

Amazon End User Guide

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Amazon Business Customer Support
[Amazon Customer Service Website](#)
888-281-3847

Updated 1/30/2024

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OVERVIEW

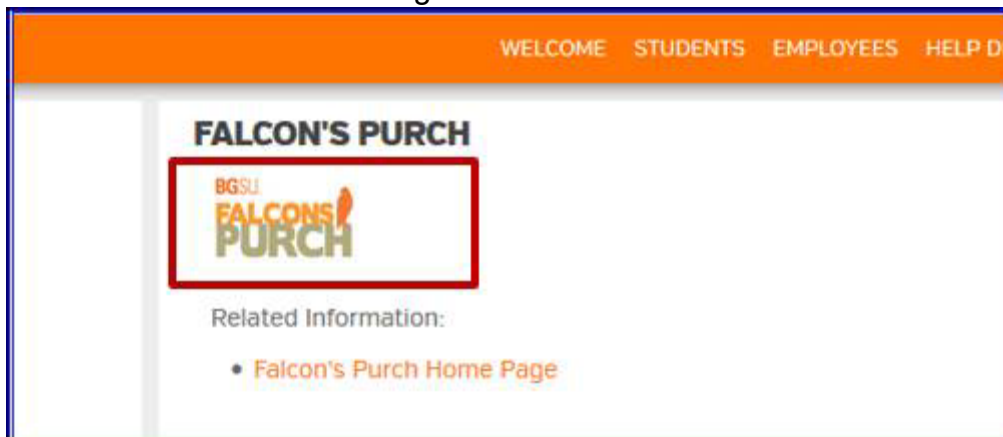
Bowling Green State University and Amazon Business have been in a contractual partnership since 2017. As part of this contractual relationship, Amazon Business has a punchout on the home screen of Falcons Purch that acts as the home for departmental Amazon purchases. In an effort to streamline and centralize BGSU's Amazon account, all purchases made by BGSU departments should be made within this punchout. As part of BGSU's Amazon account, making purchases through the Amazon punchout in Falcons Purch offer the benefits below:

- Free 2-Day shipping on Prime-eligible items ([learn more](#))
- Automatic tax-exempt purchasing on items sold by Amazon.com LLC and participating 3rd party sellers
- Access to millions of additional products, available only to Business customers
- Business-specific pricing, including quantity discounts on eligible items
- Access to a specialized Amazon Business Customer Service team

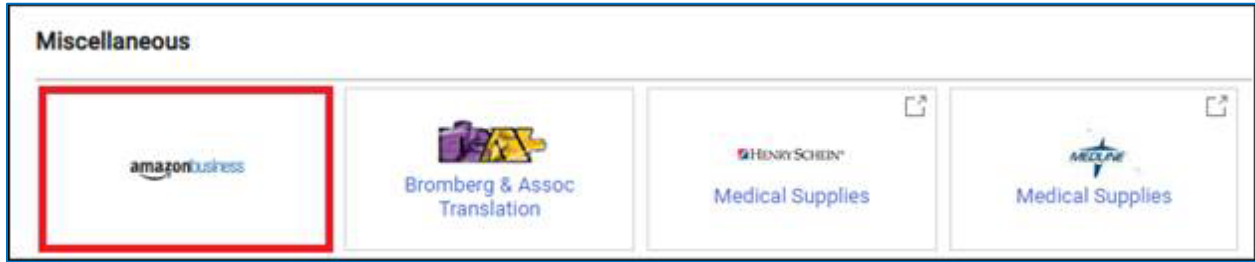
ACCESSING THE AMAZON PUNCHOUT

Users can facilitate shopping, order updates, and returns by accessing their Amazon Business account through the punchout in Falcons Purch. New employees of BGSU can also automatically create their BGSU Amazon account by following the instructions below:

