amazon business

University of Missouri System Show Me Shop Guide

October 2021

AMAZON CONFIDENTIAL

Registration

Amazon Business Registration Scenarios

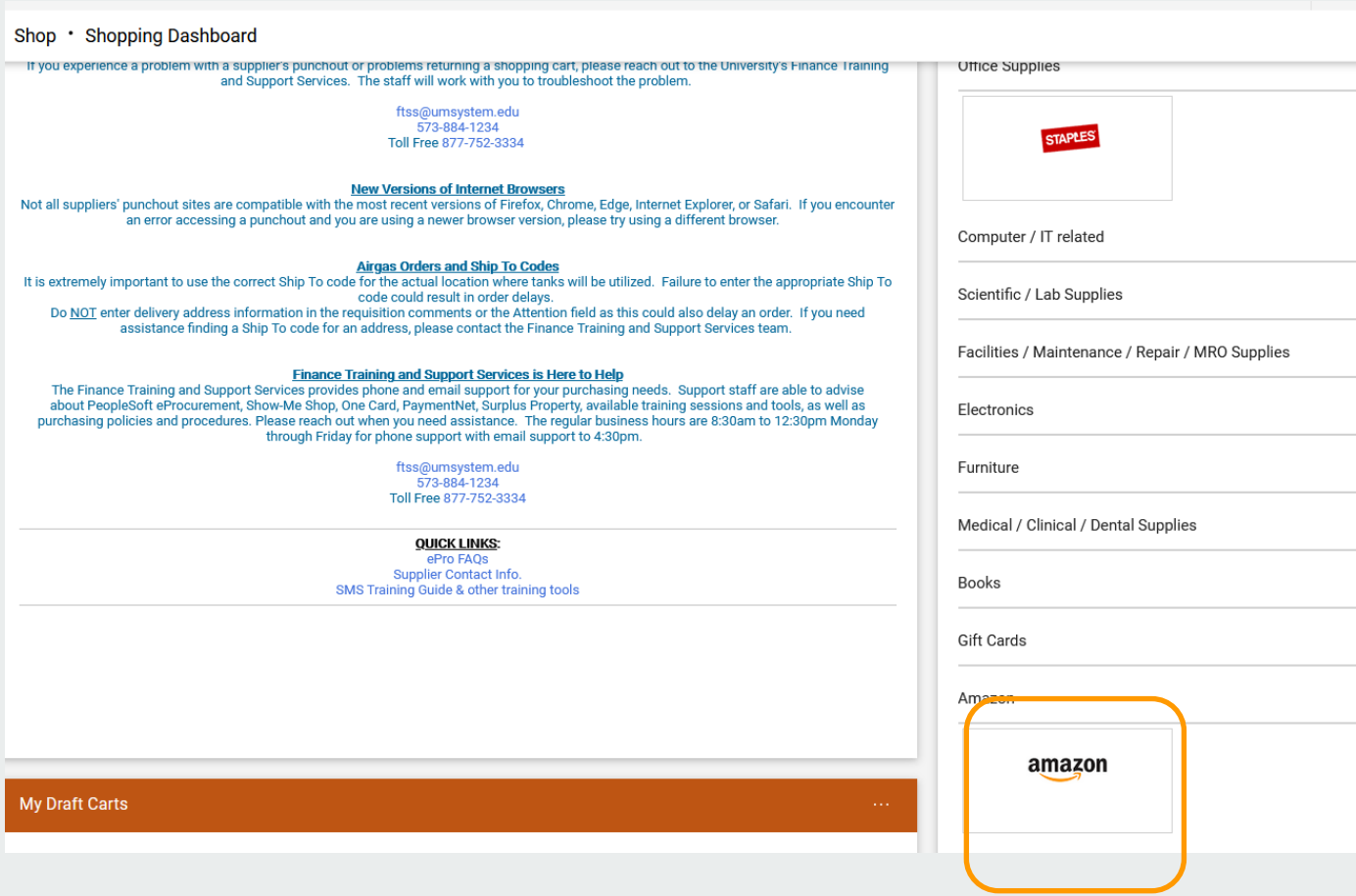
Depending on how an end user has used their work email on Amazon.com in the past, they will be prompted through the corresponding registration flow

Persona	Objective
New User	Has never used **@umsystem.edu** email domain on any Amazon account
User to Convert	Amazon User (**@umsystem.edu** email linked to Amazon) who's order history and account information (payment methods, addresses, etc.) will be migrated to the new Business Account
User to Split	Amazon User (**@umsystem.edu** email linked to Amazon) who would like to transfer all previous order history and account information to a personal email, starting with a clear profile in the new Business Account
User to De-Register	Amazon Business User (**@umsystem.edu** email currently linked to an Amazon Business account) who needs to convert account to a consumer account prior to joining the central account

