

# Amazon Business Policy

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## 1. Purpose

The purpose of this policy is to communicate the policy requirements and individual responsibilities for both Purchasing Cardholders and Agresso Purchasing Officer users when purchasing goods or services using the University of Glasgow's Amazon Business Account. This is also to introduce the Phase 2 Amazon Business project and to communicate that from 3rd January 2025 all Goods and Services will be processed through the Amazon Business eProcurement solution within the university's Finance System.

## 2. Introduction

The University of Glasgow (university) has entered into a Contractual Agreement with Amazon Business to enable purchase of Goods and Services using the Amazon Business Account (B2B). This policy applies to all staff who purchase Goods and Services from Amazon Business on behalf of the university.

Purchases can be made through the Amazon eProcurement solution, which is also known as PunchOut, within the Finance System.

This policy provides clear guidance on when it is appropriate to use a purchasing card and when Amazon as an eProcurement solution must be used.

## 3. Policy Statement

This policy must be read in conjunction with the following:

- [Procurement Policy](#)
- [Purchasing Card Policy](#)
- [Amazon Acceptable Use Policy](#)
- [Amazon Conditions of Use](#)
- [Amazon Conditions of Sale](#)
- [Purchasing on Amazon Business](#)
- [Amazon Business Account Privacy Notice](#)
- [Purchasing and Corporate Privacy Notice](#)

You must use Amazon exclusively for business purposes.

You must not purchase any products through Amazon business for personal or household use nor use any Amazon Business services for personal or household use.

You must not use the University Amazon Business Prime account for any Amazon personal home use

## 4. Purchasing on Amazon Business Account

At present the university allows all purchasing cardholders who create an [Amazon Business account](#) to purchase goods and services using their purchasing card. The university has set up Amazon Business as an eProcurement Supplier where you can purchase from their marketplace using the Purchase Order process and from the 3rd of January 2025 this will be the only process available to purchase from Amazon Business.

## 5. What is eProcurement?

eProcurement is a connection between the University Finance System and the Amazon Business product catalogue. This allows the user to buy Goods and Services directly through the university Finance System, which then automatically creates a requisition when the user has finished adding items to their shopping basket. This is a user friendly B2B ecommerce connection that provides the university with real-time catalogue pricing and supports straight through processing of invoicing to occur. [eProcurement](#)

## 6. Why are we transitioning to eProcurement?

eProcurement solution is an enabler for:

- Streamlined ordering process aligned with all Purchase Orders raised on the finance system
- Wider audience engagement allowing all university requisitioners and not just Purchasing Cardholders to place orders with Amazon Business.
- Browse and search for products all within the Amazon eProcurement platform, no requirement to use multiple platforms.
- Clear transparency of pricing and terms and conditions.

- Providing an effective way to showcase products and services making it easier to compare eProcurement catalogues from other suppliers.
- Increased visibility of expenditure and leverage to negotiation high volume expenditure.
- Discount offering from Amazon Business Account on individual key value items.
- The university has signed up to Amazon Business Prime, which provides free delivery on Order placed.
- Potential for further incentive discounts or rebates linked to the university overall annual expenditure.
- Processes are setup to allow future digital transformation such as e-invoicing.
- Mitigating compliance risk.
- Consolidation of tail end expenditure or individual Suppliers for one off expenditure.

## 7. How does the P2P Invoice Process Work?

All invoices will be sent from the one Supplier 'Amazon Business' creating one invoice to one Purchase Order match. The university finance system setup will enable automatic good receipting upon distribution of goods and invoice matching to take place to reduce manual intervention. Therefore, no GRN process is required, Amazon Business will not generate an invoice until all goods have been dispatched.

## 8. Procurement Office Responsibilities

The Procurement team are responsible for providing effective communication for all matters relating to the university Amazon Business Account.

- To provide support, guidance as required.
- To provide training as required.
- To support members of staff whilst onboarding to the university Amazon Business account.
- To record Amazon Business savings monthly.
- Measure and monitor monthly Amazon Business expenditure.

## 9. Purchasing Cardholders Responsibilities

- To cease placing orders on Amazon Business using the university Purchasing Card from 3rd January 2025.
- From the 3rd of January 2025 to process all Amazon Business purchases using the university finance eProcurement process.
- To ensure all outstanding Amazon HSBC transactions are coded on the bank portal by end of January/February 2025.

