



Amazon Business Punchout Training



Shopping on Amazon Business

Amazon Business Benefits

[Business Pricing & Quantity Discounts](#)

- Business pricing and quantity discounts are only available to registered business account customers on Amazon. [Click](#) to learn more.

[Business Prime Shipping](#)

- Once Business Prime Shipping has been purchased, it provides Free Two-Day Shipping on eligible items for all users in the business account. There are multiple pricing tiers to meet the needs of businesses of all sizes. [Click](#) to learn more.

[Buying Policies](#)

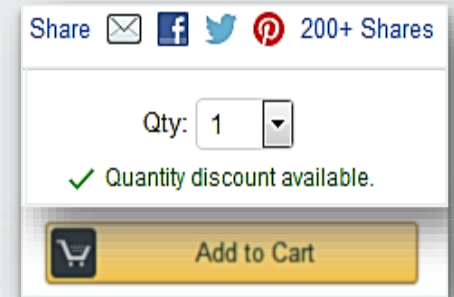
- Customize Amazon Business to your organization's buying standards and procedures. Features include approval workflows, negotiated pricing, and preferred suppliers and preferred products.


[Business-Only Selection](#)

- Business-only selection refers to items and offers that are only available for purchase by Amazon Business customers.

[Amazon Business Analytics](#)

- Use Amazon Business Analytics to view data about your orders, create and filter reports based on your business needs, and view both charts and tables. [Click](#) to learn more.



 Company Restricted

Submit order for approval

List Price: ~~\$379.00~~
Price: \$266.99
Business Price ▼ **\$248.60**



Take Advantage of Amazon Prime Shipping Benefits

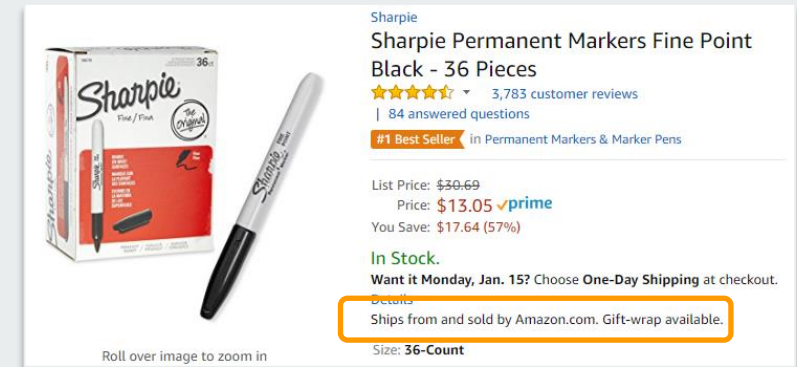
- An easy way to ensure that your products arrive on time and as expected, is to order products fulfilled directly from Amazon. All products clearly mark who the seller is on the product detail page.

Prime Eligibility – Fulfilled by Amazon

- Prime eligible items are fulfilled by Amazon. We recommend searching for prime eligible items.

What's not Included?

