

# Amazon Business – Public Sector Digital Marketplace

SAC Amazon Business User Guide



## 1. Prior to registering for Amazon Business

Prior for registering for an Amazon Business account – please make sure to read the Terms that state what the Amazon Business account can be used for.

Amazon should not be seen as a “go to” for purchasing anything for a department, it is available to use in the last instance where our contracted suppliers cannot fulfil what we are looking for or if we require a product that is not contracted. Please see [Financial Regulations](#) for further info.

South Ayrshire Council’s contracted suppliers are available via the Contracts Register within the Procurement page on the core - [available here](#).

If you are ever unsure if an item, or service, you are looking for can be sourced from one of our contracted suppliers please email [Procurement@south-ayrshire.gov.uk](mailto:Procurement@south-ayrshire.gov.uk)

Please also be aware that Amazon **cannot** be used for sourcing IT supplies. IT supplies will be blocked and if you do require an item this would need approved by ICT. Approval can be requested via the helpdesk.

The following items **MUST NOT** be purchased via Amazon:

- Laptops/Desktops
- Pen Drives/Memory Sticks
- Printers
- Stationery
- Office Furniture

There are frameworks for all these items so therefore shouldn’t be a requirement to order these from Amazon.

Accounts cannot be registered using a Team/School email address and must be in the person who is ordering the goods name and email for Audit purposes.



## 2. Registering for Amazon

Procurement will forward a link from Amazon that looks like this:

Hello,

South Ayrshire Council has selected Amazon Business as an approved supplier for business purchasing.

Procurement ([procurement@south-ayrshire.gov.uk](mailto:procurement@south-ayrshire.gov.uk)), your Amazon Business administrator, has invited you to join the account - click to activate now.

[Activate your account](#)

The invite expires within 90 days. If you do not set up your account before this invitation expires, you will need to contact Procurement ([procurement@south-ayrshire.gov.uk](mailto:procurement@south-ayrshire.gov.uk)) to resend your invitation.

Enjoy Amazon Business!

[Help](#)

Select “Activate your account” and continue following the steps via Amazon:

amazon business

1 ACCOUNT CREATION 2 BUSINESS DETAILS 3 FINISH

### Welcome to Amazon Business.

Enter your full name and choose your Business password

Your name

Email


Password

i Passwords must be at least 6 characters.

Re-enter password

[Create your Business account](#)

By creating an account you agree to Amazon's [Conditions of Use & Sale](#). Please see our [Privacy Notice](#), our [Cookies Notice](#) and our [Interest-Based Ads Notice](#).




[business customer service](#) [conditions of use](#) [privacy policy](#)

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Solve this puzzle to protect your account



Enter the letters and numbers above

[See new characters](#) | [Hear the characters](#)

Continue

Verify e-mail address

To verify your email, we've sent a One Time Password (OTP) to [jacqueline.lucy@south-ayrshire.gov.uk](mailto:jacqueline.lucy@south-ayrshire.gov.uk) ([Change](#))

Enter OTP

Create your Amazon account

By creating an account you agree to Amazon's [Conditions of Use & Sale](#). Please see our [Privacy Notice](#), our [Cookies Notice](#) and our [Interest-Based Ads Notice](#).

[Resend OTP](#)

Sometimes the one-time password note come through – if this happens then please just select “Resend OTP”. This should then send this through or click “Change” and re-enter your details.

Once these steps are completed you will then be able to use SAC Amazon Business.

Accounts should be in the name of an individual and not the name of a team/school for Audit purposes.

