



amazon **business**

**Punchout
Integration with
Amazon Business**

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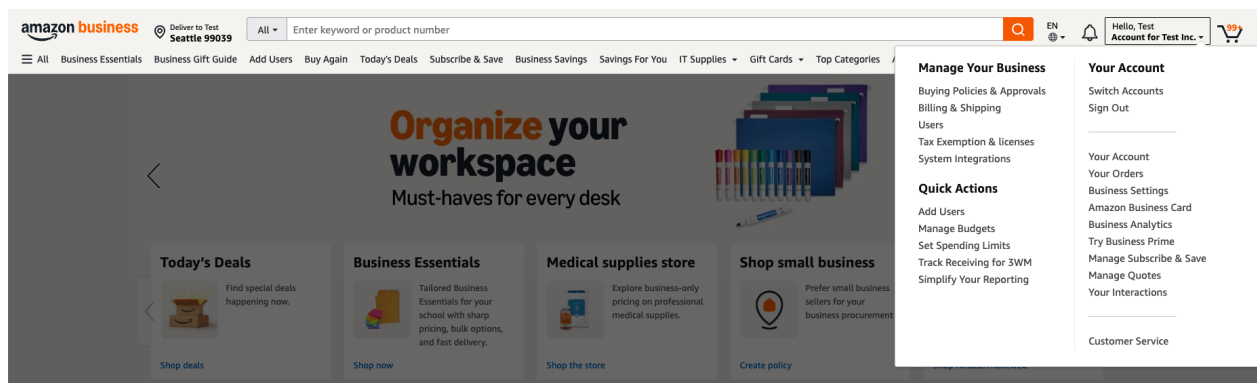
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Overview

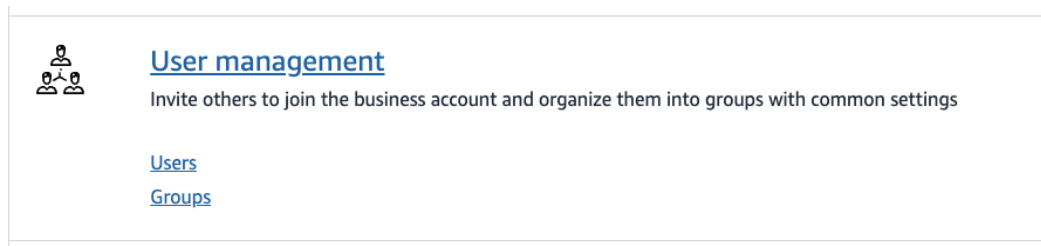
This document provides guidance and reference material to IT professionals to establish a Punchout integration to Amazon Business.

Punchout setup on Amazon Business

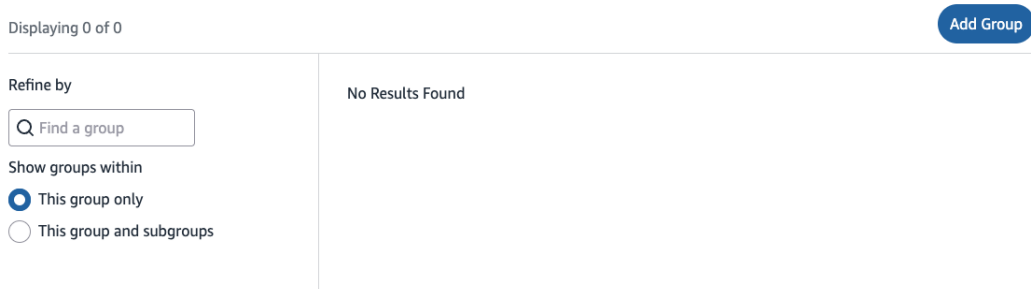
1. In Amazon Business, generate your credentials:
 - Open the **Your Account** dropdown menu
 - Select **Business Settings**.



2. Select **Groups** under the **User Management** heading.



3. Select **Add Group** to create a new group. This group will be used as the Punchout group.



4. Select **Individual Payment Methods**, **Shared Payment Methods**, or **Both Shared and Individual Payment Methods** depending on how your users pay for purchases. Please note that Ship to address from electronic PO is the final address we ship it to.

Create Group

Group name
Punchout group

☐ Turn off purchasing for this group

Payment methods
Which payment methods should members of this group use to place orders?

