

Amazon Business Punchout Training

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Process Change

- Why we set up Amazon Business: To establish a centralized Amazon Business account for VUMC that streamlines purchasing processes by consolidating ordering processes across departments. This allows VUMC to gain control over individual user accounts and purchasing activity as well as improve cost efficiency through access to business pricing, analytics, and spending controls.
- Employees should use Amazon Business to purchase: Products that will be utilized for VUMC business only. Personal purchases are not allowed.
- Amazon Business is not to be used to purchase: Information technology, gift cards, and items where contracts are already in place. These items have been blocked.
- Modifications to your cart must be done in Amazon.
- Requisitions for Amazon must only include Amazon purchases.
- Returns must be done in Workday.



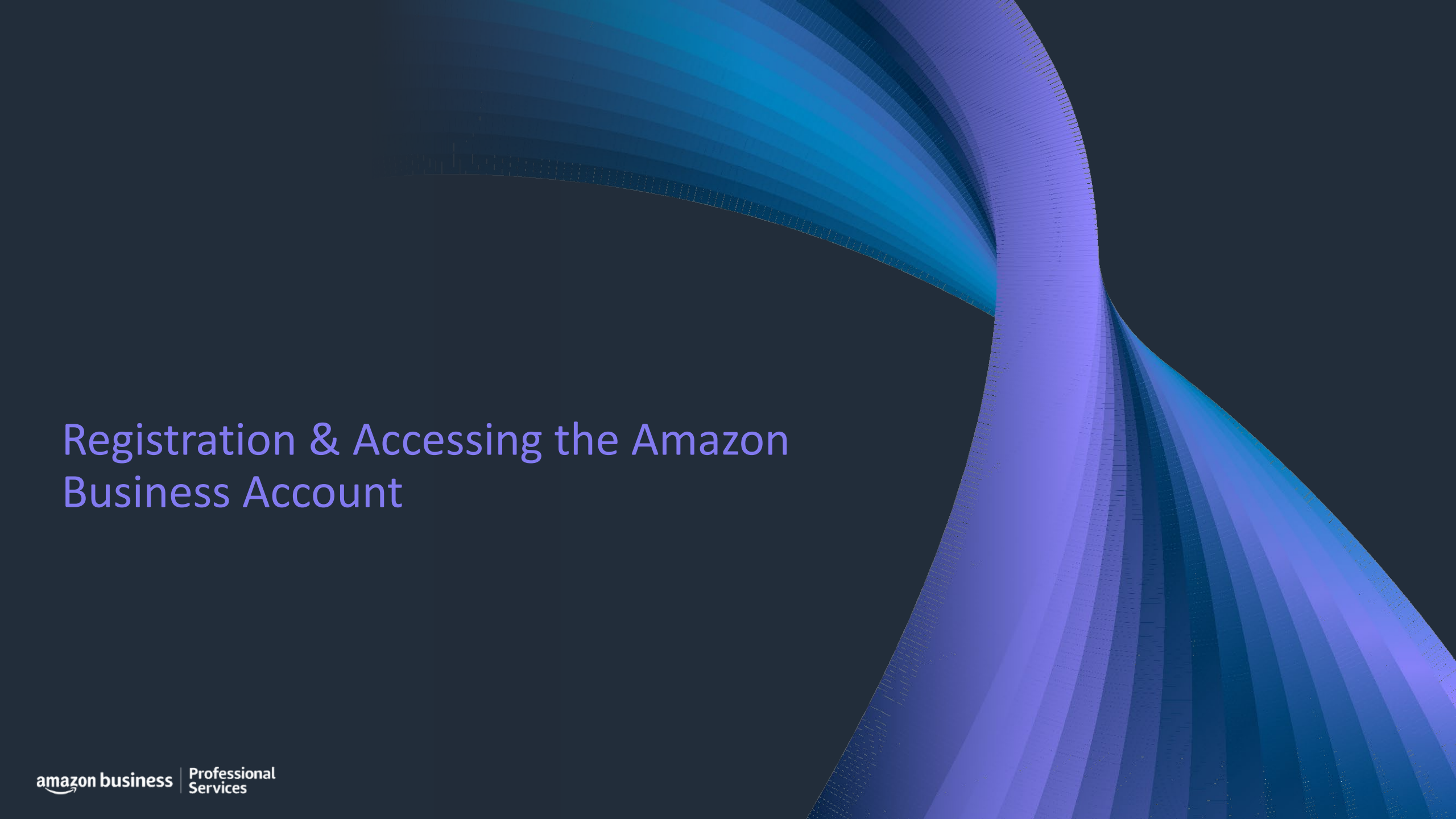
Prime Eligibility – Fulfilled by Amazon

- Search results can be filtered based on Business Prime eligibility to ensure that your products arrive on time and as expected. All products clearly mark who the seller is on the product detail page.

What's not Included?

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





Registration & Accessing the Amazon Business Account

Amazon Business Registration Scenarios

Your registration steps will depend on whether or not your work email is connected to a separate Amazon account.

Work email is...	Scenario
New to Amazon	Your work email will be associated with the central Amazon B account.
Tied to an Amazon.com (personal) account	If you use this account for work orders only , order history and account info can be moved to the central Amazon Business account. Your Amazon.com account will be closed.
	If your current account has been used for ANY personal orders, order history and account info can be switched to a personal email address not already associated with an Amazon account, freeing up your work email.
Tied to a separate Amazon Business account	This will require you to either: 1) merge into the central account (with an admin's help), or 2) " <u>deregister</u> " your current account.

Placing an Order

Begin Checkout Flow by Punching Out

Begin by selecting the [Connect to Supplier Website](#) in Workday Requisitions.



[Connect to Supplier Website](#)

Request items from Supplier websites....

Select [Connect](#) on the [Amazon](#) sales line on the Supplier Website window.

Connect to Supplier Website



Company
Vanderbilt University Medical Center

Requester
Diana Ormsby (0101069)