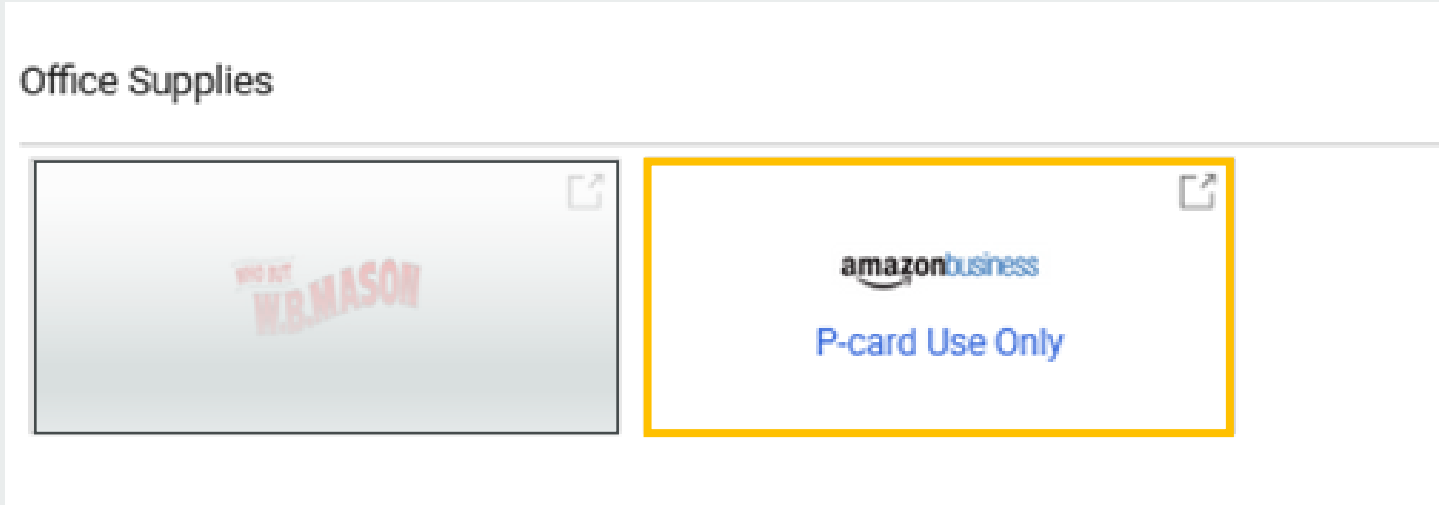
- Business Prime Shipping does not include additional Prime benefits such as Amazon Fresh, Pantry, Video, or Music.



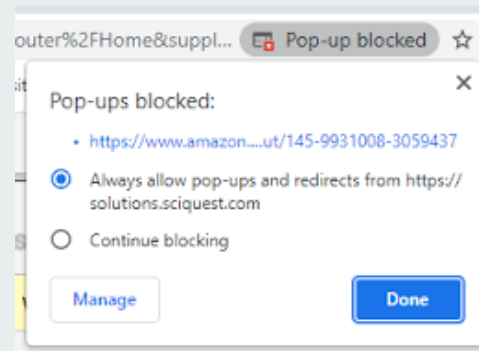
Ships from and sold by Amazon.com.

Accessing the University at Buffalo Amazon Business Account Through ShopBlue

"Punchout" from ShopBlue to Amazon Business



NOTE: if you have pop-up blockers enabled in your browser, the first time you punchout to Amazon Business, you will receive an error icon in the URL bar (see below). To resolve this, right click on the pop-up blocker icon in the URL bar and select "Always allow....." option. From there, click "Cancel punchout" and re-attempt to punchout to Amazon Business.



Search, Add, and Checkout

Searching and Adding Products to Cart in AB

The screenshot shows the Amazon Business Prime interface. At the top, the search bar contains the word "boxes". Below the search bar, the results show "1-16 of over 100,000 results for 'boxes'". The first result is "Bankers Box Small Classic Moving Box 10 Pack, Reinforced Handles, Tape-Free Assembly, Box with Lid, 15-in x 12-in x 10-in (7714901)". The product details show a price of \$26.89 (\$2.69 / count) with Prime Two-Day delivery. The "Add to Cart" button is highlighted. Below the product details, the "Shopping Cart" is shown, containing the same product. The cart subtotal is \$26.89. The "Proceed to checkout" button is highlighted. The interface also shows a "Frequently bought together" section with a "BOX USA Moving Boxes Medium 18\"L x 14\"W x 12\"H 10-Pack | Corrugated Cardboard Box for Shipping." for \$18.95.

Search for products as you normally would in Amazon.

Add items to your cart

Click "Proceed to checkout" to initiate the checkout process back to ShopBlue

Ship To Address, Payment, and Cart Submission

amazon Checkout (1 item)

1 Group Jaggaer Punchout Test (University at Buffalo) [Change](#)

2 Business order information Disabled

3 Shipping address Attn: Ali Meadows (Global Admin), UBMD, Bldg: test, 1237 Delaware Ave., Buffalo, NY 14209 [Change](#)

4 Payment method Paying with Visa 7717 [Change](#)
Billing address: Ali Meadows, 224 CROFTS HALL, BUFFALO...
Add a gift card or promotion code or voucher [^](#)

Enter code [Apply](#)

5 Review items and shipping

Submit order for approval
By placing your order, you agree to the [Amazon Business Accounts Terms and Conditions](#) and Amazon's [privacy notice](#).

