***Security***

1. What is 002, 002A and 005??

**Answer:** The requester and super receiver role is 002A (FIU\_ACCESS\_002A), the requester and casual receiver is 002 (FIU\_ACCESS\_002), and the shopper role is 005 (FIU\_ACCESS\_005).

1. What is the difference between 002 and 005?

**Answer:** The difference between 002 and 005 is that 005 allows the user to shop, but they cannot create a req. Therefore, they must assign their carts to a requester (that role is 002) who can create the requisition for them. On the other hand, a requester can shop and create the requisition.

1. I can get to myFIUmarket and Amazon Business. However, I cannot go further. What login do I use?

**Answer:** Please contact FSSS at 7-7200 to troubleshoot.

1. Where do we go to request access for the shopper role to shop the Amazon Business and other catalogs?

**Answer**: Access is done via the Access Request form in PantherSoft Financials, and the step-by-step instructions can be found on page 18 of the Financials Fundamentals manual at <https://controller.fiu.edu/wp-content/uploads/sites/24/2020/10/FundamentalsManual.pdf> . If you have any questions, please contact FSSS at 7-7200 to troubleshoot.

1. I have the eProcurement tile, but I do not see the link to myFIUmarket. How do I get access to Jagger?

**Answer**: Request access via the Access Request form for either the shopper role (FIU\_ACCESS\_005) or the requester role (FIU\_ACCESS\_002 or FIU\_ACCESS\_002A). The step-by-step instructions can be found on page 18 of the Financials Fundamentals manual at <https://controller.fiu.edu/wp-content/uploads/sites/24/2020/10/FundamentalsManual.pdf> . If you have any questions, please contact FSSS at 7-7200 to troubleshoot.

***Training – Shopper Role & eProcurement***

1. Can we make Wish Lists?

**Answer:** Yes, you can.

1. Can we order additional items to the assigned cart order and how do we do it?

**Answer:** No, you cannot combine different carts into one cart or add additional items into a cart when a cart has been checked out to myFIUmarket for Amazon.

1. Can you save items in a shopping cart without checking out right away?

**Answer:** Yes, but consider that Amazon guarantees item price and availability only for 7 days. You will probably receive email notifications letting you know you have an unassigned cart.

1. Could the checkout be updated to enable one to enter an account for the entire cart?

**Answer:** Accounts are mapped to the category code of the requisition line

1. Will shopping the Amazon Business catalog in myFIUmarket have the same look, feel, and experience as shopping through the Amazon Business webpage?

**Answer:** Yes. Please watch this webinar.

<https://mediaweb.fiu.edu/Mediasite/Play/94d69df72ddc4141a9122e0a7252b7a21d>

***Category Code Mapping & Budget***

1. Every research project is going into budget error. How do we address that?

**Answer:** Please contact FSSS at 7-7200 to share screens and troubleshoot.

1. If we have a project, can we shop the Amazon Business catalog in myFIUmarket?

**Answer**: Yes, you can.

1. My order is in budget error because one or more req lines in my order is defaulting to account to 711998. How can we get that fixed?

**Answer**: Procurement Services receives a report twice daily that identifies reqs that have lines with account 711998; they proactively review and fix those reqs. However, if those reqs have not been fixed, send an email to [controller@fiu.edu](mailto:controller@fiu.edu) or contact Procurement Services.

1. Grant/Research purchases many items under material and supplies lines for research and operation. Are we allowed to edit the categories manually?

**Answer:** No, requesters do not have access to change the categories for myFIUmarket items. They should reach out to Procurement Services

1. How can we see what category code is being used? Our grants usually only accept materials and supplies, which is account 773906.

**Answer:** At the item level under Requisition lines, you need to click on the yellow document under “Details” to view the category for the item. The account can be found under “Accounting Lines, Chartfield 2”.

1. 711998 is the ePro clearing account. Will expense lines stay there or move to a correct category?

**Answer:** Each item should be mapped to a category code which in turns maps to a general ledger account. The category code is greyed out so you cannot change it. Please reach out to Procurement Services (Hervé-Serge Menyonga [hmeny001@fiu.edu](mailto:hmeny001@fiu.edu) or Kesha Shrestha [keshrest@fiu.edu](mailto:keshrest@fiu.edu)) for them to make the change.

***Ship To Location and Purchasing Rules***

1. What if you're shipping to a location not on campus (non-FIU location)?

**Answer:** The order will be shipped to the location you have in your Requisition/PO. It will come from the Requester’s Ship to Location default if not changed on the Requisition. Shipping to a non-FIU location will need prior authorization by Tracye Eades-Mickle [eadesmic@fiu.edu](mailto:eadesmic@fiu.edu) and will need to be done via pcard for Amazon Business only. Shopping all other catalogs that require to be shipped to a non-FIU location will need to be done as a special request req.

