

## **AMAZON BUSINESS PHASE 2 ePROCUREMENT FAQs**

### **Section 1 – Delivery**

**PLEASE NOTE HOME DELIVERY ADDRESSES MUST NOT BE USED.**

#### **1.1 When is the go live date?**

Response: 3rd January 2025.

#### **1.2 Which delivery address will be used? The one from Agresso or the one in the Amazon account?**

Response: The University has transitioned to use the delivery address held on Amazon. You can select the Amazon eProcurement option to use the delivery addresses held against your Business Account. You have the flexibility to add and save addresses onto your Amazon Business Account. Guidance is available on the Procurement Amazon webpage under 2.4.

#### **1.3 Is there a workaround for being able to send to one off address that is not set up in Agresso?**

Response: Yes, see 1.2 above.

#### **1.4 Will names or addresses written in the Message section pull through at all for distribution from central stores delivery locations?**

Response: if you create a tailored address with someone's name, it will pull through.

#### **1.5 How do I add a delivery address on Agresso?**

Response: The University is now using the delivery address held on Amazon. This is no longer a requirement.

#### **1.6 How do I add a delivery address on Amazon?**

Guidance is available on the Procurement Amazon webpage under 2.4.

#### **1.7 I will need to order items for disabled member of staff for use for home working, can that be arranged through this route?**

Response: Home delivery addresses must not be used. Under these circumstances a PO can be raised on Agresso for home delivery under the [Restricted Supplier list](#).

Alternatively, items would need to be delivered to the university and then redelivered to the individual's home address.

**Is there an assurance from Amazon that they will deliver to the address on the package and not to the central mail room as this happens sometimes?**

Response: Amazon ships to delivery address selected at the time of your order, either using the Agresso delivery address or the Amazon delivery address. If any supplier is not delivering to the required address contact the supplier directly.

**1.8 Do they only deliver during office hours? They tried delivering between 7-9pm the other week.**

Response: See guidance on 2.4 to schedule your delivery with Amazon at your preferred time. There is flexibility to do this Monday to Friday or 7 days per week, along with your opening times such as 9h00 – 17h00.

**1.9 My main items are delivered to the Halls of Residences from Monday to Friday between 9h00 – 17h00. I sometimes look for items to be delivered during the weekends/evenings. Is this permitted going forward?**

Response: Please ensure you have selected the correct delivery settings, see 1.8 above.

**1.10 Can we add name of person to be delivered to and add Google map co-ordinates?**

Response: No.

**1.11 Is there a return shop on campus?**

Response: Not at present.

**1.12 What happens if our orders from Amazon, are misplaced and not received. How can this be addressed?**

Response: Please ensure that you have the correct address code for the drop of, if still happening, please contact Amazon Customer Services through eProcurement.

**1.13 Similar issue at Berkeley Square - we do not have a building porter to accept deliveries directly and we have been instructed to have deliveries sent to the central mailroom referencing Berkeley Square for them to be transferred to us - what delivery code would we use?**

Response: You will need to use the central mailroom who will redirect to Berkeley.

**1.14 We normally use the UofG Mailroom as our buildings has restricted access (via Salto) - this makes getting our packages better.**

Response: Continue to use your current process.

## **Section 2 - GRN**

### **2.1 What happens if a purchase has been GRNd under the following:**

- The item is damaged.
- The item is missing.

Response: Contact Amazon for new delivery date or credit note via your account on the website and use the option for refund/credit. When order is shipped, you receive an email. Reach out to Amazon if you have not received an item.

### **2.2 What about GRN orders that are shipped at different times?**

Response: Auto GRN will not happen until full delivery has been received.

### **2.3 If it works the same way as e-procurement why would it automatically GRN the goods if we don't do that already.**

Response: Amazon is being set up differently.

## **Section 3 – Amazon Vouchers**

### **3.1 Do we order Amazon vouchers directly from Amazon?**

Response: No - Please use Love to Shop supplier. Please raise your requisition on Agresso against Supplier ID 33719 PARK RETAIL LTD.

## **Section 4 – Third Party Sellers**

### **4.1 Will unauthorised third-party sellers appear on the university Amazon Business search?**

Response: No.

### **4.2 Will unauthorised third-party sellers appear on an Amazon Consumer search?**

Response: Yes, please ensure that all searches are actioned in the Amazon Business account.

## **Section 5 – Amazon email address**

### **5.1 I'm in School of Medicine and have to use the Hub for all orders. Will I still have to do this, or can I use Amazon Business Account?**

Response: Contact the MVLS Hub to confirm this.

## 5.2 Can we set up an Amazon business account using a central mailbox so all requisitioners in the team can see what our team has ordered?

Response: No, this is not permitted.

## 5.3 When logging into Amazon business with your work email address, do you use a new different password for this use?

Response:

5.3.1 To place an order on Amazon Business, you can use Agresso Punchout without having to use an Amazon login.

5.3.2 To access / view previous orders on Amazon, you will be asked to enter your Amazon password.

## Section 6 – Unauthorised or Block Items

### 6.1 I am often sent Amazon links to items by the team. Will this be blocked?

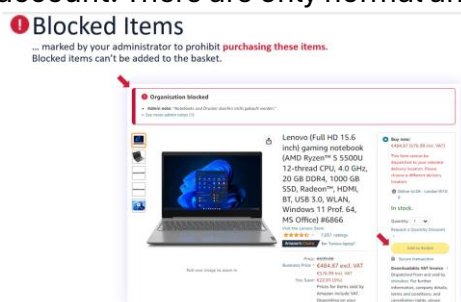
Response: as long as your team is using Amazon Business account, you can still use links sent to you. Punchout to Amazon website then enter the links you need to order. It depends on the product being linked, if the product is blocked you will be unable to purchase. Consult Amazon Business Policy for the blocked categories.

### 6.2 If there is an item we want that is not included in the authorised goods for purchase, can we contact anyone to ask for it to be approved for purchase?

Response: Contact the [procurement team](#)

### 6.3 What is the difference between "blocked" and "restricted" for UofG?

Response: no "restricted" items will appear on the University Amazon Business account. There are only normal and "blocked" items.



## Section 7 – PO Orders, Returns and Cancellations

### 7.1 Are PO numbers displayed prominently on the delivery note/label?

Response: Yes.

**7.2 Will all orders be covered by free Prime delivery or will we be told if we add manual charge for delivery?**

Response: All orders will be free delivery as the University has paid for Amazon Prime.

**7.3 Will any price differences still be highlighted to the approver of the PO?**

Response: Yes.

**7.4 How should I cancel an order or process a return; do I need to go through Agresso?**

Response: you can go to Amazons site without going via Agresso. You will need your Amazon login details to continue.

**Section 8 - Training**

**8.1 When new staff undertake Agresso training, is this now included?**

Response: All training videos have been uploaded onto the Procurement web page under [Amazon Business Account](#)

**8.2 Are all Agresso users able to access Amazon Business as Punch-Out as they can Lyreco etc?**

Response: Yes.

**Section 9 – General**

**9.1 Will procurement have access to analytics like scope 3 emissions?**

Response: Score 3 emissions will be further explored next year.

**9.2 Will Amazon show University contracted suppliers?**

Response: No, please refer to the [Contracts Register](#) on the Procurement Office webpage.