Currency
USD

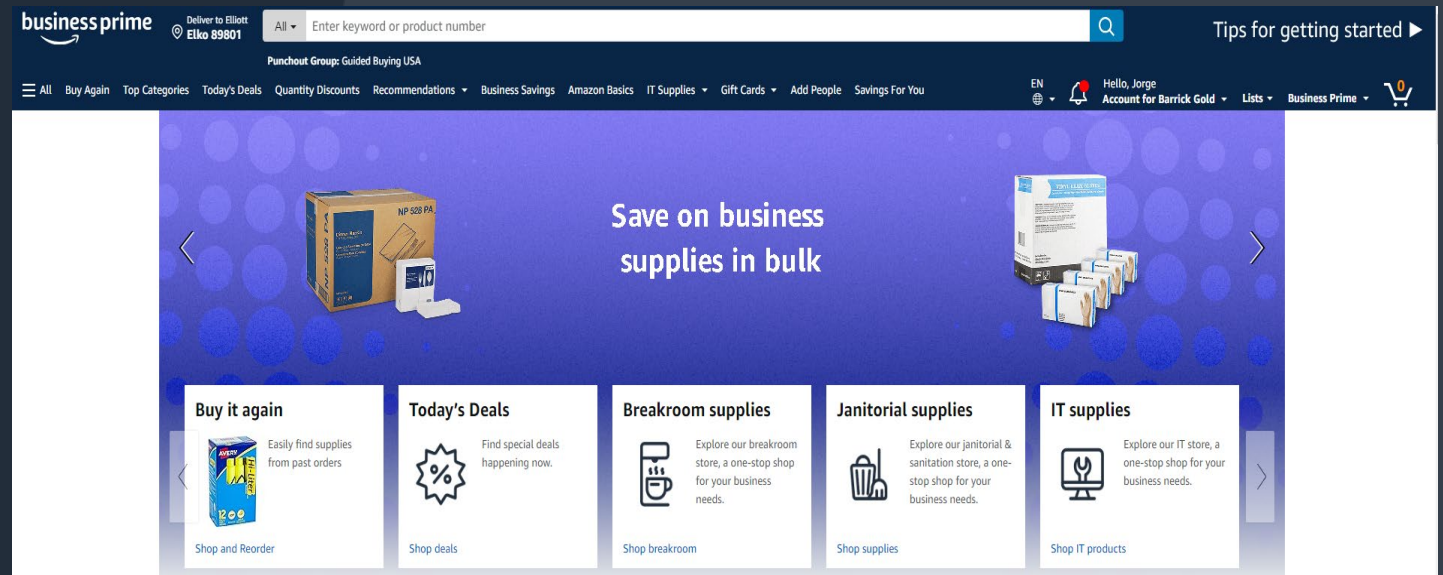
Requisition Type
Supplies

Supplier Websites 2 items

Logo	Supplier Link Name	Multi-Supplier	Supplier	Description	
	Amazon	<input type="checkbox"/>	AMAZON COM SALES INC		Connect
	ePlus	<input checked="" type="checkbox"/>			Connect

Begin Checkout Flow by Punching Out

You'll be redirected to the centralized Amazon Business account homepage.



Search and Browse the Marketplace

Product considerations

- Prime eligibility
- Expected delivery time
- Quantity
- Seller and fulfillment

Confirm quantity, add items to cart, and proceed to checkout.

Amazon Basics 48 Pack AA High-Performance Alkaline Batteries, 10-Year Shelf Life, Easy to Open Value Pack

Visit the Amazon Basics Store

★★★★★ 429,155 ratings | 636 answered questions

Amazon's Choice for "batteries"

Was: \$15.16

Business Price: \$14.99 (\$0.31 / Count) **prime** Same-Day

You Save: \$0.37 (2%)

Save up to 18% with Progressive Discounts

You will unlock discounts as your organization buys more of this product.

Buy more, 2 units save more: \$13.55 Save 11%

15 units \$12.29 **LOWEST PRICE** Save 19%

Size: 48 Count

4 Count	8 Count
--	\$5.49 (\$0.69 / Count) prime
10 Count	Combo Pack: 12 AA + 12 AAA
\$6.99 (\$0.70 / Count)	\$13.49 (\$0.56 / Count)
20 Count	Combo Pack: 24 AA + 24 AAA + 12 C + 8 9V
\$8.03 (\$0.45 / Count) prime	\$39.99 (\$0.59 / Count)
