

## State of Nevada – Amazon Financial User Guide

The Nevada State Purchasing Division created this guide to help agency staff manage Amazon Business accounts and ensure timely, accurate invoice processing.

### Invoices

- After your first Amazon punchout order, Amazon creates an account for you with the “punchout” user role. You will log in using your regular State computer credentials.
- Punchout users can only view invoices for their own orders. If you are a fiscal staff member, email [purchasinghelpdesk@admin.nv.gov](mailto:purchasinghelpdesk@admin.nv.gov) to request the “financial” user role.
  - Tip: Use a group/shared fiscal email for better invoice access during staff absences.
- Financial role users can view all invoices for their account/user group.
- Invoice entry in CoreNV:
  - Amazon invoices are 14 characters long, separated by hyphens (e.g., 1A2B-3C4D-5E6F).
  - Enter the full invoice number, including hyphens, into CoreNV in the “Vendor Invoice Number” field on the Accounting tab to ensure proper posting of payments. Each accounting line MUST contain an invoice number.
- For help locating invoices, contact [purchasinghelpdesk@admin.nv.gov](mailto:purchasinghelpdesk@admin.nv.gov)

### Credit Memos & Refunds

- Amazon generally issues credit memos instead of processing refunds.
- Agencies must track returns and ensure credit memos are applied to open invoices.
- Credit memos are usually issued within 5 business days after return confirmation.
- For assistance, contact:
  - [ar-businessinvoicing@amazon.com](mailto:ar-businessinvoicing@amazon.com) to apply specific credit memos to specific invoice
  - [purchasinghelpdesk@admin.nv.gov](mailto:purchasinghelpdesk@admin.nv.gov) (State support)
- Credit memos must be applied before open invoices are paid. If the invoice has already been paid, apply the memo to another open invoice.
- Fiscal staff should ensure internal controls are followed.
- Staff receiving goods must promptly notify fiscal if a return is needed to avoid mistaken payments.
- Credit memos should now auto-apply to matching invoices. If not, email [ar-businessinvoicing@amazon.com](mailto:ar-businessinvoicing@amazon.com) with both the invoice and credit memo numbers.
- All open credit memos must be applied before fiscal year-end.

### Returns

- Once a return is confirmed, a credit memo should be issued within 5 days.
- For urgent issues or escalations, contact:
  - [ar-businessinvoicing@amazon.com](mailto:ar-businessinvoicing@amazon.com) Note: this email does not reply
  - [ar-businessworkbench@email.amazon.com](mailto:ar-businessworkbench@email.amazon.com)
  - [purchasinghelpdesk@admin.nv.gov](mailto:purchasinghelpdesk@admin.nv.gov)

### Training & Support

- For help using Amazon Business, accessing invoices, or applying credit memos:
  - Visit the ‘Purch – NevadaEPro Resources Amazon Announcements channel in Microsoft Teams.
  - Attend Amazon Business training through NEATS at [state.nv.us](http://state.nv.us).