How to Access Amazon Business

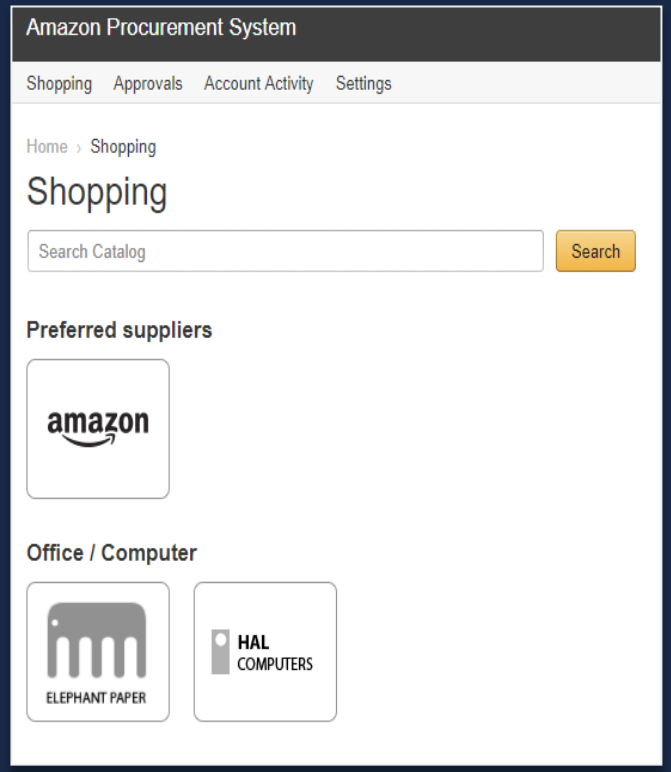
When Amazon Business is integrated in an eProcurement system, all users will access Amazon Business through the procurement system regardless of how they have previously used their email

- All registration flows start when the buyer clicks on the Amazon tile in their e-procurement system for the first time
- End users must have access to Show Me Shop in order to access Amazon Business
- End users should NOT access Amazon Business directly (i.e. trying to sign in from the Amazon.com home page)



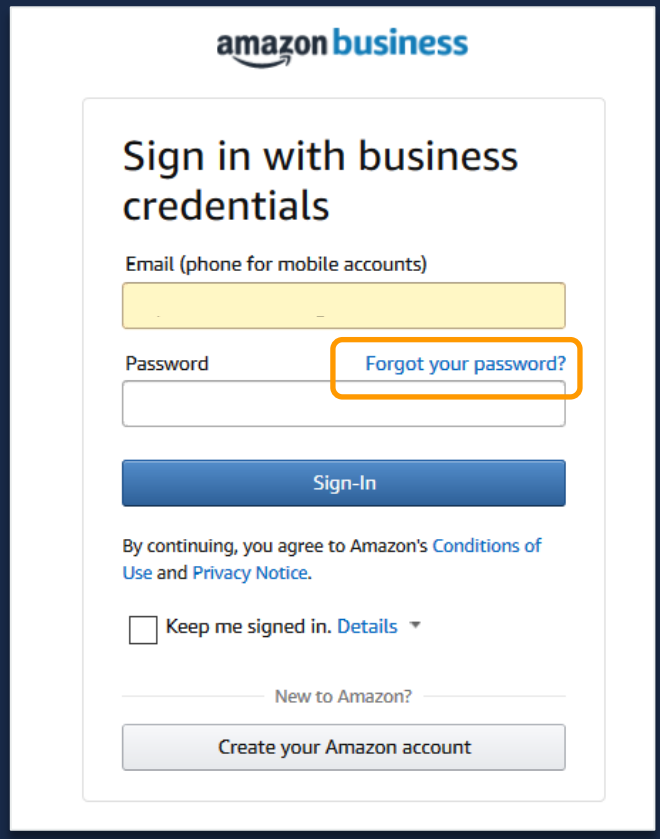
New User

1.



Click on punchout tile and start shopping

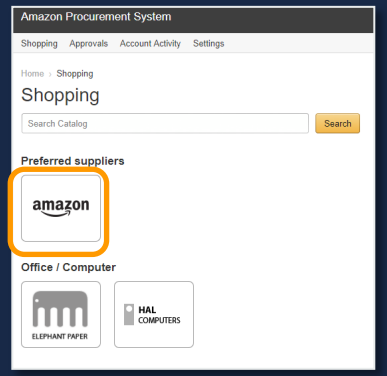
2.



The first time you access a non-shopping page you will be prompted to sign in and will need to reset your password using the 'Forgot Your Password' Button

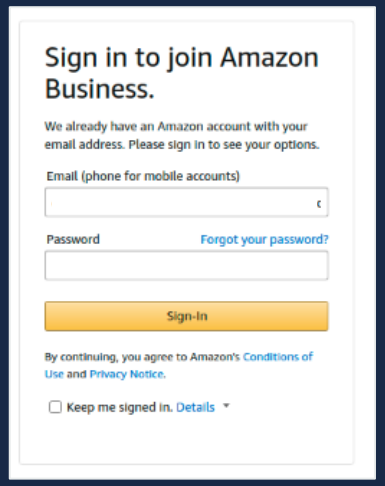
User To Convert

1.



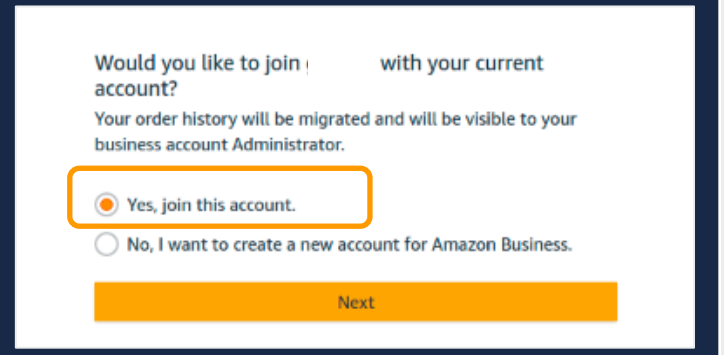
Begin the registration process from the welcome screen

2.



The system recognizes the email. Sign in with existing password

3.



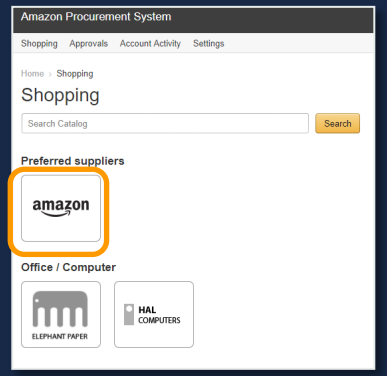
Choose 'Yes, join this account' in order to keep the same log in info and order history

4.