1. Will we be able to send items to another address? Currently, when I buy items, such as books for a faculty outside the state, I am able to send them to the faculty. Will I be able to do this?

**Answer:** Shipping to a non-FIU location will need prior authorization by Tracye Eades-Mickle eadesmic@fiu.edu and will need to be done via pcard for Amazon Business only.

1. Can we still have the option of purchasing with Pcards?

**Answer:** No, the Pcard can no longer be used as you need to access the Amazon Punchout Catalog using myFIUmarket. However, reach out to FSSS at 7-7200 in case you have specific reasons why you still need to order using your pcard.

1. Can we order office supplies if they are cheaper than ODP Business (formerly Office Depot) now that Amazon is on the marketplace?

**Answer**: No, you must shop for office supplies through ODP Business. The exception is if you cannot find what you need from ODP Business.

1. If I try to buy an item through Amazon and it is a restricted item, but it is not available through ODP Business, will I be able to buy it from Amazon?

**Answer:** Yes.

1. So, a stapler cannot be ordered on Amazon. Is that correct?

**Answer:** No unless you cannot find your specific stapler on ODP Business.

1. Can I purchase a computer or other electronic items from Amazon?

**Answer**: No, you should shop for computers and other electronic items through CDW-G or B&H.

1. What if the item is cheaper on Amazon? It doesn’t make fiscal sense to purchase the item in a different catalog where it is more expensive.

**Answer:** Please reach out to Procurement Services and explain your specific circumstances.

1. Can I order furniture through Amazon?

**Answer:** There is a “soft block” for furniture purchases through Amazon, which users can bypass. However, we still do not recommend furniture purchases as most furniture through Amazon are not commercial grade. Please reach out to Perla Gonzalez [gonzalp@fiu.edu](mailto:gonzalp@fiu.edu) or Agatha Bober [abober@fiu.edu](mailto:abober@fiu.edu) for more information on other furniture suppliers awarded competitive solicitations for commercial grade furniture.

***Amazon Specific***

1. Can we buy Amazon Fresh with the Amazon Business account?

**Answer**: No. Amazon Fresh can only be bought with a personal Amazon account.

1. Is there a limit on the dollar amount per order? Can we order additional items to the assigned cart order and how do we do it?

**Answer:** There is no minimum dollar amount. Concerning ordering additional items to the assigned cart, please see answer to question 7. Above.

1. How do we get invoices?

**Answer:** Invoices are electronically sent to Accounts Payable. You can also go to your Amazon Business account to obtain PDF copies of your invoices.

1. Is there a minimum for free shipping?

**Answer:** There is no minimum for free shipping for all Prime eligible items. If an item is not Prime eligible, then there might be a minimum purchase for free shipping.

1. There are a lot of foreign sellers on Amazon, how does this system align with FIU's and state policy?

**Answer**: Amazon removes suppliers that are flagged by the federal government.

1. I received an email from myFIUmarket saying that my order has shipped. It also included the following: "If you have the "View My Orders" permission active in your profile, you can review the details of this shipment on-line by using Order History, or by selecting the URL below".

How can I request access to check the status/tracking of my orders?

**Answer:** Once you are in the Amazon Business account, you can track and view your order status.

1. Is there a minimum amount required for orders?

**Answer**: No

1. How fast will we get the items? Is there prime shipping?

**Answer**: Yes, there is prime shipping. However, the speed on how fast the item will arrive will depend on how fast the req is approved.

1. We have a lot of packages that never arrive at our office. What's the next step if items never arrive or are missing?

**Answer**: Please call Amazon Customer Support at 888-281-3847 and provide the order number(s) of the item that is/are missing. You can also escalate to our account rep Jennifer Hill [jehillm@amazon.com](mailto:jehillm@amazon.com).

1. Will we get next day shipping? How are returns processed?

**Answer:** Prime shipping is available. Concerning returns, please follow instructions in our procure to pay manual on page 95, which is found on <https://controller.fiu.edu/wp-content/uploads/sites/24/2020/08/Procure_to_Pay_Manual.pdf>

1. Are we only going to view items that have a large inventory? There are times when items are in low inventory and may not be available when we go through all these steps in the marketplace.

**Answer:** You will be able to view all items that can be purchased via the marketplace.

1. Is the stock availability held for a certain amount of time before it is released to other purchasers from Amazon?

**Answer:** 7 days

1. Possibly jumping ahead but, what happens if we need to make a return, don’t receive a shipment, or an item is damaged?

**Answer:** Please follow instructions in our procure to pay manual on page 95. <https://controller.fiu.edu/wp-content/uploads/sites/24/2020/08/Procure_to_Pay_Manual.pdf>