



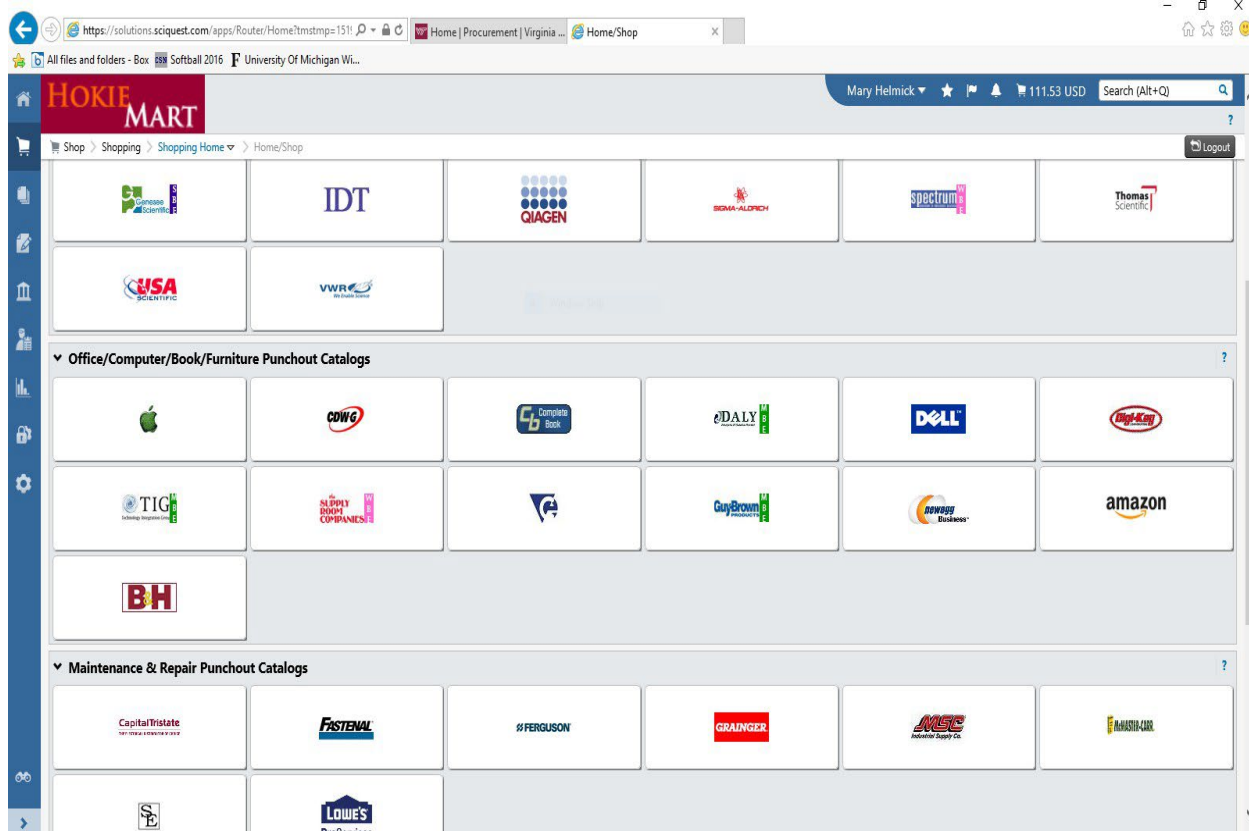
HokieMart Punchout Catalog

Functional Overview Including Helpful Hints



Last Updated April 12, 2018

Amazon PunchOut Catalog 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.



Amazon Business 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

Start shopping

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

Create an account for business

Your name

Email

Password

Confirm password

Create account

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.
- To migrate this account, including order history, select the right- hand option: **Use My Existing Account.**

Sign in to the account you will use for business

Your email

Your password

Sign in

[Forgot your password?](#)

- 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.

Confirm and continue

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

*If you cannot remember your password, you can click **Forgot your password?** to reset it.*

Amazon Business Customer Service can be reached Monday - Sunday from 8am to 12am Eastern time at (866) 486-2360 or www.amazon.com/gp/help/contact-us

