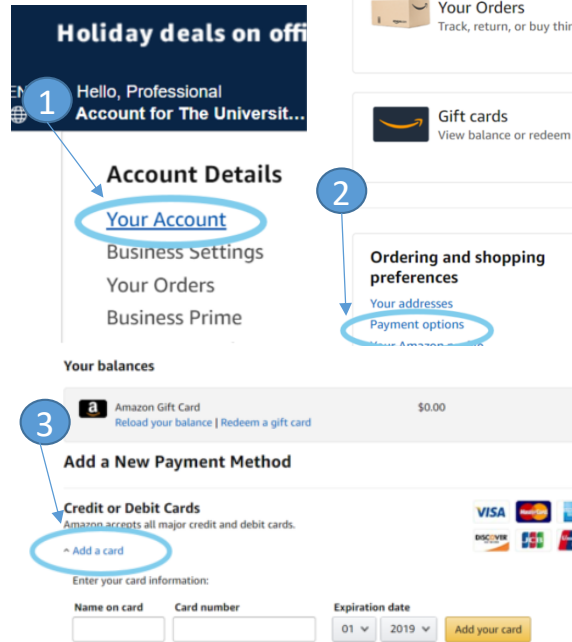
Depending on how you used your @Tennessee.edu email you may need to take action to separate or migrate an existing account

- For those who have not used their work email in the past, they will be immediately authenticated into the central account.
- For those who do need to take action to separate out their existing account, this is a one time process. They will be authenticated automatically each subsequent time.

### Adding Payment Method

Once you are on UT's Amazon account you will want to add your payment method to your wallet.

1. Select "Your Account"
2. Click "Payment Options"
3. Add Pcard to your Wallet



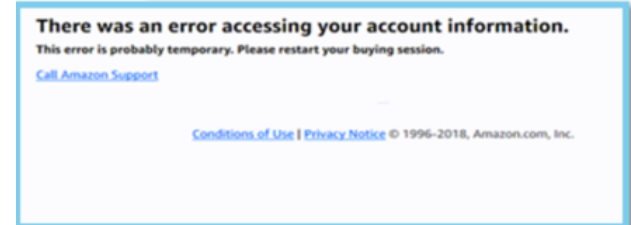
\*When completing your order within ESM/Marketplace you will **not** be prompted for your credit card information as this lives within Amazon

### Error Messages:

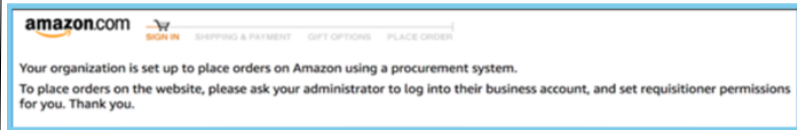
1. Application Error: End user will need assistance from an ESM Admin to assist with their user profile:



2. Amazon Error: End user is receiving this message because they are attached to a separate Amazon Business account and will need to de-register and/or have their Admin remove them from the existing Amazon Business account they are tied to:



3. Amazon Error: End user is trying to place an order outside of ESM after they registered their account



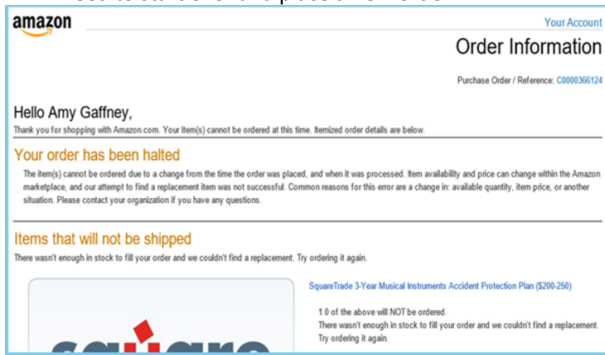
# amazon business

## Halted Orders

Amazon Business sends this email if an order hits one of the business rules (called "Tolerances") set by UT.

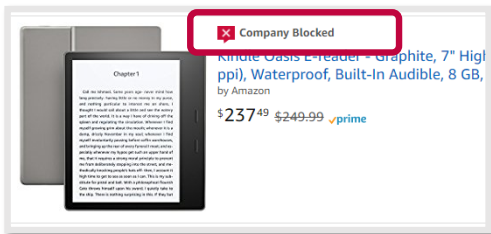
Things to note:

- Refer to details provided in the email. Or, contact Customer Service for more information.
- If an Amazon Business order has been halted, the end user will need to start over and place a new order.



## Company Blocked

UT has blocked several product categories for purchase. If there is an item that is blocked and you need to purchase please contact [shop\\_help@Tennessee.edu](mailto:shop_help@Tennessee.edu) for assistance



## Punchout Supported Products and Features

Not all products available on Amazon Business are supported for purchase through ESM.

Amazon Product or Feature	Amazon Business PunchOut/Direct Order
Prime Pantry	Yes
Amazon Fresh	No
Amazon Services (example: TV mounting)	No
Expedited Shipping Options	No
Promotional Codes	No
Recurring Delivery	No
Scheduled Delivery Options (for large or oversized items)	No
Magazine Subscriptions	No
Electronic Gift Cards with Custom Value	No
Customizable Products	No
Warranties	Yes
Bundled Products	No
Digital Content (e.g. Kindle eBooks, music, software, Games)	No
Today's Deals	No



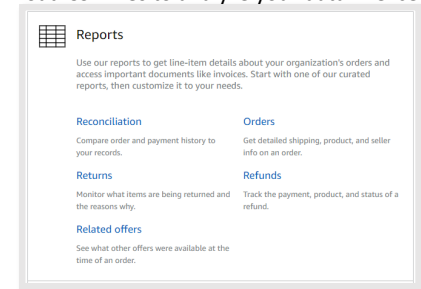
## Prime Eligibility – Fulfilled by Amazon

- Prime eligible items are fulfilled by Amazon. We recommend searching Prime eligible items.
- What's not Included?
  - Business Prime Shipping does not include additional Prime benefits such as Amazon Fresh, Pantry, Video, or Music.

## Amazon Business Analytics

Provides the ability to:

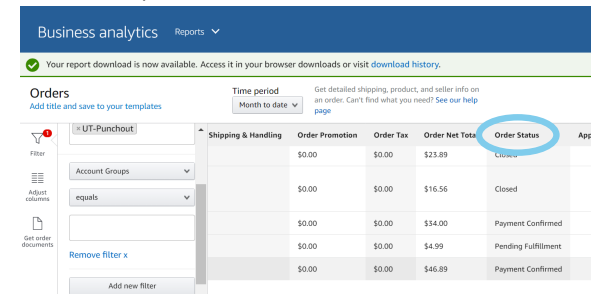
- Aggregate purchases to compare and track spend over time
- Monitor and track 60+ data fields including customer info, shipment info, payment info and seller info
- Customize and save report templates to meet business needs
- Download CSV files to analyze your data in excel




## Order Status

Use the Order Report to view order status and shipment status

- Select Orders Report within Business Analytics
- Filter by time period
- Review order in reference and scroll report to the right to see order and shipment status



 The Amazon Business Customer Service team can be reached Monday through Sunday from 8am to 12am Eastern time at (888) 281-3847 or at [www.amazon.com/gp/help/contact-us](http://www.amazon.com/gp/help/contact-us)