

## SCOE AMAZON BUSINESSPRIME SHOPPING

1. Log in using your SCOE assigned Amazon business user ID and begin shopping as usual. You will notice some items will be restricted with an explanation why they are restricted.



**Company restricted**  
This item may not comply with the purchasing standards for your organization.  
*Items need to be purchased through Graphics*

←



Roll over image to zoom in

**Hammermill Paper, Copy Paper, 8.5 x 11 Paper, Letter Size, 20lb Paper, 92 Bright, 8 Ream Case / 4,000 Sheets (113640C) Acid Free Paper**  
by Hammermill

★★★★★ 2,225 ratings | 73 answered questions  
#1 Best Seller in Industrial & Scientific

List Price: ~~\$36.99~~  
Price: **\$25.59** ✓prime & FREE Returns  
You Save: **\$11.40 (31%)**  
Save up to 40% with [Progressive Discounts](#)  
You will unlock discounts as your organization buys more of this product.

Size: **8 Ream**

1 Ream 3 Ream 4 Ream 5 Ream 6 Ream 8 Ream 10 Ream Pallet

Truckload

style name: **8.5x11**

8.5x11 8.5x14 Bulk Pack Small Pack Poly Pack Value Bundle

Configuration: **Printer Paper**

- PERFECT SIZE PRINTER PAPER, 8 REAM CARTON - Hammer mill 8 Ream Carton is 8.5 x 11 letter size paper, 20lb basis weight, and 92 bright. Perfect for everyday printing and copying.
- 99.99% JAM-FREE GUARANTEED COPY PAPER - You will not experience more than one jam in 10,000 sheets on your high-speed digital printer, or we will replace your paper
- ACID FREE PAPER - Hammer mill paper prevents yellowing over time to ensure a long-lasting appearance for added archival quality and is also Sustainable Forestry Initiative (SFI) Certified
- PROUDLY MADE IN THE USA. COVER PAPER - For over 100 years, we have produced high quality white paper

2. Begin adding items to your cart. When you are finished click the “Proceed to checkout” button.




Added to Cart

**Cart subtotal (1 item): \$54.39**

This is a gift

→

Cart

Proceed to checkout (1 item)

3. You will then go to the screen shown below.
  - a. Enter your RX number in the “PO number” box.
  - b. If you are not a requisition entry person, enter “needs req”.
  - c. If you are the requisition entry person, you will need to create a requisition in QCC prior to completing the checkout process, change "needs req" to RX # and attach a copy of the Amazon email/order.
  - d. You may also put in any comments for your buyer (the final “approver”).

## Business order information

This information will be used to expedite the approval and fulfillment of your order using the **Internal Business Services** group.

PO number



Continue

Comments for approver (optional)

100 characters left

- The next screen will ask who this order should be delivered to. You must enter your name in the "Enter Recipient Name" box. This will help Shipping/Receiving identify the package(s) and know who to deliver it to.

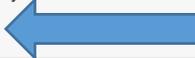


## Select a shipping address

Is the address you'd like to use displayed below? If so, click the corresponding "Deliver to this address" button.

Does this order need to be delivered to a recipient other than the name in your address book?

Deliver To:  This will be applied to only this order.