☐ Individual Payment Methods – Employees provide their own

☐ Shared Payment Methods – Admins will provide payment methods for the group to use

☒ Both Shared and Individual Payment Methods – Admins can provide payments for the group, employees can also use their own

Shipping addresses
Which shipping addresses can members of this group ship orders to?

☒ Individual Addresses – Employees provide their own

☐ Shared Addresses – Admins will provide addresses for the group to use

Add Group Cancel

5. Click on the newly created group. Note: If the group does not show up immediately, refresh the web page.

Doc test - Groups

Displaying 1 of 1

Refine by

Find a group

Show groups within

☒ This group only

☐ This group and subgroups

Add Group

Punchout group

Actions

6. Under **System Integrations**, click on **Configure Purchasing System**.

Billing & shipping
Manage your checkout preferences for employees by adding payment and shipping info

Shared settings
Shared payment methods
Addresses and delivery preferences
Business order info

Budgets (Blanket POs)
Receiving (3-Way Match)
Checkout defaults

User management
Invite others to join the business account and organize them into groups with common settings

Users
Groups

Buying policies
Guide employee buying by setting purchasing rules and approval workflows based on spending limits, seller or product preferences.

Buying policies and approvals
Business Giving

Tax Exemption & licenses
Apply professional credentials that allow you to buy specialty items or order without sales tax

Tax exemption
Licenses and credentials

System integrations
Connect Amazon Business with other purchasing, tracking, and financial programs you use

Configure purchasing system
Identity management (SCIM)
Configure e-Invoicing
App Center
Single Sign-On (SSO)
UNSPSC product classification

7. Select your purchasing system from the drop-down and click on **Save**.

Set up your purchasing system

Amazon supports cXML and OCI based punchout systems and cXML and OAG based ordering systems.

3PigsLibraryBuyers

Accrualify-Corpay

ACTUS

Adelpo

AdvantageclubTechnologies-DirectOrdering

Set up your purchasing system

Amazon supports cXML and OCI based punchout systems and cXML and OAG based ordering systems.

[Download Coupa integration guide.](#)
Use the settings below to configure Coupa to connect with Amazon Business.

System Login

The system login can contain only letters, numbers, hyphen and underscore, must be from 4 to 64 characters.

Password

The password can contain only letters and numbers, must be between 6 and 30 characters, and contain at least one letter and one number.

SaveCancel

Need Help?
[Learn more about configuring Coupa to connect to Amazon.](#)
For questions, contact [Amazon Business Customer Service](#).

8. During this step you will receive your system login (from identity), password (shared secret), Punchout URLs for Test and Production environments, and purchase order URL.

Purchasing System

Use the settings below to configure Coupa to connect with Amazon Business. You can also [email these settings](#)

Coupa punchout connection to Amazon Business

Download [Coupa](#) integration guide.

"From Identity" in cXML

"Shared Secret" in cXML
..... [Show](#)

Punchout URL
<https://abintegrations.amazon.com/punchout>

Punchout Test URL
<https://abintegrations.amazon.com/punchout/test>

Purchase order request URL

Status : Test

Purchase orders placed in Test mode are only used to verify connectivity. We will not charge or ship these orders.

Start testing punchout setup[Switch to Active mode](#)

Default payment method

This payment method will be automatically selected at checkout

▲ To switch to active mode, add a payment method and then set it the default.
[Add a payment method](#)

Advance settings

Use these setting to configure additional information.

Order confirmation
Configure your system connection to receive Order Confirmation
[Configure](#)

Ship Notification
Configure your system connection to receive Ship Notification
[Configure](#)

Extend punchout configuration
Extend punchout configuration to legal entities or groups
[Configure](#)

- The shared secret is hidden by default. To reveal, select **Show**.

- The Punchout URLs for Test and Production vary per Amazon Business marketplace region. See the below table for a list of Punchout URLs in each region:

Marketplace	Test	Production
US	https://abintegrations.amazon.com/punchout/test	https://abintegrations.amazon.com/punchout
CA	https://abintegrations.amazon.ca/punchout/test	https://abintegrations.amazon.ca/punchout
IN	https://abintegrations.amazon.in/punchout/test	https://abintegrations.amazon.in/punchout
FR	https://abintegrations.amazon.fr/punchout/test	https://abintegrations.amazon.fr/punchout
ES	https://abintegrations.amazon.es/punchout/test	https://abintegrations.amazon.es/punchout
UK	https://abintegrations.amazon.co.uk/punchout/test	https://abintegrations.amazon.co.uk/punchout
DE	https://abintegrations.amazon.de/punchout/test	https://abintegrations.amazon.de/punchout
IT	https://abintegrations.amazon.it/punchout/test	https://abintegrations.amazon.it/punchout
JP	https://abintegrations.amazon.co.jp/punchout/test	https://abintegrations.amazon.co.jp/punchout

Punchout setup in e-procurement software

In your e-procurement software, add the Amazon Business Punchout credentials generated in the previous step.