Review that the log in information is now an Amazon Business account and start shopping

User To Split

1.



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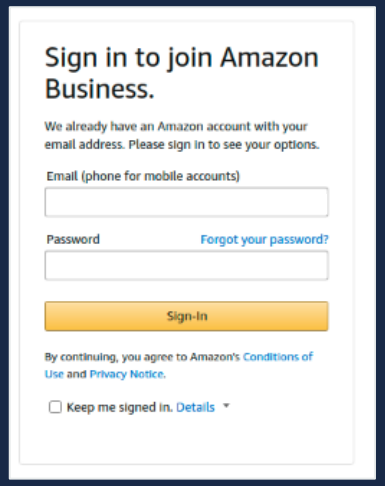

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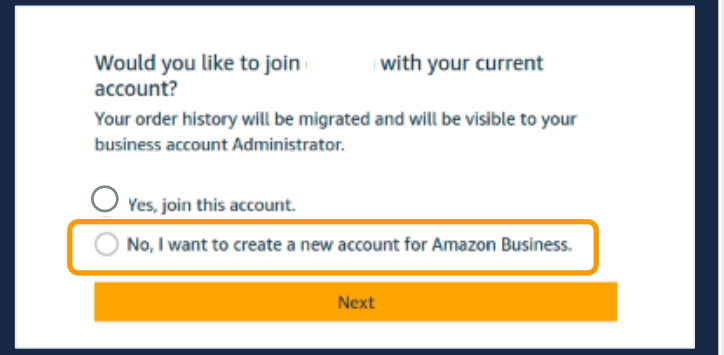
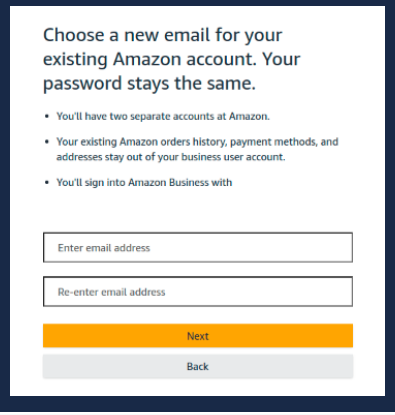


Choose 'No, I want to create a new account for Amazon Business'

4.



Enter the personal email address you want to split your account off to. Once complete, your previous order history will be associated with the account tied to your personal email address

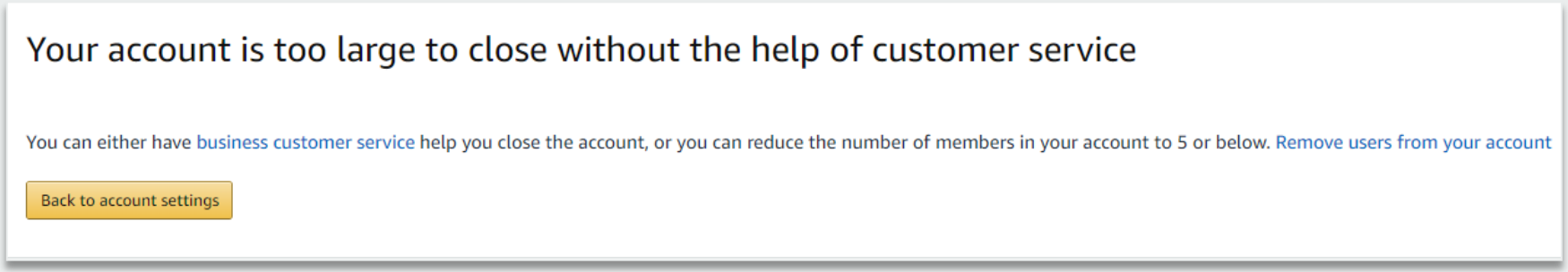
De-Registration

De-Registration

When the end user tries to access Amazon Business through the Punchout tile, they will encounter an error message. To resolve and get access, they must complete the following steps:

1. User must login to previously registered Amazon Business account outside of the punchout environment by going to Amazon.com
2. Download an Order History Report to ensure all past group order history is available for future reference
3. Click De-registration link and follow all prompts (ignore account closure verbiage) - https://amazon.com/gp/b2b/manage/deregister
4. Follow "User to Convert" instructions

Note: If the account has more than 5 users, they will need to remove the users first. If they do not, they will receive the below error message and can work directly with Customer service for support



Error Messages

Error Messages

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

Application Error

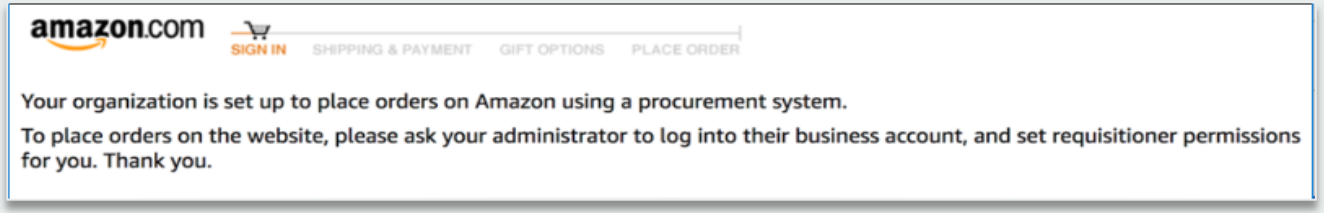
- End User will need assistance from **Show Me Shop** Admin to assist with their user's profile