Order Summary

Items:	\$26.89
Shipping & handling:	\$0.00
Total before tax:	\$26.89
Estimated tax to be collected:	\$0.00
Order total:	\$26.89

Important message
If tax exemption is applied to this order, you acknowledge your tax exemption certificate may be provided to any marketplace seller you purchase from when applicable.

Select FREE Amazon Day Delivery to receive orders in fewer boxes on a single day.

Estimated Delivery: Depends on Approval For example, if approved now: Friday, July 11
Items shipped from Amazon.com

Bankers Box Small Classic Moving Box 10 Pack, Reinforced Handles, Tape-Free Assembly, Box with Lid, 15-in x 12-in x 10-in (7714901)
\$26.89 ✓prime & FREE Returns [^](#)
Educator Price [^](#)
Qty: 1 [^](#)
Sold by: Amazon.com Services, Inc.
[Add gift options](#)

Choose your Prime delivery option:
☒ Friday, Jul 11
FREE Prime Delivery
☐ Monday, Jul 14
FREE Amazon Day Delivery
Get your orders together in fewer boxes and deliveries each Monday.
[Change delivery day](#)

Item often ships in manufacturer's container to reduce packaging and reveals what's inside. If this is a gift, consider shipping to a different address.
Tax Exemption Applied. [Remove](#)

Order total: \$26.89
Submit order for approval
By placing your order, you agree to the [Amazon Business Accounts Terms and Conditions](#) and Amazon's [privacy notice](#).

PLEASE NOTE:

- The ship-to address that you see in checkout is just a placeholder to enable you to send your cart back to ShopBlue. The actual ship-to address will be applied on the requisition and sent in the order to Amazon. This is where the order will ultimately ship to.
- *If your credit card information is already added to your profile, it will show up here, otherwise, you will need to add it.
- If there are available shipment speeds, you will see them on this screen. Select the date that is best for you and click "Submit order for approval".
- Clicking "Submit order for approval" will transfer your cart back to ShopBlue so that you can complete requisition entry and submission process. Once approved, the purchase order will be sent to Amazon for fulfillment.
 - *Please note that if you are not a PCard holder, you will not be able to checkout.

Purchasing From a List Shared With You

Purchasing From Shopping List Shared With You

There are users on the AB account that do not have access to a PCard. Those users, while able to punchout from ShopBlue, are not able to submit carts back to ShopBlue for processing.

Instead, these users are being instructed to build shopping lists within the AB account and share them with someone in their department/organization that does have a PCard and can purchase on their behalf.

If you are one of those PCard holders that will receive a shared shopping list from a Non-PCard user in your department/organization, you will receive an email letting you know that a list has been shared with you.

- **DO NOT** click on the link in that email, instead, punchout from ShopBlue to AB and follow the instructions in the guide linked [here](#). This will allow you to add those items from their shopping list to your cart and purchase on their behalf.

Error Messages

Error Messages

This section of the account provides additional detail regarding the status of all orders placed

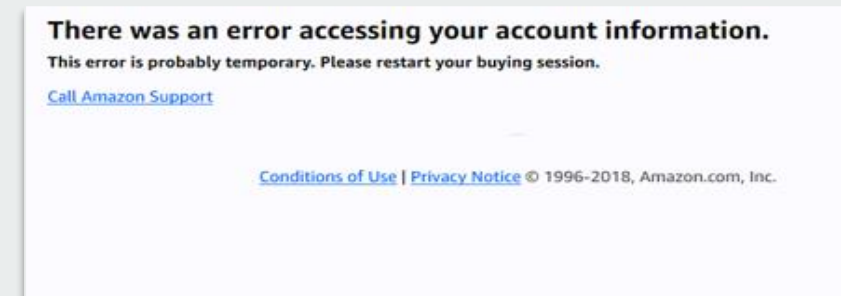
Application Error

- End User will need assistance from a University at Buffalo ShopBlue Admin to assist with their user's profile



