



University of Missouri System Show Me Shop Guide

October 2021

Registration

Amazon Business Registration Scenarios

Depending on how an end user has used their work email on Amazon.com in the past, they will be prompted through the corresponding registration flow

| Persona | Objective |
|---------------------|--|
| New User | Has never used @umsystem.edu email domain on any Amazon account |
| User to Convert | Amazon User (@umsystem.edu email linked to Amazon) who's order history and account information (payment methods, addresses, etc.) will be migrated to the new Business Account |
| User to Split | Amazon User (@umsystem.edu email linked to Amazon) who would like to transfer all previous order history and account information to a personal email, starting with a clear profile in the new Business Account |
| User to De-Register | Amazon <u>Business</u> User (@umsystem.edu email currently linked to an Amazon Business account) who needs to convert account to a consumer account prior to joining the central account |

How to Access Amazon Business

When Amazon Business is integrated in an eProcurement system, all users will access Amazon Business through the procurement system regardless of how they have previously used their email

- All registration flows start when the buyer clicks on the Amazon tile in their e-procurement system for the first time
- End users must have access to Show Me Shop in order to access Amazon Business
- End users should NOT access Amazon Business directly (i.e. trying to sign in from the Amazon.com home page)

Shop • Shopping Dashboard

If you experience a problem with a supplier's punchout or problems returning a shopping cart, please reach out to the University's Finance Training and Support Services. The staff will work with you to troubleshoot the problem.

ftss@umsystem.edu
573-884-1234
Toll Free 877-752-3334

New Versions of Internet Browsers
Not all suppliers' punchout sites are compatible with the most recent versions of Firefox, Chrome, Edge, Internet Explorer, or Safari. If you encounter an error accessing a punchout and you are using a newer browser version, please try using a different browser.

Airgas Orders and Ship To Codes
It is extremely important to use the correct Ship To code for the actual location where tanks will be utilized. Failure to enter the appropriate Ship To code could result in order delays.
Do **NOT** enter delivery address information in the requisition comments or the Attention field as this could also delay an order. If you need assistance finding a Ship To code for an address, please contact the Finance Training and Support Services team.

Finance Training and Support Services is Here to Help
The Finance Training and Support Services provides phone and email support for your purchasing needs. Support staff are able to advise about PeopleSoft eProcurement, Show-Me Shop, One Card, PaymentNet, Surplus Property, available training sessions and tools, as well as purchasing policies and procedures. Please reach out when you need assistance. The regular business hours are 8:30am to 12:30pm Monday through Friday for phone support with email support to 4:30pm.

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Toll Free 877-752-3334

QUICK LINKS:
ePro FAQs
Supplier Contact Info.
SMS Training Guide & other training tools