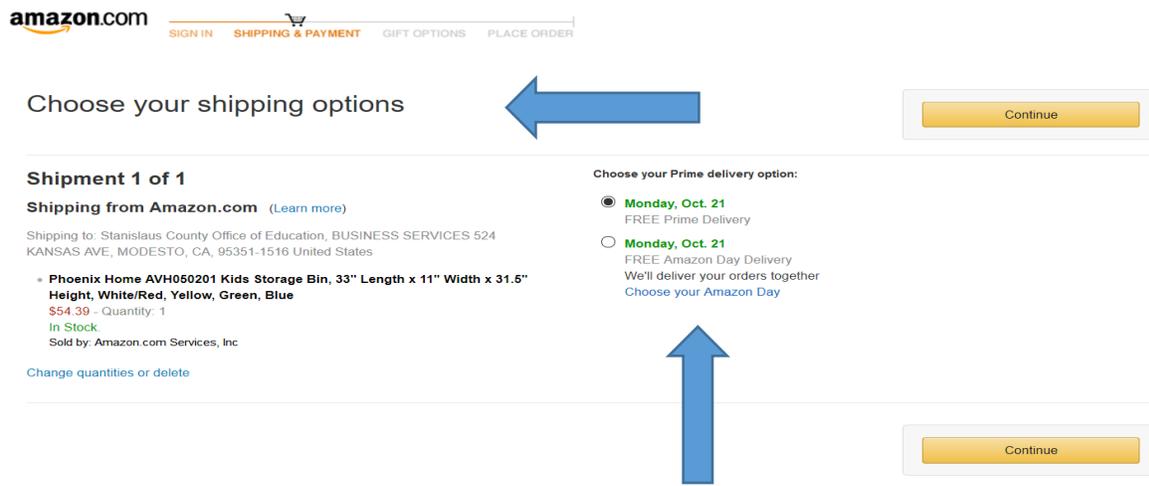
Deliver to this address

Stanislaus County Office of Education BUSINESS SERVICES 524 KANSAS AVE, MODESTO, CA, 95351-1516, United States,  
Phone: 209-238-1900

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

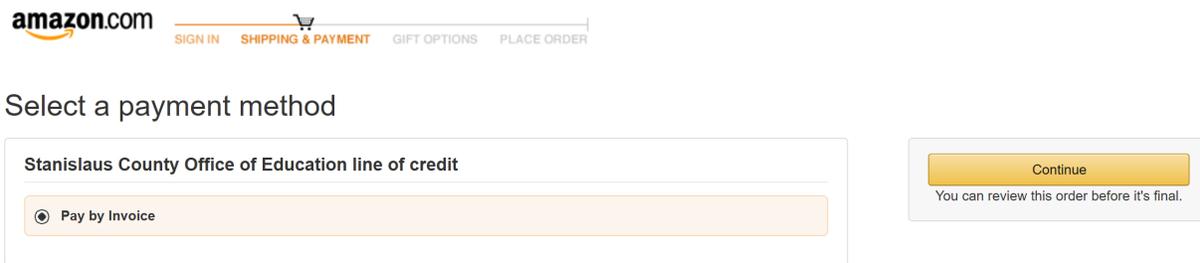
[Conditions of Use](#) | [Privacy Notice](#) © 1996-2019, Amazon.com, Inc.

5. The next screen will have the shipping date options. Make sure it will be delivered Monday-Thursday. If it shows a Friday or a weekend date you must change it to Monday-Thursday. Some items may actually let you choose the specific day of the week. Note: This date will most likely change due to actual date order is placed by the buyer.