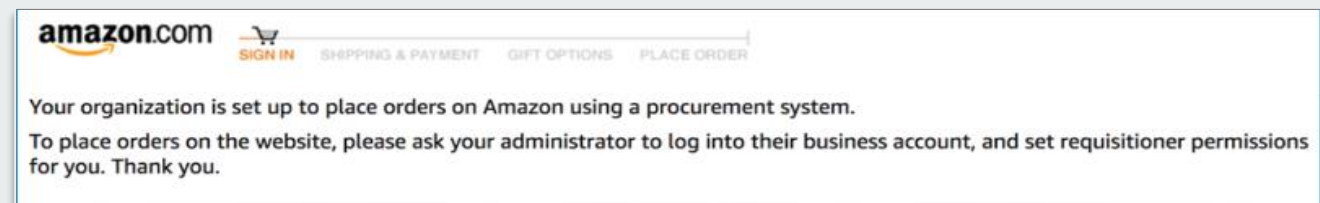
Amazon Error

- End User is receiving this message because they are associated to a separate Amazon Business account and either need to be removed from that Amazon Business account (if not an admin on that account) or invited to join the University at Buffalo Amazon Business account (if they are an admin on that account)



Amazon Error

- End User is trying to place an order outside of University at Buffalo ShopBlue.



Halted Orders

Halted Orders

There are five instances in which orders can be halted/cancelled


- **Safeguards** – If the approval is not completed within the 14 calendar-day cart lock, and the order falls outside of the safeguards (set by your organization) at the time of approval, the item or order will be halted and a new order will need to be created and submitted.
- **Multiple PunchOut Sessions** – Multiple PunchOut sessions can result in a cancelled order. When shopping on Amazon Business through PunchOut, make sure to use one PunchOut Session per order.
- **Changing or Modifying Cart** – If PO is sent with deleted line items or modified quantities (modifications occur in University at Buffalo ShopBlue after cart is transferred from Amazon Business), the order will be rejected and a new order will need to be created and submitted.
- **Address on Final PO Differs From Address at Checkout** – If the checkout address is in the contiguous US, but the address on the final PO is outside the contiguous US, the order will be cancelled and a new order will need to be created and submitted with the correct shipping address.
- **Zip Code Change for Next Day Delivery** – If the zip code on the final PO differs from the zip code used for the address at checkout in Amazon Business and the item is set for next day delivery, the order will be cancelled and a new order will need to be created and submitted.

Halted Orders

Amazon Business sends this email if an order hits one of the business rules (called “Safeguards”) set by your organization.

Things to note:

- Refer to details provided in the email or contact Customer Service for more information.
- If an Amazon Business order has been halted, the end user will need to start over and place a new order.



[Your Account](#)

Order Information

Purchase Order / Reference: [C0000366124](#)

Hello Amy Gaffney,


Thank you for shopping with Amazon.com. Your item(s) cannot be ordered at this time. Itemized order details are below.

Your order has been halted

The item(s) cannot be ordered due to a change from the time the order was placed, and when it was processed. Item availability and price can change within the Amazon marketplace, and our attempt to find a replacement item was not successful. Common reasons for this error are a change in: available quantity, item price, or another situation. Please contact your organization if you have any questions.

Items that will not be shipped

There wasn't enough in stock to fill your order and we couldn't find a replacement. Try ordering it again.



[SquareTrade 3-Year Musical Instruments Accident Protection Plan \(\\$200-250\)](#)

1.0 of the above will NOT be ordered.
There wasn't enough in stock to fill your order and we couldn't find a replacement.
Try ordering it again.


Buying Policies

Organization Restricted



Soft restrictions may be put in place for certain product categories. Unlike hard blocking (next slide), these categories that are restricted can still be purchased, but your Administrator on the account can add messaging to provide you some additional insight on the category restriction.

Organization restricted
Admin note: "This item is in a category for which Penn has an existing preferred contract relationship in the Penn Marketplace."



Canon EOS Rebel T7 DSLR Camera with 18-55mm Lens | Built-in Wi-Fi | 24.1 MP CMOS Sensor | DIGIC 4+ Image Processor and Full HD Videos

Visit the Canon Store
4.7 ★★★★★ | 4,164 ratings | Search this page

Amazon's Choice Overall Pick

2K+ bought in past month

Price: **\$479.00**
FREE Returns

Buy now, pay later with 30-day terms. Select Pay by Invoice at checkout.