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

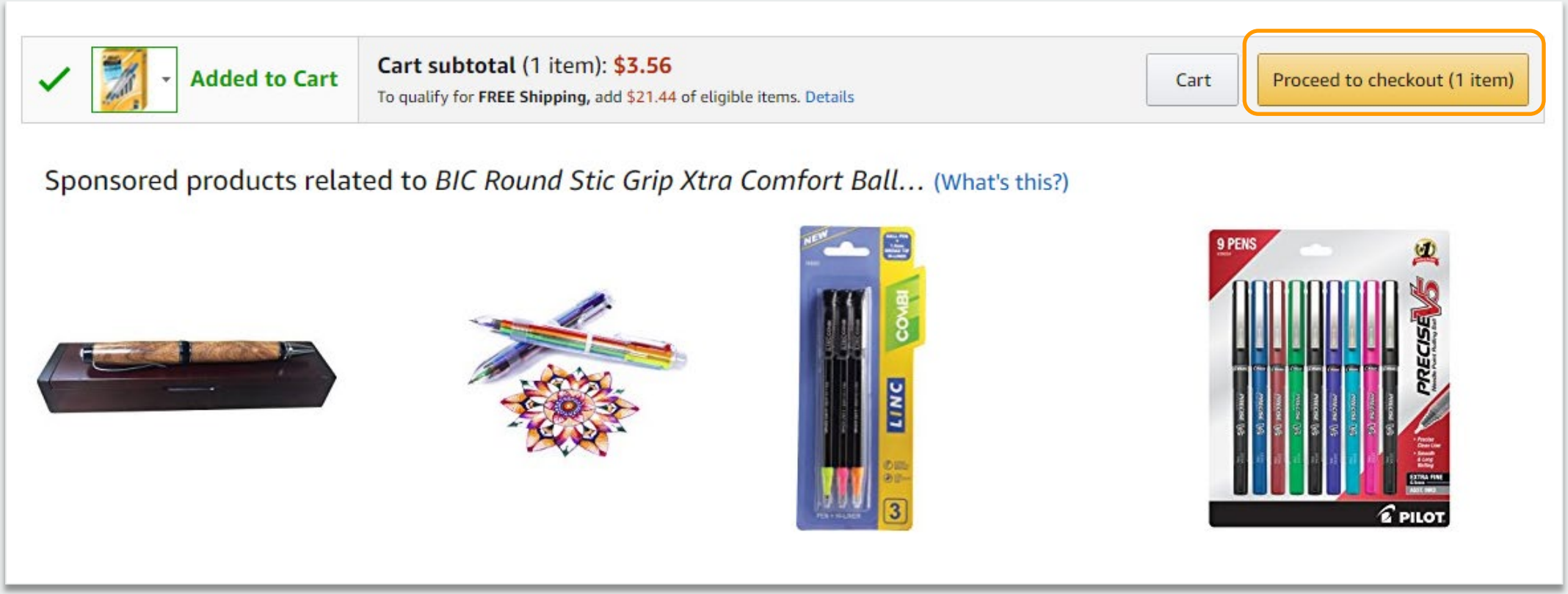
Amazon Error

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



Checkout Experience

Begin Checkout Flow



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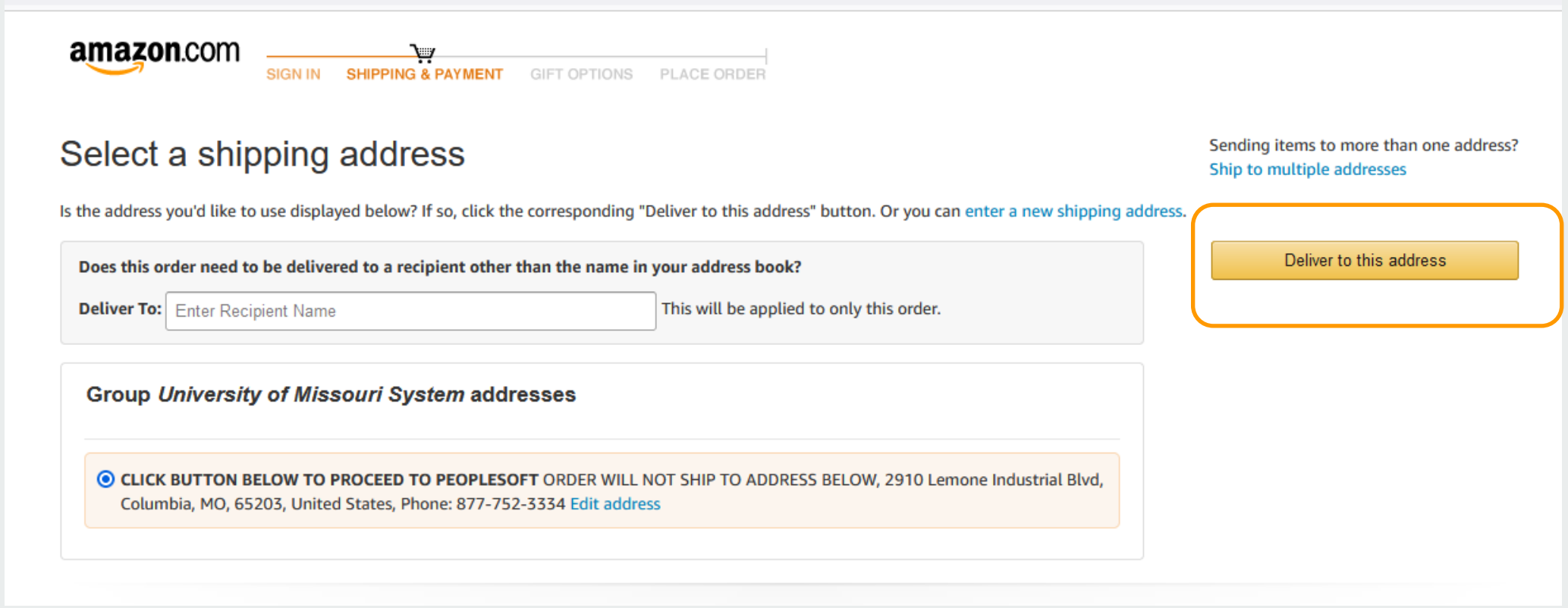
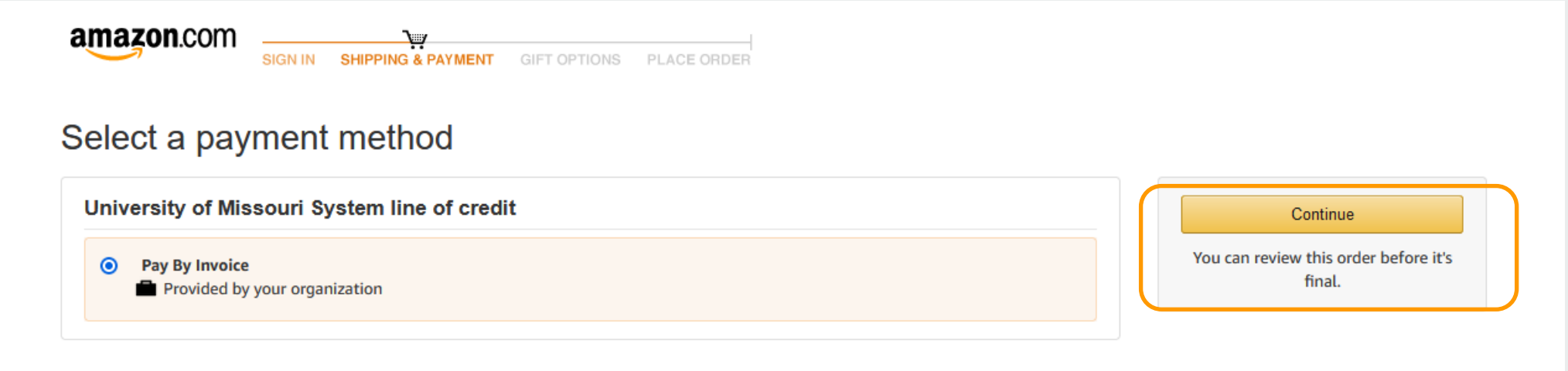
Select Shipping Address



The Amazon order will default to your PeopleSoft Ship To code. If you need to add a new address contact Training & Support Services – fts@umsystem.edu.

