

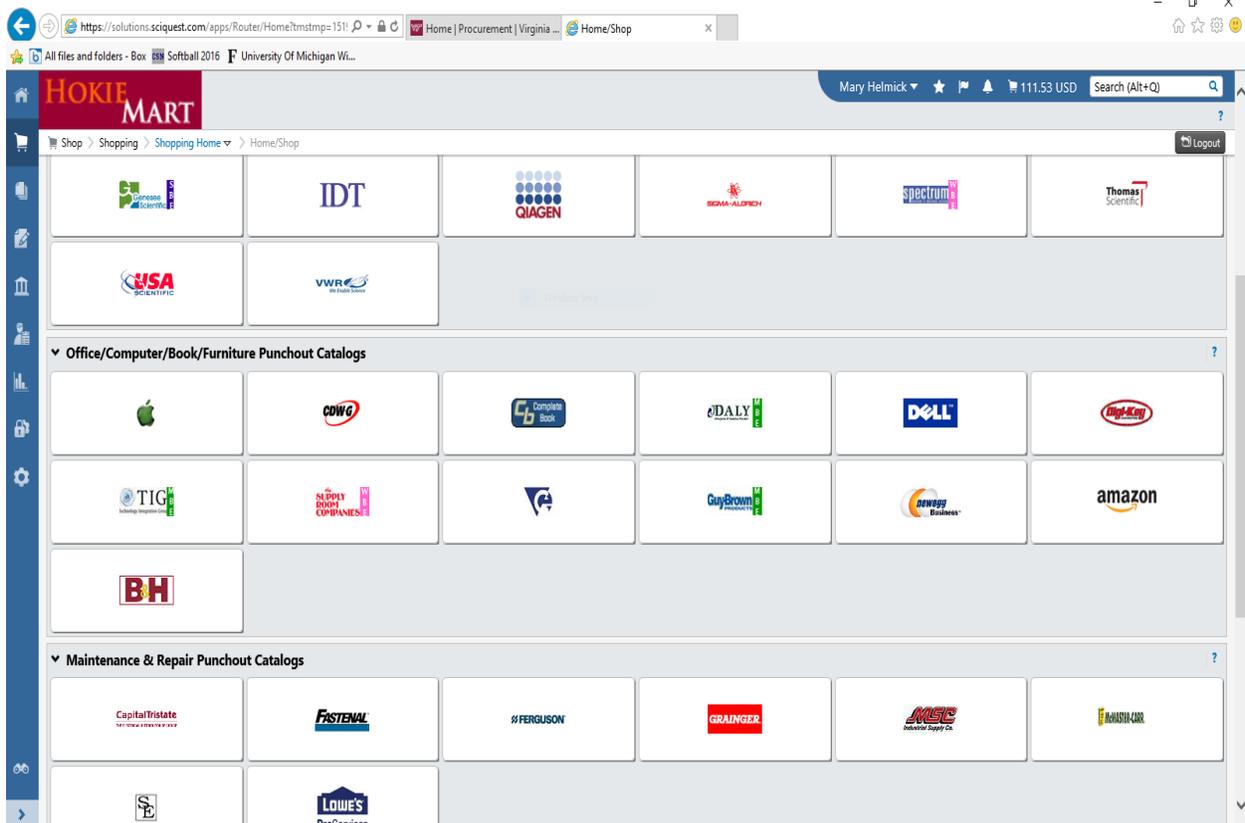


HOKIEMART PUNCHOUT CATALOG

Functional Overview Including Helpful Hints

Last Updated April 12, 2018

Amazon PunchOut Catalog Location in HokieMart



Remember! The HokieMart Amazon PunchOut Catalog is set to reject any order that exceeds \$2000 (departmental delegation limit). No personal items should ever be ordered through the HokieMart ordering system.

The HokieMart Amazon PunchOut Catalog is powered by the centralized university Amazon Business Account. The first time you try to use the punchout catalog, Amazon will provide you step by step instructions for joining Virginia Tech's centralized Amazon Business Account. The following table can assist you with this process as well.

amazonbusiness First Time Set-up Guide

1. You will receive an email inviting you to join your organization's Amazon Business account. Click on **Accept the invitation** Invitations are time sensitive.
2. If you do not receive your invitation, please check your spam folder. The email will come directly from Amazon Business.
3. Choose the scenario below that applies to you and follow the instructions.

Scenario 1

Create a new business user account

- If you don't have an existing Amazon account tied to your work email address, you will be provided step-by-step instructions to create your new account log-in for your organization's Amazon Business account.

Create an account for business

Your name

Email

Password

Confirm password

Create account

- Please be sure to use your full name when completing this form (First Last).
- Once your account has been created, you can start shopping.



Scenario 2

Migrate your existing Amazon Account

- If you already have an Amazon account tied to your work email address and utilize this account solely for business purchases, you can migrate this existing account to your organization's Amazon Business account.
- Sign in using the same password that you already use for your existing Amazon.com account.

Sign in to the account you will use for business

Your email

Your password

Sign in

[Forgot your password?](#)

- To migrate this account, including order history, select the right hand option: **Use My Existing Account.**
- Confirm that you will be using this account for Business purchases. This will not affect any personal Amazon accounts you have set up with different emails.



- **Complete** your registration and **Start Shopping.**

If you cannot remember your password, you can click [Forgot your password?](#) to reset it.

Scenario 3

Separate Business & Personal Shopping

- If you have an existing Amazon account tied to your work email and utilize this account for business & personal purchases, Amazon recommends changing your existing account to a personal email address in order to associate your work email with a new account for business.
- After clicking **Accept the invitation**, sign into your account with your existing password.
- When prompted to **Choose an Account option**, select **Create a Separate Account.**

1. Update the email on your existing account to a personal, non-work email address. *The new email address cannot be associated with an existing Amazon.com account.*

Change your email address

To save your current account information, change the email address used to log into the account. You can continue making purchases using this account. Your password will stay the same.