May be available at a lower price from other sellers, potentially without free Prime shipping.

Brand	Canon
Model Name	EOS REBEL T7 18-55mm f/3.5-5.6 IS II Kit
Photo Sensor Size	APS-H
Image Stabilization	true
Max Shutter Speed	30 seconds

▼ See more

About this item

- 24.1 Megapixel CMOS (APS-C) sensor with is 100-6400 (H: 12800)
- Built-in Wi-Fi and NFC technology
- 9-Point AF system and AI Servo AF
- Optical Viewfinder with approx 95% viewing coverage
- Use the EOS Utility Webcam Beta Software (Mac and Windows) to turn your compatible Canon camera into a high-quality webcam. Compatible Lenses- Canon EF Lenses (including EF-S lenses, excluding EF-M lenses)

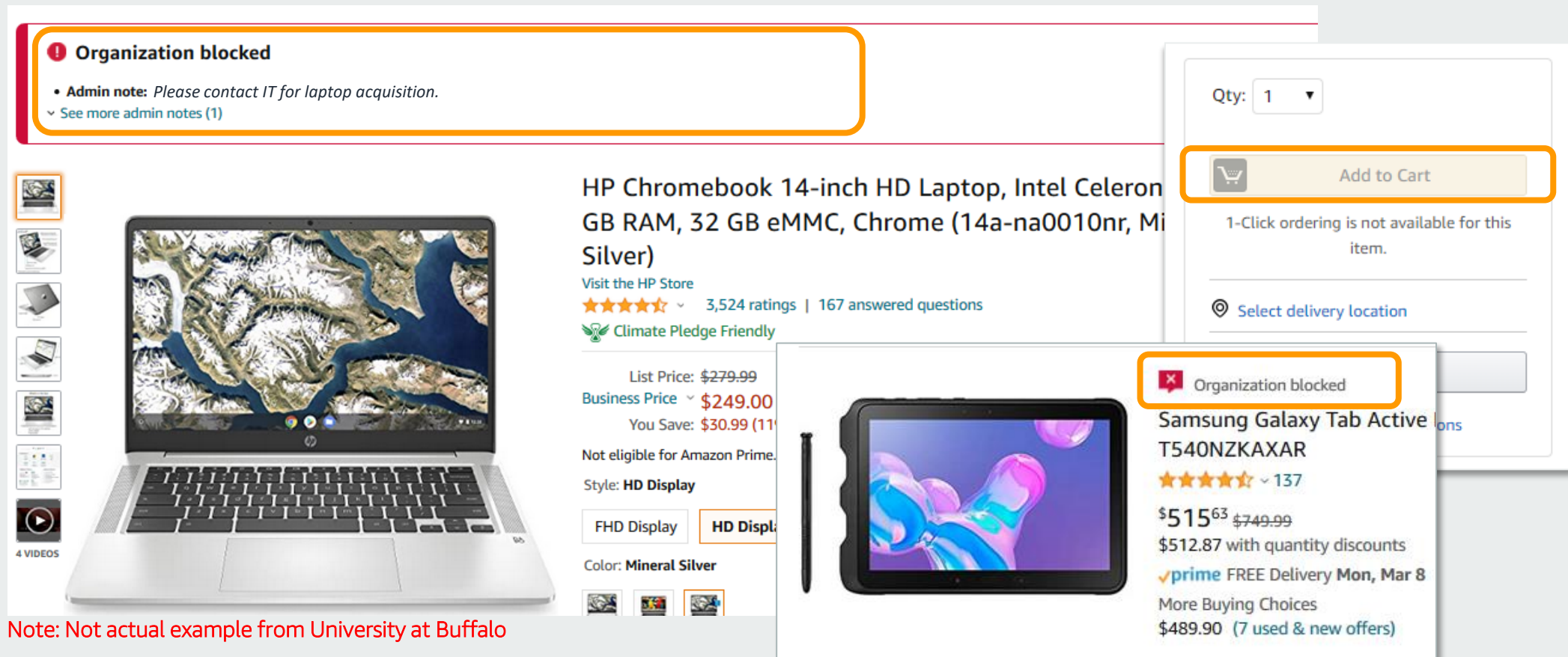
Note: Not actual example from University at Buffalo

Considerations:

- Because restrictions are created at the category level, some items may be unintentionally restricted.
- Be aware, restricting a category does not prevent a purchase but adds guidance for the buyer.