Office Supplies

STAPLES

Computer / IT related

Scientific / Lab Supplies

Facilities / Maintenance / Repair / MRO Supplies

Electronics

Furniture

Medical / Clinical / Dental Supplies

Books

Gift Cards

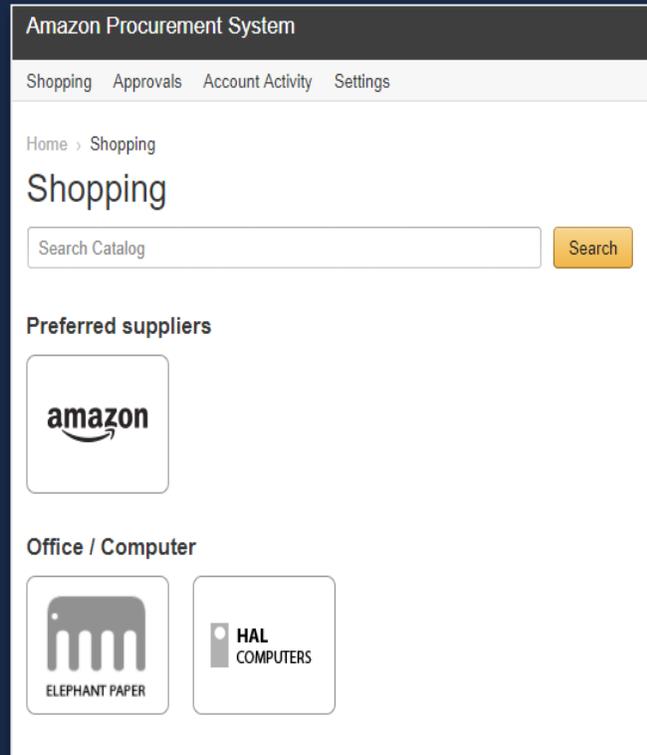
Amazon

amazon

My Draft Carts

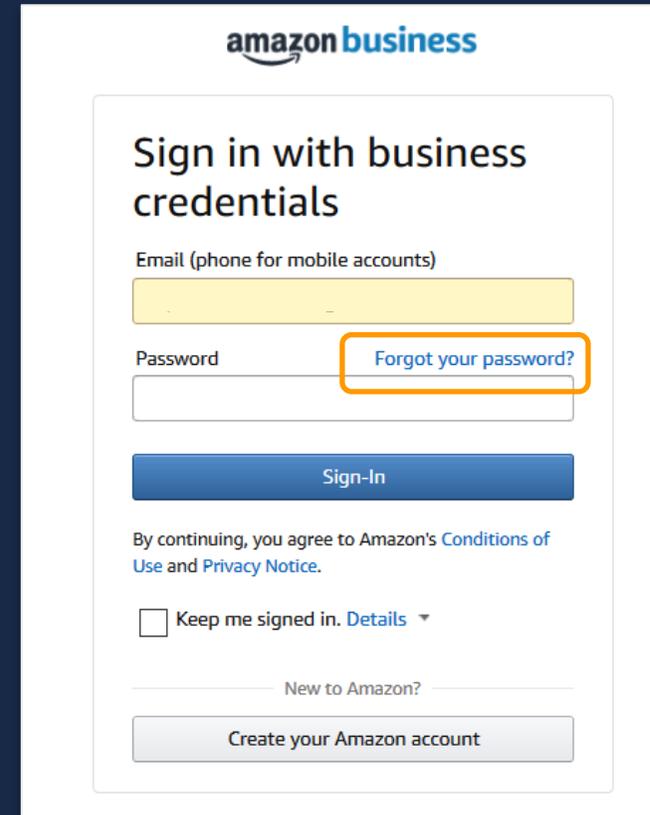
New User

1.



Click on punchout tile and start shopping

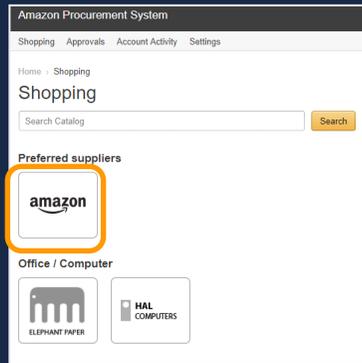
2.



The first time you access a non-shopping page you will be prompted to sign in and will need to reset your password using the 'Forgot Your Password' Button

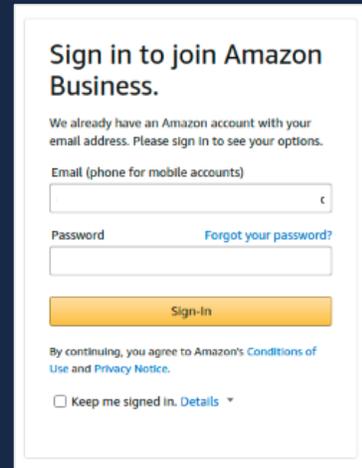
User To Convert

1.