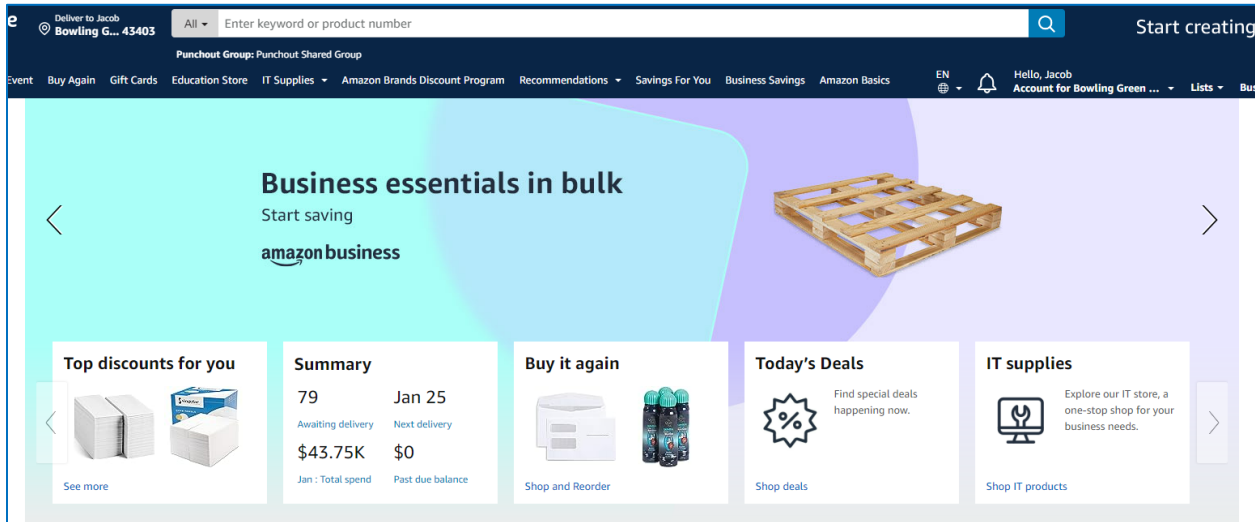
Log into the Purchasing page of MyBGSU by visiting my.bgsu.edu/purchasing, and then click on the Falcons Purch logo.



Scroll down to the “Miscellaneous” section of the Falcons Purch homepage and click on the Amazon Business icon.



The Amazon front page should open in a new window. You can now begin browsing and shopping through the Amazon catalog.



*** NOTE:** If the Amazon punchout does not open in a new window, please make sure that you do not have pop-ups blocked on your browser. This can be reviewed by checking the settings of your browser. *

ORDERING THROUGH THE AMAZON PUNCHOUT

Once you have logged into Amazon through the Amazon punchout, feel free to explore the catalog available in the punchout. Items can be added to your Amazon account by clicking the “Add to Cart” button.

Health & Household · Household Supplies · Household Batteries · AAA

Amazon Basics 36-Pack AAA Alkaline High-Performance Batteries, 1.5 Volt, 10-Year Shelf Life

Visit the Amazon Basics Store
4.7 ★★★★★ 716,472 ratings | Search this page
Amazon's Choice

2 sustainability features
100K+ bought in past month

Price: \$15.51
Amazon Private Brands Discount Price: **\$11.62** (\$0.32 / Count)
prime One-Day
FREE Returns
You Save: **\$3.89** (25%)

Buying multiple items? Go to multi-select

Size	Price	Per Count
8 Count (Pack of 1)	\$7.46	(\$0.93 / Count)
12 Count (Pack of 1)	\$10.91	(\$0.91 / Count)
20 Count (Pack of 1)	\$12.68	(\$0.63 / Count)
36 Count (Pack of 1)	\$11.62	(\$0.32 / Count)
100 Count (Pack of 1)	\$21.94	(\$0.22 / Count)

\$11.62 (\$0.32 / Count)
prime One-Day
FREE Returns
FREE delivery **Tomorrow, January 26.** Order within 11 hrs 4 mins
Deliver to Punchout - Bowling G... 43403