Current email

Change email to

This will be the email used to log into your personal account

Confirm new email

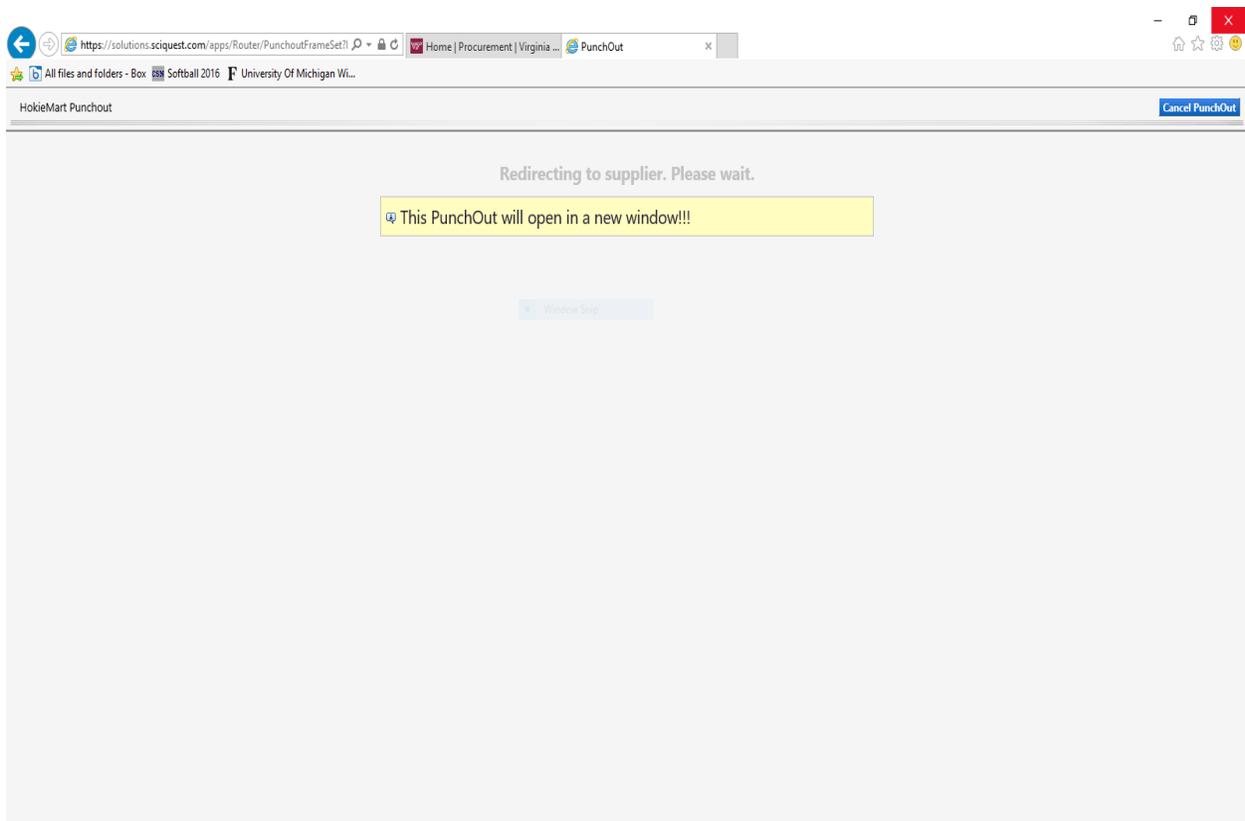
Save and continue

Next, we'll create your Amazon business account.

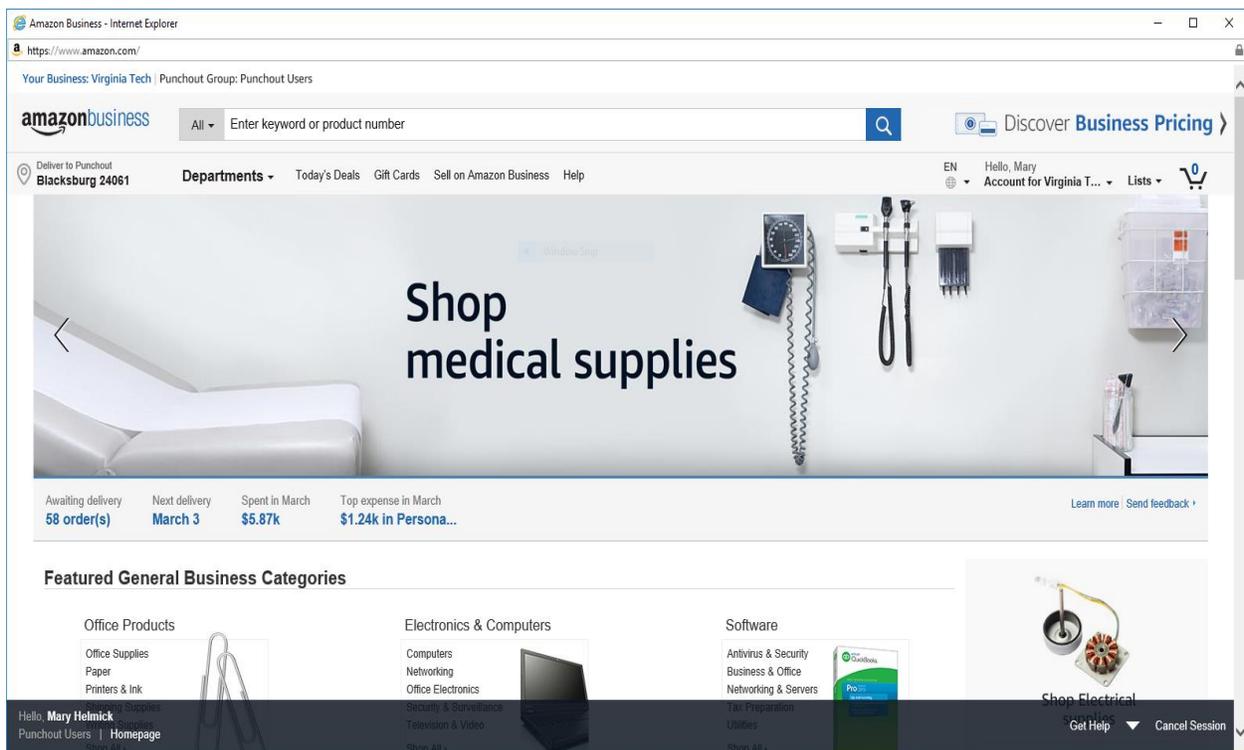
1. Complete the registration steps to create your new account for business.
- Complete the set up for a new account following steps in Scenario 1.