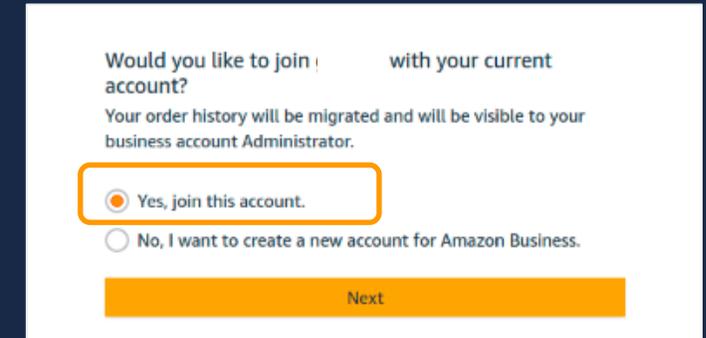
Begin the registration process from the welcome screen

2.



The system recognizes the email. Sign in with existing password

3.



Choose 'Yes, join this account' in order to keep the same log in info and order history

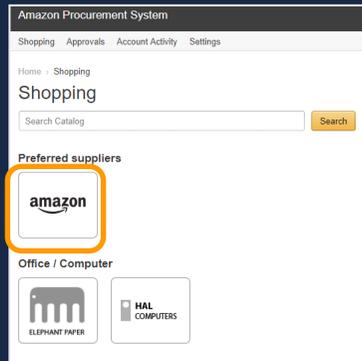
4.



Review that the log in information is now an Amazon Business account and start shopping

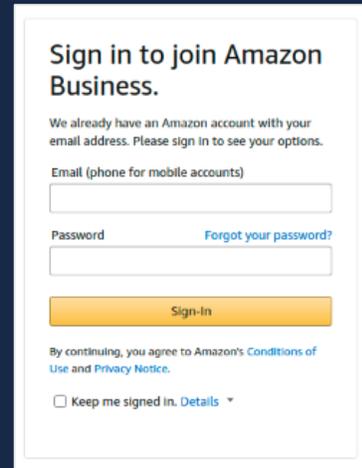
User To Split

1.



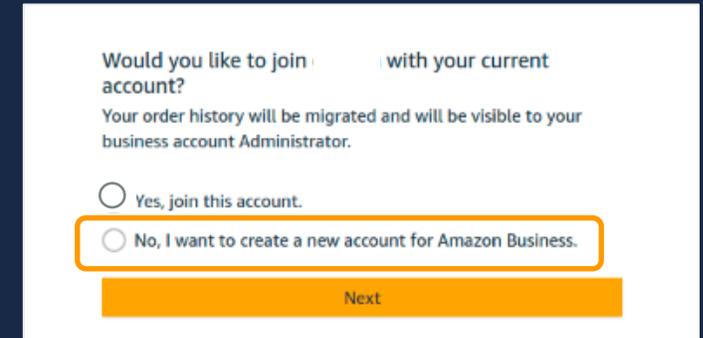
Begin the registration process from the welcome screen

2.



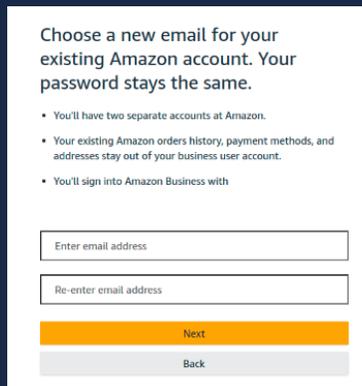
The system recognizes the email. Sign in with existing password

3.



Choose 'No, I want to create a new account for Amazon Business'

4.



Enter the personal email address you want to split your account off to. Once complete, your previous order history will be associated with the account tied to your personal email address

De-Registration

De-Registration

When the end user tries to access Amazon Business through the Punchout tile, they will encounter an error message. To resolve and get access, they must complete the following steps:

1. User must login to previously registered Amazon Business account outside of the punchout environment by going to Amazon.com
2. Download an Order History Report to ensure all past group order history is available for future reference
3. Click De-registration link and follow all prompts (ignore account closure verbiage) - <https://amazon.com/gp/b2b/manage/deregister>
4. Follow “User to Convert” instructions

Note: If the account has more than 5 users, they will need to remove the users first. If they do not, they will receive the below error message and can work directly with Customer service for support

Your account is too large to close without the help of customer service

You can either have [business customer service](#) help you close the account, or you can reduce the number of members in your account to 5 or below. [Remove users from your account](#)

