AMAZON BUSINESS PHASE 2 ePROCUREMENT FAQs

Section 1 – Delivery

Important Information
Please note that when an Amazon order is raised on Agresso through eProcurement, the address will appear as a "dummy address" until your order has been approved on Agresso and converted into a PO. The delivery address will revert to the address of your choice from Agresso, inclusive of the requisitioner's name.

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 one from Agresso.

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

Response: No.

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

Response: No, only the requisitioner's name will appear. There is no option to add any other name.

1.5 How do I add a delivery address

Response: More addresses can be added to the system under Agresso Delivery Addresses

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

Response: Amazon Business is not set up for home deliveries. 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 individuals home address.

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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 delivers to delivery address entered in Agresso like all suppliers. If any supplier is not delivering to required address contact supplier.

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

Response: Amazon logistics, working hours weekdays, third party sellers can be outwith office hours.

1.8 My main items are delivered to the Halls of Residences and sometimes look for items to be delivered over the weekends/evenings. Is this permitted going forward?

Response: There should be no change to this requirement.

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

Response: No.

1.10 Is there a return shop on campus?

Response: Not at present.

1.11 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 E-Procurement.

1.12 Delivery options - can we no longer have things delivered elsewhere? Only to our address that is linked on Agresso?

Response: Yes.

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.

1.15 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.

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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.

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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.

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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.

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