Note that the PunchOut Catalog will open in a new window. Be sure your pop up blocker is turned off or accept to open in a new window when prompted.

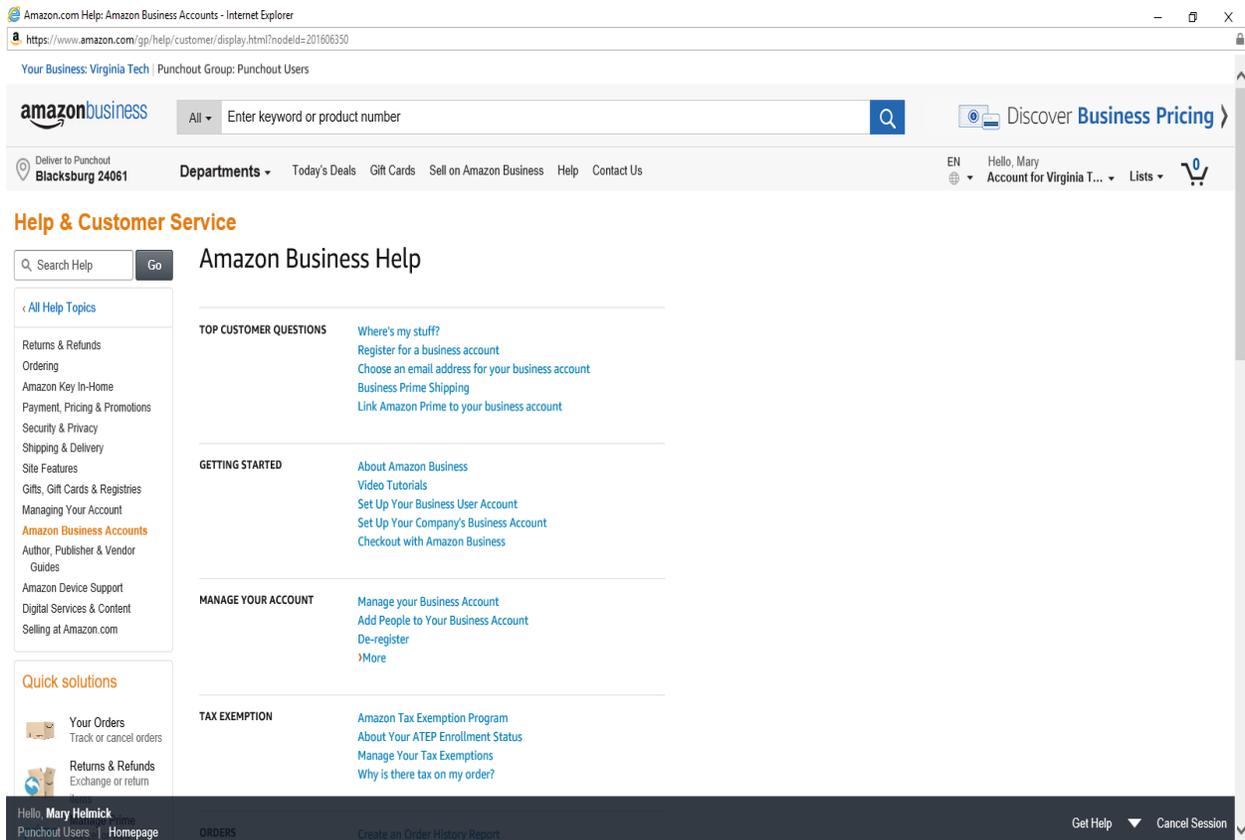


The Amazon PunchOut Catalog will look familiar to anyone who is familiar with buying from an amazon.com website. The shopper's experience is very similar to retail Amazon. The exception is that after completing the Amazon checkout for your purchase, you are redirected back to HokieMart for HM cart checkout, requisition approvals and PO processing. Only HokieMart purchase orders electronically transferred to Amazon will be fulfilled and shipped.



