

Amazon FAQs

1. **Does the item need to be fulfilled by Amazon?** Yes, items must be sold and/or fulfilled by Amazon. For example, it can be sold by company "123" but **MUST** be fulfilled by Amazon. Or, it can be sold and fulfilled by Amazon. Third parties often ship internationally and do not have reliable delivery commitments and are difficult to return if necessary and are therefore not allowed.
2. **What information do I need to enter in my requisition?** The ASIN # is required for each item you're ordering. This can be found in the product description on the Amazon website. It should be entered in your requisition under "Supplier Item ID". Also, please enter the full product description. Do not enter a brief description such as "Pencils" or "Red pens."
3. **What items are not allowed?** Items not allowed: furniture, software, any assets over \$500, clothes, food, computers, laptops, printers, toner, art supplies that do have the ASTM-D4236 or AP label identifying it as a non-toxic product, and any products that can be purchased from our Warehouse or the NCEPC bid.
4. **Can I order large quantities?** Amazon does not hold large quantities of certain items in their inventory which means that purchasing in bulk is not always feasible. Also, large quantities are shipped in multiple shipments which may delay the order. Please contact Purchasing as another vendor may be recommended instead.
5. **What if the price changes or an item is no longer available?** Please note that price and availability fluctuate quickly on Amazon. Purchasing will notify you if the cost has gone up more than 10% of what was entered in the requisition and request your approval to proceed or not with the order. If an item is no longer available, Purchasing will cancel it from the Purchase Order and order the rest of the items on the requisition.
6. **Does our District Business Account have 2-day Shipping?** No, we do not have free 2-day shipping. Orders are delivered within 5-8 business days to our Warehouse where they are received and then delivered to the sites.
7. **What is the minimum amount for free shipping?** Your order must be \$25.00 or more to qualify for free shipping.