Organization Blocked

Hard blocking product categories prevents an end user from adding these product to their cart. The add to cart option will appear greyed out for any product categories that are blocked



Organization blocked

- **Admin note:** Please contact IT for laptop acquisition.
- ▼ See more admin notes (1)

HP Chromebook 14-inch HD Laptop, Intel Celeron, 4 GB RAM, 32 GB eMMC, Chrome (14a-na0010nr, Mineral Silver)

Visit the HP Store

★★★★★ 3,524 ratings | 167 answered questions

Climate Pledge Friendly

List Price: \$279.99
Business Price ▼ \$249.00
You Save: \$30.99 (11%)


Not eligible for Amazon Prime.

Style: HD Display

FHD Display HD Display

Color: Mineral Silver

Qty: 1

 Add to Cart

1-Click ordering is not available for this item.

Select delivery location

Organization blocked

Samsung Galaxy Tab Active T540NZKAXAR

★★★★★ ~ 137

\$515.63 \$749.99
\$512.87 with quantity discounts



✓prime FREE Delivery Mon, Mar 8

More Buying Choices
\$489.90 (7 used & new offers)

Note: Not actual example from University at Buffalo

Highlighted Products and/or Sellers

Mark specific products as preferred to ensure your end users can easily find what they are looking for. This messaging is visible throughout the shopping experience, search results, and on product detail pages.



Amazon Basics 14-Inch Laptop Macbook and Tablet Shoulder Bag, Black, 1-Pack

Visit the Amazon Basics Store

★★★★★ ~ 9,540 ratings

Amazon's Choice for "14 inch laptop bag"

Price: \$17.43

Business Price ~ **\$16.92**

You Save: \$0.51 (2%)





Buy more, save more

5 units

\$16.30 **LOWEST PRICE**


Save 6%

May be available at a lower price with shipping.

Share    

Preferred by your organization

Amazon's Choice



Organization preferred


Amazon Basics 15.6-Inch Laptop Computer and Tablet Shoulder Bag Carrying Case, Black, 1-Pack

★★★★★ ~ 24,725 ratings

\$22.46

\$21.81 with quantity discounts

prime FREE One-Day



Organization preferred


Amazon Basics 15.6-Inch Laptop and Tablet Bag, Black, 10-Pack

★★★★★ ~ 65 ratings

\$157.00 ~~\$163.99~~

Unlock up to 11% with Progressive Discounts

prime



Organization preferred

Lenovo Professional Carrying Case (Briefcase) for 15.6" Notebook - Black

★★★★★ ~ 12 ratings

\$71.99

prime

More Buying Choices \$69.00 (37 new offers)

Note: Not actual example from University at Buffalo

Business Account Navigation

Hello, Ravenna
Account for Ravenna Gar... ▾

Your Account

Your Orders

Manage Suppliers

Business Analytics

Recurring Deliveries

Switch Accounts

Sign Out

Business Account Navigation


Page	Functionality
Your Account	Standard Amazon account information
Your Orders	View and track your orders. Administrations can view orders others have placed on behalf of the organization
Business Analytics	Create and filter custom reports based on your business needs to view your organization's orders

Your Orders

Your Orders

This section of the account provides additional detail regarding the status of all orders you have placed within the Business Account.

Your Account > Your Orders

 To view orders placed by users in your business account, select View All Orders below or go to [Business Analytics](#).

Your Orders

[Search Orders](#)


[View All Orders: Ravenna Garden](#)

16 orders placed in [past 6 months](#)

ORDER PLACED May 15, 2018	SHIP TO Third Floor	PLACED BY Katherine Approval Demo 2	TOTAL \$0.00
------------------------------	--	---	-----------------

This order was approved. [View details](#)


Cancelled




AmazonBasics 92 Bright Multipurpose Copy Paper - 8.5 x 11 Inches, 10 Ream Case Sheets)
Sold by: Amazon.com Services, Inc.
\$0.00

Take a variety of actions on your orders such as initiating returns or tracking the delivery of a package.

