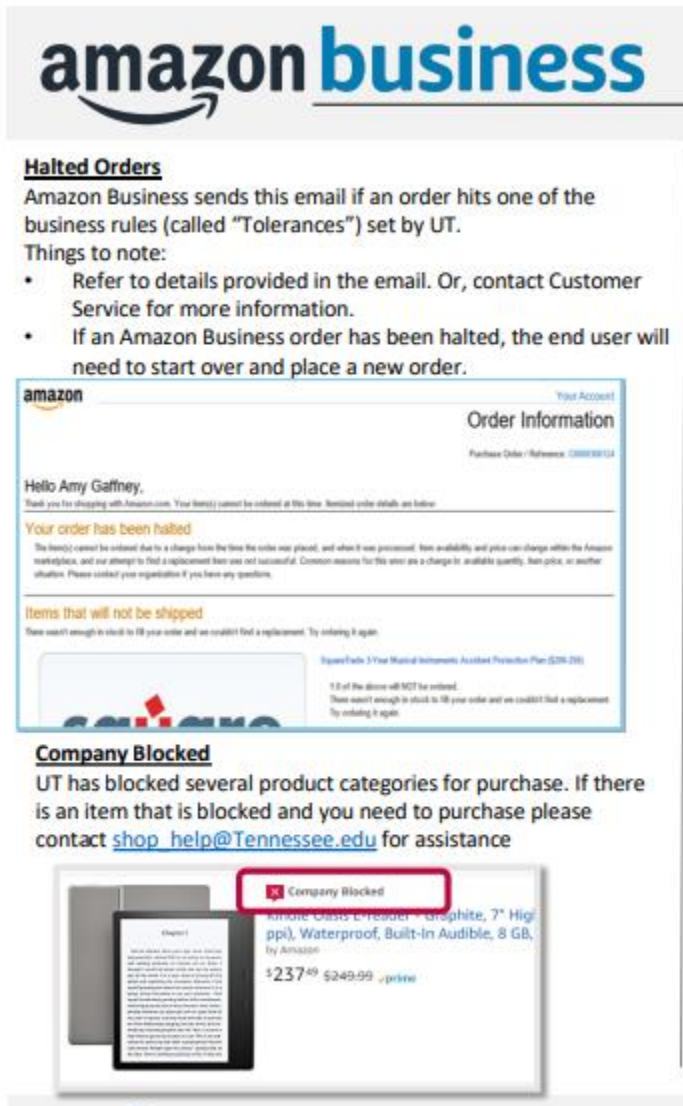


AMAZON:

If you are trying to order an item on Amazon and the item is blocked and you need to purchase, please click on shop_help@Tennessee.edu for assistance. BJ Roberts or Donna Cosme will receive an email to respond to your request.

Please see snip-it below:



The image shows a screenshot of an Amazon Business email and a product page. The email, titled "amazon business", is addressed to Amy Gaffney and informs her that her order has been halted. It lists reasons such as changes in availability or price and provides instructions on how to place a new order. Below the email is a screenshot of an Amazon product page for a Kindle Oasis e-reader. A red box highlights a "Company Blocked" error message on the page, indicating that the user's account is not authorized to purchase that item.

Halted Orders
Amazon Business sends this email if an order hits one of the business rules (called "Tolerances") set by UT.
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.

Company Blocked
UT has blocked several product categories for purchase. If there is an item that is blocked and you need to purchase please contact shop_help@Tennessee.edu for assistance

Some important notes with Amazon:

1. The "transfer cart" feature will not work in Amazon. The reason is because once someone punches out of Amazon back into the Marketplace, they actually checkout and pay at that time.

The first time that you use Amazon in Market Place you will need to add a payment method to your profile (P-Card). The following handout will guide you through.

<http://procurement.tennessee.edu/wp-content/uploads/sites/6/training-material/UT-One-Pager.pdf>

Available Product Categories:

Q: What product categories are available to purchase?

A: Through Amazon Business, you will have access to most items available on the standard Amazon.com site, plus additional business-specific items and millions of items offering business pricing and quantity discounts.

Restricted Product Categories:

Q: Can gift cards be used to make a purchase?

A: No. Gift cards cannot be used or purchased through the Amazon Business Punchout. No one will be able to buy gift cards through the Amazon Marketplace catalog. Anyone purchasing gift cards must still comply with UT Policy # FI0313 (Gift Cards and Gift Certificates) for every purchase (obtain CBO or designee approval before purchasing, etc.).