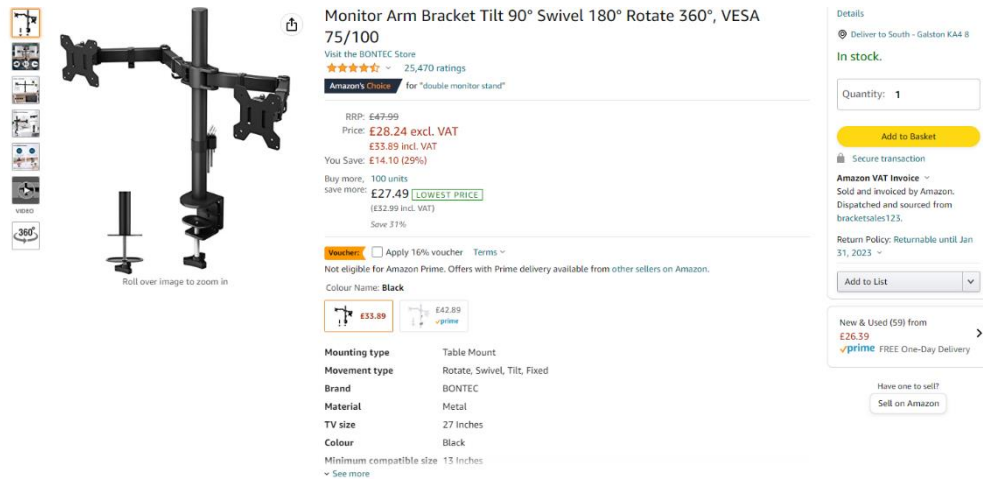


### 3. Making a Purchase via Amazon

Oracle MUST still always be used when making a purchase via Amazon.

To do this the following steps are required:

#### 3.1. Search Amazon for goods you may require and add them to your basket



Add item to your basket.

If this is the only item you require you would then proceed to Oracle where you will raise a Non-catalogue PO for this. If there are multiple items to be ordered add them all to cart, then proceed to the next step.

#### 3.2. Raise a PO to Amazon Business – making sure every item is an individual line and the Amazon description mirrors what is on Oracle. **Any order that doesn't mirror what is on Amazon will be Rejected.**

Copy To Cart

**Description** BONTEC Dual Monitor Stand for 13-27 inch LCD LED PC Screens, Ergonomic Double Monitor Mount Stands for Desks, Height Adjustable Dual Monitor Arm Bracket Tilt 90° Swivel 180° Rotate 360°, VESA 75/100  
**Created By** Carroll, Mr. Malcolm Campbell  
**Creation Date** 29-Aug-2022 14:20:35  
**Deliver-To** County Buildings Wellington Square Ayr, Ayrshire, KA7 1DR  
**Justification** For Jacqueline Lucy

**Status** Approved  
**Change History** No  
**Urgent Requisition** No  
**Attachment** None  
**Note to Buyer**

Details												
Line	Description	Need-By	Deliver-To	Unit	Quantity	Qty Delivered	Qty Cancelled	Open Quantity	Price	Amount (GBP)	Details	Order
1	BONTEC Dual Monitor Stand for 13-27 inch LCD LED PC Screens, Ergonomic Double Monitor Mount Stands for Desks, Height Adjustable Dual Monitor Arm Bracket Tilt 90° Swivel 180° Rotate 360°, VESA 75/100	31-Aug-2022 09:00:00	County Buildings	Each	1	1	0	0	29.91 GBP	29.91		<a href="#">5748377</a>
<b>Total</b>										<b>29.91</b>		



3.3. Once the order is approved and you have received the PO number return to Amazon and checkout.

Amazon will then take you to the checkout process where you will need to enter your PO number. Location and department are optional but can be helpful for you to identify who and where orders are for once received.

Comments for approval MUST be completed with the reason a contracted supplier is not being used.

The following reasons are not valid justification:

- Line Manager has approved
- Amazon is quicker for delivery
- Could not find the item on Oracle

3.4. After the above is complete this will then take you to delivery address/options



Complete the above form with the correct details of the address.

If the address which the items are being delivered to is not open on a weekend, please make sure that the bottom boxes are not ticked. This can cause issues with delivery and deliveries being attempted on a Saturday and Sunday.

### 3.5. Payment Method and order complete

Once the delivery details are added the next screen will ask for payment method which should automatically be “pay by invoice” – do not change this then continue to finalise and the order will be complete. Once the order has arrived – receipt on Oracle as per normal procedure.

## 4. Issues with orders/Support

In the chance that there is an issue with an order, or an order is not received. Please contact Amazon via their Amazon Business Web chat who are extremely quick at dealing with any issues.

The link to chat support is - [Amazon.co.uk - Contact Us](https://www.amazon.co.uk/contact-us)

If issues proceed after speaking to Amazon Support, then please contact [Procurement@south-ayrshire.gov.uk](mailto:Procurement@south-ayrshire.gov.uk). Procurement is unable to help with issues that have not attempted to be resolved via the Amazon chat first.