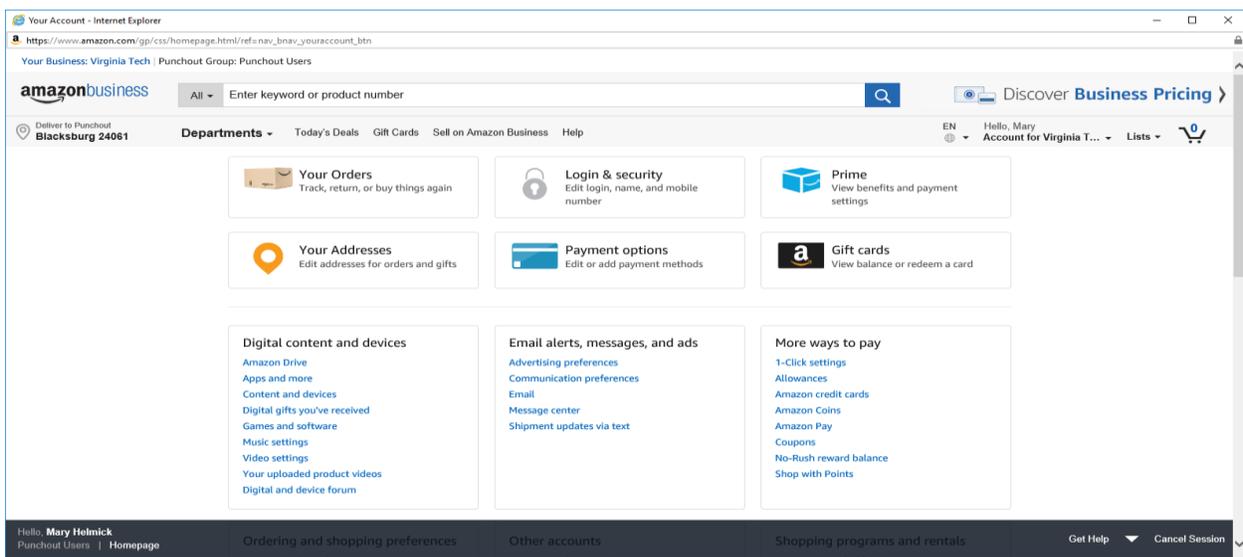
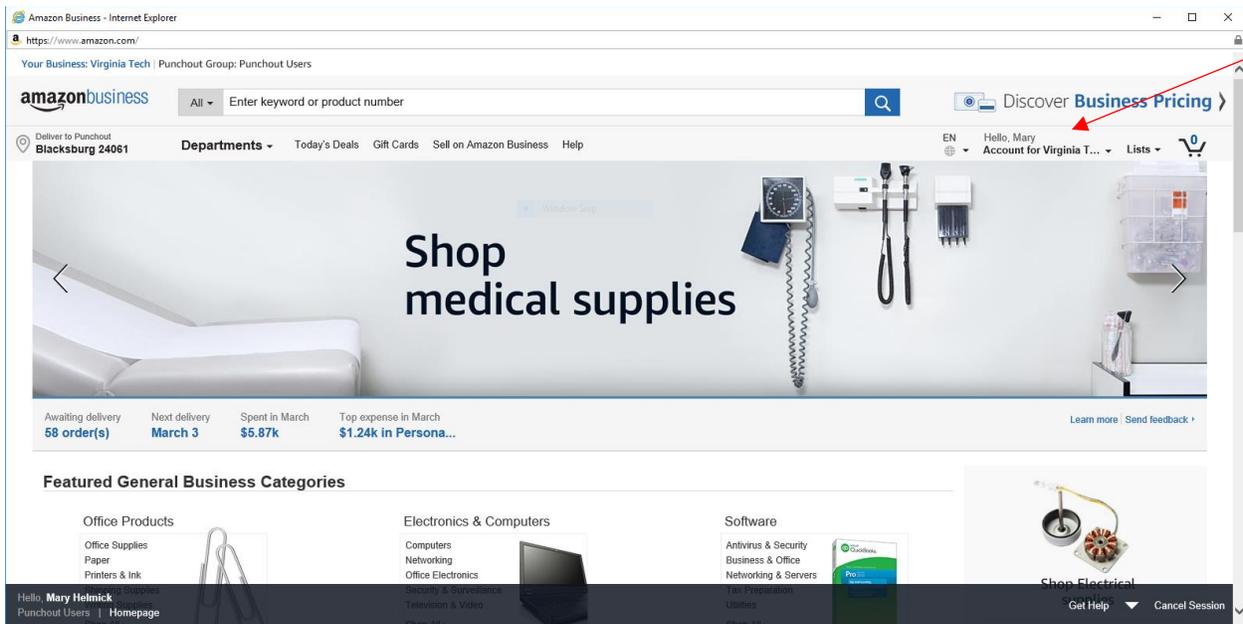
Helpful Hint: While in the Amazon PunchOut, selecting the “Get Help” link opens up a webpage with many help categories.

Examples of the Amazon Business help categories available to you when clicking the “help” button located at the bottom of the Amazon Punchout page.



Helpful Hint: While navigating within the Amazon PunchOut Catalog, you will find you don't have a browser “back button”. If you need to navigate backwards, right mouse -click and choose <back>. This issue has been reported to Amazon as a functional improvement needed.

While in the Amazon HokieMart PunchOut Catalog, you can also navigate to your Amazon Business Account including Order History as shown below. **Helpful Hint:** even though the system allows you to change your name and email address in your Amazon Business Account, you should not do this because your name and email address must agree with your name and email in HokieMart to keep the connection between the two systems.



Helpful Hint: The order history you see in your Amazon Business Account shows the items you have ordered within the PunchOut Catalog. If you move those items to the HokieMart Cart and then delete the cart or change the order within HokieMart, those changes will not reflect in your Amazon Business account “Your Orders”. There may be more items or different orders listed in your Amazon Business account compared to your HokieMart requisition history.

amazonbusiness All Search by product name, part number, code, or model Discover Business Pricing

Deliver to Virgini... Blacksburg 24061 Departments Today's Deals Gift Cards Sell on Amazon Business Help EN Hello, Mary Account for Virginia T... Lists

Your Account > Your Orders

To view orders placed by users in your business account, select View All Orders below or go to Business Analytics.

Your Orders Search all orders Search Orders

View Your Orders: Paid by You orders Open Orders Digital Orders Cancelled Orders

View Your Orders: Paid by Virginia Tech

View All Orders: Virginia Tech

ORDER PLACED	SHIP TO	PLACED BY	TOTAL	ORDER #
March 3, 2018	Contact Name, Phone +1 (540) 231-6221, Email mhe	Mary Helmick Punchout Users	\$0.00	111-5280065-5717854

Cancelled

 Kensington Pro Fit Wireless Keyboard (K72450US)
Sold by: Amazon.com Services, Inc.
\$0.00
Business Price
Buy it again

 Kensington Pro Fit Full-Size Wireless Mouse (K72370US)
Sold by: Amazon.com Services, Inc.
\$0.00
Buy it again

12:23 PM 3/3/2018

Helpful Hint: If no orders appear in the “Your Orders” section of your Amazon Business account, try selecting the dropdown list and choose “Virginia Tech Orders”. The default in this drop down list is always set to “View Orders Paid by you” so you may have to change this selection to Virginia Tech every time. This issue has been reported to Amazon.