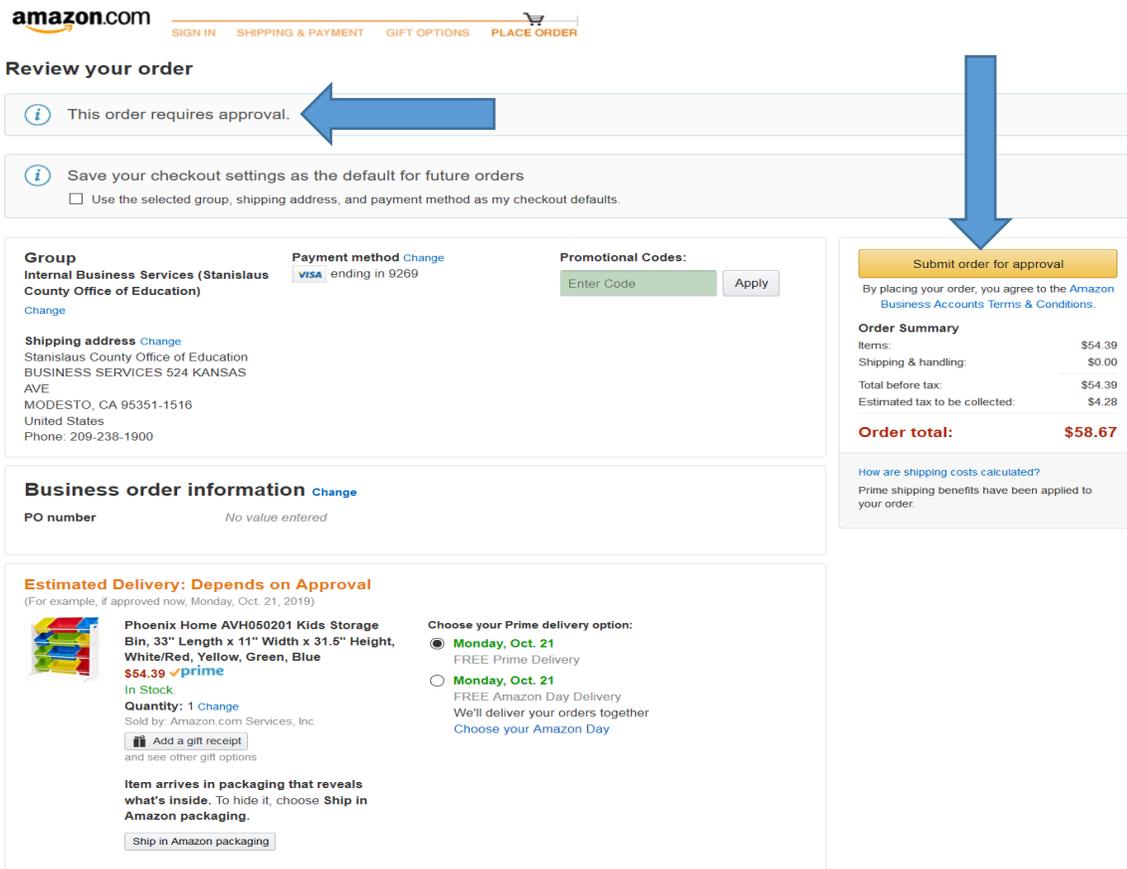
The screenshot shows the Amazon.com checkout process at the 'SHIPPING & PAYMENT' step. The breadcrumb trail includes 'SIGN IN', 'SHIPPING & PAYMENT', 'GIFT OPTIONS', and 'PLACE ORDER'. The main heading is 'Choose your shipping options'. On the left, under 'Shipment 1 of 1', it shows shipping from Amazon.com to Stanislaus County Office of Education, with a product listing for a Phoenix Home storage bin. On the right, under 'Choose your Prime delivery option:', there are two radio button options for 'Monday, Oct. 21'. The first option is selected and offers 'FREE Prime Delivery'. The second option offers 'FREE Amazon Day Delivery' with a note that orders will be delivered together. A blue arrow points from the 'Continue' button on the right to the shipping options section. Another blue arrow points from the 'Continue' button on the right to the delivery options section.

6. Payment method is automatic and cannot be changed. Click on the "Continue" button.



The screenshot shows the Amazon.com checkout process at the 'SHIPPING & PAYMENT' step, specifically the 'Select a payment method' section. The breadcrumb trail includes 'SIGN IN', 'SHIPPING & PAYMENT', 'GIFT OPTIONS', and 'PLACE ORDER'. The heading is 'Select a payment method'. Below the heading, there is a section titled 'Stanislaus County Office of Education line of credit'. Under this section, the 'Pay by Invoice' option is selected with a radio button. To the right of the payment options is a yellow 'Continue' button with the text 'You can review this order before it's final.'

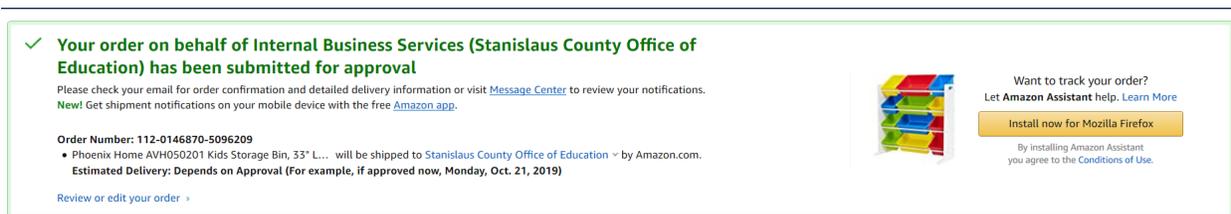
7. You will see a note that states “This order requires approval”. Click on “Submit order for approval”. This sends the order to either
  - a. The person who enters Reqs for your department or
  - b. The Buyer if you are allowed to enter Reqs