In Stock
Qty: ?
Add to Cart

Secure transaction
Sold by Amazon and Fulfilled by Amazon.
Return policy: Eligible for Return, Refund or Replacement within 30 days of receipt.
Shows what's inside. Item often ships in manufacturer container to reduce packaging. If this is a gift, consider shipping to a different address.
 Add a gift receipt for easy returns
Add to List










Once you have added the item(s) needed to your cart, you can click on the Cart icon in the top right of the screen, and then click “Proceed to checkout.”

en ... Lists Business Prime

Subtotal (1 item): \$11.62
 This order contains a gift

Proceed to checkout

Your screen should look like the screenshot below – the Group should be the “Punchout Shared Group”, and you can edit your shipping address by using the “Change” button to the right side of the screen. When choosing the Payment Method, please click on the University’s Amazon card (ending in **3428**), and then click “Use this payment method.”

1 Group	Punchout Shared Group Group under Bowling Green State University	Change						
2 Business order information	Disabled							
3 Shipping address	ATTN: Jacob Konecny, Bldg: Huntington Bldg, Room: Bowling Green State University Bowling Green, OH 43403	Change						
4 Choose a payment method								
<div style="border: 1px solid #ccc; padding: 10px;"> <p>Punchout Shared Group credit and debit cards</p> <table border="1"> <thead> <tr> <th></th> <th>Name on card</th> <th>Expires on</th> </tr> </thead> <tbody> <tr> <td><input checked="" type="radio"/>  Bank of America Merrill Lynch Purchasing Card ending in 3428  Provided by your organization</td> <td>Jacob Konecny</td> <td>11/2027</td> </tr> </tbody> </table> <p>+  Add a credit or debit card > Amazon accepts all major credit cards.</p> <p>Other payment methods</p> <p>+  Add a business checking account Use your US based business checking account. Learn more</p> <p>+  Add a personal checking account Use your US based personal checking account. Learn more</p> <p style="text-align: center;">Use this payment method</p> </div>				Name on card	Expires on	<input checked="" type="radio"/>  Bank of America Merrill Lynch Purchasing Card ending in 3428  Provided by your organization	Jacob Konecny	11/2027
	Name on card	Expires on						
<input checked="" type="radio"/>  Bank of America Merrill Lynch Purchasing Card ending in 3428  Provided by your organization	Jacob Konecny	11/2027						

Once all information has been filled out in the checkout screen, click on the “Submit order for approval” button.

1 Group	Punchout Shared Group Group under Bowling Green State University	Change	<div style="border: 1px solid #ccc; padding: 10px;"> <p style="text-align: center;">Submit order for approval</p> <p><small>By placing your order, you agree to the Amazon Business Accounts Terms and Conditions and Amazon's privacy notice.</small></p> <hr/> <p>Order Summary</p> <p>Items: \$11.62</p> <p>Shipping & handling: \$0.00</p> </div>
2 Business order information	Disabled		
3 Shipping address	ATTN: Jacob Konecny, Bldg: Huntington Bldg, Room: Bowling Green State University Bowling Green, OH 43403	Change	

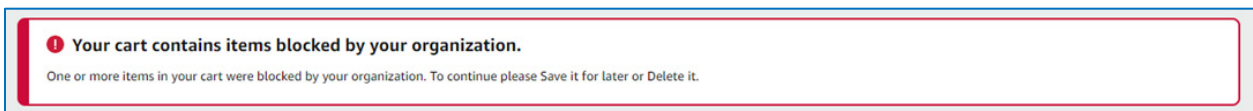
The items are now in your shopping cart in Falcon's Purch. You can now Proceed to Checkout or Assign Cart. Please reference the [Shopper Training Guide](#) on the Falcons Purch training site for instructions on how to assign or submit your Falcons Purch cart for approval.