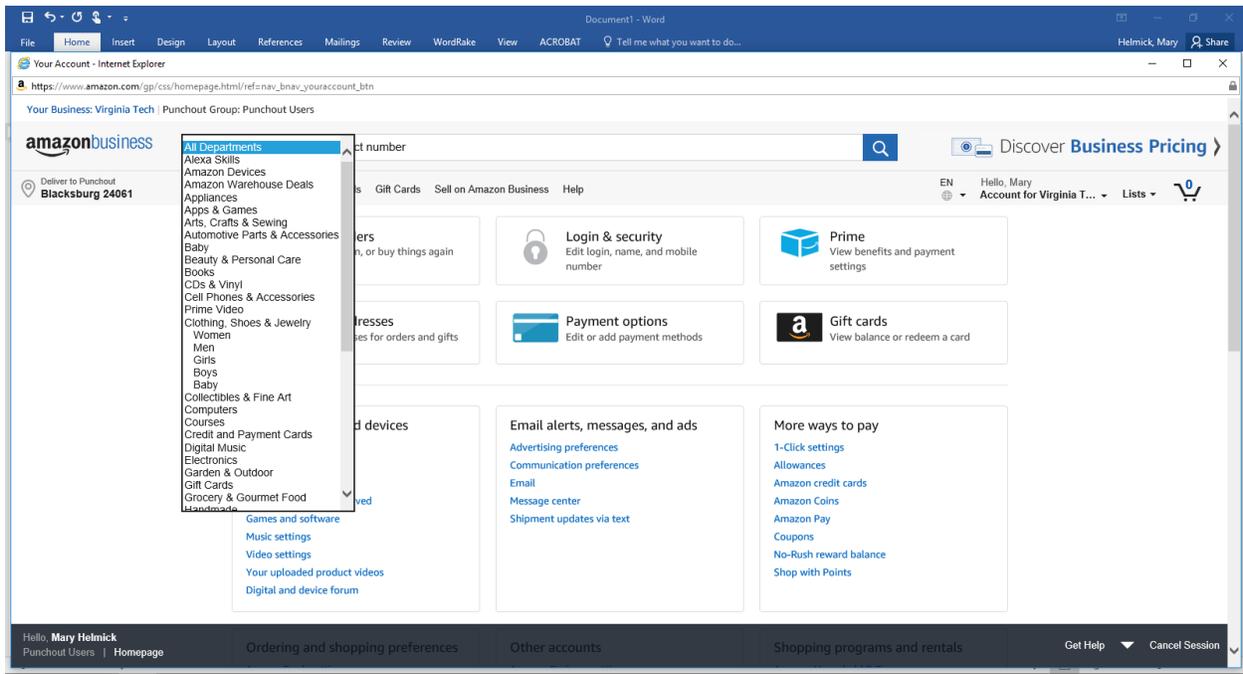
The screenshot shows the Amazon Business 'Your Orders' page. At the top, there's a navigation bar with 'amazonbusiness' and a search bar. Below that, there's a 'Your Account > Your Orders' breadcrumb. A dropdown menu is open, showing three options: 'View Your Orders: Paid by You', 'View Your Orders: Paid by Virginia Tech' (highlighted with a red arrow), and 'View All Orders: Virginia Tech'. Below the dropdown, there's a table of orders. The first order is dated March 3, 2018, with a total of \$0.00. Below the table, there's a 'Cancelled' section with two product listings: 'Kensington Pro Fit Wireless Keyboard (K72450US)' and 'Kensington Pro Fit Full-Size Wireless Mouse (K72370US)'. Both are sold by Amazon.com Services, Inc. and have a business price of \$0.00. The Windows taskbar is visible at the bottom, showing the time as 12:23 PM on 3/3/2018.

ORDER PLACED	SHIP TO	PLACED BY	TOTAL	ORDER #
March 3, 2018	Contact Name: Phone +1 (540) 231-6221, Punchout Users Email: mhe	Mary Helmick	\$0.00	111-5280063-5717854

Cancelled

- Kensington Pro Fit Wireless Keyboard (K72450US)**
Sold by: Amazon.com Services, Inc.
\$0.00
Business Price
Buy it again
- Kensington Pro Fit Full-Size Wireless Mouse (K72370US)**
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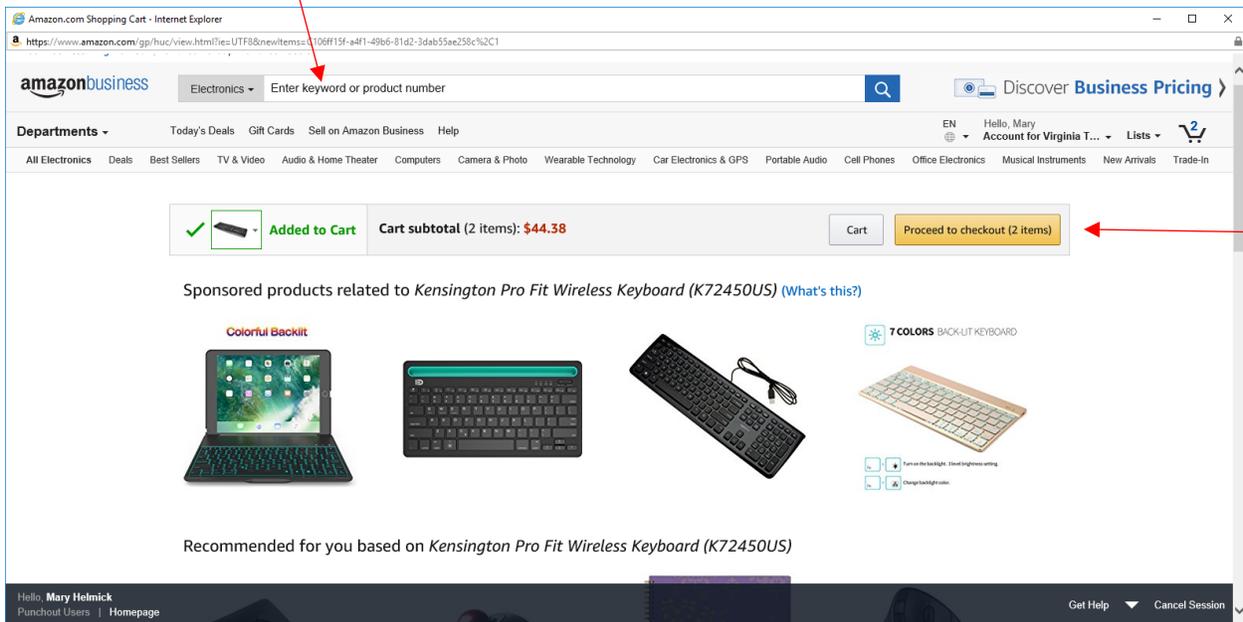
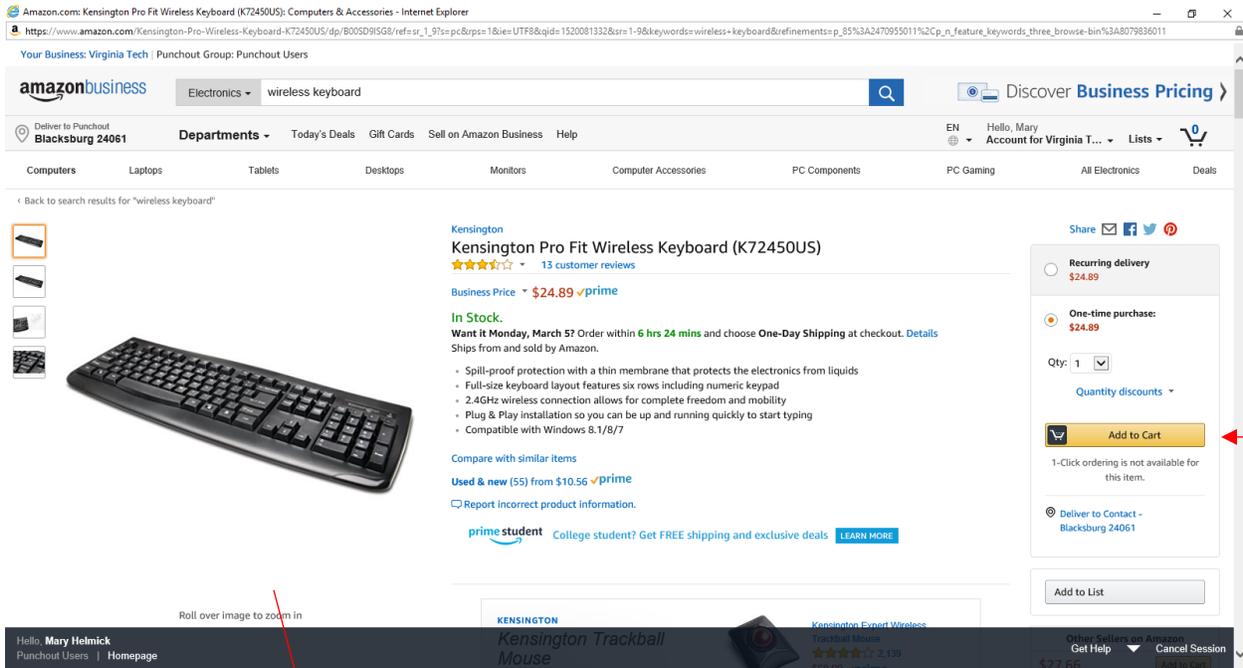
Searching in Amazon is easy and robust.