The screenshot shows the Amazon.com checkout process. At the top, there are links for SIGN IN, SHIPPING & PAYMENT, GIFT OPTIONS, and PLACE ORDER. The main heading is "Review your order". Below this, there are several sections:

- A notification: "This order requires approval." with an information icon and a blue arrow pointing to it.
- A checkbox: "Save your checkout settings as the default for future orders" with a sub-option "Use the selected group, shipping address, and payment method as my checkout defaults."
- Order details:
  - Group:** Internal Business Services (Stanislaus County Office of Education)
  - Payment method:** Change (VISA ending in 9269)
  - Promotional Codes:** Enter Code, Apply
  - Shipping address:** Change (Stanislaus County Office of Education, BUSINESS SERVICES 524 KANSAS AVE, MODESTO, CA 95351-1516, United States, Phone: 209-238-1900)
- Business order information:** Change (PO number: No value entered)
- Estimated Delivery: Depends on Approval** (For example, if approved now, Monday, Oct. 21, 2019)
  - Item: Phoenix Home AVH050201 Kids Storage Bin, 33" Length x 11" Width x 31.5" Height, White/Red, Yellow, Green, Blue. Price: \$54.39 ✓prime. In Stock. Quantity: 1. Sold by: Amazon.com Services, Inc.
  - Choose your Prime delivery option:
    - Monday, Oct. 21 (FREE Prime Delivery)
    - Monday, Oct. 21 (FREE Amazon Day Delivery. We'll deliver your orders together. Choose your Amazon Day)
  - Buttons: Add a gift receipt, Ship in Amazon packaging.
- Order Summary:**
  - Items: \$54.39
  - Shipping & handling: \$0.00
  - Total before tax: \$54.39
  - Estimated tax to be collected: \$4.28
  - Order total: \$58.67**
- A yellow button: "Submit order for approval" with a blue arrow pointing to it.

8. You will then see the below screen.



The screenshot shows the Amazon confirmation screen. It features a green checkmark and the following text:

✓ **Your order on behalf of Internal Business Services (Stanislaus County Office of Education) has been submitted for approval**

Please check your email for order confirmation and detailed delivery information or visit [Message Center](#) to review your notifications. **New!** Get shipment notifications on your mobile device with the free [Amazon app](#).

Order Number: 112-0146870-5096209

- Phoenix Home AVH050201 Kids Storage Bin, 33" L... will be shipped to Stanislaus County Office of Education by Amazon.com.
- Estimated Delivery: Depends on Approval (For example, if approved now, Monday, Oct. 21, 2019)

[Review or edit your order](#)

Want to track your order? Let Amazon Assistant help. [Learn More](#)

Install now for Mozilla Firefox

By installing Amazon Assistant you agree to the [Conditions of Use](#).

9. You will get an email stating your order has been submitted for approval. This means it has been sent to the next step. Once the Buyer receives both the Amazon order AND the actual requisition, they will then place the order with Amazon. Note that the delivery date indicates “depending on approval”. This date will most likely change depending on when the order can actually be placed.

**From:** Amazon.com <auto-confirm@amazon.com>  
**Sent:** Thursday, October 17, 2019 1:34 PM  
**To:** Elia, Sam <selia@stancoe.org>  
**Subject:** [Possible SPAM] Your Amazon.com order of "Phoenix Home AVH050201 Kids...".  
**Importance:** Low

**CAUTION:** This email originated from outside of SCOE. Do not click links or open attachments unless you recognize the sender and you are sure it is safe.

 [Your Account](#) [Amazon.com](#)

**Order submitted for approval**  
 Order #112-0146870-5096209

**Hello Sam Elia,**  
 Thank you for shopping with us. We'll send a confirmation once your order has been approved by your business. Your order details are indicated below. If you would like to view the status of your order or make any changes to it, please visit [Your Orders](#) on Amazon.com.

This order is placed on behalf of Stanislaus County Office of Education.

