amazon business

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

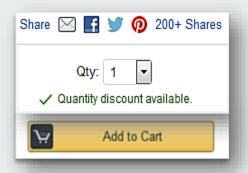
• Customize Amazon Business to your organization's buying standards and procedures. Features include approval workflows, negotiated pricing, and preferred suppliers and preferred products.

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. <u>Click</u> to learn more.





Submit order for approval

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

business prime

<u>Take Advantage of Amazon Prime Shipping Benefits</u>

 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.

<u>Prime Eligibility – Fulfilled by Amazon</u>

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

What's not Included?

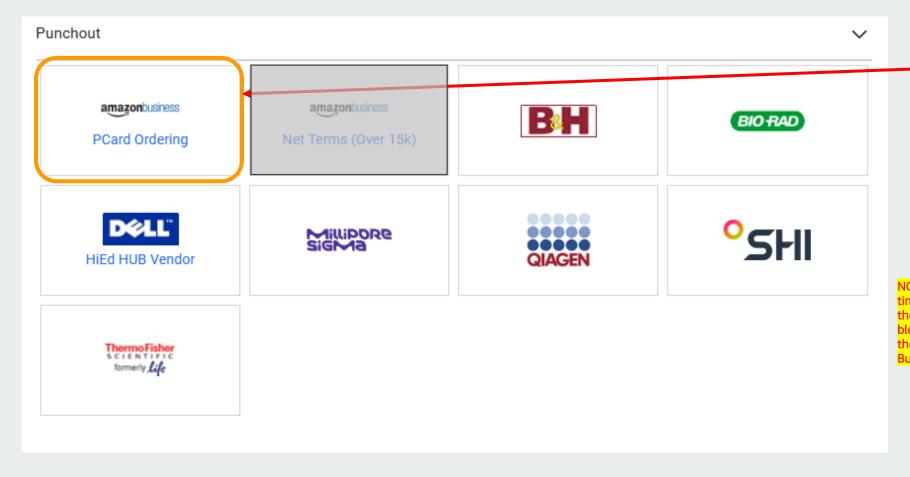
• Business Prime Shipping does not include additional Prime benefits such as Amazon Fresh, Pantry, Video, or Music.



Ships from and sold by Amazon.com.



"Punchout" from Jaggaer to Amazon Business



Click the Amazon Business tile (PCard Ordering) in the Punchout section of Jaggaer

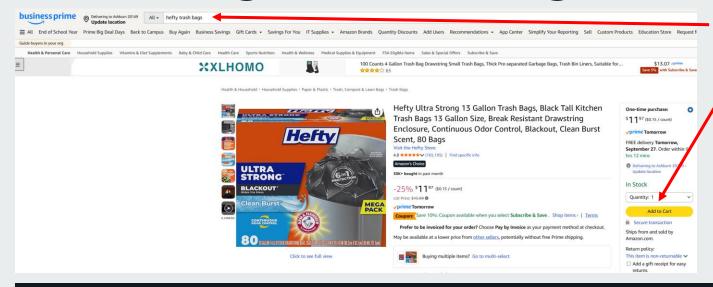
- Please note that if your order is >\$15K, you will require a Purchase Order (PO) and will need to work with Purchasing to obtain the Amazon Business (Net Terms) tile in Jaggaer to submit an order utilizing a PO and invoice.

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

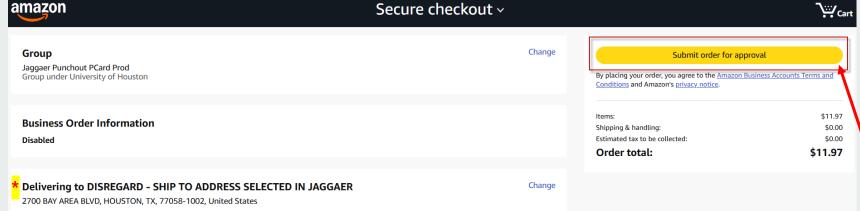


*Please note that the ship to address you see in checkout is just a placeholder. The actual ship to address you

select in Jaggaer is sent on the Purchase Order to Amazon and where Amazon will ultimately ship the order.

Search for products as you normally would in Amazon.

Add the item(s) to your cart and click "Proceed to checkout" to initiate the checkout process.



**If you do not have your PCard stored in your profile, you will need to enter in a PCard during checkout which will then be available for future orders in which you can default that as the payment method.