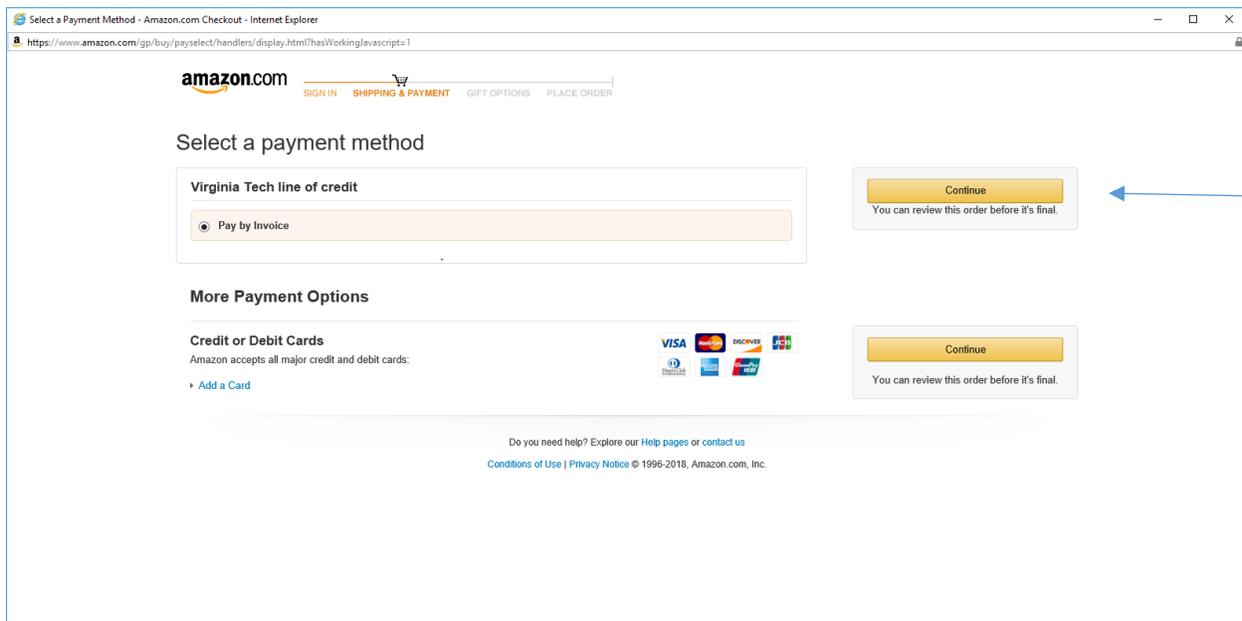
Helpful Hint: to get the free 2-day prime shipping, select “prime items” as a filter when searching. This will show only prime items eligible for free shipping to select from.

The screenshot shows an Amazon search results page for wireless keyboards. The left sidebar contains several filter sections: 'Any Category' (Electronics, Computers & Accessories, Peripherals), 'Refine by' (Amazon Prime, Add-on Item, Seller Type), 'Feature Keywords' (Windows, Full Size, Backlit, Gaming, Ultra Thin, Spill Resistant), 'Keyboard Interface' (Wireless, PS/2, USB, Bluetooth, Infrared), and 'Keyboard Color' (various color swatches). A red arrow points to the 'prime' checkbox under the 'Amazon Prime' filter, which is checked. The main content area displays a grid of keyboard products. The first row includes: 1) Logitech MK550 Wireless Wave Keyboard and Mouse Combo (price: \$42.40, original \$79.99, Prime, 5 stars, 5,854 reviews); 2) Logitech K360 Wireless Keyboard (price: \$24.95, 4.5 stars, 4,186 reviews); 3) Logitech K400 Plus Wireless Touch TV Keyboard (price: \$24.99, original \$39.99, Prime, 4.5 stars, 3,209 reviews). The second row includes: 4) Logitech Wireless Keyboard K270 (price: \$29.79, Prime, 4.5 stars, 538 reviews); 5) Logitech K350 2.4Ghz Wireless Keyboard (price: \$36.00, Prime, 4.5 stars, 1,376 reviews); 6) HP Wireless Elite Keyboard v2 (price: \$37.99, Prime, 4.5 stars, 1,465 reviews). A 'Best Seller' badge is visible above the HP keyboard. The bottom of the page shows a 'Keyboard Color' section with various color swatches.

