

## Amazon.com Punchout Training Guide

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# Introduction

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## Overview

The purpose of this manual is to discuss the general use of the Amazon.com punchout catalog. This document will provide an overview of the various functions of the catalog so that all end-users will have success in submitting an order using the punchout.

## Intended Audience

This manual will be used by users of the SDezBuy application that SHOP to place orders electronically.

## Documentation and Disclaimer

None

## General Information

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**Contract** – Business Account.

**Shipping Addresses** - Shipping addresses that are sent on the PO are read and utilized for the shipment of the items.

**Delivery Terms** – FOB Destination, Prepaid and Allowed for 2-day service with a minimum total order of \$49, for materials stocked in the branch and within the standard service area. Orders requiring same-day or expedited next-day service, non-stock items, special order or special handling, may include shipping or handling charges.

**Price Tolerance** – Prices on Amazon.com have always fluctuated from day to day. This may be because the 3<sup>rd</sup> party supplier has changed their price or market conditions, etc. If the price, from the time the requisition is submitted to the time Amazon receives the order, is over 15%, there will be a cancellation of the order by Amazon and the user will receive an email notification of such.

**Delivery Date Parameters is 30 days** - If the item you order cannot be delivered by Amazon or a 3<sup>rd</sup> party supplier within 30 days, the order will be cancelled by Amazon and you will receive a cancellation notice. An example of this is magazine subscriptions.

**Non-Catalog Items** - Non-Catalog items cannot be added to a punchout order after the cart is returned to SDezBuy.

**Smartfind isn't included with this Punchout** – this means that if you use Shop-at-the-Top to do your search it will not search the Amazon punchout. Users must enter the punchout to search for items.

**External Notes** - External notes are ignored by Amazon. If you need to contact customer service about an issue, their contact information is on the homepage of the punchout.

**Order Distribution** – All orders to Amazon.com through the punchout are sent directly to the vendor through electronic cXML integration. If a manual order is needed (no distribution to supplier), please indicate this in the Internal Note to the Buyer.

**Order Confirmations** - Order confirmation via email from Amazon will be received by the user listed on the PO. If there are **shipping charges**, please email the order confirmation to the buyer on the order to do a change order in Banner for the shipping charges.

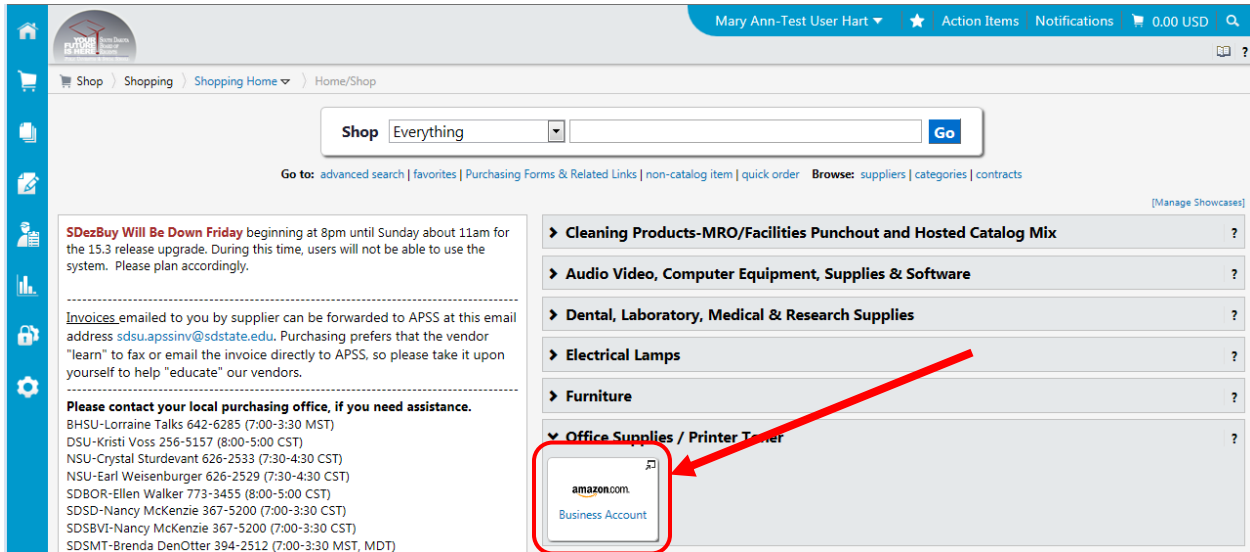
**Quote Functionality** – Not available at this time.