Once you have validated the information in checkout, click the "Submit order for approval" button. This will transfer the cart back to Jaggaer for you to complete the requisition entry and submission process.

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 Jaggaer, are not able to submit carts back to Jaggaer 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 Jaggaer to AB and follow the instructions in the guide linked <u>here</u>. 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 of Houston Jaggaer Admin to assist with their user's profile



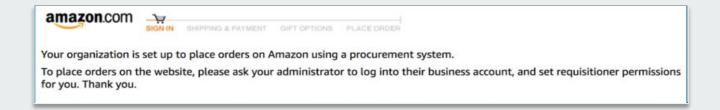
Amazon Error

 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 of Houston Amazon Business account (if they are an admin on that account)



Amazon Error

 End User is trying to place an order outside of the University of Houston Jaggaer application.



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 the University of Houston Jaggaer application 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.

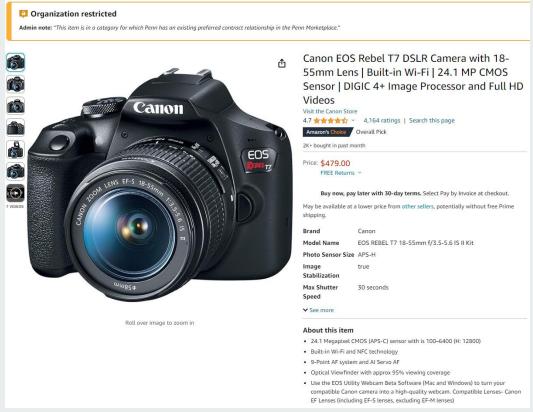
There wasn't enough in stock to fill your order and we couldn't find a replacement. Try ordering it again.

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.



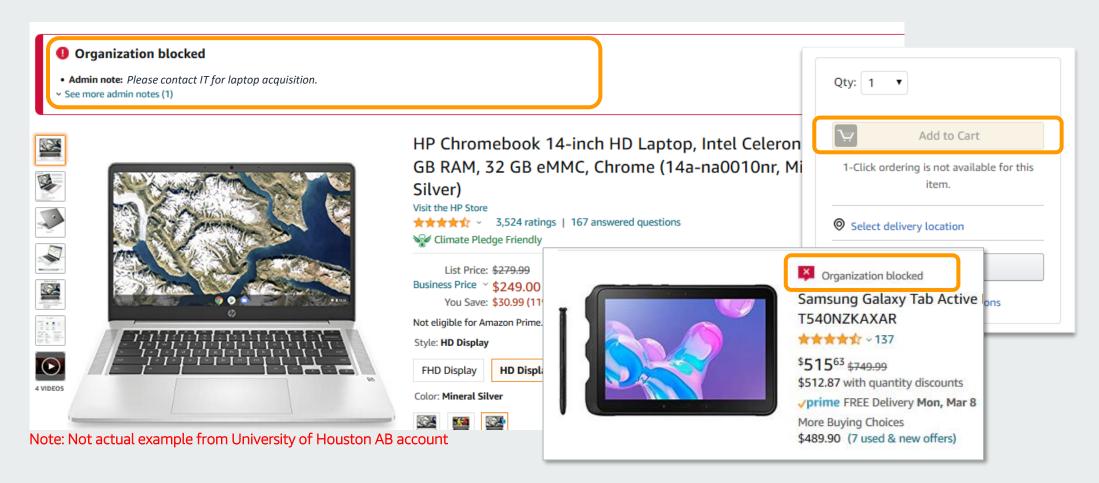
Note: Not actual example from University of Houston AB account

Considerations:

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

Organization Blocked 🔀

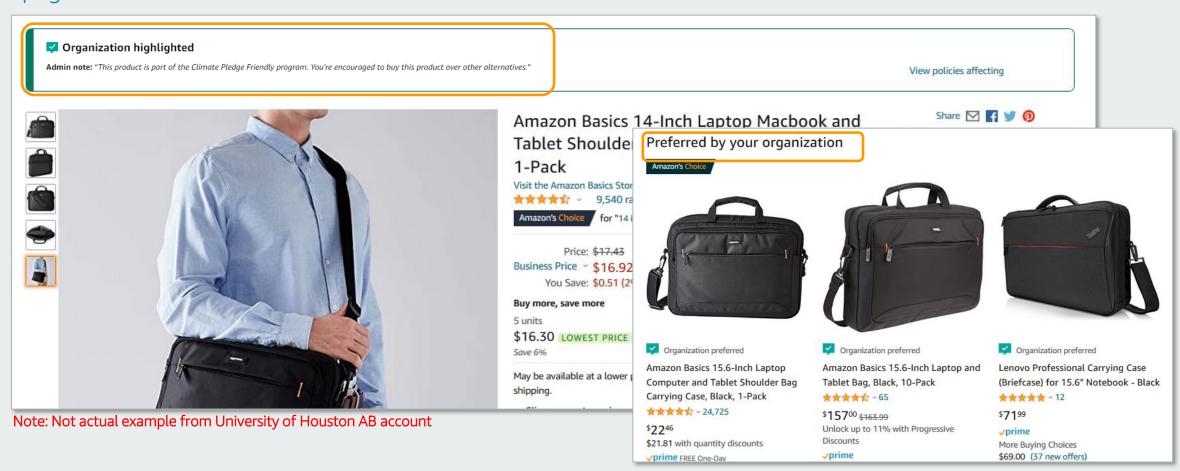
Hard blocking product categories prevents an end user from adding these product to their cart. The add to cart option will appear greyed out for any product categories that are blocked



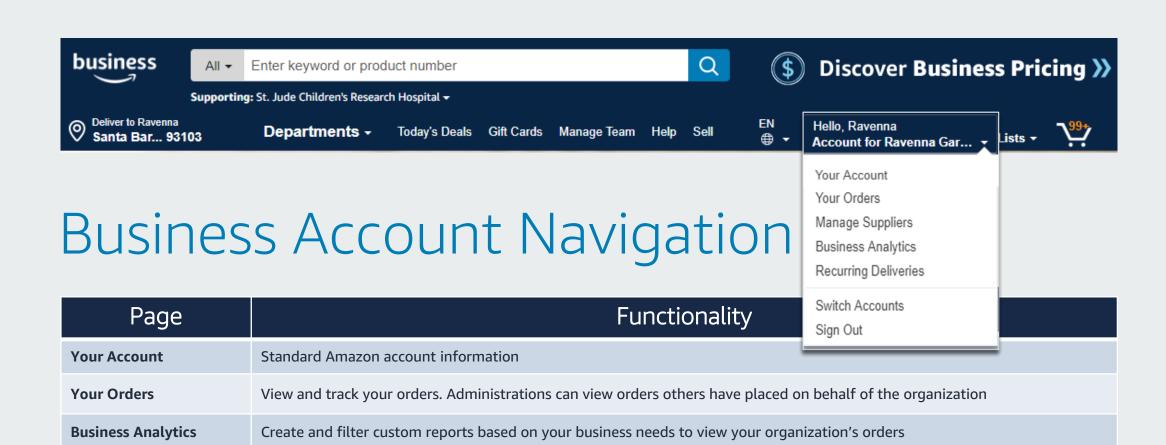
Highlighted Products and/or Sellers



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.