36 Count	48 Count
\$14.99 (\$0.42 / Count)	\$14.99 (\$0.31 / Count) prime

Roll over image to zoom in

Number of Batteries: 48 AA batteries required.

Brand: Amazon Basics

Battery Cell: Alkaline

Composition:

Buy now: \$14.99 (\$0.31 / Count)

prime Same-Day

FREE delivery Today 2 PM - 6 PM if you spend \$25 on qualifying items. Order within 2 hrs 32 mins

Deliver to May - Austin 78727

In Stock.

Quantity: 1

Add to Cart

Secure transaction

Sold by Amazon and Fulfilled by Amazon.

Support: Free Amazon product support included

Add other items:

- ☐ Amazon Basics 36 Pack AAA High-Perform... \$10.72
- ☐ Amazon Basics 9V-8 Pack Alkaline Batte... \$10.98
- ☐ Amazon Basics 24 Pack 9 Volt Performance... \$26.52
- ☐ Amazon Basics D-12 Pack Alkaline Batte... \$15.10

☐ Add a gift receipt for easy returns

☐ Recurring delivery \$14.58 (\$0.30 / Count) Save \$0.77 (5%)

Add to List

Cart subtotal (1 item): \$14.99

Proceed to checkout

Go to Cart

Added to Cart

Size: 48 Count

Blocked Policies



Your organization has blocked certain product categories based on its internal buying policies

Organization blocked

Admin note: Please contact IT for laptop acquisition.

See more admin notes (1)

HP

GB

Silver

Visit

★★★★☆

Business

Not e

Style

FHD Display

HD Display

Color: Mineral Silver

4 VIDEOS

Qty: 1

Add to Cart

1-Click ordering is not available for this item.