Arriving August 16 - August 20

 Ordered Sunday, August 12

 **Shipped today**
[See all updates](#)

 Out for delivery

[Track package](#)


[Return or replace items](#)

[Write a product review](#)

Return an Item

Navigate to Your Orders from the dropdown

Your Account > **Your Orders**

 To view orders placed by users in your business account, select View All Orders below or go to [Business Analytics](#).

Your Orders

Search Orders


[View All Orders: Ravenna Garden](#)

16 orders placed in [past 6 months](#)

ORDER PLACED May 15, 2018	SHIP TO Third Floor	PLACED BY Katherine Approval Demo 2	TOTAL \$0.00	PO# test ORDER # 112-6552303-9003448
------------------------------	--	---	-----------------	---

This order was approved. [View details](#)

Cancelled



AmazonBasics 92 Bright Multipurpose Copy Paper - 8.5 x 11 Inches, 10 Ream Case (5,000 Sheets)
Sold by: Amazon.com Services, Inc.
\$0.00

[Track package](#)

[Return or replace items](#)


[Write a product review](#)

[Gift Cards](#) [Help](#) [Contact Us](#)

Fixing things is quick & easy

The bot quickly fixes your problem or connects you to someone who can.

[Start chatting now](#)

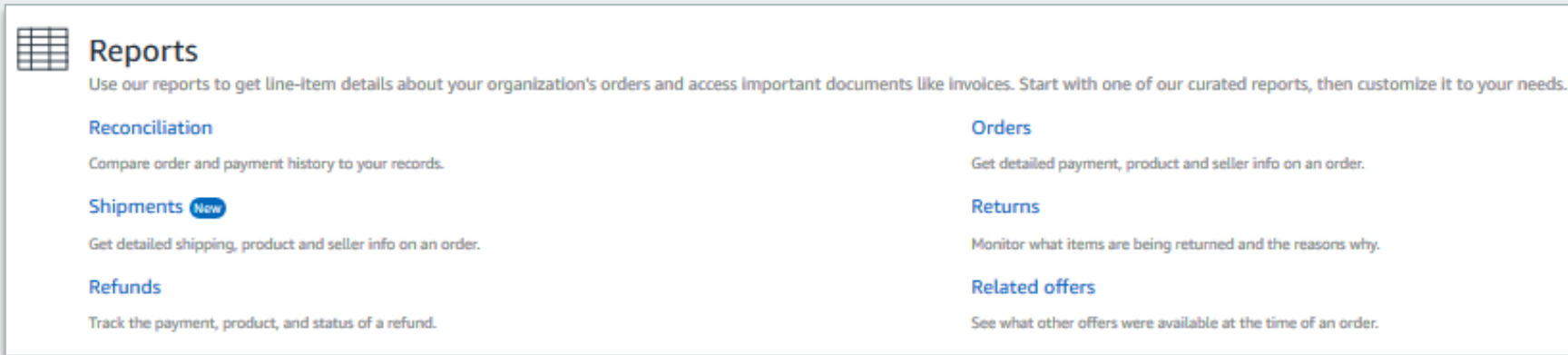
 Need help over phone? [We can call you.](#)

Business Analytics

Amazon Business Analytics

Amazon Business Analytics provides the ability to:

- Aggregate purchases to compare and track spend over time
- Monitor and track 60+ data fields including customer info, shipment info, payment info, and seller info
- Customize and save report templates to meet business needs
- Download CSV files to analyze your data in excel



The screenshot displays the 'Reports' section of the Amazon Business Analytics interface. It features a grid icon on the left and a list of report categories on the right. The categories include Reconciliation, Shipments (marked as 'New'), Refunds, Orders, Returns, and Related offers. Each category has a brief description of the data it provides.

Report Category	Description
Reconciliation	Compare order and payment history to your records.
Shipments <small>New</small>	Get detailed shipping, product and seller info on an order.
Refunds	Track the payment, product, and status of a refund.
Orders	Get detailed payment, product and seller info on an order.
Returns	Monitor what items are being returned and the reasons why.
Related offers	See what other offers were available at the time of an order.

Reporting & Reconciliation

Use the Reconciliation Report to view data including transaction info, customer info, and order info.