Select Add to Cart when you have selected an item.
After adding an item to the Amazon cart, you can continue shopping by searching for the next item. If you have completed your shopping, you would then select "Proceed to Checkout".



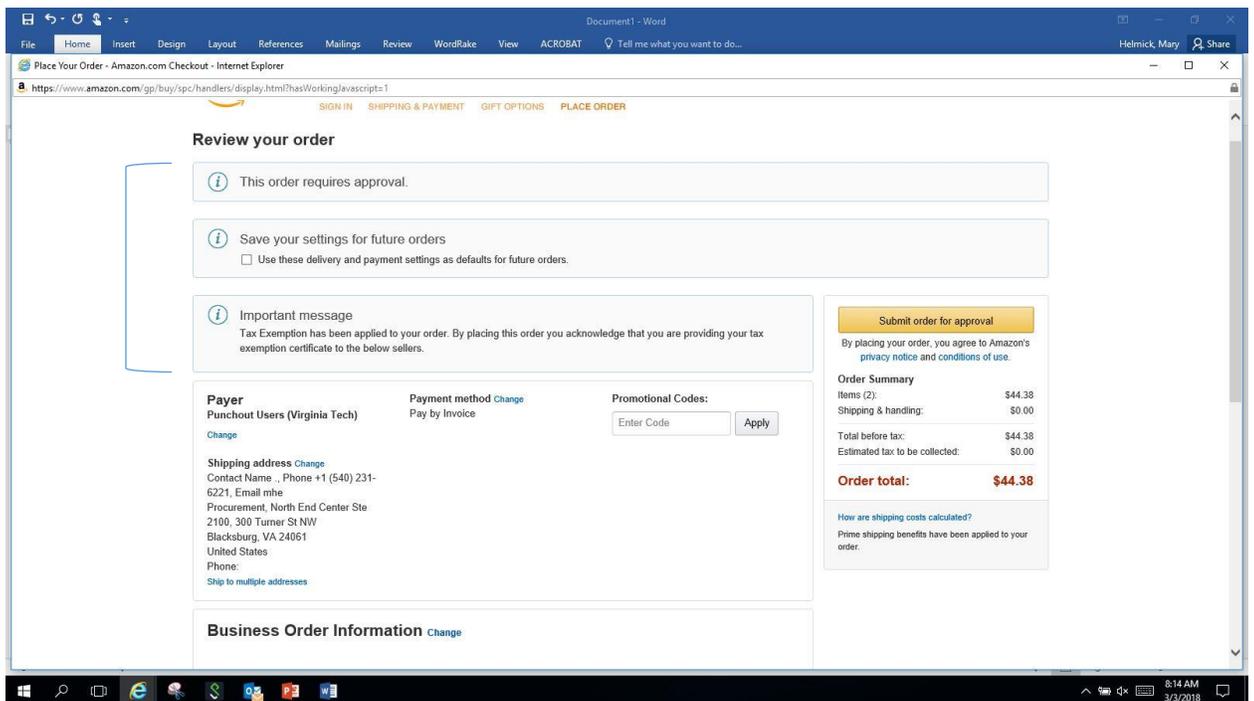
The only payment method than can be used in any location of the Amazon PunchOut Catalog is “Pay by Invoice”. **Helpful Hint:** Even if you add credit card information on this screen, no credit cards or gift cards will be accepted as payment in the Amazon PunchOut Catalog. All orders must be checked out and transferred to HokieMart to be submitted to Amazon as a purchase order and Amazon will e-invoice the University for the purchase.

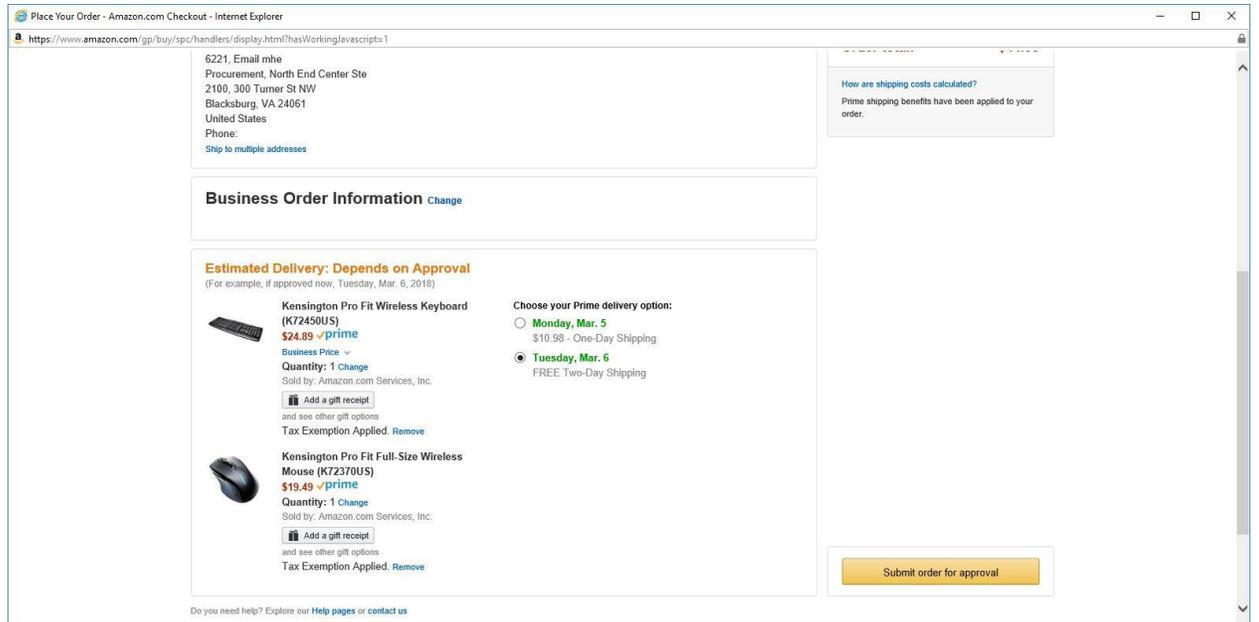


Your only option is to continue.