Once you have the correct setup, you should be able to punch out to Amazon Business. To the right are values Amazon Business should receive in the cXML Header for Punchout and PO messages:

Email address in Punchout setup request is mandatory for Amazon Business. We currently look at four locations for the email address in this order, and whatever we find first is what we use:

1. Extrinsic field with name "UserEmail"
2. ShipTo address email
3. Contact email
4. Extrinsic with name "Email"

For precision, these are the xPATHs in order of preference:

"//Extrinsic[@name='UserEmail']"

"//ShipTo/Address/Email",

"//Contact/Email"

"//Extrinsic[@name='Email']"

```
<Header>
  <From>
    <Credential domain="NetworkId">
      <Identity>System Login Generated in Previous Step</Identity>
    </Credential>
  </From>
  <To>
    <Credential domain="NetworkId">
      <Identity>Amazon</Identity>
    </Credential>
  </To>
  <Sender>
    <Credential domain="NetworkId">
      <Identity>System Login Generated in Previous Step</Identity>
      <SharedSecret>Password Generated in Previous Step</SharedSecret>
    </Credential>
    <UserAgent>Test</UserAgent>
  </Sender>
</Header>
```

eg:

```
<Extrinsic name="UserEmail">prodealerorders@s-us.com</Extrinsic>
```

```
<Extrinsic name="Email">prodealerorders@s-us.com</Extrinsic>
```

```
<Email>test@123.com<Email/>
```

Cart ID or Supplier Part Auxiliary ID (SPAID):

When the user completes the Punchout session and submits the order for approval, Amazon Business sends a unique identifier to identify the cart or Punchout session. This is sent in Supplier Part Auxiliary ID on the Punchout Order Message from Amazon Business to your purchasing system.

Amazon Business needs this value in Purchase Order Request. The first part of the value (before the comma) is the session ID, and the second part is the line number.

It can be sent across at multiple places:

- Option 1: `<SupplierPartAuxiliaryID>135-4871846-5290837,1</SupplierPartAuxiliaryID>`
- Option 2: `<Description xml:lang="en">Premium Quality 10|135-4871846-5290837,1</Description>`
- Option 3: *Comment field*
- Option 4: *Extrinsic field*

```
<ItemIn quantity="3">
  <ItemID>
    <SupplierPartID>B01LFFGW5K</SupplierPartID>
    <SupplierPartAuxiliaryID>135-6563160-0044502,1</SupplierPartAuxiliaryID>
  </ItemID>
```

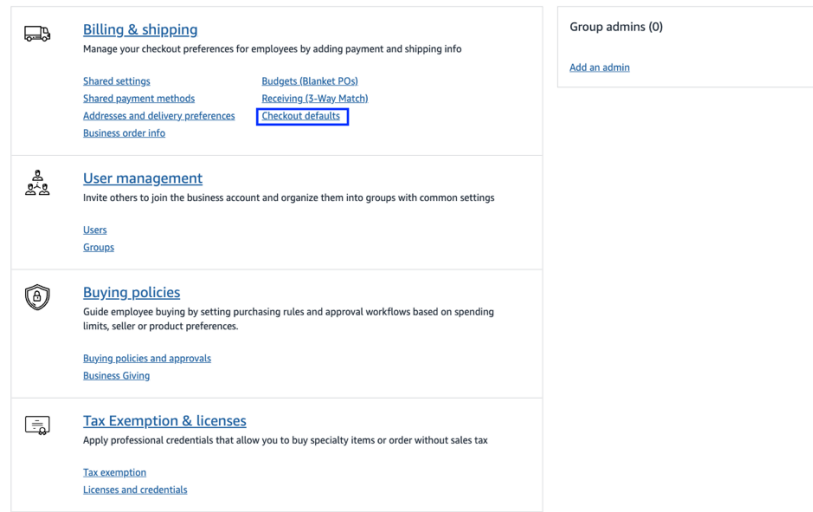
Please note other values that are mandatory for Amazon:

- Payload ID in cXML Punchout setup request and order request should be always unique.
- Amazon supports only new order type. Update and delete are not supported as part of Punchout integration
- Users must contact customer support to make changes or to cancel an existing purchase order.