[Back to account settings](#)

Error Messages

Error Messages

This section of the account provides additional detail regarding the status of all orders placed

Application Error

- End User will need assistance from **Show Me Shop** Admin to assist with their user's profile



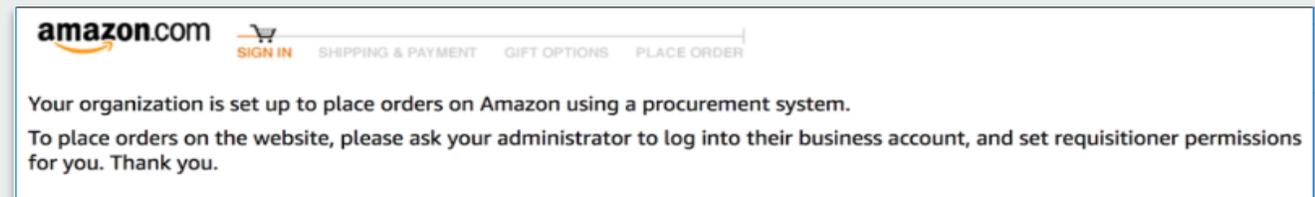
Amazon Error

- End User is receiving this message because they are attached to a separate Amazon Business account and need to de-register, and/or have their Admin remove them from the existing Amazon Business account they are tied to



Amazon Error

- End User is trying to place an order outside of **Show Me Shop** after they registered their account



Checkout Experience

Begin Checkout Flow



Added to Cart

Cart subtotal (1 item): **\$3.56**

To qualify for **FREE Shipping**, add **\$21.44** of eligible items. [Details](#)

Cart

Proceed to checkout (1 item)

Sponsored products related to *BIC Round Stic Grip Xtra Comfort Ball...* [\(What's this?\)](#)



Select Shipping Address

The screenshot shows the Amazon.com shipping address selection interface. At the top left is the Amazon logo. To its right are navigation links: SIGN IN, SHIPPING & PAYMENT (with a shopping cart icon), GIFT OPTIONS, and PLACE ORDER. The main heading is "Select a shipping address". Below this is a question: "Is the address you'd like to use displayed below? If so, click the corresponding 'Deliver to this address' button. Or you can [enter a new shipping address.](#)". On the right side, there is a link: "Sending items to more than one address? [Ship to multiple addresses](#)". A yellow button labeled "Deliver to this address" is highlighted with an orange border. Below the main heading, there is a section titled "Does this order need to be delivered to a recipient other than the name in your address book?". Underneath is a "Deliver To:" label followed by a text input field containing "Enter Recipient Name" and the text "This will be applied to only this order.". Below that is a section titled "Group *University of Missouri System* addresses". Inside this section, there is a highlighted orange box containing a radio button, the text "CLICK BUTTON BELOW TO PROCEED TO PEOPLESOFT ORDER WILL NOT SHIP TO ADDRESS BELOW, 2910 Lemone Industrial Blvd, Columbia, MO, 65203, United States, Phone: 877-752-3334", and a link "Edit address".

The Amazon order will default to your PeopleSoft Ship To code. If you need to add a new address contact Training & Support Services – fts@umsystem.edu.

Payment Option

The screenshot shows the Amazon.com checkout process. At the top, the Amazon logo is on the left, and navigation links for 'SIGN IN', 'SHIPPING & PAYMENT', 'GIFT OPTIONS', and 'PLACE ORDER' are on the right. Below this, the heading 'Select a payment method' is displayed. A large orange-bordered box contains the text 'University of Missouri System line of credit'. Inside this box, there is a radio button selected next to 'Pay By Invoice', with a sub-note 'Provided by your organization' and a briefcase icon. To the right of this box, a yellow 'Continue' button is highlighted with an orange border. Below the button, a message states: 'You can review this order before it's final.'

University of Missouri payments are made centrally. DO NOT enter a OneCard number for payment.