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

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 user@company.com

Change email to

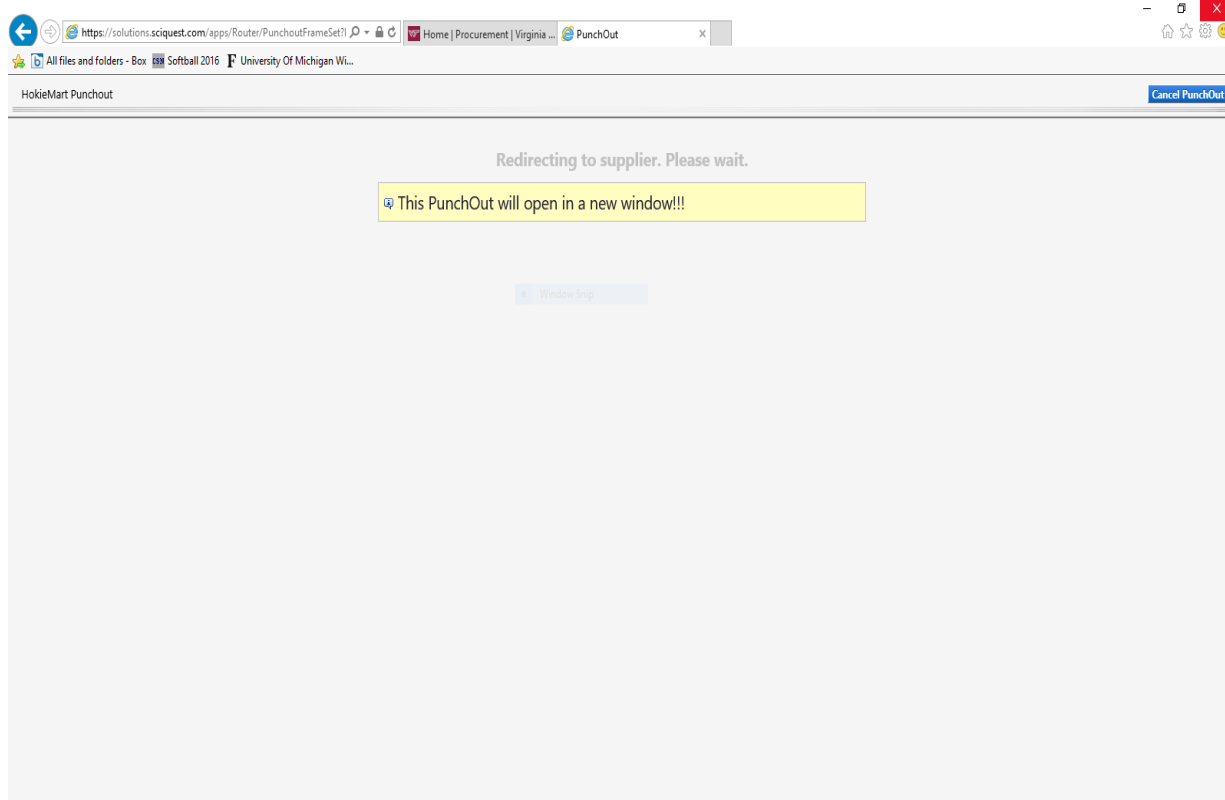
This will be the email used to log into your personal account

Confirm new email

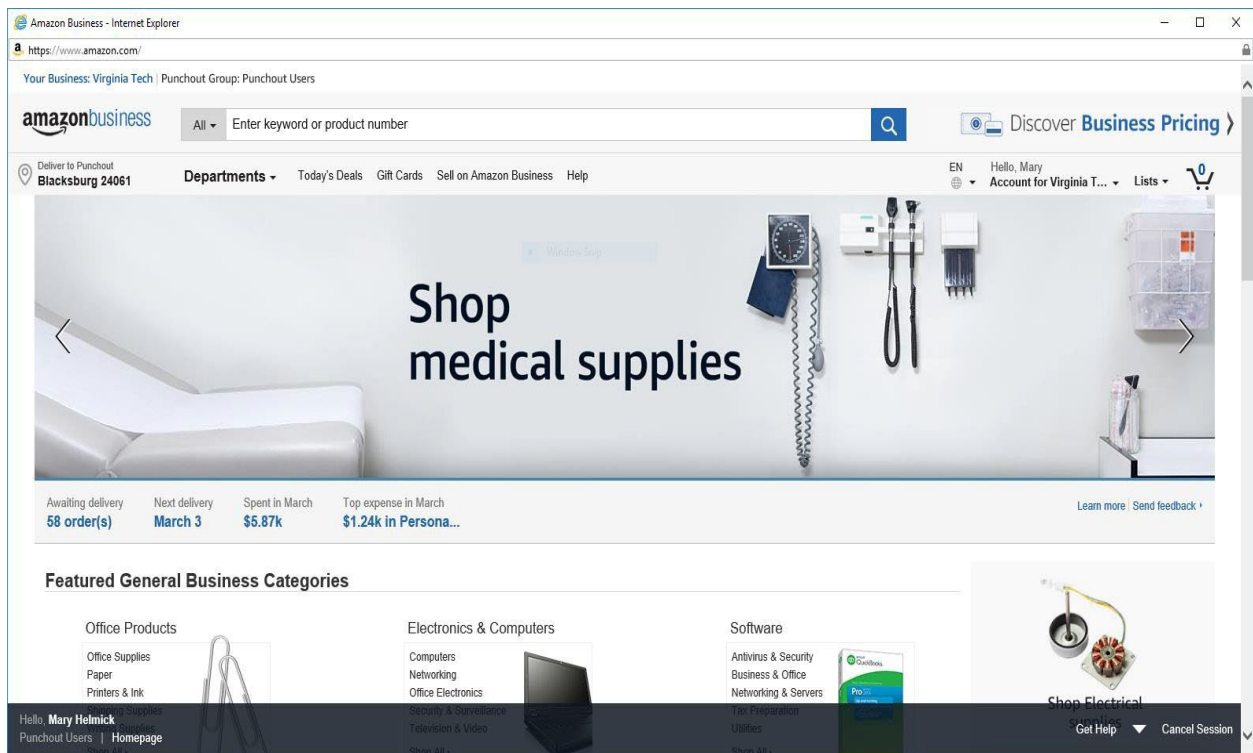
Save and continue

Next, we will create your Amazon business account.