Shipping address and payment method setup

Amazon Business offers several payment methods, such as credit card or Amazon's Pay by Invoice line. The payment method lives on Amazon Business and must be added by an administrator as a checkout default before going live.

1. Add your payment method by going to **Business Settings > Groups**.
2. Click on **Newly created Punchout group**.
3. Click on **Checkout defaults** under **Billing & shipping**.



4. Click on **Shared settings** Add under Shipping address. Please note that this address is the default shipping address for your shopping journey only. All orders will be shipped to the address sent in the PO.
5. Click on **Payment methods** under Payment method.

Checkout defaults

Make checkout faster and easier for buyers in this group by selecting a preferred shipping address and payment method as the default at checkout
Buyers will still have the option to change the shipping address or payment method during checkout

Learn more

[Checkout defaults set up help](#)

Related links

[Payment methods](#)
[Groups](#)
[Purchasing system](#)

Shipping address

1 To configure a **default shipping address** when purchasing with this group, you need to enable "Shared Addresses" option in [Shared settings](#)

Deliver to

1 To configure Deliver to defaults when purchasing with this group, you need to enable "Shared Addresses" option in [Shared settings](#)

Payment method

1 To configure a default payment method when purchasing with **this group, your group** need to have some shared payment methods. Add a new shared payment method in [Payment methods](#)

Testing

You are now ready to test Punchout and submit test orders. While in test mode, place variety of orders (suggestions below) and ensure you receive an order confirmation email to the email address used for Punchout to Amazon Business. Please note that the orders placed during test mode will be considered as test only and will not be charged or shipped. This testing status will be highlighted in the order confirmation email as well.

Here are some suggested test scenarios using product and quantity variations:

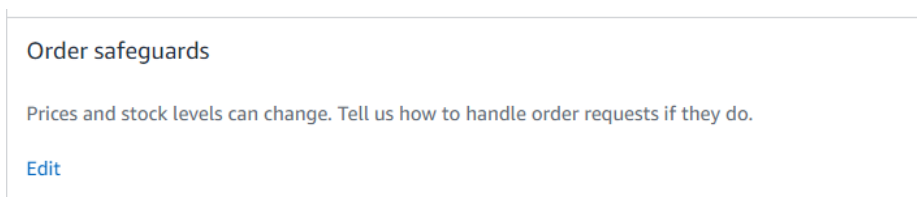
- One type of product, quantity one
- One type of product, quantity three
- Two different products, quantity one
- Two different products, quantities three & five

Review Order Safeguards

Order Safeguards protect customers from unexpected or undesired changes in fulfillment conditions between the time you construct your shopping cart at Amazon Business and the time the order is received by Amazon Business. These include changes to price, delivery lead time, whether the order is fulfilled by Amazon Business, limits on shipping charges, and inventory fulfillment conditions.

Setup Instructions:

1. Order Safeguards can be set up by the admin under **Business Settings -> Groups -> Newly created Punchout group -> System Integrations – Purchasing System -> 'Order Safeguards'** section of the Business Settings page.
2. Turn on / off the safeguard settings for each of the safeguards, as required
3. Provide absolute or % value limits in the safeguards. We recommend that you use Amazon recommended settings to avoid order rejections.
4. Once you have set the safeguards, please save your settings
5. The order can be fulfilled only if all conditions as laid out by the tolerance settings have been met, otherwise the user will be notified of the order rejection.
6. You can edit the order safeguards settings as and when needed, following the steps as above.



Please reach out to your Amazon Business representative to understand various order safeguard settings.

First time Punchout user experience

Please reach out to your Amazon Business representative if you have any questions or concerns as you navigate Punchout for the first time.