Review Order Details + Submit for Approval

- Selecting “Submit order for approval” transfers your shopping cart back to your purchasing platform.
- This starts the regular approval process, dictated by your business, before the Purchase Order is sent to Amazon and the Amazon order is created.

The screenshot shows the Amazon Business order review interface. Key elements are highlighted with orange boxes:

- Shipping address:** Lansing High School, 1412 147th St, Lansing, KS 66043, United States. Includes a "Ship to multiple addresses" link.
- Business Order Information:** A section header with a "Change" link.
- Estimated Delivery:** "Depends on Approval" (For example, if approved now, Thursday, Dec. 14, 2017).
- Product:** AmazonBasics D-Cell Everyday Alkaline Batteries (12-Pack) for \$8.99. Includes options for "Add a gift receipt" and "Ship in Amazon box".
- Delivery Options:** Radio buttons for "5-8 business days" (FREE Shipping), "4-5 business days" (FREE Standard Shipping), "2 business days" (FREE Two-Day Shipping), and "1 business day" (\$66.88 - One-Day Shipping).
- Shipping Preference:** Radio buttons for "Group my items into as few shipments as possible" and "I want my items faster. Ship items as they become available. (at additional cost)".
- Submit order for approval:** A prominent yellow button in the top right corner.
- Order Summary:** A table on the right showing items (\$80.91), shipping & handling (\$34.31), and free shipping (-\$34.31), resulting in a total of \$88.11.

Halted Orders

Halted Orders

There are several instances where orders can be halted/cancelled. In these cases, the order will be compared to the safeguards your organization has put in place. If a safeguard limit is hit, the item or order will be canceled.

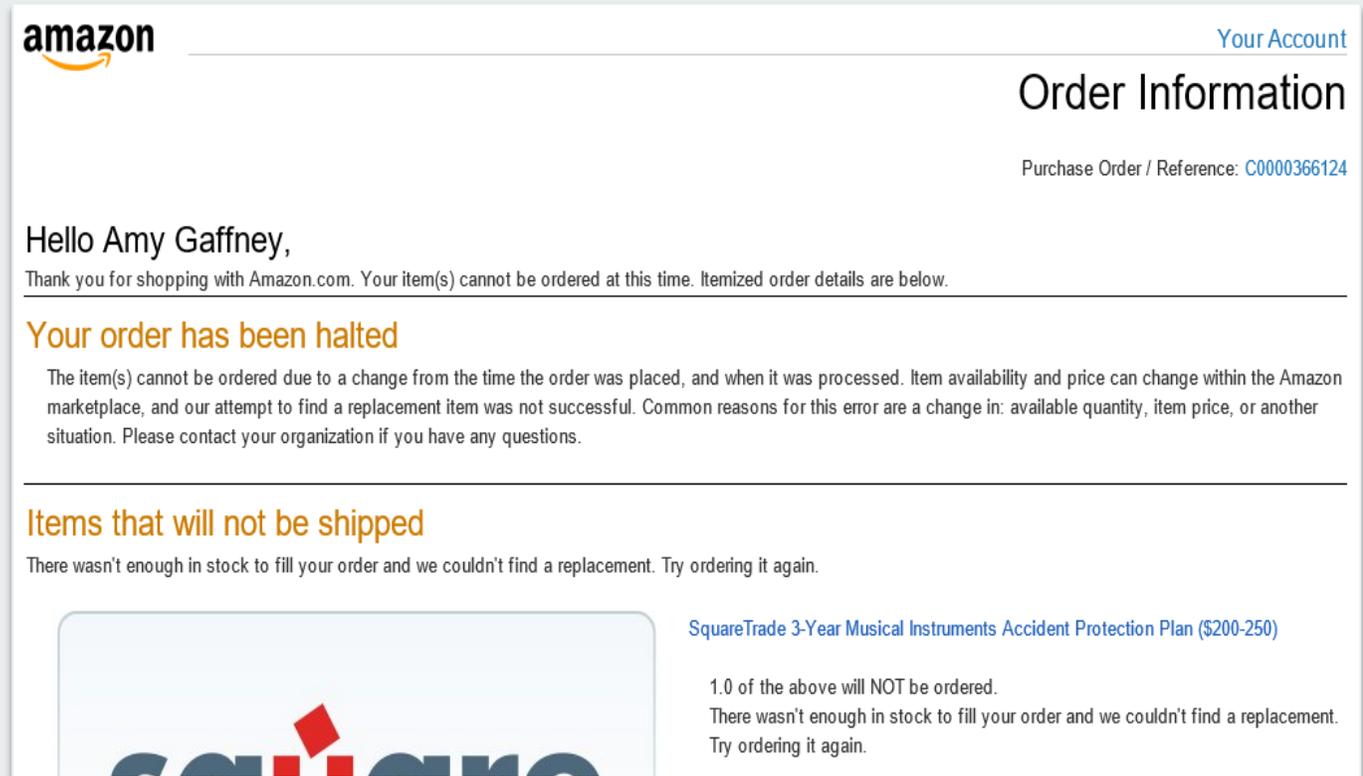
- **Safeguards** – If the approval is not completed within the seven day cart lock, and the order falls outside of the safeguards at the time of approval, the item or order will be halted.
- **Multiple PunchOut Sessions** – Multiple PunchOut sessions can result in a cancelled order. When shopping on Amazon Business through PunchOut, make sure to use one PunchOut Session per order.
- **Changing or Modifying Cart** – If PO is sent with deleted line items or item quantities are modified from what was sent in the cart, the order may be cancelled if it hits a safeguard limit.
- **Address on Final PO Differs From Address at Checkout** – If the checkout address is in the contiguous US, but the address on the PO is outside the contiguous US, the order may be cancelled if it exceeds order shipping safeguards.
 - If default addresses are set up in the account and orders are being shipped outside the contiguous US, please make sure admins are adding in default addresses for those locations
- **Zip Code Change for Next Day Delivery** – If the zip code on the final PO differs from the zip code used for the address at checkout and the item is set for next day delivery, the order may be cancelled if it hits a safeguard limit.