## 2. Purchasing Officer Responsibilities and Requisitioners

- To ensure that the university Contract Register is utilised before purchasing from Amazon Business.
- To ensure they are registered and setup for Amazon Business eProcurement.
- To ensure delivery costs are zero on all Order placed.
- To review their individual commitment report on Amazon and to ensure that they close off orders or individual line items on Agresso as required.
- To ensure that any returns are processed in compliance with the [Amazon Business Returns Policy](#) and ensure that they receive a credit note.
- To ensure that all vouchers including Amazon vouchers are purchased through [Love2Shop](#).

## 10. Restricted Categories

Amazon Business Account is for Suppliers who are contracted under the Amazon Framework Agreement. Items identified as “restricted” mean they are available from Suppliers who are not on the Amazon Business Framework Agreement and do not meet the rigorous financial due diligence required. Therefore, certain categories will be excluded and restricted for purchase. When your item has been identified as restricted on Amazon eProcurement, in most cases an alternative product will be identified and listed for you to purchase. If you require to purchase a restricted item and there are no alternative listed, please contact the Category Manager who supports your College or University Services who will provide further support and guidance. **See Appendix 1.**

## 11. Amazon Customer Service

Amazon have a dedicated customer service for business customers via Live-Chat, immediate Recall or E-Mail. Please refer to the Amazon portal under Customer Service for more information on your Order, Delivery or Returns.

If you have any issues when purchasing on the Amazon Business Account (e.g.card/transaction declined), please contact [Amazon Customer Service](#).

## 12. Amazon FAQs

Please check the Amazon Business FAQs on the [Procurement Office webpage](#)

## Appendix 1

Categories Excluded from the Amazon Project			
UNSPSC_ Code	Category	Route to Market	Hyperlink to Category Manager
25000000	Commercial and Military and Private Vehicles and their Accessories and Components	These Products/services are available from the CCS Framework RM6244 Purchase of Standard and Specialist Vehicles. <b>Please contact Con Church, Estates Category Manager for details</b>	<a href="https://www.gla.ac.uk/myglasgow/procurementoffice/contact">https://www.gla.ac.uk/myglasgow/procurementoffice/contact</a>
25100000	Motor Vehicles		
25101500	Passenger Motor Vehicles		
25101900	Specialized & Recreational Vehicles		
25190000	Transport Services Equipment	These Products/services are available from the Software Value Added Reseller Framework (SP-21-034) . <b>Please contact Chris Daly, IT Category Manager for details.</b>	<a href="https://www.gla.ac.uk/myglasgow/procurementoffice/contact">https://www.gla.ac.uk/myglasgow/procurementoffice/contact</a>
4300000	Information Technology Broadcasting and Telecommunications		
43230000	Software		
43231500	Business function specific software		
43231512	License management software		
43231513	Office suite software		
43231517	Procedure management software		
43231600	Finance accounting and enterprise resource planning ERP		

	<b>software</b>		
<b>43231601</b>	<b>Accounting software</b>		
<b>43232000</b>	<b>Computer game or entertainment software</b>		
<b>43232005</b>	<b>Music or sound editing software</b>		
<b>43232100</b>	<b>Content authoring and editing software</b>		
<b>43232102</b>	<b>Graphics or photo imaging software</b>		
<b>43232103</b>	<b>Video creation and editing software</b>		
<b>43232108</b>	<b>Calendar and scheduling software</b>		
<b>43232110</b>	<b>Spreadsheet software</b>		
<b>43232200</b>	<b>Content management software</b>		
<b>43232202</b>	<b>Document management software</b>		
<b>43232300</b>	<b>Data management and query software</b>		
<b>43232304</b>	<b>Data base management system software</b>		
<b>43232500</b>	<b>Educational or reference software</b>		
<b>43232501</b>	<b>Foreign language software</b>		



43232504	Route navigation software		
43232507	Dictionary software		
43232600	Industry specific software		
43232616	Legal management software		
43232800	Network management software		
43232900	Networking software		
43232902	Communications server software		
43233000	Operating environment software		
43233007	Computer imaging software		
43233200	Security and protection software		
43233205	Transaction security and virus protection software		
43233400	Utility and device driver software		
43233413	Voice recognition software		
43233415	Backup or archival software		
43233700	System management software		
43233701	Enterprise system management software		