Review your Order. If your order is ready to move to the HokieMart Cart, select “Select Order for Approval”. **Helpful Hint:** Note the options to set defaults for your checkout screens in the punchout.

Helpful Hint: on the PunchOut check out page, there is no “back” button that allows you to return to shopping. You can right mouse-click and select “back” when working on a laptop or desktop. Otherwise, your only choice is to complete the checkout process and move the items to HokieMart for processing. This functional issue has been reported to Amazon.





Although the Punchout Check out Page gives you options to change your address, when the order is transmitted back to HokieMart, your default HokieMart ship to will carry over to the HokieMart requisition.

You can change quantities of items on this page. **Helpful Hint:** To delete an item, choose to change qty and you will have a delete button to select from that screen.

Utilizing the Centralize Amazon Account Outside of the HokieMart (<http://www.amazon.com>)

- You can go to your Amazon Business account by navigating to: <http://www.amazon.com>. Login with your @vt.edu email address and your password.
- Although the Amazon Business account will be completely functional including allowing you to send things to your cart, it will not let you checkout because it requires checkout only through the HokieMart Punchout Catalog.
- You can still use your Amazon Business Account through www.amazon.com to do the following:
 - Check the status of your orders
 - Cancel an order (remember you still must cancel the HokieMart requisition also).
 - Initiate a return of any items you purchased

Helpful Hint: While in the Amazon Business Account via <http://www.amazon.com>, you can move items in to your shopping cart. Next time you enter the HokieMart Punchout Catalog, those items will already be sitting in your cart to complete your order via HokieMart requisition and purchase order. This is also a great way to shop if you are working off an email sent from others with amazon links of products you must order for them. Because it is in a true browser session, the cut/paste of links from an email to the Amazon search field.

RETURNS

Amazon Business offers different options for returns based on the item(s) you are returning. To initiate a return, go to “My Orders” in your Amazon Business Account. Select the item(s) you must return. Follow the instructions given by Amazon Business. Once the return is complete, you will get this summary (shown on bottom of page). e-Credit Memos are sent to VT Accounts Payable for processing just the same as e-invoices are sent to VT Accounts Payable for payment.

Helpful Hint: Do not call the 1-888 number for Amazon to initiate a return request. Doing so, you will have to authenticate yourself to the university’s centralized business account and this will be difficult for individuals who may not have details required for authentication. Instead, process return requests online through your individual account on the Amazon Business Account.

Your Return Summary

✓ We are processing your refund. You don't need to return the item back to us!

Did you know?
If you're having trouble with certain items, you can get help from a technical expert, send items for repair, and more through Get Product Support in Your Orders.
[Learn more](#)

Hi-LITER Desk Style, Fluorescent Purple, Box of 12 (24060)	\$6.78
Return Reason: Bought by mistake	
Item Tax Refund	: \$0.00
Refund Subtotal	: \$6.78

Your Refund **\$6.78**

Your refund was applied to your original method of payment.

Refund Total : **\$6.78**

[Continue shopping](#)

Amazon's 7-Day Price and Quantity Hold – Awaiting HokieMart's Approvals

- Orders that are “checked out” or “Submitted for Approval” out of the Amazon PunchOut catalog and sent to HokieMart for processing and approvals, are guaranteed for a price hold and qty hold for seven days from the date submitted to the HokieMart shopping cart.
- After seven days, without an approval, a HokieMart order that is submitted to Amazon for fulfillment may have a different price or be back-ordered in comparison to the price and availability status when the PunchOut order was checked out. This may also cause problems in proper “matching” to e-invoices received.
- The seven day hold may also not be honored if:
 - If the HokieMart purchase order has different quantities of products compared to the qty that had been selected in the PunchOut.
 - If the shipping method of “Next Day Air” is selected in the PunchOut but a different ship to address was selected on the HokieMart requisition.

HELPFUL HINTS: If you checkout your Amazon shopping cart, sending it back to HokieMart as a requisition and then decide you need to cancel or change qty and delete your Hokiemarkart cart and start over, there may be a 7-day hold on those items by Amazon for inventory control. This situation will give you

the following error message, “Your business has reached its limit for this product” and will not let you complete your purchase. If you report this situation to HokieMart@vt.edu, VT Procurement can request Amazon release the 7-day hold and free up the items for re-purchase. Expect a delay should this happen. Other than having VT Procurement contract Amazon directly, there is no other known solution for these issues.

INDIVIDUAL ITEM CURATION

Because the Amazon Business website contains a broad range of products, some of those are not appropriate to be purchased with university or grant funds OR requires pre-approvals before a purchase is made. To help prompt users when items fall in to a category that may not be able to be purchased through the Amazon Punchout, a “curation notice” has been added. If you receive one of these prompts, please follow the directions given and do not proceed with the purchase unless you have received the correct permission.

Example of an item curation notice:

The screenshot shows a web browser window displaying an Amazon Business product page. At the top, a yellow warning banner reads: "Company restricted. This item may not comply with the purchasing standards for your organization. Punchout Users employees: Please contact itprocurement@vt.edu for assistance with the review and purchase of all software, regardless of cost. Show other admin messages". Below the banner, the product is identified as "Corel PaintShop Pro 2018 Ultimate Photo with Multi-cam Video Editing Software for PC (Amazon Exclusive)". The price is listed as \$69.99, with a note that it is free shipping for Prime members. A "BONUS Multi Cam Video Software" is highlighted. The page also shows a "Quantity" dropdown set to 1, an "Add to Cart" button, and shipping information for "P- Blacksburg - 24061". The browser's address bar shows the URL: https://www.amazon.com/Corel-PaintShop-Ultimate-Multi-cam-Exclusive/dp/B073XPVJT6/ref=sr_1_1_sspa?ie=UTF8&qid=1520274300&sr=8-1-spons&keywords=adobe+photoshop+elements+2018+%26+premiere+elements+2018&psc=1. The browser tabs show "webex Virginia Tech - Bing" and "PunchOut". The Windows taskbar at the bottom shows the time as 1:26 PM on 3/5/2018.