Halted Orders

Amazon Business sends this email if an order hits one of the business rules (called “Safeguards”) set by your organization.

Things to note:

- Refer to details provided in the email. Or, contact Customer Service for more information.
- If an Amazon Business order has been halted, the end user will need to start over and place a new order.



The screenshot shows an email from Amazon Business. At the top left is the Amazon logo, and at the top right is a link for "Your Account". The main heading is "Order Information" with a sub-heading "Purchase Order / Reference: C0000366124". The email is addressed to "Hello Amy Gaffney," and includes a thank you message: "Thank you for shopping with Amazon.com. Your item(s) cannot be ordered at this time. Itemized order details are below." The primary message is "Your order has been halted" in orange text, followed by an explanation: "The item(s) cannot be ordered due to a change from the time the order was placed, and when it was processed. Item availability and price can change within the Amazon marketplace, and our attempt to find a replacement item was not successful. Common reasons for this error are a change in: available quantity, item price, or another situation. Please contact your organization if you have any questions." Below this is a section titled "Items that will not be shipped" with the text: "There wasn't enough in stock to fill your order and we couldn't find a replacement. Try ordering it again." A specific item is listed: "SquareTrade 3-Year Musical Instruments Accident Protection Plan (\$200-250)". To the left of this item is a placeholder image showing a red diamond shape. The text states: "1.0 of the above will NOT be ordered. There wasn't enough in stock to fill your order and we couldn't find a replacement. Try ordering it again."

