

State of NV Amazon Financial User Guide

The Nevada State Purchasing Division has created this user guide to assist statewide contract users in effectively managing their accounts/user groups.

Invoices

- When you complete your first punchout order with Amazon, Amazon will create an account for you with the “punchout” user role. The login information is the same as your computer login and password. With the “punchout” user role, you will only be able to see invoices for the order that you have directly placed. If you are a fiscal user, you will need to email purchasinghelpdesk@admin.nv.gov to request for the financial user role. Using a group fiscal email address is recommended to ensure delivery of invoices regardless of staffing.
- Financial role users are able to see invoices for your entire account/user group.
- Advantage has a 12-character limit max for invoices. All Amazon invoices are currently 12 characters long with hyphens between each group of 4 characters. When entering Amazon invoices into Advantage, please ensure you are entering the full 12-character invoice number without hyphens. This will make invoices easier to locate and ensure parity between agencies.
- When processing the PVE, please utilize the ‘Additional Description’ dialog box (F3) to record the full invoice number and the purchase order number as shown on the Amazon Invoice.
- If you need assistance locating an invoice, please reach out to purchasinghelpdesk@admin.nv.gov

Credit Memos / Refunds

- Refunds are not generally processed by Amazon. Instead, Amazon will issue credit memos. It is the responsibility of the agency to track returns and ensure credit memos are applied to open invoices. Credit memos should be issued within 5 business days.
- If you need assistance obtaining a credit memo, and you have verified receipt of your return with Amazon, please reach out to ar-businessinvoicing@amazon.com
- Credit memos should be applied to the invoice they are issued from **prior to the invoice being paid** by your fiscal staff. If the invoice has already been paid in full, you will have to apply the credit memo to a different open invoice. Please work with your fiscal staff to ensure internal controls are followed.
- It is imperative that the individual receiving the merchandise communicate information regarding any return or credit to fiscal staff immediately. This will ensure merchandise that is being returned (has a valid return label) is not paid for in error.
- Credit memos should now be applied automatically to the corresponding open invoice. If not, please reach out to ar-businessinvoicing@amazon.com with the invoice number and related credit memo number to apply credit memos.
- It is important to apply all open credit memos before the end of the fiscal year.

Returns

- Once confirmation of an Amazon return has been received, a credit memo should be issued within 5 days. If you need immediate assistance, contact ar-businessinvoicing@amazon.com regarding credit memos or purchasinghelpdesk@admin.nv.gov and ar-businessworkbench@email.amazon.com if escalation is required.

Training

- If you need help navigating the Amazon Business website, obtaining invoices and/or credit memos, or help in general, please refer to the ‘Purch – NevadaEpro Resources Amazon Announcements’ channel within Teams. Purchasing also provides Amazon Business training classes available through NEATS [Home Page \(state.nv.us\)](http://state.nv.us).