

All line items have been rejected for an Amazon order?

Problem

After submitting a requisition for an Amazon order, I receive an email stating that all line items have been rejected.

Solution

For Amazon orders, there are two common reasons where all line items have been rejected

1. Go into the requisition from the email
2. Click on the PR Approvals tab
3. If the rejection is on the **Banner Budget Authorization**
 - a. follow the instructions [here](#)
4. If the rejection is on the **Vendor Specific Rules**
 - a. An **account code** was used that is not approved for Amazon purchases. Due to state contracts on some items and just what is reasonably available in Amazon we restrict the available account codes.
 - i. Current valid account codes are:
 - 719549 - Rsrch Participant Incentive
 - 720000 - > 729999 - Supplies and Materials
 - 735900 - Other Repair and Maintenance, 736000 - Freight and Express, 739530 - Other Employee Education
 - 750000 -> 759999 - Equipment and Capital Outlay
 - 765960 - Educ Awards-Undefined
 - 786701 - Other Curr Svcs-Student/Part Progrm
 - 786880 - Other Awards Nonscholarship

Related Articles

- [Amazon FAQs](#)
- [How do I change my shipping address in Amazon?](#)
- [How do I get my encumbrance released?](#)
- [How to I process an Amazon return?](#)
- [Purchases in YoMart and State Contracts](#)
- [What is the Ghost Card payment method?](#)
- [What's the policy on purchasing Gift Cards?](#)

[Search Knowledge Base](#)

[Submit a Service Request](#)

We value your feedback! Click [HERE](#) to suggest updates to an existing article, request a new article, or submit an idea.