Move to production

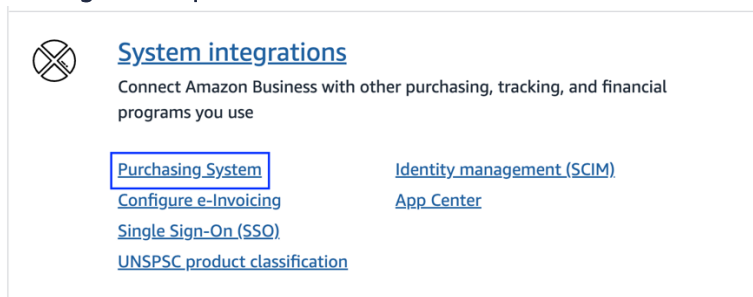
After an administrator has tested system connectivity, they can change the group status to active mode. Your Punchout credentials will be the same. If you would like to have different credentials for production, you should create a new group and generate new credentials as shown in this document.

When the status is in active mode, purchase orders will ship and the selected payment method will be charged.

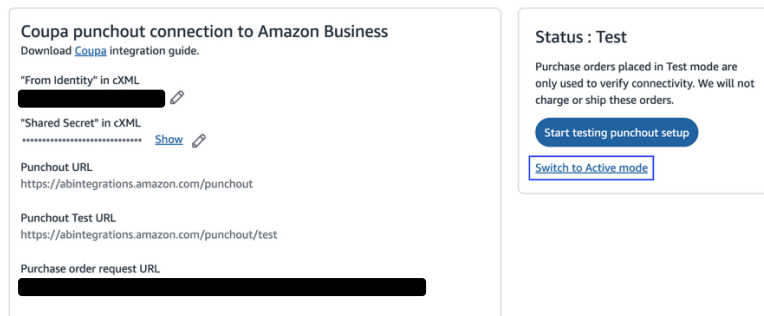
Note: After an administrator changes from test to active mode, the business account can be edited back to test mode.

To update from test to active mode:

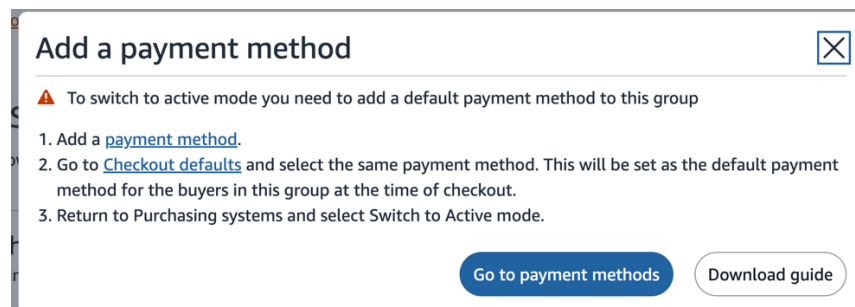
1. Navigate to **Business Settings > Groups**.



2. Click on **Newly created Group > Purchasing System > Switch to Active Mode**.



3. Configure your group's checkout defaults, including default shipping address and payment method, before switching your group to active.



Electronic invoice setup (if needed)

Please contact your Amazon Business Customer Advisor to know whether electronic invoicing is supported for your e-procurement platform.

Single Sign-on (SSO)

Single Sign-on can be setup via self-service.

- Please navigate to **Business Settings >System Integrations >Single Sign-On (SSO)** and follow the steps on the page.
- Please contact your Amazon Business Customer Advisor if you experience any issues.



System integrations

Connect Amazon Business with other purchasing, tracking, and financial programs you use

Configure purchasing system

Transaction data

Single Sign-On (SSO)

Appendix

Amazon Business customer service/post-production support

Contact the Amazon Business customer service team for any transactional questions related to an order, including: ordering, quantity availability, shipment speed, delivery tracking, returns, and refunds. This team can also provide administrator support, including feature configuration and system integration support.

[Chat](#) | Email: corporate-punchout@amazon.com

Please note that we keep adding new features to Amazon Business and the website. You may see slight differences in terminology and/or layout compared to this document. If you have any questions, then please contact Amazon Business customer service.

Learn more about Amazon Business Punchout at [Amazon Punchout](#).

FAQs

Please use the below FAQs to resolve common Punchout failures.

Q: Why am I not able to punch out?

A: Punchout failure can occur due to multiple reasons. The most common reasons are:

- Credential mismatch
- User's email has a retail account associated with it.
- User's email is part of a business account and user is trying to punch out to a different account.
- User doesn't have access to e-procurement system or the Amazon tile to punch out.

Q: How do I verify my Punchout credentials are correct?