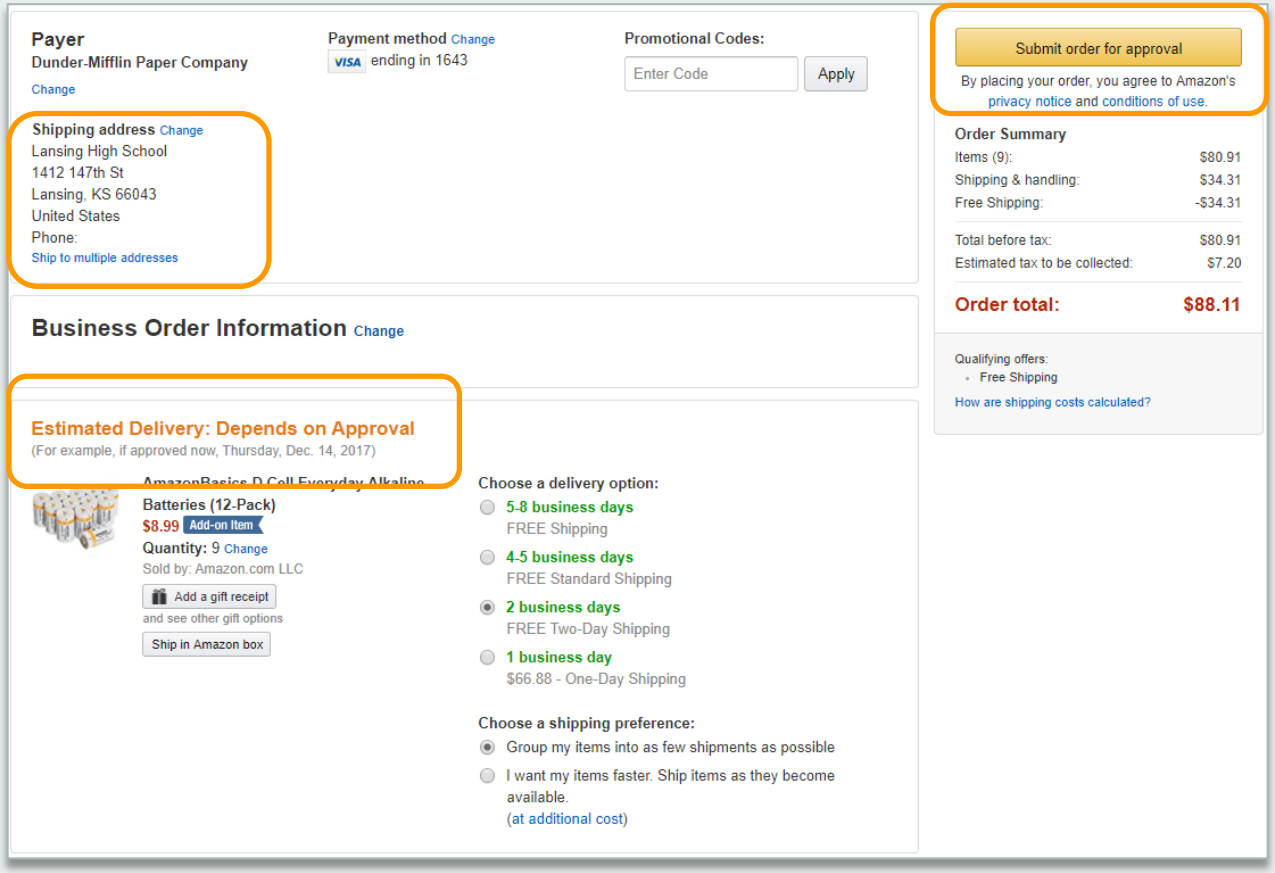
Payment Option



University of Missouri payments are made centrally. DO NOT enter a OneCard number for payment.

Review Order Details + Submit for Approval

- Selecting “Submit order for approval” transfers your shopping cart back to your purchasing platform.
- This starts the regular approval process, dictated by your business, before the Purchase Order is sent to Amazon and the Amazon order is created.



Halted Orders

Halted Orders

There are several instances where orders can be halted/cancelled. In these cases, the order will be compared to the safeguards your organization has put in place. If a safeguard limit is hit, the item or order will be canceled.

- **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 item quantities are modified from what was sent in the cart, the order may be cancelled if it hits a safeguard limit.