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.



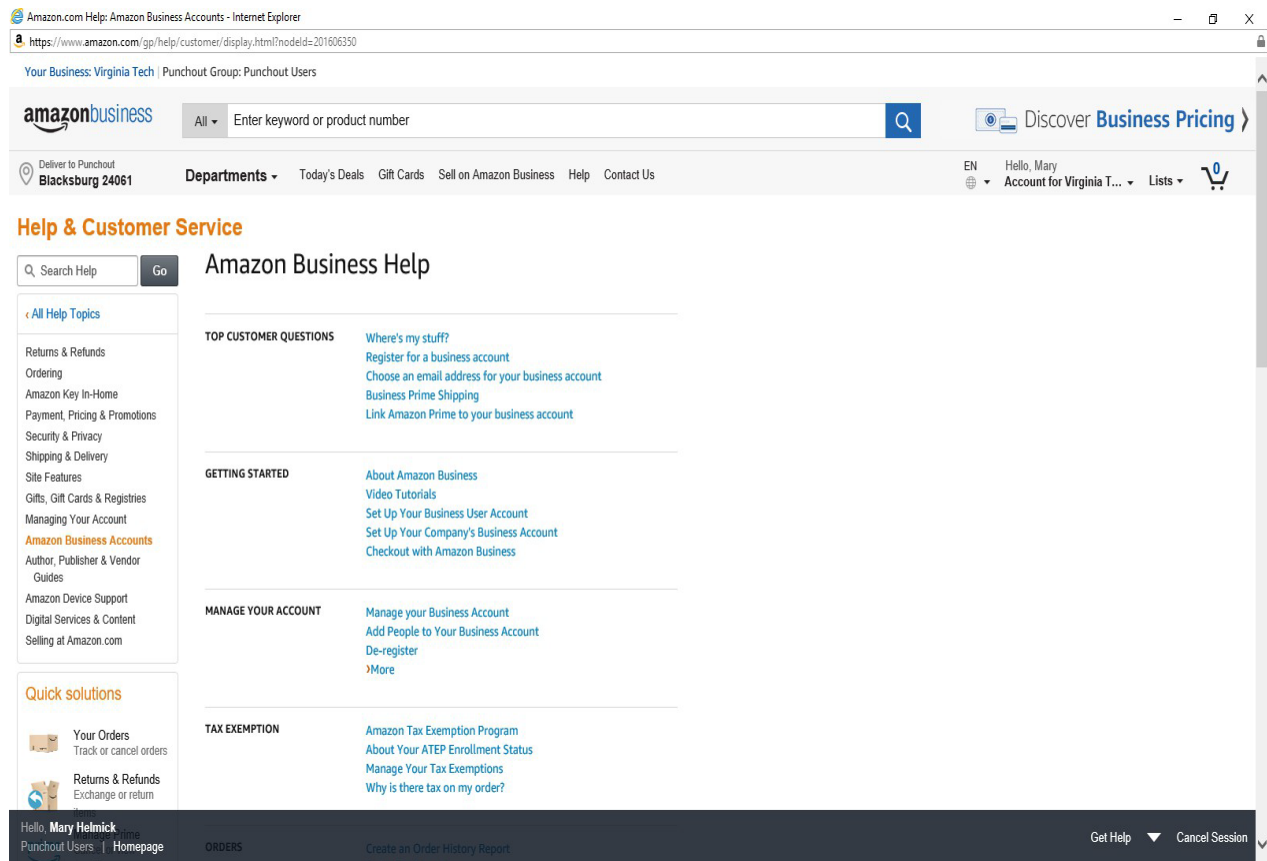
The Amazon PunchOut Catalog will look familiar to anyone who is familiar with buying from an amazon.com website. The shopper's experience is very similar to retail Amazon. The exception is that after completing the Amazon checkout for your purchase, you are redirected back to HokieMart for HM cart checkout, 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.