Your guaranteed delivery date is: <b>Monday, October 21 (depending on approval)</b> Your shipping speed:  <a href="#">Order Details</a>	Your order will be sent to: <b>Stanislaus County Office of Education          BUSINESS SERVICES 524 KANSAS AVE          MODESTO, CA 95351-1516          United States</b>
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**Order Details**  
 Order #112-0146870-5096209  
 Placed on Thursday, October 17, 2019

	Phoenix Home AVH050201 Kids Storage Bin, 33" Length x 11" Width x 31.5" Height, White/Red, Yellow, Green, Blue Kitchen Sold by Amazon.com Services, Inc	<b>\$54.39</b>
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Item Subtotal:	\$54.39
Shipping & Handling:	\$0.00
Total Before Tax:	\$54.39

- You will need to go to your Amazon order(s) and pull up each one and click on “View order details”

Your Orders

Search all orders  Search Orders

View Your Orders: Paid by You  Buy Again Open Orders Digital Orders Cancelled Orders

1 order placed in

ORDER PLACED	SHIP TO	PLACED BY	TOTAL		ORDER #
December 5, 2019	STANISLAUS COUNTY OFFICE OF ED	Stanislaus County Office of Education	\$0.00	<a href="#">View order details</a>	113-2760179-9714610

**Delivered Dec 9, 2019**  
It was handed directly to a receptionist or someone at a front desk.  
Signed by: Steven



**IRIS USA, Inc. TB-17 Stack & Pull Box, 19 Quart, Clear, 6 Pack**  
Sold by: Amazon.com Services LLC  
Return window closed on Jan 8, 2020  
\$0.00

Then click on “Printable Order Summary”

## Order Details

Ordered on December 5, 2019 | Order# 113-2760179-9714610

[Printable Order Summary](#)

Shipping Address	Payment Method	Order Summary										
STANISLAUS COUNTY OFFICE OF ED 524 KANSAS AVE MODESTO, CA 95351-1516 United States	Gift Card	<table border="0"> <tr> <td>Item(s) Subtotal:</td> <td style="text-align: right;">\$0.00</td> </tr> <tr> <td>Shipping &amp; Handling:</td> <td style="text-align: right;">\$0.00</td> </tr> <tr> <td>Total before tax:</td> <td style="text-align: right;">\$0.00</td> </tr> <tr> <td>Estimated tax to be collected:</td> <td style="text-align: right;">\$0.00</td> </tr> <tr> <td><b>Grand Total:</b></td> <td style="text-align: right;"><b>\$0.00</b></td> </tr> </table>	Item(s) Subtotal:	\$0.00	Shipping & Handling:	\$0.00	Total before tax:	\$0.00	Estimated tax to be collected:	\$0.00	<b>Grand Total:</b>	<b>\$0.00</b>
Item(s) Subtotal:	\$0.00											
Shipping & Handling:	\$0.00											
Total before tax:	\$0.00											
Estimated tax to be collected:	\$0.00											
<b>Grand Total:</b>	<b>\$0.00</b>											

[Transactions](#)

**Delivered Dec 9, 2019**  
It was handed directly to a receptionist or someone at a front desk.  
Signed by: Steven



**IRIS USA, Inc. TB-17 Stack & Pull Box, 19 Quart, Clear, 6 Pack**  
Sold by: Amazon.com Services LLC  
Return window closed on Jan 8, 2020  
\$0.00  
Condition: New

Then click on "Print this page for your records" and attach pages to your requisition in QCC.



amazon.com

**Final Details for Order # 113-2760179-9714610**  
[Print this page for your records.](#)

**Order Placed:** December 5, 2019  
**Amazon.com order number:** 113-2760179-9714610  
**Order Total:** \$0.00

Shipped on December 7, 2019	
<b>Items Ordered</b> 1 of: IRIS USA, Inc. TB-17 Stack & Pull Box, 19 Quart, Clear, 6 Pack <small>Sold by: Amazon.com Services LLC</small> Condition: New	<b>Price</b> \$0.00
<b>Shipping Address:</b> STANISLAUS COUNTY OFFICE OF ED 524 KANSAS AVE MODESTO, CA 95351-1516 United States	
<b>Shipping Speed:</b> One-Day Shipping	
Payment information	
<b>Payment Method:</b> Gift Card  <b>Billing address</b> STANISLAUS COUNTY OFFICE OF ED 524 KANSAS AVE MODESTO, CA 95351-1516 United States	Item(s) Subtotal: \$0.00 Shipping & Handling: \$0.00 ----- Total before tax: \$0.00 Estimated tax to be collected: \$0.00 ----- <b>Grand Total: \$0.00</b>

To view the status of your order, return to [Order Summary](#).