A: The credentials for Punchout should match with the credentials configured in Amazon Business (website) -> Business Settings -> Purchasing systems -> Show credentials. Account admins have access to the credentials set up in their Amazon Business account. Please verify the credentials for your Punchout setup with your account admin.

Q: Can I punch out to Amazon Business if I have a retail account with the same email ID?

A: Yes, you should be able to punch out to Amazon Business if you have a retail account with the same email ID. You have the option to split an Amazon Business account out of your retail account, or merge the retail account into an Amazon Business account.

Q: What should I do if I already have a retail account with my email ID and I cannot punch out to Amazon Business?

A: You can either change the email on your retail account or delete the retail account from your Amazon login. If you are using a personal email and want to keep your retail account, you can submit a new email address to your organization's admin to create an AB account. Please choose the option that works best for you. If you need any assistance in changing account email or account deletion, please contact Amazon Business Customer Service and they will be able to assist with changing the email ID on the account or deleting the account.

Q: What will happen to "Order History" If I delete my retail account?

A: If you split your retail account, the retail account's order history will remain. If you merge or delete your retail account, the retail account's "Order History" will not be accessible anymore. Please save a backup of your order history before deleting the account. You can contact Amazon Business Customer Service to merge the order history from previous retail account into a new business account.

Q: My email ID is part of a business account. Can I punch out to a different business account using the same email?

A: Currently, Amazon Business Punchout journey doesn't support this functionality. One email address can be part of one business account for Punchout only and the user can punch out to that account. In case a user needs to be part of multiple accounts, they need to have different email IDs, one for each account. A user can create a different alias with the same email domain (example : abc@xyz.com and abc+1@xyz.com), or use different domains (example : 123@xyz.com and 123@abc.com) to punch out to different accounts.

Q: Can I punch out to Amazon Business if I am not part of a Punchout group?

A: Yes, you can punch out to Amazon Business, even if you are not part of a Punchout group. Your account will be auto-provisioned and linked to the Punchout group during first login attempt. The account admin can also add users to the Punchout group by sending an invite via email or direct link, or by adding the user under the Punchout group directly.

Q: Can I punch out to Amazon Business if I am part of a "Direct Access" group?

A: Yes, you can still punch out to Amazon Business, even if you are part of "Direct Access" group. Your account will be linked to the punch out group during first login attempt. The account admin can also add users to the Punchout group by sending an invite via email or direct link, or by adding the user under the Punchout group directly.

Q: Can I Punch out to Amazon Business if I don't have access to my company's e-procurement platform?

A: No, you can only punch out through your company's e-procurement system by clicking on Amazon Business tile. If you don't have access to your e-procurement system or have issues accessing the Amazon Business tile, please check with your account admin.

Q: Can I order digital products (e.g. ebook, software, license) through Punchout ordering?

A: Ordering digital products is not supported by Punchout. The purchase orders can be sent to Amazon Business, but they will be rejected.

Q: Can I make changes to the cart after checkout?

A: Although your e-procurement system might allow cart item modifications, currently Amazon Business doesn't support changes to the cart after checkout. This might cause price fluctuation, delivery delays, and order rejections.

Q: Can I merge different carts from different Punchout sessions into a single purchase order?

A: Although your e-procurement system might allow carts to be merged, currently Amazon Business doesn't support changes to the cart after checkout. This might cause price fluctuation, delivery delays, and order rejections.

Q: Can I copy items from different carts into a different purchase order?

A: Although your e-procurement system might allow items to be copied from different carts, currently Amazon Business doesn't support changes to the cart after checkout. This might cause price fluctuation, delivery delays, and order rejections.

Q: What will happen if I send the same purchase order more than once?

A: Most e-procurement systems transmit each purchase order with a unique identifier (payload ID). Amazon considers those orders as unique orders (even if PO # are same) and will fulfill and deliver all such purchase orders. Please work with your e-procurement system contacts to ensure your system does not send purchase orders more than once.

Q: What is the maximum number of line items, that I can include in a purchase order?

A: We currently support a maximum of 50 line items in a single purchase order. Sending more than 50 line items in a PO might cause order rejection. Please create separate POs for orders requiring more than 50 line items.

Q: What is the maximum quantity for an item that I can include in single purchase order?

A: We currently support up to 999 units for a single line item (based on availability). Sending a PO with more than 999 units will cause order rejection. Please create separate POs for orders requiring more than 1000 units for a line item.