Punchout Restrictions

Punchout Supported Products and Features

Not all products available on Amazon Business are supported for purchase through Punchout. However, Checkout Based Punchout (CBP) unlocks many otherwise unavailable products and features.

| Amazon Product or Feature | Amazon Business PunchOut/Direct Order | Amazon Business with Checkout Based PunchOut Checkout (CBP) |
|---|---------------------------------------|---|
| Prime Pantry | Yes | Yes |
| Amazon Fresh | No | No |
| Amazon Services (example: TV mounting) | No | Yes |
| Expedited Shipping Options | No | Yes |
| Promotional Codes | No | Yes |
| Recurring Delivery | No | No |
| Scheduled Delivery Options (for large or oversized items) | No | Yes |
| Magazine Subscriptions | No | No |
| Electronic Gift Cards with Custom Value | No | No |
| Customizable Products | No | Yes |
| Warranties | Yes | Yes |
| Bundled Products | No | No |
| Digital Content (e.g. Kindle eBooks, music, software, Games) | No | No (Yes, with individual payment card) |
| Today's Deals | No | Yes |

Buying Policies

Restricted Policies



Administrators can customize messaging (up to 120 characters) to let end users know IF and WHEN they can purchase certain categories on Amazon Business

⚠ Noncompliant item
This item does not comply with the purchasing standards for your business. For more information, contact your business administrator.
ABCDEF - Level Test Group employees: Defer to our existing IT contracts before purchasing consumer electronics
[Show other admin messages](#)

Considerations:

- Because restrictions are created at the category level, some items may be unintentionally restricted.
- Be aware, restricting a category does not prevent a purchase but adds a warning.

⚠ Your cart contains noncompliant items
One or more items in your cart do not comply with the purchasing standards of your business. For more information, contact your business administrator.

| | |
|----------------------------|----------------|
| Current Total: | \$ 49.99 |
| Savings: | - \$ 50.00 |
| Cost After Savings: | \$ 0.00 |
| Savings Remaining: | \$ 0.01 |

[Apply now](#)

Test, get a \$50 Amazon.com Gift Card instantly upon approval for the Amazon Rewards Visa Card

Shopping Cart

| | Price | Quantity |
|--|---------|----------|
| In Stock Fire Tablet with Alexa, 7" Display, 8 GB, Black - with Special Offers by Amazon \$49.99 | \$49.99 | 1 |

⚠ ABCDEF - Level Test Group employees: Defer to our existing IT contracts before purchasing consumer electronics
[Show all admin messages](#)
Eligible for FREE Shipping
 This is a gift [Learn more](#)
[Delete](#) | [Save for later](#)

Blocked Policies



Hard blocking product categories prevents an end user from adding these products to their cart. The add to cart option will appear greyed out for any product categories that are blocked.

Company Blocked
This item has been blocked from purchases by your organization.
This category is not allowed to be purchased according to your organization's policies

HP
HP ENVY x2 12-inch Detachable Laptop with Stylus Pen, Intel Core i7 Processor, 4 GB RAM, 128 GB flash storage, Windows 10
★★★★★ 2 customer reviews
Price: ~~\$999.99~~ & FREE Shipping. Details
✓prime | Try Fast, Free Shipping
In Stock.
Want it tomorrow, June 14? Order within 2 hrs 41 mins and choose One-Day Shipping.
Ships from and sold by Amazon.com. Gift-wrap available.

Nano-SIM card slot
Take your data plan, contacts, and texts anywhere

HP 13MP Camera
Take stunning, high-resolution photos with crisper, more life-like colors

Headphone-out/microphone-in combo jack

USB-C™ to USB-A dongle

Company Blocked
Kindle Oasis E-reader (6.8-inch display, 300 ppi), Waterproof, Built by Amazon
\$237.49 ~~\$249.99~~ ✓prime

Qty: 1

Add to Cart

1-Click ordering is not available for this item.

Select delivery location

Add to List

Add to your Dash Buttons

Preferred Products



Some specific products may be marked as preferred. This is configured by the account administrator. This messaging is visible throughout the shopping experience, search results, and on product detail pages.

✓ Company preferred
Your organization has identified this item as preferred and wants you to choose it over similar products.



Spill Resistant Keyboard

ASUS
ASUS Chromebook C202SA-YS02 11.6"
Ruggedized and Water Resistant Design with 180 Degree (Intel Celeron 4GB, 16GB eMMC, Dark Blue, Silver)
★★★★☆ 910 customer reviews
655 answered questions
Amazon's Choice for "chromebooks"

List Price: \$229.00
Price: **\$209.99** & **FREE Shipping**. Details
You Save: **\$19.01 (8%)**

✓prime | Try Fast, Free Shipping

In Stock.
Want it **Wednesday, Jan. 17**? Order within **18 hrs 2 mins** to choose **One-Day Shipping** at checkout. Details
Ships from and sold by Amazon.com.