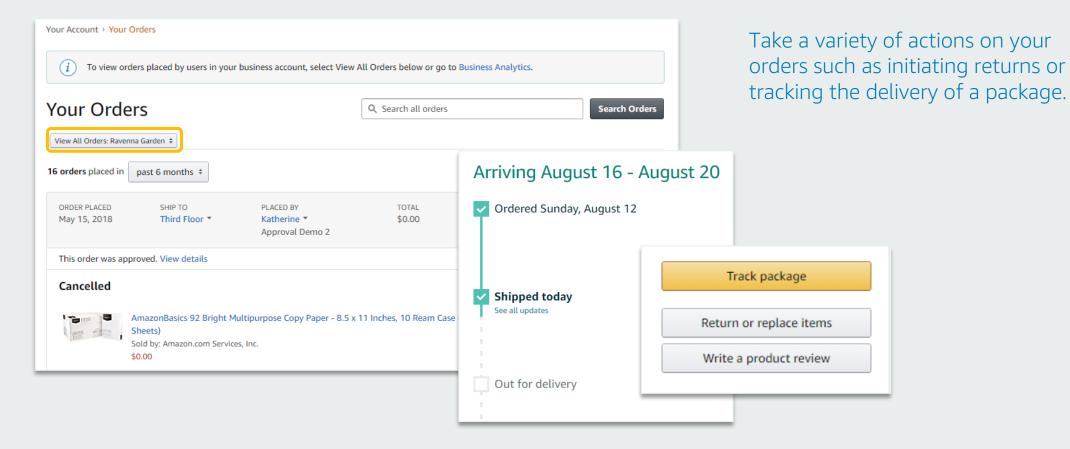
Business Account Navigation



Your Orders

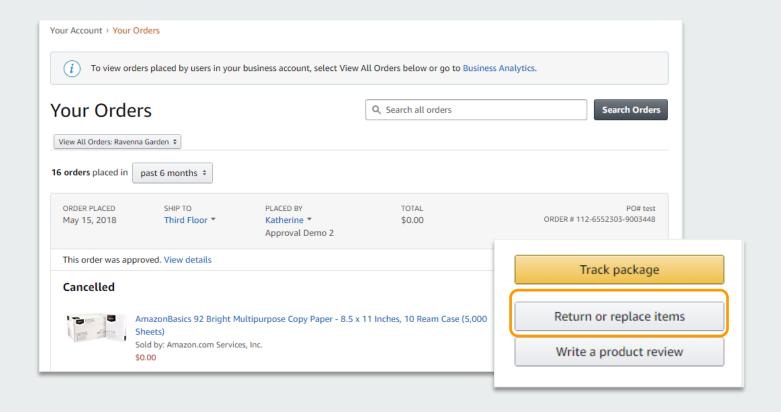
Your Orders

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



Return an Item

Navigate to Your Orders from the dropdown





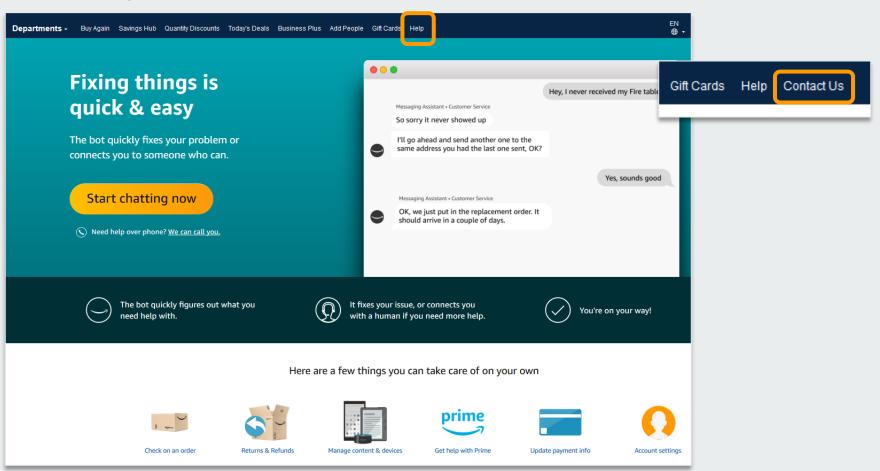


Business Customer Service

Business Customer Support

Dedicated U.S. based <u>Business Customer Support</u> 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 <u>HERE</u>.



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

<u>Cancel an Individual Prime Membership</u>:

- 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 <u>tax-exempt@amazon.com</u>

Your Account Executive - Caroline Woodard (woodecar@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

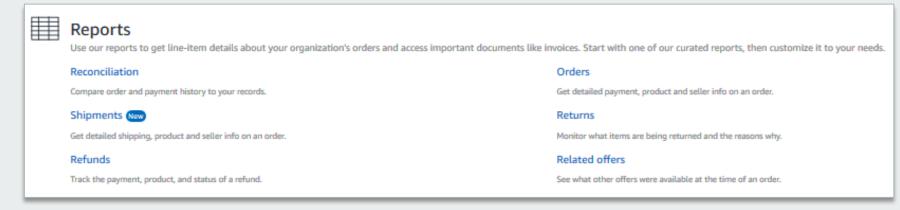
Appendix

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

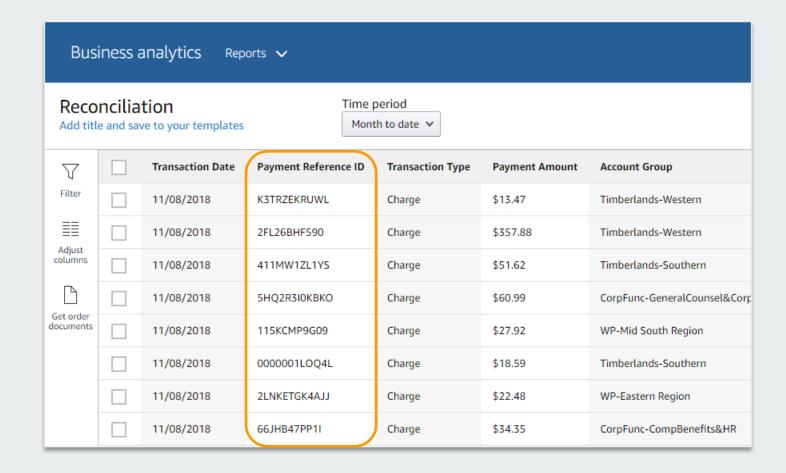


Reporting & Reconciliation

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.