# Instructions

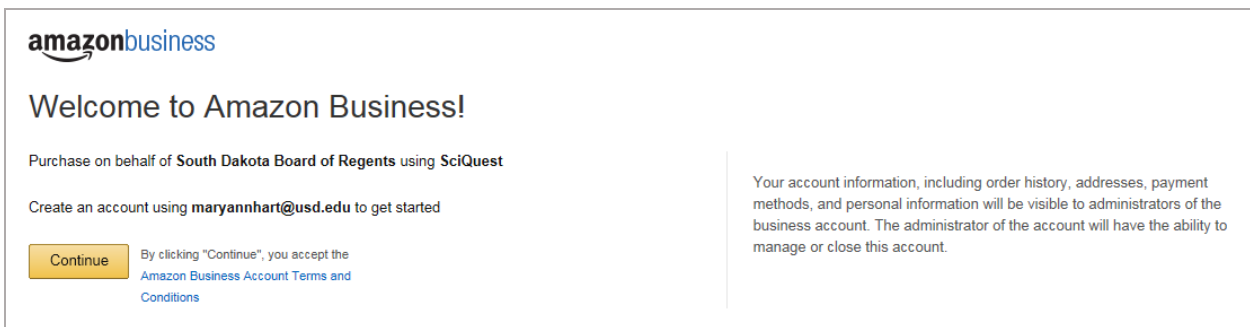
## Initial Login Instructions

**Step 1:** Log in to SDezBuy.

**Step 2:** Click the “Amazon” punchout button. It is in the Office Supplies / Printer Toner showcase on the Homepage of SDezBuy.

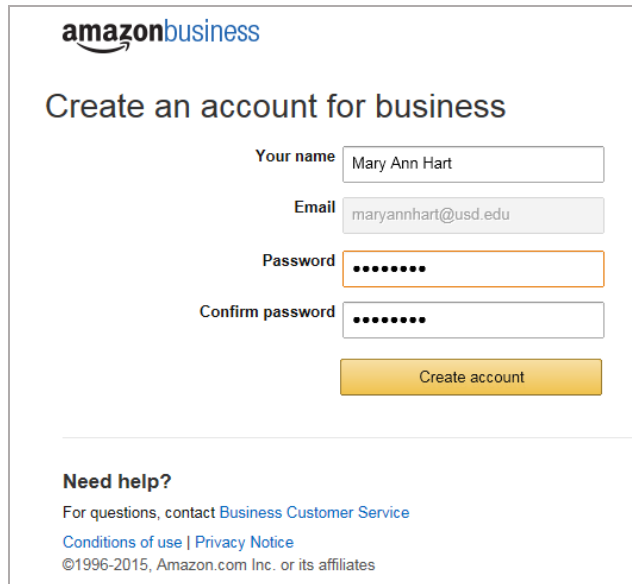


**Step 3:** You will be directed to this Welcome screen. Click on the Continue button. Terms and Conditions have already been handled by the Purchasing Office.



**Step 4:** Please note-first time users will need to register with the Amazon Business Account one time only. You will not be required to do this each subsequent time.

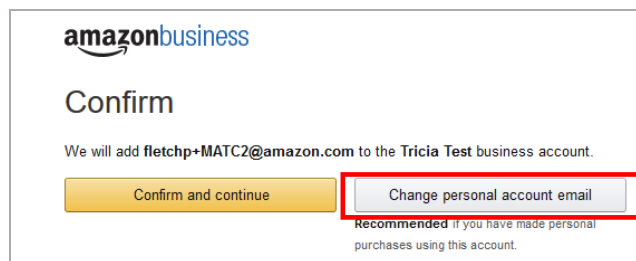
**\*If you have an existing Amazon.com account with your business email you will be prompted to type in your password to your existing account. Click “Sign in to an existing account”.**