These are examples of the Amazon Business help categories available to you when clicking the “help” button located at the bottom of the Amazon Punchout page:

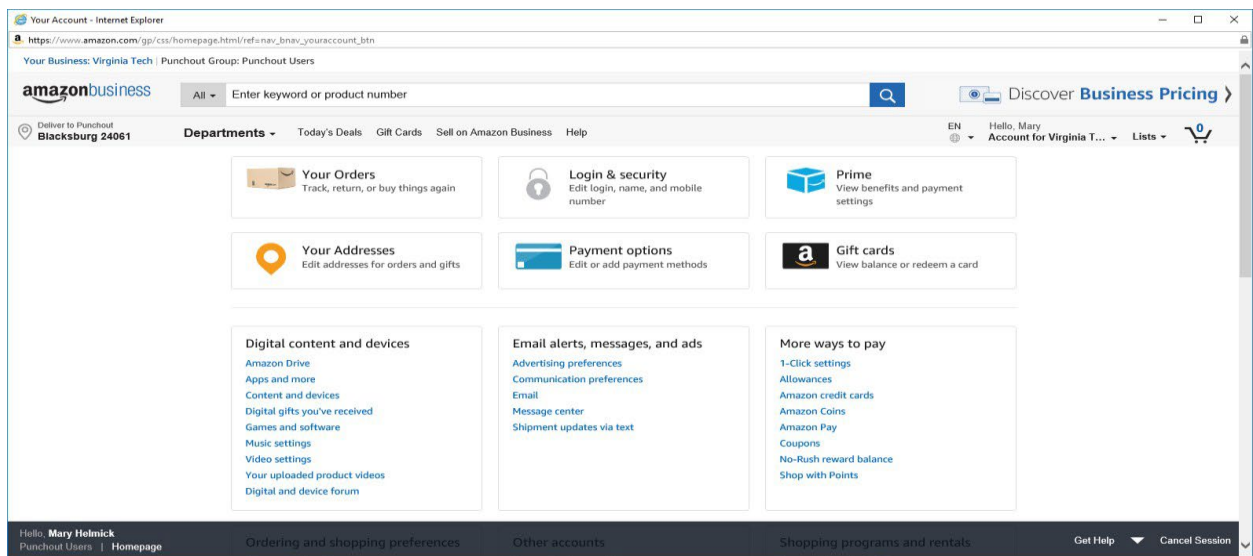
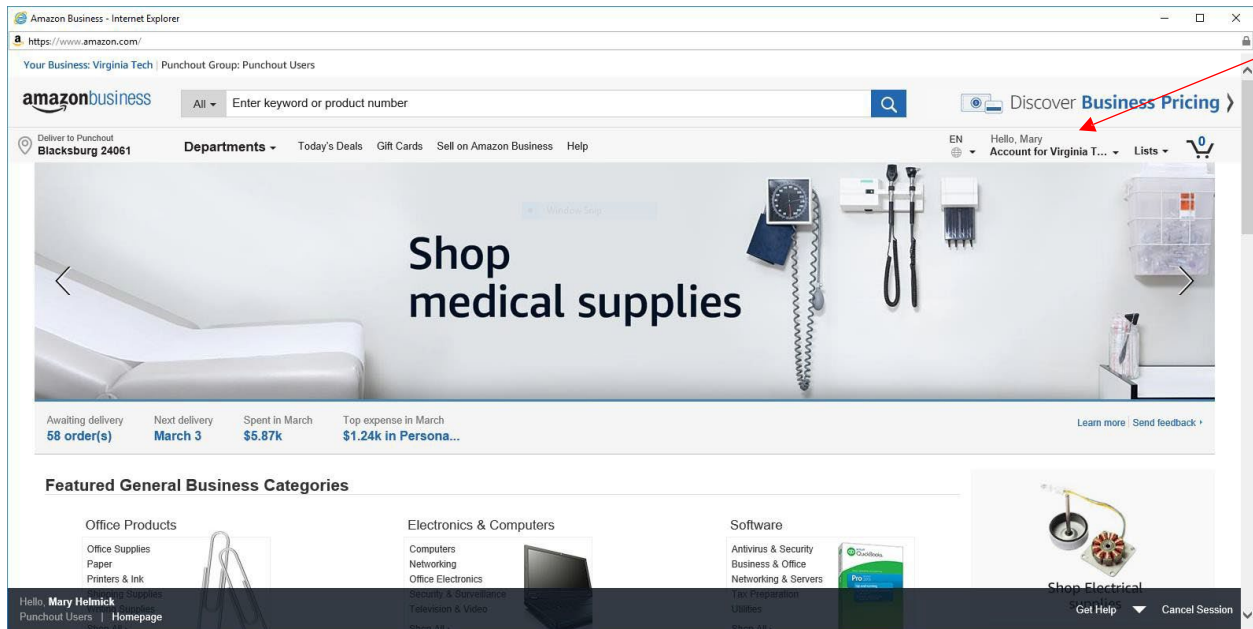
- Top Customer Questions
- Getting Started
- Manage Your Account
- Tax Exemption



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

Search by product name, part number, code, or model

Discover Business Pricing

Deliver to Virginia... 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
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	111-5280063-5717854

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)
Sold by: Amazon.com Services, Inc.
\$0.00
Business Price
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.