- **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 may be cancelled if it exceeds order shipping safeguards.
    - If default addresses are set up in the account and orders are being shipped outside the contiguous US, please make sure admins are adding in default addresses for those locations

- **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 may be cancelled if it hits a safeguard limit.

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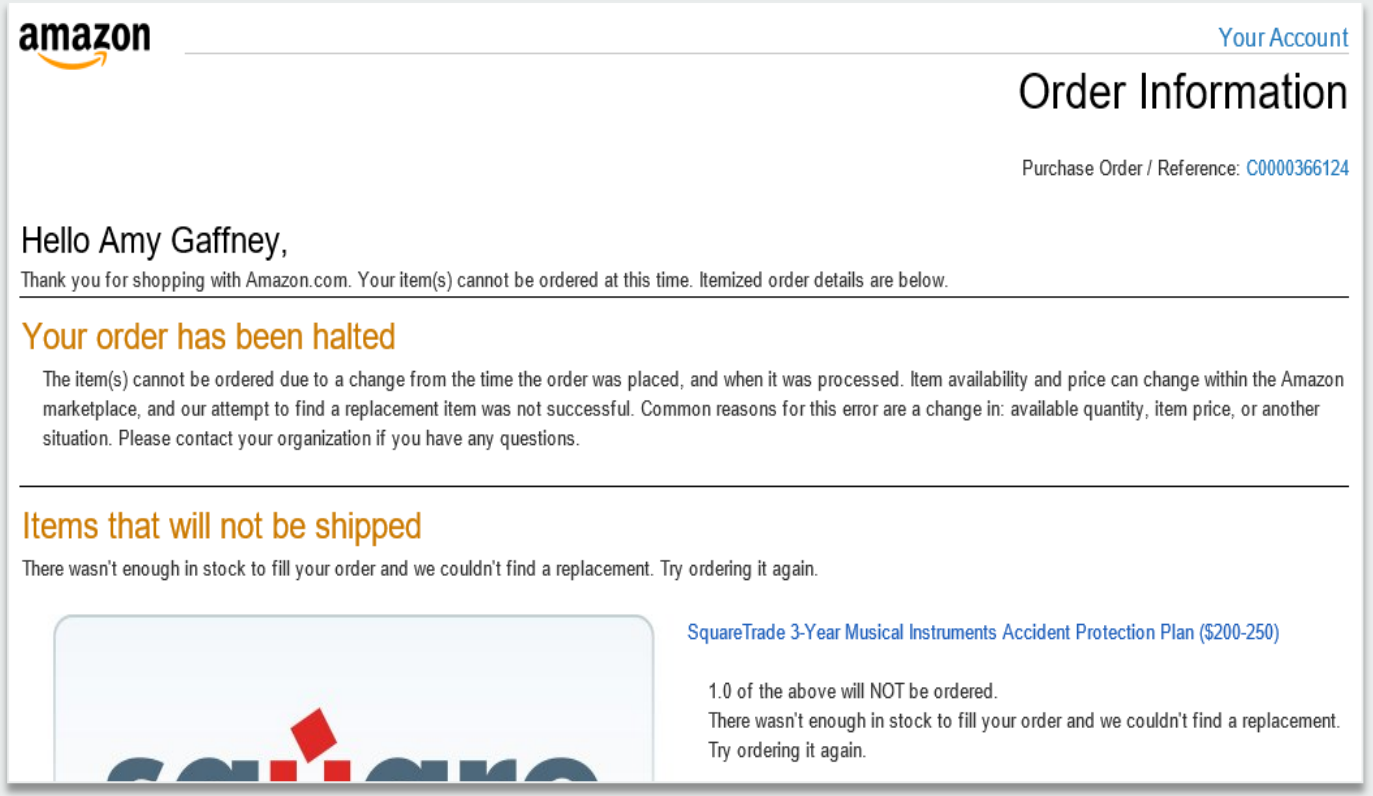
Halted Orders

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.



amazon

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.

Punchout Restrictions

Punchout Supported Products and Features

Not all products available on Amazon Business are supported for purchase through Punchout. However, Checkout Based Punchout (CBP) unlocks many otherwise unavailable products and features.