The screenshot shows the Amazon Business account creation page. At the top left is the Amazon Business logo. Below it is the heading "Create an account for business". There are four input fields: "Your name" with the value "Mary Ann Hart", "Email" with the value "maryannhart@usd.edu", "Password" with masked characters ".....", and "Confirm password" with masked characters ".....". A yellow "Create account" button is positioned below the password fields. At the bottom, there is a "Need help?" section with links for "Business Customer Service", "Conditions of use", and "Privacy Notice", and a copyright notice "©1996-2015, Amazon.com Inc. or its affiliates".

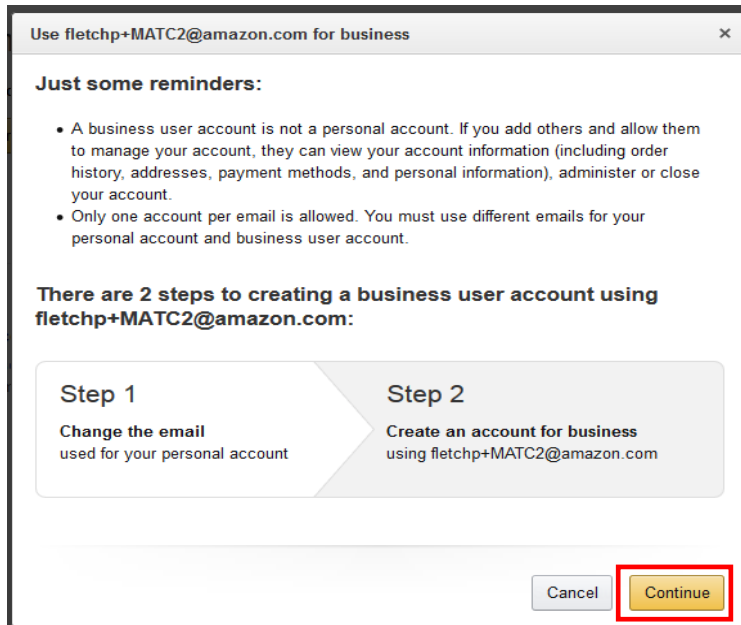
**Step 5:** If you **have not** made personal purchases using your current business email click on the “Create account” button and proceed with Step 6 below.

If you **have** made personal purchases with your business email, it is recommended you choose “Change personal account email”.

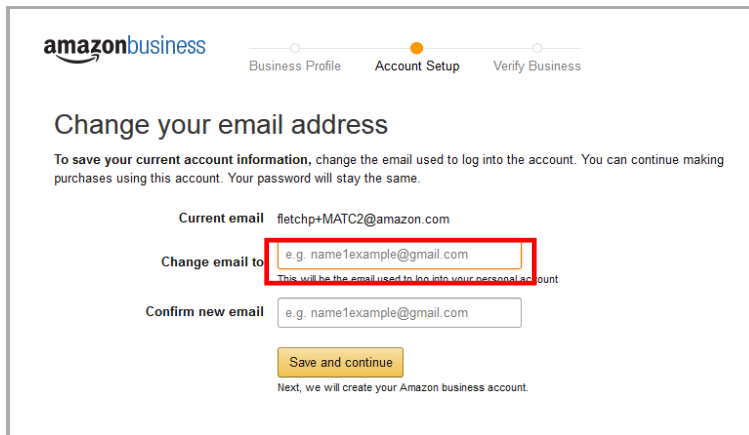


The screenshot shows the Amazon Business account confirmation page. At the top left is the Amazon Business logo. Below it is the heading "Confirm". The text reads: "We will add fletchp+MATC2@amazon.com to the Tricia Test business account." There are two buttons: a yellow "Confirm and continue" button and a grey "Change personal account email" button. The "Change personal account email" button is highlighted with a red box. Below the buttons, there is a note: "Recommended if you have made personal purchases using this account."