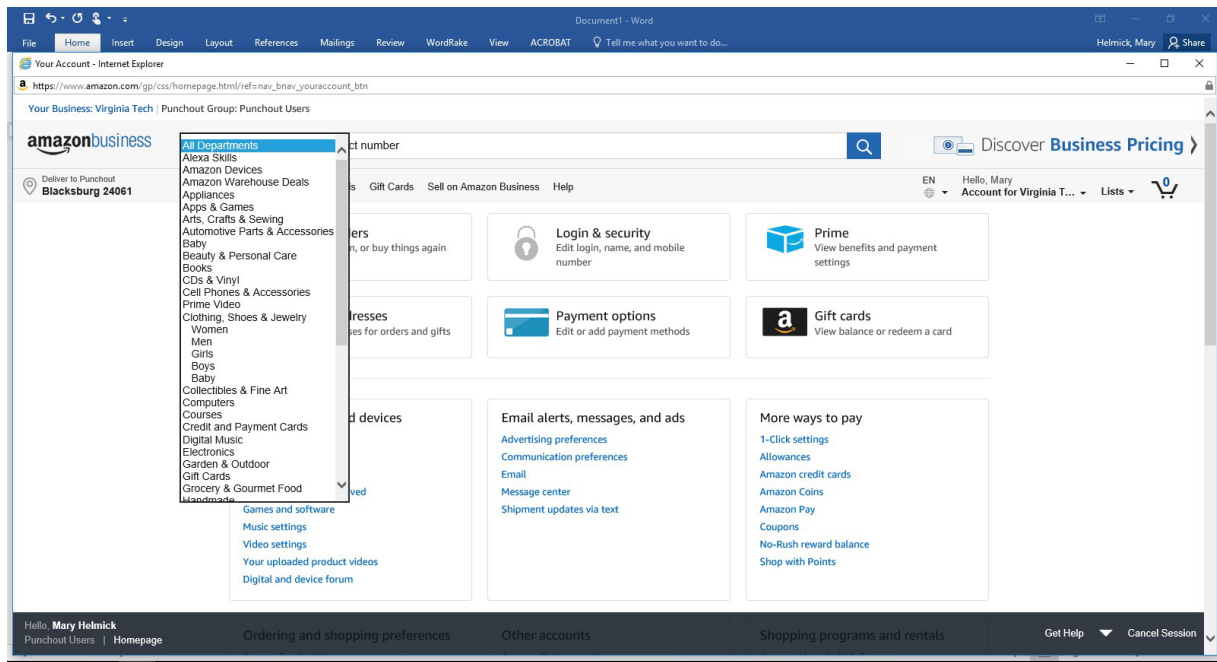
The screenshot shows the Amazon Business 'Your Orders' page. At the top, there's a navigation bar with the Amazon Business logo, a search bar, and links to 'Discover Business Pricing'. Below this, a 'Your Account' section shows 'Your Orders'. A dropdown menu is open, showing three options: 'View Your Orders: Paid by You', 'View Your Orders: Paid by Virginia Tech' (highlighted by a red arrow), and 'View All Orders: Virginia Tech'. Below the dropdown, there's a table with order details. The table has columns for 'ORDER PLACED', 'SHIP TO', 'PLACED BY', 'TOTAL', and 'ORDER #'. The order is dated March 3, 2018, shipped to 'Contact Name - Phone +1 (540) 231-6221, Email mhe', placed by 'Mary Helmick', with a total of '\$0.00', and order number '111-5280063-5717854'. Below the table, there's a 'Cancelled' section with two items: 'Kensington Pro Fit Wireless Keyboard (K72450US)' and 'Kensington Pro Fit Full-Size Wireless Mouse (K72370US)'. Both items are listed as 'Sold by: Amazon.com Services, Inc.' and have a 'Business Price' of '\$0.00'. Each item has a 'Buy it again' button.

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	111-5280063-5717854

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)**
Sold by: Amazon.com Services, Inc.
\$0.00
Buy it again

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.

Amazon.com: wireless keyboard - Prime Eligible / Wireless / Keyboards, Mice & Ac... - Internet Explorer

https://www.amazon.com/s/gp/search/ref=sr_nr_p_n_feature_keywords_0?fst=as%3Aoff&rh=n%3A12879431%2Ck%3Awireless-keyboard%2Cp_85%3A2470955011%2Cp_n_feature_keywords_three_browse-bin%3A807983011&keywords=wireless-keyboard&ie=UTF8&qid=1520081318&mids=807

Any Category

Electronics

Computers & Accessories

Computer Accessories &

Peripherals

Keyboards, Mice & Accessories

Keyboards

Refine by

Amazon Prime

Clear

☒ prime

Add-on Item

☐ Exclude

Seller Type

☐ Business Seller

Feature Keywords

☐ Windows

☐ Full Size

☐ Backlit

☐ Gaming

☐ Ultra Thin

☐ Spill Resistant

☐ Apple

See more

Keyboard Interface

Clear

☒ Wireless

☐ PS/2

☐ USB

☐ Bluetooth

☐ Infrared

Keyboard Color

Logitech MK550 Wireless Wave Keyboard and Mouse Combo — Includes Keyboard and Mouse, Long Battery Life, Ergonomic Wave Design
by Logitech
\$42⁴⁰ ~~\$79.99~~ prime
Get it by **Monday, Mar 5**
★★★★☆ ◀ 5,854