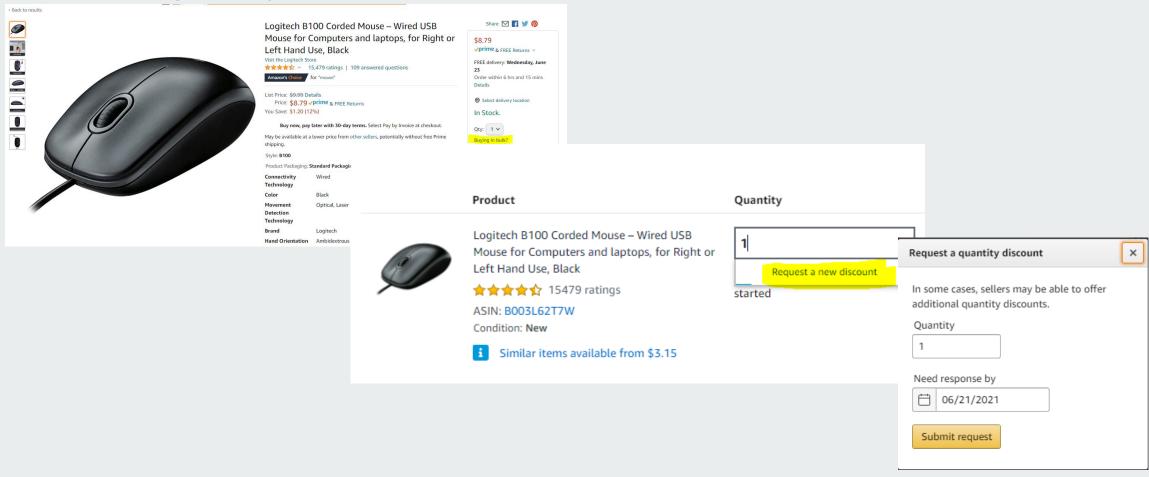
- Match the Payment
 Reference ID in the
 Reconciliation Report
 against your credit card
 statement
- Customize report columns and filters at the left to find required information



Bulk Orders & Custom Quote Engine

Bulk Orders

If you are needing to order items in bulk, Amazon Business enables to you to do that in addition to requesting quantity discounts from sellers.



What Is Custom Quote Engine?

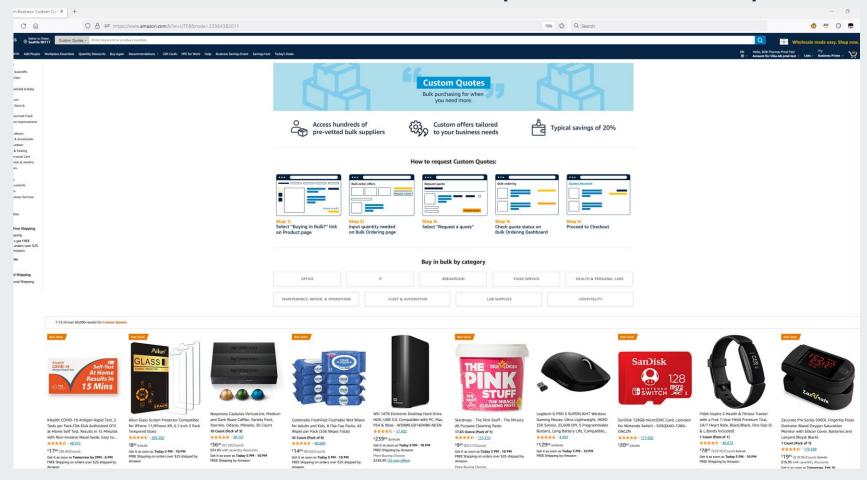
- The Custom Quote Engine (CQE) is a new tool which helps Amazon Business Customers request a specific, discounted price on higher volume purchases (>\$10K / >999 units).
- Example: Customer wants to buy 5000 keyboards to be delivered by end of April. Existing offers on Amazon are good, but customer wants a deeper discount on the purchase.