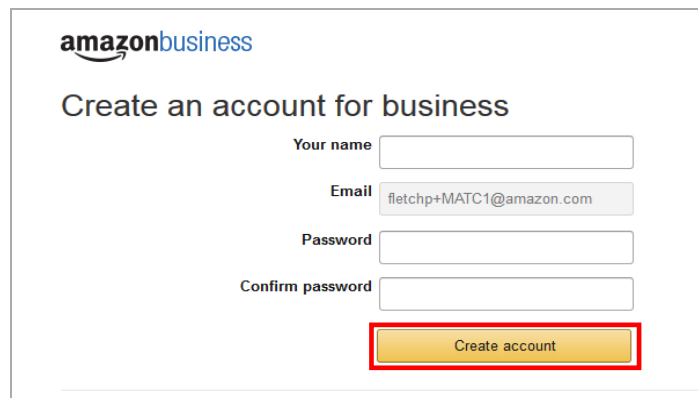
**Step 5a:** If you are changing a personal account email you will be prompted with the following screen. Click on the **Continue** button after reviewing the information.



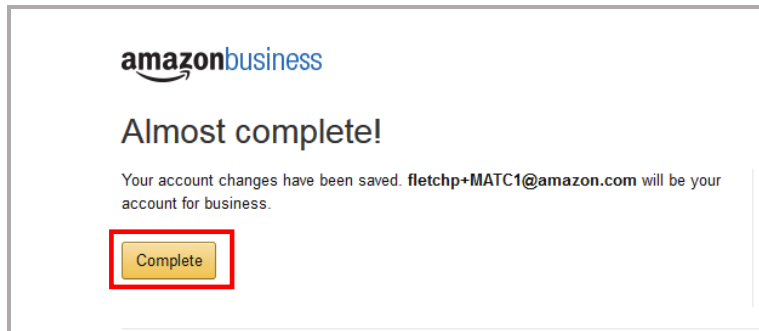
**Step 5b:** Enter the personal email address you would like to change your personal account to.



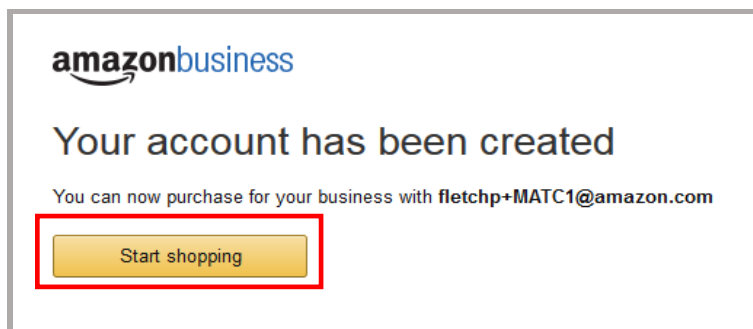
**Step 6:** Enter your name and a new password for your business account. Click on **Create account**.