Logitech K360 Wireless Keyboard—Wireless Keyboard
by Logitech
\$24.95 (120 used & new offers)
★★★★☆ ◀ 4,186

Logitech K400 Plus Wireless Touch TV Keyboard with Easy Media Control and Built-In Touchpad
by Logitech
\$24⁹⁹ ~~\$39.99~~ prime
Get it by **Monday, Mar 5**
★★★★☆ ◀ 3,209

Logitech Wireless Keyboard K270 with Long-Range Wireless
by Logitech
\$29⁷⁹ prime
Only 15 left in stock - order soon.
★★★★☆ ◀ 538

Logitech K350 2.4Ghz Wireless Keyboard
by Logitech
\$36⁰⁰ prime
Get it by **Monday, Mar 5**
★★★★☆ ◀ 1,376

HP Wireless Elite Keyboard v2
by HP
\$37⁹⁹ prime
Get it by **Monday, Mar 5**
★★★★☆ ◀ 1,465

Logitech Wireless Keyboard K270 with Long-Range Wireless
by Logitech
\$29⁷⁹ prime
Only 15 left in stock - order soon.
★★★★☆ ◀ 538

Logitech K350 2.4Ghz Wireless Keyboard
by Logitech
\$36⁰⁰ prime
Get it by **Monday, Mar 5**
★★★★☆ ◀ 1,376

HP Wireless Elite Keyboard v2
by HP
\$37⁹⁹ prime
Get it by **Monday, Mar 5**
★★★★☆ ◀ 1,465

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".

Amazon.com: Kensington Pro Fit Wireless Keyboard (K72450US): Computers & Accessories - Internet Explorer

https://www.amazon.com/Kensington-Pro-Fit-Wireless-Keyboard-K72450US/dp/B005D9ISG8/ref=sr_1_9?ie=UTF8&qid=1520081332&sr=1-9&keywords=wireless+keyboard&refinements=p_85%3A2470955011%3Cp_n_feature_keywords_three_browse-bin%3A8079836011

Your Business: Virginia Tech | Punchout Group: Punchout Users

amazonbusiness Electronics wireless keyboard

Discover Business Pricing

Deliver to Blacksburg 24061 Departments Today's Deals Gift Cards Sell on Amazon Business Help

Computers Laptops Tablets Desktops Monitors Computer Accessories PC Components PC Gaming All Electronics Deals

Back to search results for "wireless keyboard"

Kensington Kensington Pro Fit Wireless Keyboard (K72450US) 13 customer reviews Business Price \$24.89 ✓prime In Stock. Want it Monday, March 5? Order within 6 hrs 24 mins and choose One-Day Shipping at checkout. Details Ships from and sold by Amazon.

- Spill-proof protection with a thin membrane that protects the electronics from liquids
- Full-size keyboard layout features six rows including numeric keypad
- 2.4GHz wireless connection allows for complete freedom and mobility
- Plug & Play installation so you can be up and running quickly to start typing
- Compatible with Windows 8.1/8/7

Compare with similar items Used & new (\$5) from \$10.56 ✓prime Report incorrect product information. prime student College student? Get FREE shipping and exclusive deals LEARN MORE

Share

Recurring delivery \$24.89

One-time purchase: \$24.89

Qty: 1

Quantity discounts

Add to Cart

1-Click ordering is not available for this item.

Deliver to Contact - Blacksburg 24061

Add to List

Roll over image to zoom in

Kensington Kensington Trackball Mouse Kensington Expert Wireless

Hello, Mary Helmick Punchout Users | Homepage

Amazon.com Shopping Cart - Internet Explorer

https://www.amazon.com/gp/huc/view.html?ie=UTF8&newItems=106f115f-a4f1-49b6-81d2-3dab55ae258c%3C1

amazonbusiness Electronics Enter keyword or product number

Discover Business Pricing

Departments Today's Deals Gift Cards Sell on Amazon Business Help

All Electronics Deals Best Sellers TV & Video Audio & Home Theater Computers Camera & Photo Wearable Technology Car Electronics & GPS Portable Audio Cell Phones Office Electronics Musical Instruments New Arrivals Trade-In

Added to Cart Cart subtotal (2 items): \$44.38 Cart Proceed to checkout (2 items)

Sponsored products related to Kensington Pro Fit Wireless Keyboard (K72450US) (What's this?)

Colorful Backlit

7 COLORS BACKLIT KEYBOARD

Turn on the backlit. (Brightness setting)

Change backlit color

Recommended for you based on Kensington Pro Fit Wireless Keyboard (K72450US)

Hello, Mary Helmick Punchout Users | Homepage

Get Help Cancel Session

Free Two-Day Prime Shipping if available (on prime items) will be defaulted on the “Choose your Shipping Options” page or different shipping options will be shown for additional cost.

Helpful Hint: If you select a shipping option that is not free, the shipping expense line will not transfer to HokieMart. No need not add a line to your HokieMart requisition for shipping. Amazon will invoice for the item(s) and for the shipping costs and VT Accounts Payable will pay these shipping costs automatically.