Select delivery location

Add to List

Add to your Dash Buttons

Organization blocked

Samsung Galaxy Tab Active I

T540NZKAXAR

★★★★☆ ~ 137

\$515⁶³ ~~\$749.99~~

\$512.87 with quantity discounts

✓prime FREE Delivery Mon, Mar 8

More Buying Choices


\$489.90 (7 used & new offers)

Choose a Shipping Address

Select the default shipping address.

*Note: You will select your real shipping address **after** sending the cart back to Workday. **The address shown in Amazon Business is just a placeholder***


3 Choose a shipping address

 **Keep operating hours up to date**
If your hours ever change at an address, click [Edit delivery preferences](#) to update them.

Production Punchout Group

PLACEHOLDER

+ Add a new address

 **Your pickup locations**

+ Look up a new Amazon Pickup location. [Learn more](#)

Use this address

Purchase Order Changes

- Amazon Business does not support modification to your Workday cart (quantity, adding or removing lines, etc.)
- Only “new” PO type is accepted
- Punchout User will receive a rejection email if they send a Change PO Type or Delete PO Type

If change is needed
before PO created

- Cancel requisition and punchout again to request correct items and quantity to cart
- *OR* send PO without 7 day lock and greater chance of halted order



If change is needed
before item has
shipped

- Purchasers can request to cancel the item from Your Orders page or Customer Service.
- Purchase Order must be updated manually



If change needed
after order has
shipped

- Item may be returned through Workday using the standard return process.

Halted Orders

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


- **Safeguards** – If the approval is not completed within the seven-day cart lock, and the order falls outside of the safeguards at the time of approval, the item or order will be halted.
- **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, the order will be rejected.
- **Address on Final PO Differs From Address at Checkout** – If the checkout address is in the contiguous US, but the address on the PO is outside the contiguous US, the order will be cancelled.
 - If default addresses are set up in the account and orders are being shipped outside the contiguous US, please make sure to contact your administrator to add in a default address with your ship-to location.
- **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 and the item is set for next day delivery, the order will be cancelled.

Halted Orders

Amazon Business will send this email if an order triggers 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.

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 **PUNCHOUT** Admin to assist with their user's profile



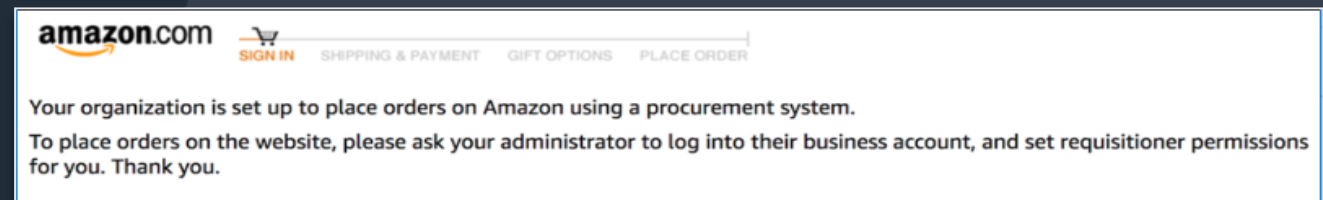
Amazon Error

- End User is receiving this message because they are attached to a separate Amazon Business account and need to de-register, and/or have their Admin remove them from the existing Amazon Business account they are tied to



Amazon Error

- End User is trying to place an order outside of **PUNCHOUT** after they registered their account



Punchout Restrictions

Punchout Supported Products and Features

Not all products available on Amazon Business are supported for purchase through punchout.

Amazon Product or Feature	Amazon Business Punchout (with Enhanced Checkout)
Prime Pantry	No
Amazon Fresh	No
Amazon Services (example: TV mounting)	Yes
Expedited Shipping Options	Yes
Promotional Codes	Yes
Recurring Delivery	No
Scheduled Delivery Options (for large or oversized items)	Yes
Magazine Subscriptions	No
Electronic Gift Cards with Custom Value	No
Customizable Products	Yes
Warranties	Yes
Bundled Products	Yes
Kindle eBooks	Yes
Digital Content (e.g. Music, Software, Games)	No
Categories blocked by your organization	No
Today's Deals	Yes

amazon business

Thank You