**Step 7:** Hit “Complete”.



***Your account has now been created and you can now begin shopping!***

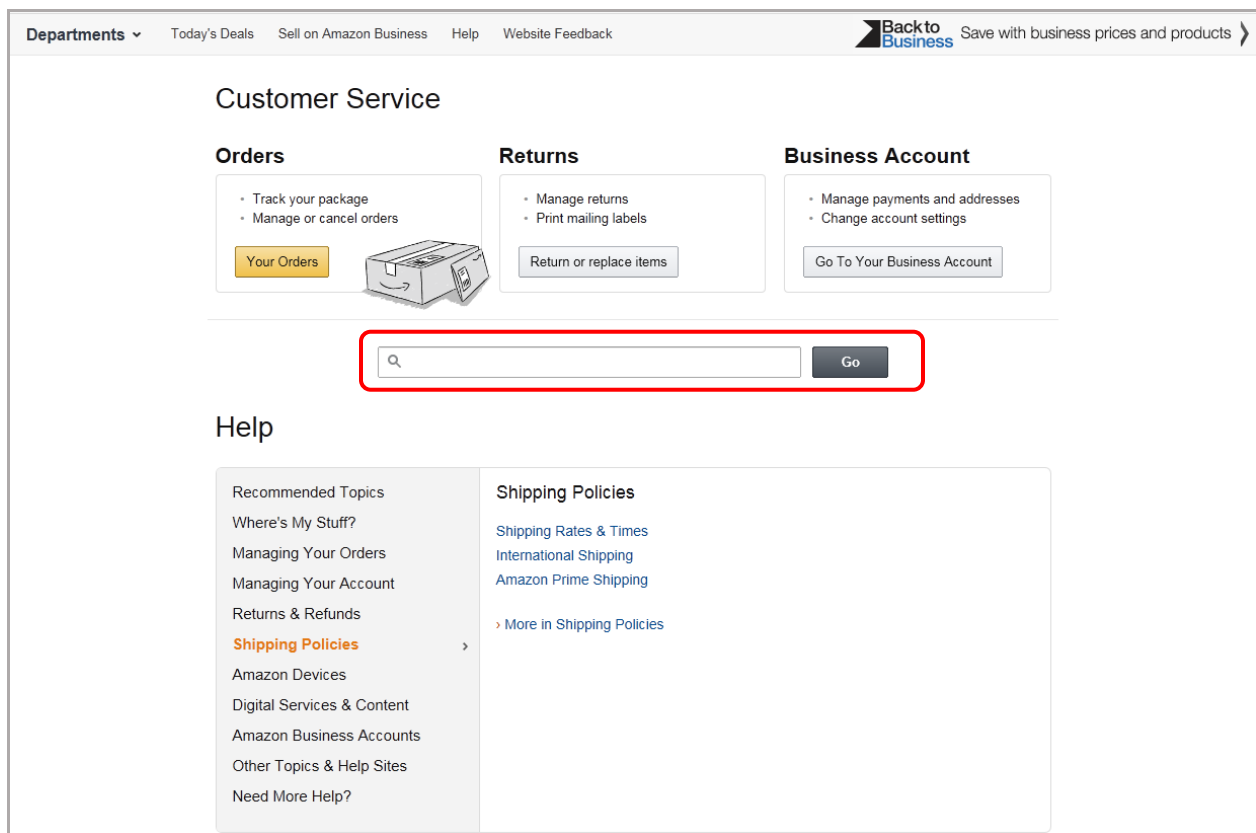
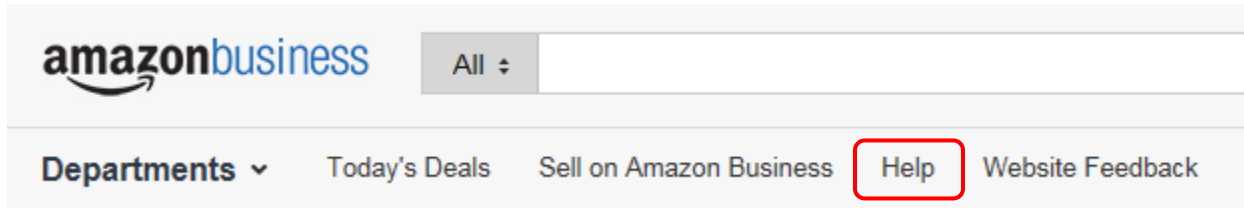




