



SEMINOLE COUNTY PUBLIC SCHOOLS
AMAZON BUSINESS TEACHER CLASSROOM PROGRAM
FREQUENTLY ASK QUESTIONS (FAQs)

Q: What is the Florida Teachers Classroom Supply (TCS) Program?

A: Florida Teachers Classroom Supply Program is money appropriated by Florida Legislature for certified teachers to use for purchase of classroom materials and supplies used in the instruction of students in prekindergarten through grade 12 of the public school system.

Q: Who qualifies for the TCS funds?

A: Certified teachers (SCPS and Charter) employed on or before September 1, of each year whose responsibility is the classroom instruction of students from prekindergarten through grade 12, including media specialists and guidance counselors serving kindergarten through grade 12.

Q: How many dollars are allocated to each teacher for the academic year?

A: Certified teachers will receive an amount based on their employment and job share status. This amount will vary for each academic year. Please refer to the Purchasing Department web site for any updates.

Q: When will I receive my TCS funds?

A: Either early or late June, TCS funds will be made available to certified teachers with an active Seminole County Public School (SCPS) Amazon Business account. A teacher must sign the finance Acknowledgment form with SCPS agreeing to purchase classroom materials and supplies in accordance with Florida Statute. If not registered in Amazon platform, these teachers will receive an email from Purchasing Department inviting them to register in the program. Purchasing Department will continue sending invitations to teachers that have not registered until September 1. After September 1, eligible teachers must request an invitation to register in the Amazon TCS program from Purchasing Department via teacherclassroomsupply@scps.k12.us.

Q: What can I purchase with the TCS funds?

*A: Please refer to the **Unacceptable Use Guidelines** in “SCPS Teacher Classroom Supply Program” (on the SCPS website listed as “Program”) procedure for allowable purchases.*

Q: Is my TCS funds restricted to only purchasing from Amazon?

A: No, your TCS funds is not restricted to purchasing from Amazon. You can still purchase outside of the Amazon Business Teacher Classroom Supply Program; however, to be reimbursed you must complete the PeopleSoft Payroll Reimbursement form and attach your receipt. Please refer to <https://insider.scps.k12.fl.us/purchasing/teacher-supply-card> for the reimbursement instructions.

Q: Can I have a product shipped to my home?

A: Products can only be shipped to the school. Please make sure that the order is not scheduled to be delivered during school closure.



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Q: When is the spending deadline for the TCS funds?

A: The spending deadline for the funds is the end of March of the school year. Although a teacher has approximately ten (10) months to register, we strongly recommend a teacher register in advance of the deadline in order ensure the registration is completed before the expiration of the funds.

Q: May I use my funding for COVID-19 protective equipment?

A: No, you cannot use your TCS funds for personal protective equipment.

Q: May I use my TCS funds to purchase an air purifier?

*A: No, you cannot use your TCS funds to purchase an air purifier. Please refer to the **Unacceptable Use Guidelines** in the SCPS Amazon Business Teacher Classroom Supply Program (on the SCPS website listed as "Program") procedure for allowable purchases.*

Q: May I use my TCS funds to purchase a chair, space heater, fan, or oil diffuser?

*A: No, you cannot use your TCS funds to purchase chair, space heater, fan, or oil diffuser. Please refer to the **Unacceptable Use Guidelines** in the SCPS Amazon Business Teacher Classroom Supply Program (on the SCPS website listed as "Program") procedure for allowable purchases.*

Q: May I purchase candy incentives for my students?

*A: No, you cannot use your TCS funds to purchase candy incentives for students. Please refer to the **Unacceptable Use Guidelines** in the SCPS Amazon Business Teacher Classroom Supply Program (on the SCPS website listed as "Program") procedure for allowable purchases.*

Q: I have an existing account with Amazon under myscps.us or personal email address. Can I use my myscps or personal email to use my TCS funds?

A: No, you cannot use your TCS funds using your myscps or personal email. You must create an account using the scps.k12.fl.us or charter school emails. If you have previously created an Amazon account using scps.k12.fl.us email, please contact Customer Services to deactivate your account and to receive an invitation from the Amazon TCS account. Charter schools emails are acceptable.

Q: I have forgotten my password and then locked myself out of my account with failed attempts. How do I unlock my account?

*A: Please contact **Amazon Business Customer Support** at **888-281-3847** to reset your password.*

Q: Is there a requirement to document my purchases with a printout or a monthly log?

A: No, all purchases through Amazon Business Teacher Classroom Supply Program are captured at the time of sale and is available to the district for reporting and audit purposes.

Q: I need to make a return. What is that process and what happens to my TCS funds?



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A: You may return a product by accessing “Your Orders” link in your account profile. If you have returned a product(s) for a refund, the funds will be returned to the “Allocation Amount” field found

at checkout. With regards to the product(s) returned, please check “Your Orders,” section from the pull-down menu or contact Customer Support for directions. In cases of returns, you would need to monitor your expenditure to determine if funds were credited to your account. With that said, if you confirmed that the product(s) returned is in “Your Orders,” section, then your account was credited with the refund.

Q: May I use a separate form of payment to augment my purchase?

A: No, this functionality does not exist in the current platform.

Q: Is the account a Prime account?

A: Yes, the district has paid a Prime subscription fee that covers all the individual accounts associated with the Amazon Business account.

Q: I accidentally purchased a personal product or a product that is considered an unacceptable use of the funds. What steps do I take to correct this matter?

A: Immediately return the product.

Q: What is the contact information for Amazon Business customer service?

*A: Amazon Business Customer Support at 888-281-3847 or by email amazonbusinessscs@amazon.com. If the matter has not be resolved by Customer Services, please contact **Tonya Hancock, Amazon Account Representative**, at hanctony@amazon.com or 571-234-4767.*

Q: May I use my mobile phone to purchase from Amazon?

A: Please make sure to log in from a computer/laptop. The Amazon TCS program is not configured for mobile devices.

Q: Do I qualify for the TCS program if I’m a Charter school teacher?

A: Yes, Charter school teachers qualify for the TCS program; however, the teacher must obtain the advance approval of the principal stating that the teacher meets the requirement of the TCS program prior to signing the Acknowledgement form.

For all other questions, please contact us at teacherclassroomsupply@scps.k12.fl.us.