Helpful Hint: Even if you try to change your ship to address, the order will be transferred to HokieMart with your HokieMart default ship to address. You can only change shipping addresses in HokieMart to other valid HokieMart ship to addresses.

Select Shipping Options - Amazon.com Checkout - Internet Explorer
https://www.amazon.com/gp/buy/shippingoptionselect/handlers/display.html?hasWorkingLevelscript=1

amazon.com SIGN IN SHIPPING & PAYMENT GIFT OPTIONS PLACE ORDER

Choose your shipping options Continue

Shipment 1 of 1

Shipping from Amazon.com ([Learn more](#))

Shipping to: Contact Name , Phone +1 (540) 231-6221, Email mha, Procurement, North End Center Ste 2100, 300 Turner St NW, Blacksburg, VA, 24061 United States

- **Kensington Pro Fit Wireless Keyboard (K72450US)**
\$24.89 - Quantity: 1
[Business Price](#)
Sold by: Amazon.com Services, Inc.
- **Kensington Pro Fit Full-Size Wireless Mouse (K72370US)**
\$19.49 - Quantity: 1
Sold by: Amazon.com Services, Inc.

[Change quantities or delete](#)

Choose your Prime delivery option:

- ☐ \$10.98 One-Day Shipping — [get it Monday, Mar. 5](#)
- ☒ **FREE Two-Day Shipping — [get it Tuesday, Mar. 6](#)**

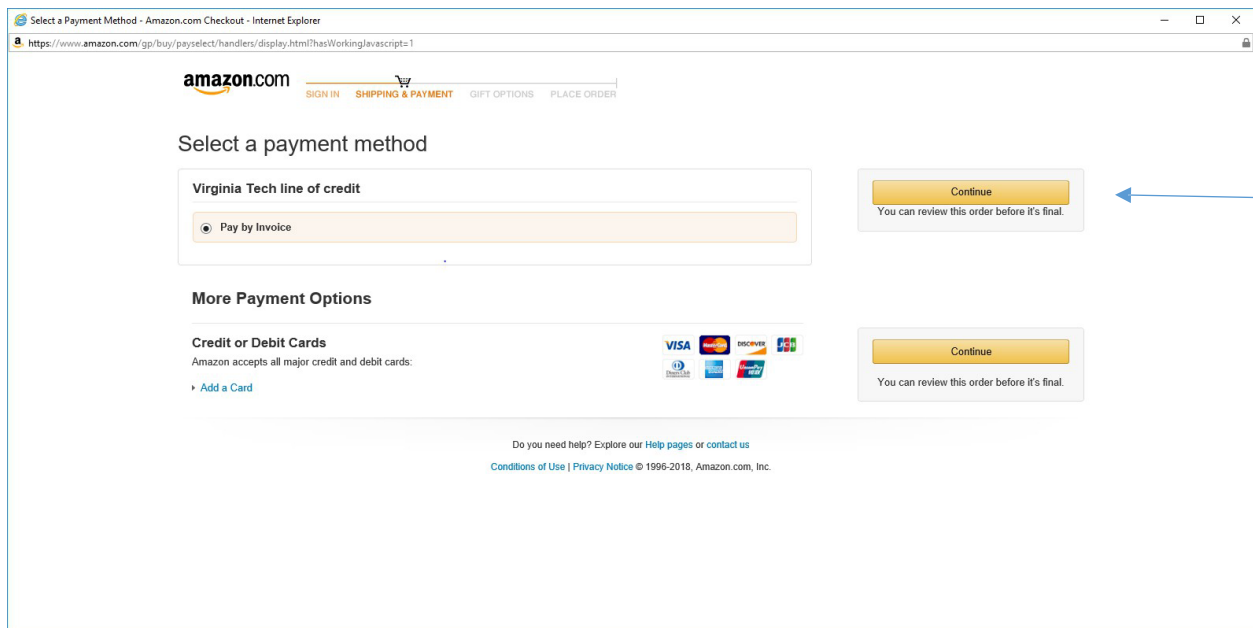
Continue

Do you have a promotional code? We'll ask you to enter your claim code when it's time to pay.

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, 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.

The option to review your order will appear and you will receive three messages. The first states that the order requires approval. The second reminds you to save your settings for future orders. The third is an important message that states that tax exemptions have been applied to your order and that by placing this order you acknowledge that you are providing your tax exemption certification to the below sellers.