## How to Get Support

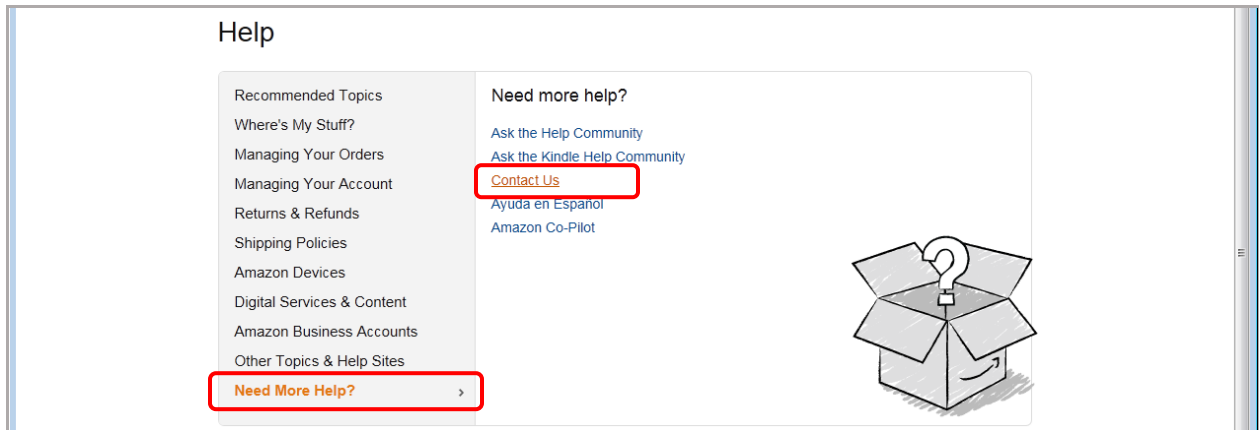
### Use the punchout –

1. Click on **Help** in the menu bar. This will open the Customer Service page. Select from the various topics for the help you need or enter a topic in the **search field** and then click on the **Go** button.

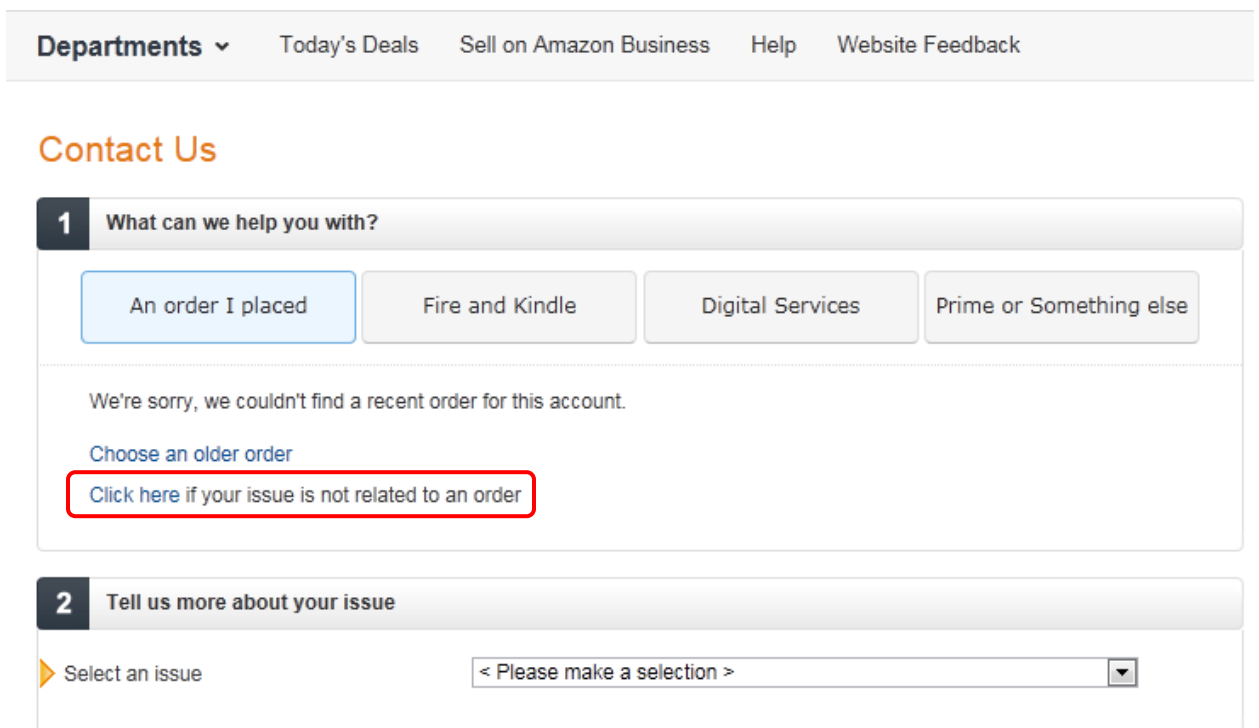


## Contact Us through the Punchout

2. Click on **Need More Help?** under the Help menu.
3. Click on **Contact Us** in the right pane.



4. Click on one of the options or select “Click here if your issue is not related to an order”.



**Call Amazon Business Customer Service at: 888-281-3847**