46000000	Defense and Law Enforcement and Security and Safety Equipment and Supplies	<b>The University does not allow the purchase of ammunitions.</b>	
46100000	Light weapons and ammunition		
46101600	Ammunition		
46101800	Arms and ammunition accessories		
46161600	Water safety	<b>The University has a contract with CBRE for these Products/Services. Please contact Con Church, Estates Category Manager for details.</b>	<a href="https://www.gla.ac.uk/myglasgow/procurementoffice/contact">https://www.gla.ac.uk/myglasgow/procurementoffice/contact</a>
46210000	Workplace safety equipment and supplies and training materials		
46211500	Workplace safety training aids and materials		
47100000	Water and wastewater treatment supply and disposal		
47101500	Water treatment and supply equipment	<b>The University has a contract for these Products/Services. Please contact Hannah Dobby, MVLS Category Manager for details.</b>	<a href="https://www.gla.ac.uk/myglasgow/procurementoffice/contact">https://www.gla.ac.uk/myglasgow/procurementoffice/contact</a>
48130000	Funeral equipment and materials		
48131500	Burial or grave products		
49131600	Hunting products	<b>The University does not allow the purchase of these Products</b>	

50000000	Food Beverage and Tobacco Products	The University has a contract for these Products/Services. Please contact Rhona Wilson, University Services Category Manager for details.	<a href="https://www.gla.ac.uk/myglasgow/procurementoffice/contact">https://www.gla.ac.uk/myglasgow/procurementoffice/contact</a>
50100000	Nuts and seeds		
50101700	Nuts and seeds		
50110000	Meat and poultry products		
50120000	Seafood		
50130000	Dairy products and eggs		
50131700	Milk and butter products		
50131800	Cheese		
50200000	Beverages		
50201700	Coffee and tea		
50201706	Coffee		
50201714	Non-dairy whiteners		
50300000	Fresh fruits		
50400000	Fresh vegetables		
50404100	Herbs		
50404800	Mushrooms		
52170000	Domestic wall treatments	The University has a contract with CBRE for these Products/Services. Please contact Con Church, Estates Category Manager for details.	<a href="https://www.gla.ac.uk/myglasgow/procurementoffice/contact">https://www.gla.ac.uk/myglasgow/procurementoffice/contact</a>
52171000	Bathroom wall treatments		

64000000	Financial Instruments, Products, Contracts and Agreements	The University has a contract for these Products/Services. Please contact Stephen Otiende, University Services Category Manager for details.	<a href="https://www.gla.ac.uk/myglasgow/procurementoffice/contact">https://www.gla.ac.uk/myglasgow/procurementoffice/contact</a>
64100000	Bank offered products		
64101800	Card based revolving credit products		
64110000	Securities		
64111800	Entitlements or rights		
64111802	Subscription right		
64111804	Warrant		
64120000	Insurable interest contracts		
64121500	Property insurance contracts		
64121514	Warranty policy		
64130000	General agreements and contracts		
64131500	Agreements		
72000000	Building and Facility Construction and Maintenance Services	The University has a contract with CBRE for these Products/Services. Please contact Con Church, Estates Category Manager for details.	<a href="https://www.gla.ac.uk/myglasgow/procurementoffice/contact">https://www.gla.ac.uk/myglasgow/procurementoffice/contact</a>
72150000	Specialized trade construction and maintenance services		
77000000	Environmental Services		
90000000	Travel and Food and Lodging and Entertainment Services	The University has a contract for this Services. Please contact the Travel Hub.	<a href="https://www.gla.ac.uk/myglasgow/procurementoffice/universitytravelhub/">https://www.gla.ac.uk/myglasgow/procurementoffice/universitytravelhub/</a>
90120000	Travel facilitation		

93000000	Politics and Civic Affairs Services	<p>The University has a contract with CBRE for these Products/Services.</p> <p>Please contact Con Church, Estates Category Manager for details.</p>	<p><a href="https://www.gla.ac.uk/myglasgow/procurementoffice/contact">https://www.gla.ac.uk/myglasgow/procurementoffice/contact</a></p>
93142007	Urban building standards or regulations services		
95000000	Land and Buildings and Structures and Thoroughfares		
95121500	Commercial and entertainment buildings and structures		
95121504	Shop building		