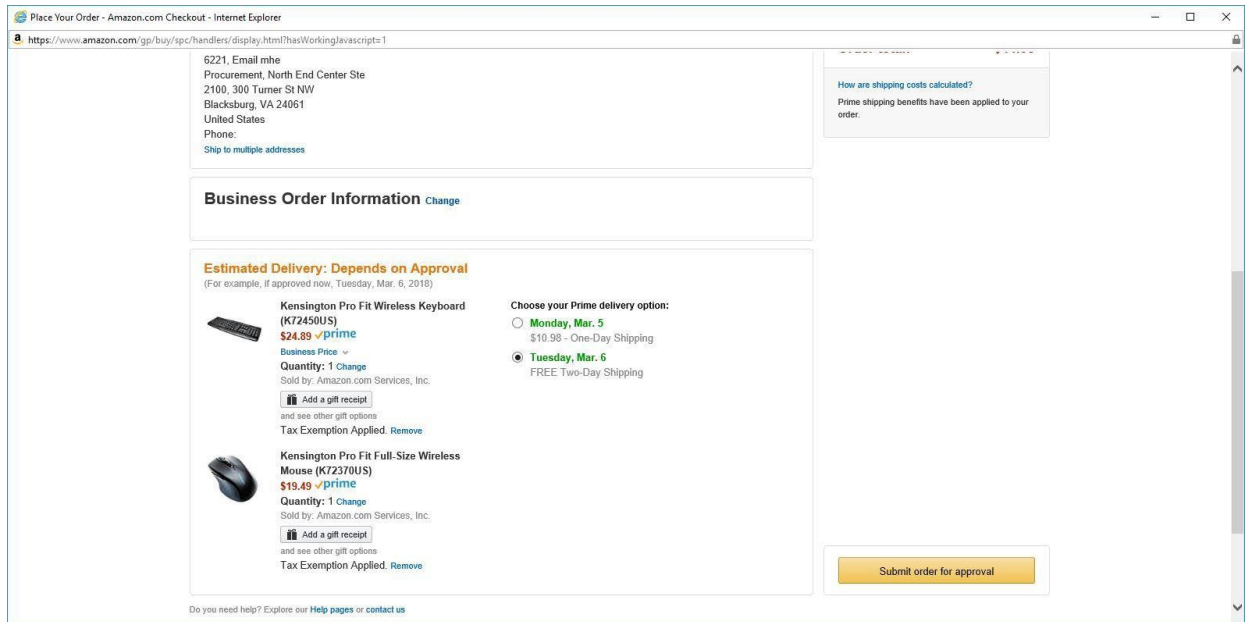
The screenshot displays the Amazon 'Review your order' page. At the top, there are navigation links: [SIGN IN](#), [SHIPPING & PAYMENT](#), [GIFT OPTIONS](#), and [PLACE ORDER](#). The main heading is 'Review your order'. Below this, there are three informational messages, each with an 'i' icon in a circle:

- 'This order requires approval.'
- 'Save your settings for future orders' with a checkbox labeled 'Use these delivery and payment settings as defaults for future orders'.
- 'Important message' stating: 'Tax Exemption has been applied to your order. By placing this order you acknowledge that you are providing your tax exemption certificate to the below sellers.'

Below the messages, there are sections for 'Payer' (Punchout Users [Virginia Tech]), 'Payment method' (Pay by invoice), and 'Promotional Codes' (with an 'Enter Code' field and an 'Apply' button). The 'Shipping address' section shows contact information for Punchout Users. To the right, there is a 'Submit order for approval' button and an 'Order Summary' table:

Order Summary	
Items (2):	\$44.38
Shipping & handling:	\$0.00
Total before tax:	\$44.38
Estimated tax to be collected:	\$0.00
Order total:	\$44.38

At the bottom, there is a 'Business Order Information' section with a 'Change' link. The Windows taskbar at the bottom shows the time as 8:14 AM on 3/2/2018.



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

- 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.

The screenshot displays the Amazon Business 'Your Return Summary' page. At the top, the Amazon Business logo and navigation bar are visible. The main heading is 'Your Return Summary'. Below this, a green box with a checkmark icon states: 'We are processing your refund. You don't need to return the item back to us!'. A 'Did you know?' section follows, providing information about technical support. The central part of the page shows a table with the item details: 'HI-LITER Desk Style, Fluorescent Purple, Box of 12 (24060)' with a price of \$6.78 and a return reason of 'Bought by mistake'. To the right, a 'Your Refund' box shows the refund amount of \$6.78 and a note that the refund was applied to the original method of payment. At the bottom, a 'Refund Total' of \$6.78 is displayed. A yellow 'Continue shopping' button is located at the bottom center.

Item	Price
HI-LITER Desk Style, Fluorescent Purple, Box of 12 (24060)	\$6.78

Return Reason: Bought by mistake

Item	Price
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 displays the Amazon Business website interface. At the top, there's a navigation bar with the Amazon Business logo and a search bar containing the text "adobe photoshop elements 2018 & premiere elements 2018". Below this, a "Company restricted" warning banner is visible, stating: "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." The main product listing is for "Corel PaintShop Pro 2018 Ultimate Photo with Multi-cam Video Editing Software for PC (Amazon Exclusive)". The product image shows a woman's face and a "BONUS Multi Cam Video Software" label. The price is listed as \$69.99, with a 30% discount from the list price of \$99.99. A note indicates "Only 1 left in stock (more on the way)". The page also features a "1-Click ordering is not available for this item" message and a "Ship to:" section with the address "Contact Name: P- Blacksburg - 24061". The bottom of the page shows a Windows taskbar with various application icons and a system clock indicating 1:26 PM on 3/5/2018.