Share 3K+ Shares

Show results for

- Any Category
- Electronics
- Computers & Accessories
- Computers & Tablets
- Laptops**
- Traditional Laptops
- 2 in 1 Laptops

Refine by

Delivery Day

Get it by Tomorrow

Amazon Prime

✓prime

Eligible for Free Shipping

Free Shipping by Amazon

Preferred by your Company



ASUS Chromebook C202SA-YS02 11.6" Ruggedized and Water Resistant Design with 180 Degree (Intel Celeron 4 GB, 16GB eMMC, Dark Blue, Silver)
by ASUS
\$209⁹⁹ \$229.00 ✓prime
★★★★☆ 910



Intel i7 Dual Core 2.5GHz, 3.1 GHz Turbo
15.6 FHD Touchscreen 1080P
8GB Ram, Windows 10 Home
256GB Solid State Drive (SSD)
Backlit Keyboard, USB 3.0

Dell Inspiron 15.6" FHD Touchscreen Laptop, Intel Core i7-6500U, 8 GB RAM, 256GB SSD, DVD, Backlit keyboard, HDMI, Bluetooth, 802.11ac, RealSense 3D by Dell
\$729⁰⁰ ✓prime (4-5 days)
Only 1 left in stock - order soon.
★★★★☆ 17

Showing results in **Electronics**. Show instead results in **All Departments**

Prime Memberships

Canceling Individual Prime Memberships

Amazon Business users can follow these steps to cancel a previously purchased individual Prime Membership. A pro-rated refund will be credited back to the original form of payment.

Steps to Cancel (must be completed by the Individual who purchased Prime):

1. After the user has registered their Amazon Business account, direct them to **Manage my Prime Membership**, from within their account
2. Select **End Membership**
3. Follow the prompts on the screen to cancel the Prime Membership without having to reach out to Customer Service
4. The pro-rated refund will be automatically calculated and credited back to the original payment

Note: Customer Service Agents can not issue a pro-rated refund over the phone for Prime Memberships

Business Customer Service

Business Customer Support

Dedicated U.S. based [Business Customer Support](#) can be reached a number of ways including email, chat and phone.

Not sure what you're looking for? Learn more about the features and benefits on Amazon Business [HERE](#).

The screenshot displays the Amazon Business Customer Support page. At the top, a dark blue navigation bar contains links for Departments, Buy Again, Savings Hub, Quantity Discounts, Today's Deals, Business Plus, Add People, Gift Cards, and Help (highlighted with an orange box). The main content area features a teal background with the heading "Fixing things is quick & easy" and a sub-heading "The bot quickly fixes your problem or connects you to someone who can." Below this is a prominent orange "Start chatting now" button and a link "Need help over phone? [We can call you.](#)". A chat window is overlaid on the right, showing a conversation with a "Messaging Assistant - Customer Service" bot. The chat history includes: a customer message "Hey, I never received my Fire table...", a bot response "So sorry it never showed up", a bot offer "I'll go ahead and send another one to the same address you had the last one sent, OK?", a customer response "Yes, sounds good", and a final bot response "OK, we just put in the replacement order. It should arrive in a couple of days." To the right of the chat window, a dark blue navigation bar contains links for Gift Cards, Help, and Contact Us (highlighted with an orange box). At the bottom of the page, three circular icons with text describe the support process: "The bot quickly figures out what you need help with.", "It fixes your issue, or connects you with a human if you need more help.", and "You're on your way!". Below this, a section titled "Here are a few things you can take care of on your own" lists six services with icons: "Check on an order", "Returns & Refunds", "Manage content & devices", "Get help with Prime", "Update payment info", and "Account settings".

business

A blue curved arrow pointing from left to right, positioned below the word "business".