Amazon Product or Feature	Amazon Business PunchOut/Direct Order	Amazon Business with Checkout Based PunchOut Checkout (CBP)
Prime Pantry	Yes	Yes
Amazon Fresh	No	No
Amazon Services (example: TV mounting)	No	Yes
Expedited Shipping Options	No	Yes
Promotional Codes	No	Yes
Recurring Delivery	No	No
Scheduled Delivery Options (for large or oversized items)	No	Yes
Magazine Subscriptions	No	No
Electronic Gift Cards with Custom Value	No	No
Customizable Products	No	Yes
Warranties	Yes	Yes
Bundled Products	No	No
Digital Content (e.g. Kindle eBooks, music, software, Games)	No	No (Yes, with individual payment card)
Today's Deals	No	Yes

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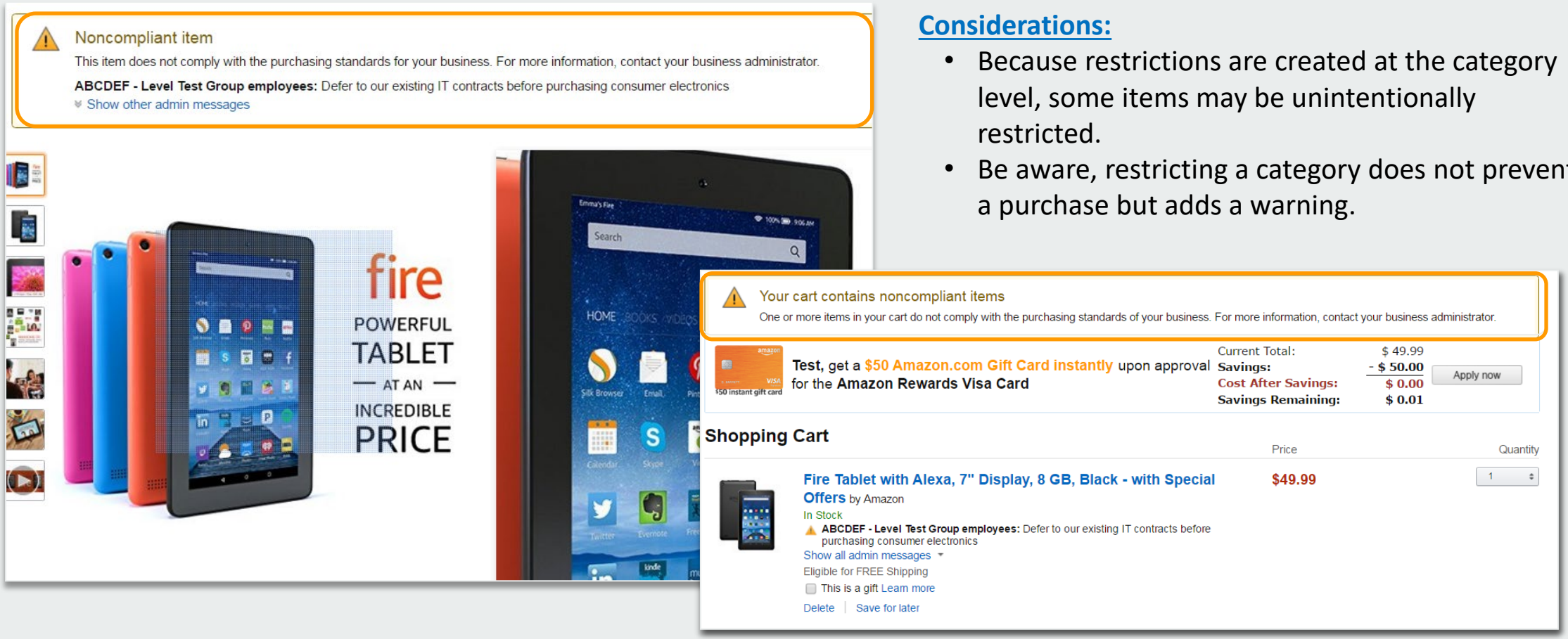
Buying Policies

Restricted Policies

Administrators can customize messaging (up to 120 characters) to let end users know IF and WHEN they can purchase certain categories on Amazon Business

