1. Overview
Leadership has approved this protocol to serve the USF Community during the COVID-19 crisis and the California Shelter-in-Place mandate. Off-campus deliveries are intended to support on-line instruction, infrastructure, health, and safety. Please include ACTIVITY CODE CV0019 in the FOAPAL string on all COVID-19 related orders.

The procedure outlined below are aligned to the USF Procurement Policy ensuring value-added benefits are applied to all USF expenditures by utilizing the USF Amazon Prime Business Enterprise membership. Orders placed on personal Amazon Prime accounts are not recommended. Please refer to the USF Membership Policy as individual memberships at discount stores, such as Amazon Prime, will not be reimbursed or allowed on p-Card.

HTS does not allow users to update delivery addresses to a non-USF delivery address because it is structured to follow Generally Accepted Accounting Principles (GAAP), procurement best practices, and internal audit rules. Through our partnership with Amazon, Purchasing and Ancillary Services (PaAS) has developed a workaround.

In this protocol, the HTS requisition is used to check budget availability and capture all levels of ORG approval, including restricted commodities and Grant expenditures. In addition, the requisition will capture the COVID-19 needs justification and off-campus delivery information.

Please note that with COVID-19 related off-campus deliveries, approvals have changed. All expenditures, regardless of dollar amount, must be approved by the business unit’s Budget Manager as verification of essential need and to confirm the order is permitted for off-campus delivery.

When the approval workflow is complete, a PaAS team member will place the order using the University’s Amazon Business Prime membership. PaAS will process the transaction using a COVID-19 Special Project p-Card and the expense will reconcile in Concur charging the requesting department’s FOAP directly. After the expense is reconciled, PaAS will "REJECT" the requisition in HTS to prevent further processing.

Processing time on these order types varies, as there are dependencies (i.e., budget availability, multiple approval queues, etc.) that must be satisfied before the request can be processed.

If additional guidance is required, please send email to purchasing@usfca.edu.

Please refer to additional SNOW KB articles for step-by-step help for COVID-19 Purchases for Off-Campus Deliveries, Central Receiving Package Pick-Up, and On-Campus Deliveries.

- KB13949 Amazon, Certain Media Types or Gift Cards
- KB13967 B&H Foto, Direct Off-Campus Delivery
- KB13950 Hilltop Shop (HTS) orders delivered to USF/Redirected to an Off-Site Location
- KB13952 Central Receiving, Package Pick-Up
- KB13953 On-Campus Office Deliveries
2. Instructions:

Step 1: In HTS, enter Amazon PunchOut store.

Step 2: Place item(s) in the cart. 
Please submit one cart per delivery recipient.

Step 3: PROCEED TO CHECKOUT

Step 4: CHOOSE YOUR AMAZON PRIME DELIVERY OPTION and select CONTINUE.
Amazon and shipping carriers are experiencing delays, dates listed are estimates only.
Step 5: Select **PAY BY INVOICE** and click **CONTINUE**

Step 6: Review your order and **SUBMIT ORDER FOR APPROVAL**.

Selecting **SUBMIT ORDER FOR APPROVAL** will take you back to HTS.
Step 7: In HTS, select **PROCEED TO CHECKOUT**.

Step 8: **Edit GENERAL Section:**

**Name Cart:** COVID-19, [state purpose]

**Description:** HOME DELIVERY TO: FACULTY, STUDENT, OR STAFF

**SAVE** changes.
Step 9: Edit SHIPPING Address:

Attn: SPECIAL HANDLING

ROOM/FLOOR/HALL: SEE INTERNAL COMMENT

SAVE changes.

Step 10: Provide FOAPAL

Please include activity code CV0019 in the FOAPAL string on all COVID-19 related orders.
Step 11: Add **INTERNAL COMMENT**:

**PROVIDE NEEDS JUSTIFICATION.**

**PROVIDE RECIPIENT’S DELIVERY ADDRESS & TELEPHONE NUMBER.** (Amazon requires a phone number for delivery purposes.)

**PROVIDE SPECIAL DELIVERY INFORMATION** (i.e., if weekend delivery is permitted, safe place to leave the package, door code, etc.)

**SAVE** changes.

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**Internal Notes and Attachments**

- Internal Note: COVID 19 ESSENTIAL EMPLOYEE. TAKES PUBLIC TRANSPORT TO USF. MAIL TO: HERO PABLO RIOS 123 MAIN ST, SF, CA 94123 415-353-333, WEEKEND DELIVERY OK, LEAVE @ FRONT DOOR.

**Internal Attachments:**

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Step 12: Select **ASSIGN CART** and assign to the business unit’s **Budget Manager**.

**IMPORTANT:** During the COVID-19 pandemic, all expenditures, regardless of dollar amount, must be approved by the Budget Manager. If this step is skipped, a PaAS team member will return the cart to the Requestor. The Requestor will have to resubmit by ASSIGNING the cart to the Budget Manager.
Step 13: **Budget Manager** places the order.

The budget manager places the order as verification of essential need and to confirm that the order is permitted for off-campus delivery.

When the requisition reaches the “PROCUREMENT APPROVAL” queue, a PaAS team member will process the requisition outside of HTS. Please refer to Overview section of this KB Article to review remaining internal PaAS processes.