11. If the requisition is not received by the buyer within 7 days from the order date Amazon will automatically cancel the order and you will receive an e-mail with the below image in the body. If you would like to re-order the items press “click here to re-add items to your cart” and use the same RX number as your cancelled order.



### Order expired

Your purchase order request for **Internal Business Services** was not approved before the expiration date. The order has been cancelled.

Click [here](#) to re-add items to your Cart.



### Order Summary

PO number	Test
Order number	<a href="#">111-8840770-5109850</a>
Deliver to	Melinda BUSINESS SERVICES 524 KANSAS AVE MODESTO, CA 95351-1516, US
Items in order	0
Total	\$14.35



### Cancelled items



Creativity Street Faceted Assorted Shape Acrylic Gemstone, Assorted Size, Assorted Color, 1 lb  
\$13.30 | Qty: 1

12. Once your order has been approved by the buyer, (ie: actually placed) you will get another e-mail stating your order has been approved. This e-mail will list the items that have been submitted. If any items were removed, it will state the items and the reason for removal.

**From:** Amazon Business <[no-reply@amazon.com](mailto:no-reply@amazon.com)>  
**Sent:** Wednesday, October 16, 2019 1:05 PM  
**To:** Elia, Sam <[selia@stancoe.org](mailto:selia@stancoe.org)>  
**Subject:** Your purchase on Amazon.com has been approved by Stanislaus County Office of Education

**CAUTION:** This email originated from outside of SCOE. Do not click links or open attachments unless you recognize the sender and know the content is safe.



**Order approved**

Your purchase order request for **Internal Business Services** was approved by **Stanislaus County Office of Education**([scoepurchasing@stancoe.org](mailto:scoepurchasing@stancoe.org)).

**Comments:** Testing

### Order Summary

PO number	987654
Order number	<b>112-8595109-7657840</b>
Approved by	Stanislaus County Office of Education ( <a href="mailto:scoepurchasing@stancoe.org">scoepurchasing@stancoe.org</a> )
Deliver to	Melinda Allington BUSINESS SERVICES 524 KANSAS AVE MODESTO, CA 95351-1516, US
Items in order	2
Total	\$39.89

### Approved items

 Oaklyn (300 Count) Heavy Duty Clear Plastic Cutlery Set - 100 Forks 100 Spoons 100 Knives - Bulk Disposable or Reusable Heavyweight Fancy Utensils  
**\$16.99** | Qty: 1



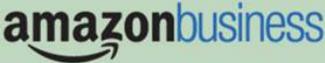
Dixie Everyday Paper Plates, 10 1/16" Plate, 220 Count, Amazon Exclusive Design, 5 Packs of 44 Plates, Dinner Size Printed Disposable Plates  
**\$19.99** | Qty: 1

[Your Account](#) | [Amazon.com](#) | [Help](#)

13. Not pictured, when the order is shipped from Amazon, you will receive an e-mail notification for this as well. The e-mail will have the tracking data for your order.
14. Occasionally, orders are cancelled by Amazon. There are various reasons for this. An item may have been damaged, out of stock, or there were delivery issues. When this happens, you will now receive an e-mail from Amazon informing you of the cancellation.

**From:** [return@amazon.com](mailto:return@amazon.com) <[return@amazon.com](mailto:return@amazon.com)>  
**Sent:** Tuesday, October 22, 2019 2:30 AM  
**To:** Elia, Sam <[selia@stancoe.org](mailto:selia@stancoe.org)>  
**Subject:** Your refund confirmation

**CAUTION:** This email originated from outside of SCOE. Do not click links or open attachments unless you recognize the sender and you are expecting the message.



**Refund Confirmation**  
PO # 987654  
Order # 112-8595109-7657840

**Hello Sam Elia,**  
You ordered the item below, but the package is being returned to us by the carrier. We've issued your refund.

You can find the list of possible reasons why the package is being returned to us as undelivered [here](#). If you still want the item, please check your address and place a new order.

[View return & refund status](#)

 [Dixie Everyday Paper Plates, 10...](#)

**Refund total: \$21.56\***  
Refund will appear on your original payment method .

Damaged Package example:

Returning to seller

We apologize for the inconvenience.