AMAZON PURCHASING BEST BUSINESS PRACTICE

When placing an order through the Amazon punchout, the best business practice is to add a business purpose of the item(s) being purchased when assigning your cart to another individual or submitting a requisition. Any item that does not have a readily apparent business purpose will require the business purpose to be stated on the requisition – this is necessary to meet auditing needs from the Purchasing Department. Adding a business purpose to your requisition will ensure that your order will not be held in the review process while the Purchasing Department requests a business purpose.

RESTRICTED COMMODITIES ON THE AMAZON PUNCHOUTS

As you are shopping through Amazon, you may encounter the error below when checking out that states, "Your cart contains items blocked by your organization". The item you are attempting to purchase may be blocked for one of many reasons; the most popular reasons being that either BGSU has negotiated contracts with other suppliers for the commodity you are trying to purchase, or the commodity is an unallowable purchase that can not be made with University funds. To request an item be unrestricted, or for assistance in navigating your purchasing options, please contact Jacob Konecny (konecnj@bgsu.edu).



FREQUENTLY ASKED QUESTIONS

Q: Can I use my BGSU Amazon account to make personal purchases with my personal credit card?

A: No, the Amazon account tied to your BGSU email should only be used for BGSU-related purchases. Personal Amazon purchases should be made using your personal Amazon account.

Q: I am trying to order a product through Amazon.com and get the error message below when checking out. What does this mean and how do I fix the issue?

1 Choose a group [Learn more](#) ▾

! You can't check out

Your organization is set up to place orders on Amazon using a procurement system.

To place orders on the website, please ask your administrator to log into their business account, and set requisitioner permissions for you. Thank you.

[Back to cart](#)

A: This error typically occurs when a user is attempting to place an order outside of the Amazon punchout (such as through amazon.com on their browser). In our current relationship with Amazon, all BGSU Amazon accounts must make their purchases through the punchout in Falcons Purch. Simply navigate to the Amazon punchout, and your order should still be in your cart to submit for approvals.

Q: I need to ship a book or item to an address that is off campus. Is that allowable?


A: Under typical scenarios, shipping items off-campus is not allowable. However, if there is a legitimate business need to ship an item from Amazon off-campus, please reach out directly to Purchasing (purchasing@bgsu.edu) to determine if an exception can be granted.

Q: I need to return an item I received from Amazon. How do I go about doing this?


A: Returns can be facilitated through the Amazon punchout, by hovering over “Hello, [your name]”, and clicking “Your Orders”. Once you have found the item, click “Return or Replace Items” to facilitate your return.

ORDER PLACED January 25, 2024	SHIP TO Amy Smith-WRLD Languages/Shatzel, Room: Postal Ser ▾	PLACED BY Amy Smith ▾ Punchout Shared Group	TOTAL \$46.45	PO# BG02414837 ORDER # 114-5300357-7522603 View order details Printable Order Summary
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Delivered Friday
Your package was left near the front door or porch.



Cococa 300pcs 3-5 Inches Colorful Feathers for DIY Craft Wedding Home Party Decorations
Sold by: Cococa USA ▾
Return eligible through Feb 25, 2024
\$6.99



ELCOHO 24 Pieces White Paper Masks Half Face Masquerade Masks DIY Hand Painted Masks with Tether Acrylic Paints Brushes Mardi Gras Masks for Halloween, Cosplay Party
Sold by: Elcoho US ▾
Return eligible through Feb 25, 2024
\$20.99

[Track package](#)

[Print packing slip](#)

[Return or replace items](#)

[Share gift receipt](#)

[Write a product review](#)

Q: I have a question that is not answered in this document. Who should I reach out to?

A: Amazon's Customer Support is always available to chat [here](#). If Customer Support cannot resolve the issue, contact Jacob Konecny (konecnj@bgsu.edu, 419-372-8395) in BGSU Purchasing. If needed, the University's Amazon rep will be contacted to escalate any issues.