Why Utilize the Custom Quote Engine?

- AB is primarily a buy-now solution (based on the Amazon.com model), offering instant quotes and fast deliveries.
- Customers come to AB for small/medium orders and turn to contracted suppliers for larger bulk purchases
- We are thinking bigger with bulk.
- Our vision: Help Customers leverage Amazon's supplier network and competitive marketplace to get better pricing on bulk purchases while meeting bid requirements.

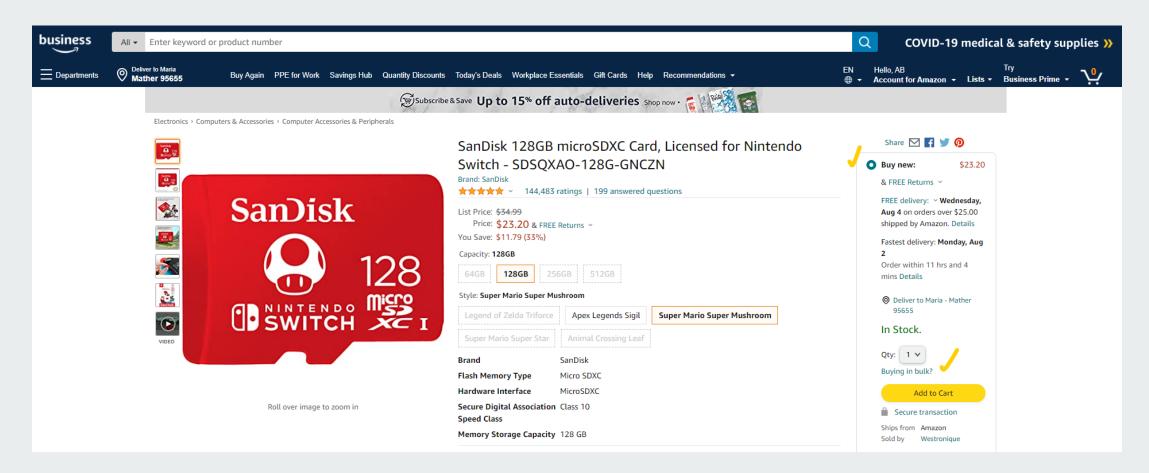
How Does Custom Quote Engine Work?

1. Go to www.amazon.com/customquotes and find a product



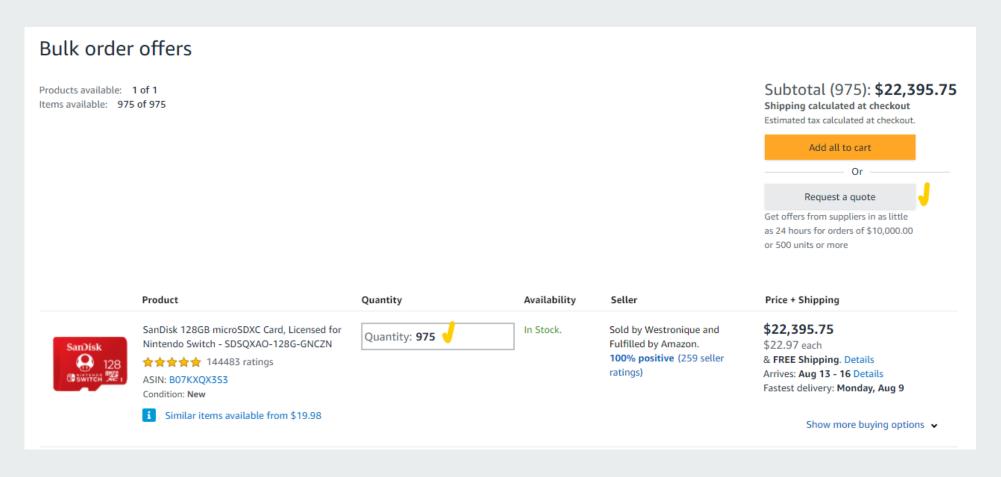
How Does Custom Quote Engine Work?