Simplify the reconciliation process by matching corporate credit card charges to each item in a shipment.

- Match the **Payment Reference ID** in the Reconciliation Report against your credit card statement
- Customize report columns and filters at the left to find required information

Business analytics Reports ▾						
Reconciliation			Time period			
Add title and save to your templates			Month to date ▾			
Filter	<input type="checkbox"/>	Transaction Date	Payment Reference ID	Transaction Type	Payment Amount	Account Group
	<input type="checkbox"/>	11/08/2018	K3TRZEKRUWL	Charge	\$13.47	Timberlands-Western
Adjust columns	<input type="checkbox"/>	11/08/2018	2FL26BHF590	Charge	\$357.88	Timberlands-Western
	<input type="checkbox"/>	11/08/2018	411MW1ZL1YS	Charge	\$51.62	Timberlands-Southern
Get order documents	<input type="checkbox"/>	11/08/2018	5HQ2R3I0KBKO	Charge	\$60.99	CorpFunc-GeneralCounsel&Corp
	<input type="checkbox"/>	11/08/2018	115KCMP9G09	Charge	\$27.92	WP-Mid South Region
	<input type="checkbox"/>	11/08/2018	0000001LOQ4L	Charge	\$18.59	Timberlands-Southern
	<input type="checkbox"/>	11/08/2018	2LNKETGK4AJJ	Charge	\$22.48	WP-Eastern Region
	<input type="checkbox"/>	11/08/2018	66JHB47PP1I	Charge	\$34.35	CorpFunc-CompBenefits&HR

Business Customer Service

Business Customer Support

Dedicated U.S. based Business Customer Support can be reached a number of ways including email, chat and phone.

Not sure what you're looking for? Learn more about the features and benefits on Amazon Business [HERE](#).

The screenshot displays the Amazon Business Customer Support interface. The top navigation bar includes links for Departments, Buy Again, Savings Hub, Quantity Discounts, Today's Deals, Business Plus, Add People, Gift Cards, and Help. The 'Help' link is highlighted with an orange box. Below the navigation bar, the main content area features a teal background with the text 'Fixing things is quick & easy' and a yellow 'Start chatting now' button. A chat window is overlaid on the right, showing a conversation with the 'Messaging Assistant - Customer Service'. The chat window has a dark blue header with 'Gift Cards', 'Help', and 'Contact Us' links, with 'Contact Us' highlighted by an orange box. The chat history shows a customer message: 'Hey, I never received my Fire tablet', followed by a bot response: 'So sorry it never showed up. I'll go ahead and send another one to the same address you had the last one sent, OK?'. The customer responds: 'Yes, sounds good'. The bot then responds: 'OK, we just put in the replacement order. It should arrive in a couple of days.' Below the chat window, there are three icons with text: a smiley face icon for 'The bot quickly figures out what you need help with.', a person icon for 'It fixes your issue, or connects you with a human if you need more help.', and a checkmark icon for 'You're on your way!'. At the bottom, there is a section titled 'Here are a few things you can take care of on your own' with six icons: 'Check on an order' (box icon), 'Returns & Refunds' (box with arrow icon), 'Manage content & devices' (laptop icon), 'Get help with Prime' (Prime logo icon), 'Update payment info' (credit card icon), and 'Account settings' (person icon).

Common Customer Support Questions

See below for quick resolutions to frequently asked questions from your end users as well as contact information for a variety of support resources

Contact Business Customer Support: [CLICK HERE](#)

- Provides end users the option to call, email, or chat. Please use this method of contact for anything relating to an order, transaction, charge, or shipment

Call Business Customer Support:

- 866-486-2360

Cancel an Individual Prime Membership:

- Your Account > Manage My Prime Membership > End Membership
- The end user must follow the steps to receive a pro-rated refund

Request a Tax Exemption Refund:

- Your Orders > Locate Order > Contact Seller > Request refund through email
- Additional tax queries can be emailed to tax-exempt@amazon.com

Your Account Executive – Liza Mills (lizam@amazon.com)

- This is your point of contact for anything related to the Amazon Business account structure, new features and functionality, and questions that do not fall into the above categories

business

A blue curved arrow pointing upwards and to the right, positioned below the word "business".