Unfortunately, your package was not delivered because it was damaged. If you haven't already received a refund, please contact us.

[See details](#)

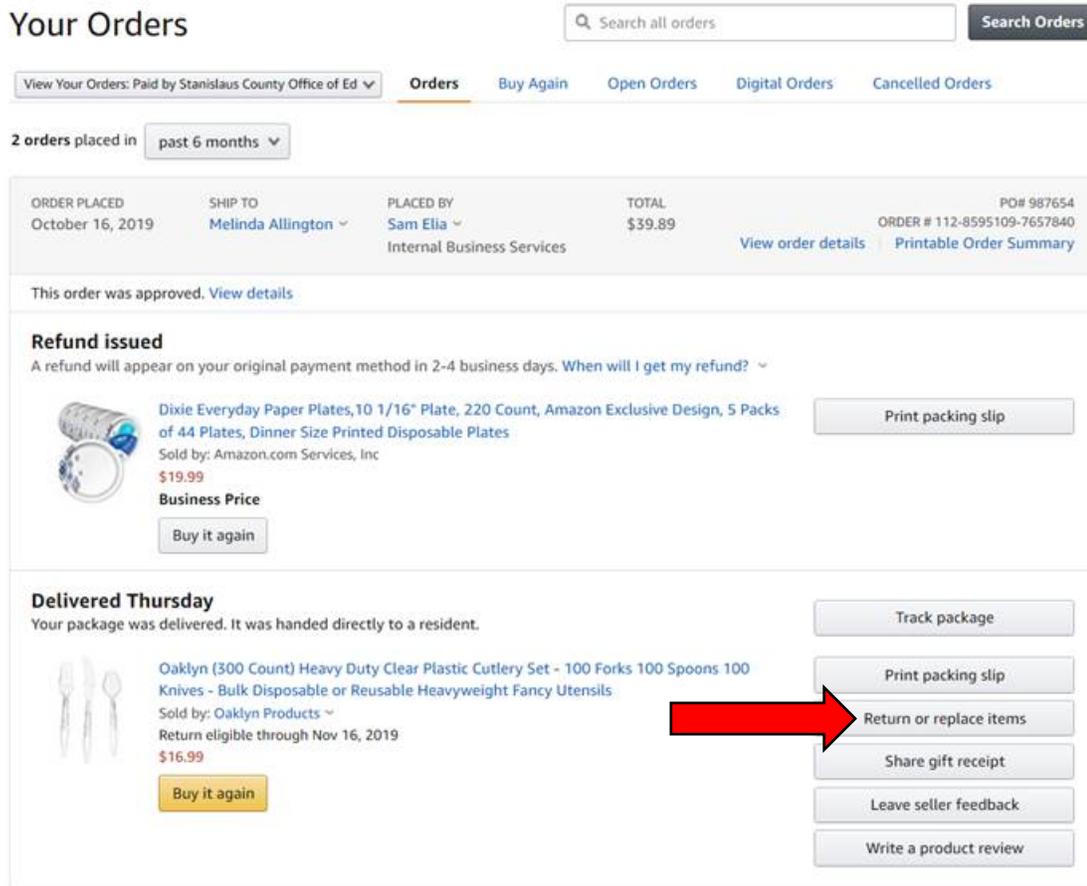
<p><b>Shipped with Amazon</b> Tracking ID: TBA021985624000</p>	<p><b>Address info</b> Amazon Customer MODESTO, CA</p>
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Undeliverable example: NOTE: Deliveries need to be scheduled for Monday – Thursday.