2. Toggle "Buy new" and click on "Buying in bulk?"



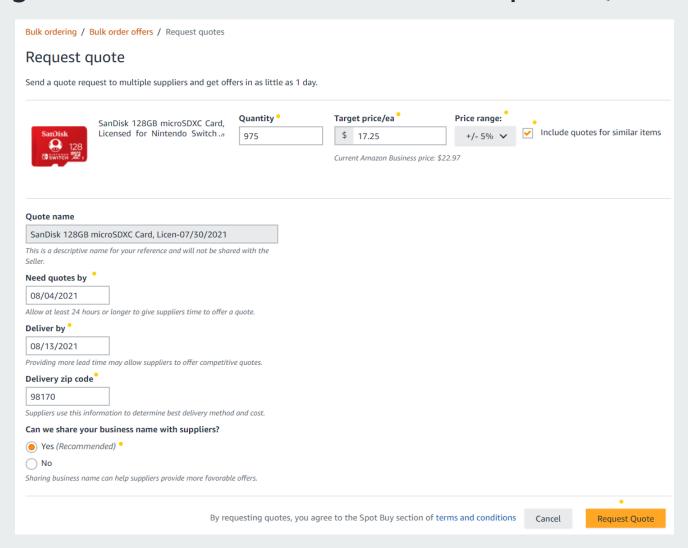
How Does Custom Quote Engine Work?

3. Change the Quantity and/or click "Request a Quote"



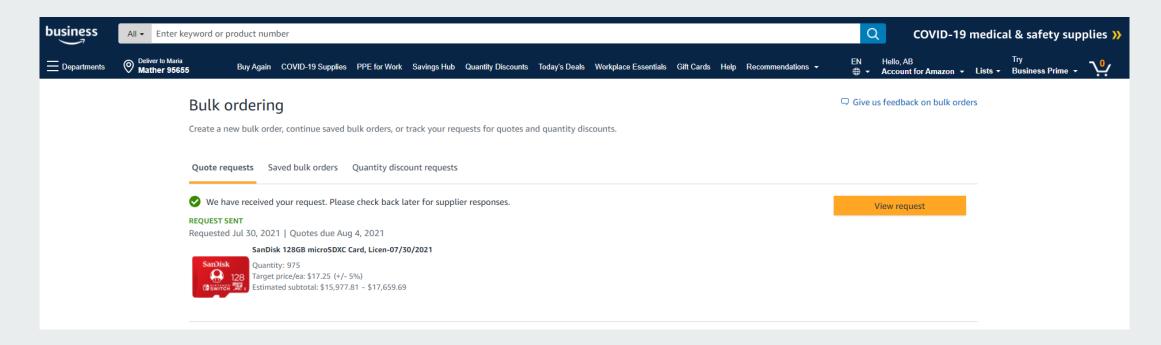
How Does Customer Quote Engine Work?

4. Change all relevant fields and click "Request Quote"



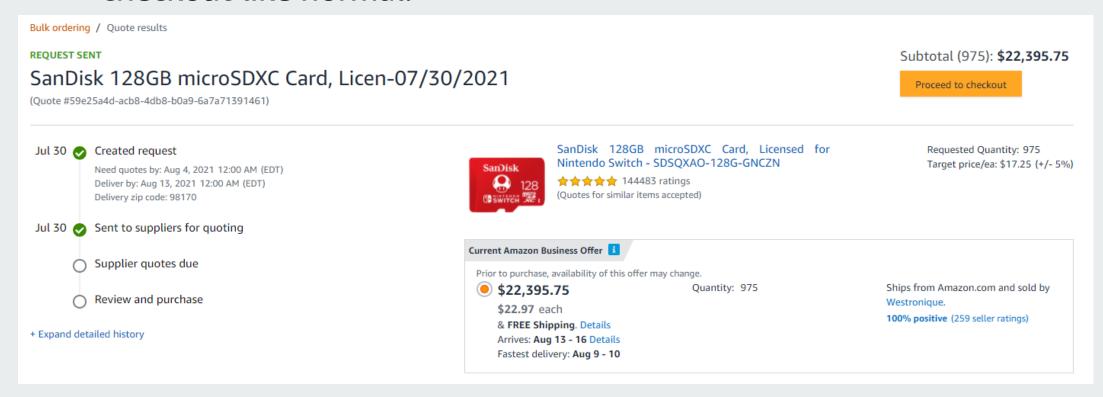
How Does Customer Quote Engine Work?

5. Check your Bulk Ordering list and click "View request"



How Does Customer Quote Engine Work?

6. Review status until quote is received. Once quote(s) are received, select the quote and add to cart and proceed to checkout like normal.



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