<p>Friday, October 18</p> <ul style="list-style-type: none"> <li>7:17 PM Package arrived at a carrier facility <i>Manteca, US</i></li> <li>6:54 PM Delivery attempted - Business closed <i>Manteca, US</i></li> <li>12:00 PM Out for delivery <i>Manteca, US</i></li> <li>8:12 AM Package arrived at a carrier facility <i>Manteca, US</i></li> <li>1:19 AM Package departed an Amazon facility <i>Newark, CALIFORNIA US</i></li> </ul> <p>Thursday, October 17</p> <ul style="list-style-type: none"> <li>8:05 PM Package arrived at an Amazon facility <i>Newark, CALIFORNIA US</i></li> <li>6:35 AM Package departed an Amazon facility <i>San Bernardino, CALIFORNIA US</i></li> </ul> <p>Wednesday, October 16</p> <ul style="list-style-type: none"> <li>8:31 PM Package arrived at an Amazon facility <i>San Bernardino, CALIFORNIA US</i></li> <li>Package has shipped</li> </ul> <p><small>Times are shown in the local timezone.</small></p>	<p><b>Shipped with Amazon</b> <span style="float: right;">x</span></p> <p>Tracking ID: TBA021985624000</p> <p>Sunday, October 20</p> <ul style="list-style-type: none"> <li>11:19 PM Returning to seller <i>Manteca, US</i></li> <li>11:18 PM Package is undeliverable <i>Manteca, US</i></li> <li>11:10 AM Delivery attempted - Business closed <i>Manteca, US</i></li> <li>8:37 AM Out for delivery <i>Manteca, US</i></li> </ul> <p>Saturday, October 19</p> <ul style="list-style-type: none"> <li>6:04 PM Package arrived at a carrier facility <i>Manteca, US</i></li> <li>1:42 PM Delivery attempted - Business closed <i>Manteca, US</i></li> <li>9:18 AM Out for delivery <i>Manteca, US</i></li> </ul>
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15. If an entire order was cancelled by Amazon, you have multiple options:
  - a. You can work with your buyer to determine if you wish to re-order from Amazon
  - b. You can work with your buyer to select another vendor
  - c. Note: you will NOT need to do another requisition if you decide to re-order from Amazon or another vendor. The Buyer will be able to change the PO **AS LONG AS:**
    - i. **You are duplicating the exact order – no additions or subtractions**
    - ii. The final purchase price is not more than 10% of the original order.
  - d. Individual item cancellations will require a new requisition if you wish to re-order
  
16. Once shipping and receiving receives an order, it will be delivered to the department on their regular delivery schedule.
  
17. PLEASE NOTE:
  - a. Shipping and Receiving receives DOZENS of orders on any given day from Amazon.
  - b. THEY DO NOT KNOW if your particular order has arrived or not just because you received a delivery notification. So please be patient.
  - c. Most boxes that arrive from Amazon are not labeled. So the order has to be opened to determine who it belongs to.
  - d. MANY orders from Amazon arrive in boxes BLENDED with other orders.
  - e. MANY orders arrive from Amazon incomplete. We do not deliver incomplete orders.
  - f. We are hoping that this revised process will help alleviate some of these issues, however, we won't know until we start receiving multiple orders.
  - g. All orders are important, your order will be delivered in the order it was received as long as it is complete and identifiable.

18. Finally, you will have the ability to view your order history.



**Your Orders**

View Your Orders: Paid by Stanislaus County Office of Ed **Orders** Buy Again Open Orders Digital Orders Cancelled Orders

2 orders placed in

ORDER PLACED	SHIP TO	PLACED BY	TOTAL	PO#
October 16, 2019	Melinda Allington	Sam Elia	\$39.89	987654

ORDER # 112-8595109-7657840  
[View order details](#) [Printable Order Summary](#)

This order was approved. [View details](#)

**Refund issued**  
A refund will appear on your original payment method in 2-4 business days. [When will I get my refund?](#)

 Dixie Everyday Paper Plates, 10 1/16" Plate, 220 Count, Amazon Exclusive Design, 5 Packs of 44 Plates, Dinner Size Printed Disposable Plates  
Sold by: Amazon.com Services, Inc  
~~\$19.99~~  
**Business Price**

**Delivered Thursday**  
Your package was delivered. It was handed directly to a resident.

 Oaklyn (300 Count) Heavy Duty Clear Plastic Cutlery Set - 100 Forks 100 Spoons 100 Knives - Bulk Disposable or Reusable Heavyweight Fancy Utensils  
Sold by: Oaklyn Products  
Return eligible through Nov 16, 2019  
~~\$16.99~~

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19. If you need to return an item or entire order to Amazon you will need to go into your order history and click on “return or replace items” and follow the prompts from there. You should receive an e-mail with a return label that you will affix to your return and either put with your outgoing mail if it is 30 lbs. or less, or if it is over 30 lbs. it will need to be delivered to the mail room at H Street for Shipping/Receiving to pick up.