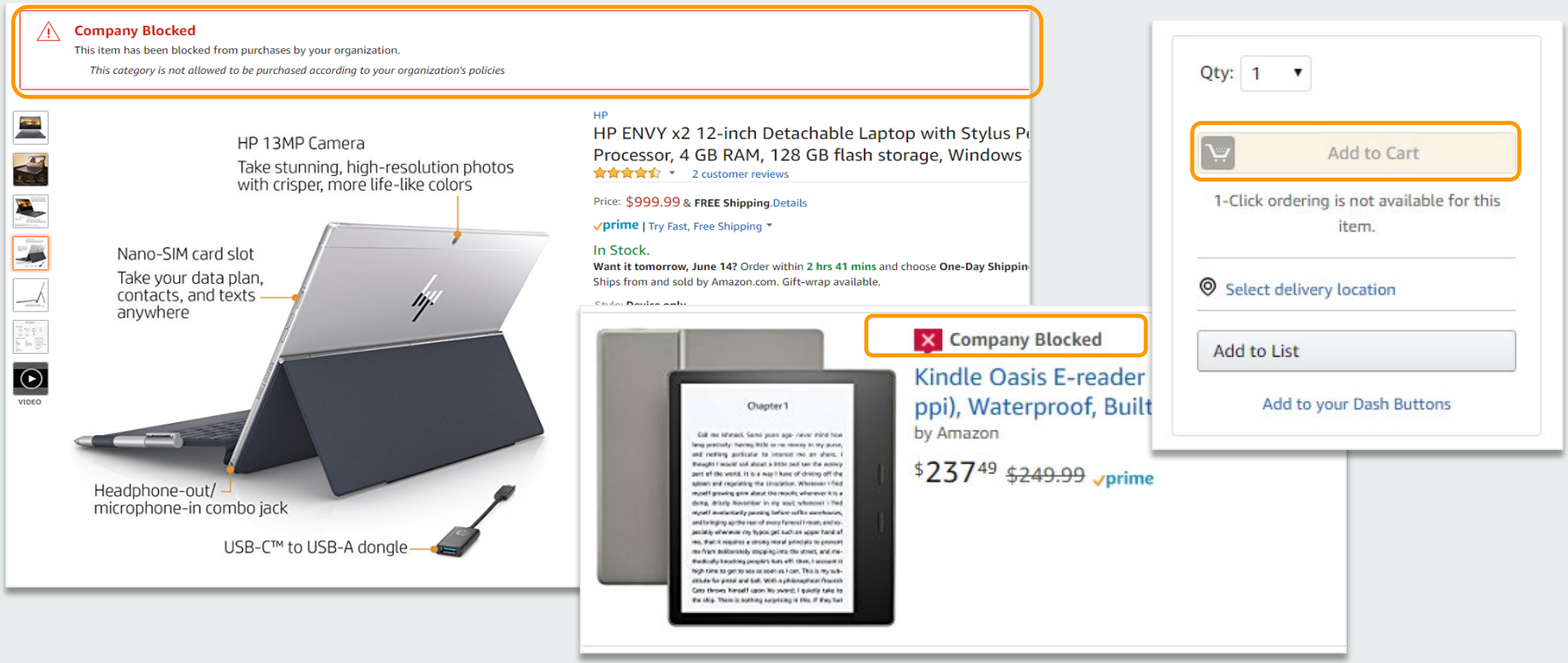


Considerations:

- 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 a warning.

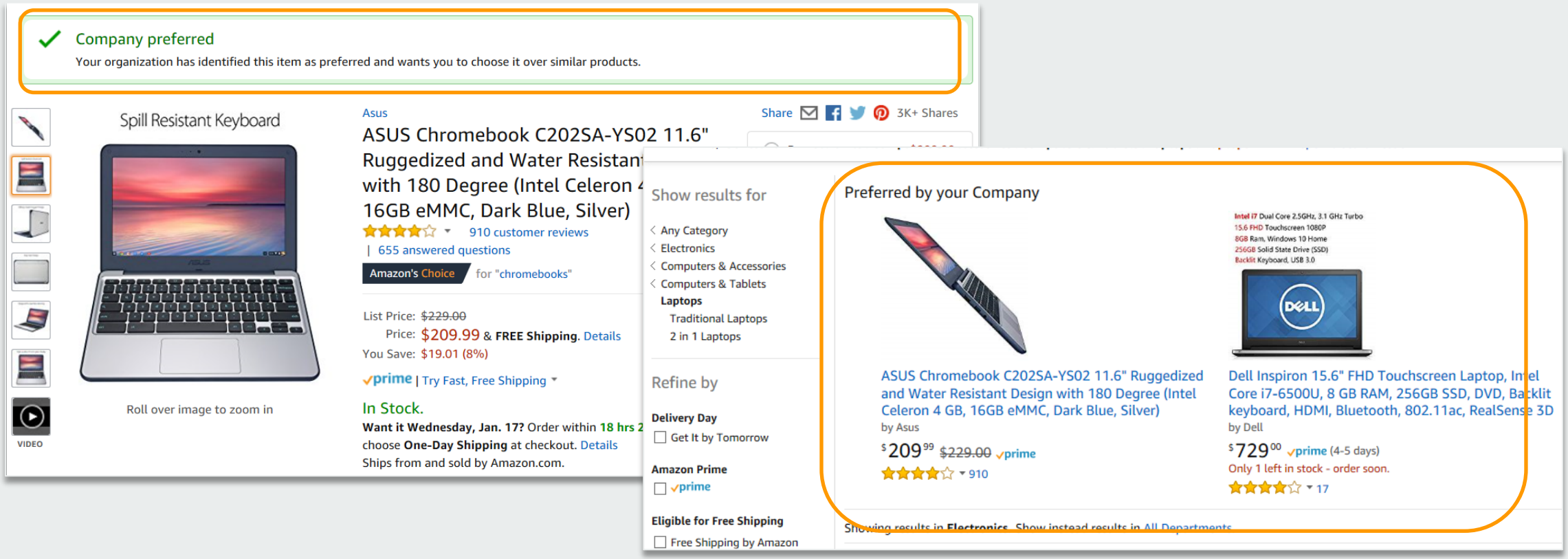
Blocked Policies

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



Preferred Products

Some specific products may be marked as preferred. This is configured by the account administrator. This messaging is visible throughout the shopping experience, search results, and on product detail pages.



Prime Memberships

Canceling Individual Prime Memberships

Amazon Business users can follow these steps to cancel a previously purchased individual Prime Membership. A pro-rated refund will be credited back to the original form of payment.

Steps to Cancel (must be completed by the Individual who purchased Prime):

1. **After the user has registered their Amazon Business account, direct them to Manage my Prime Membership, from within their account**
2. **Select End Membership**
3. **Follow the prompts on the screen to cancel the Prime Membership without having to reach out to Customer Service**
4. **The pro-rated refund will be automatically calculated and credited back to the original payment**

***Note**: Customer Service Agents can not issue a pro-rated refund over the phone for Prime Memberships*

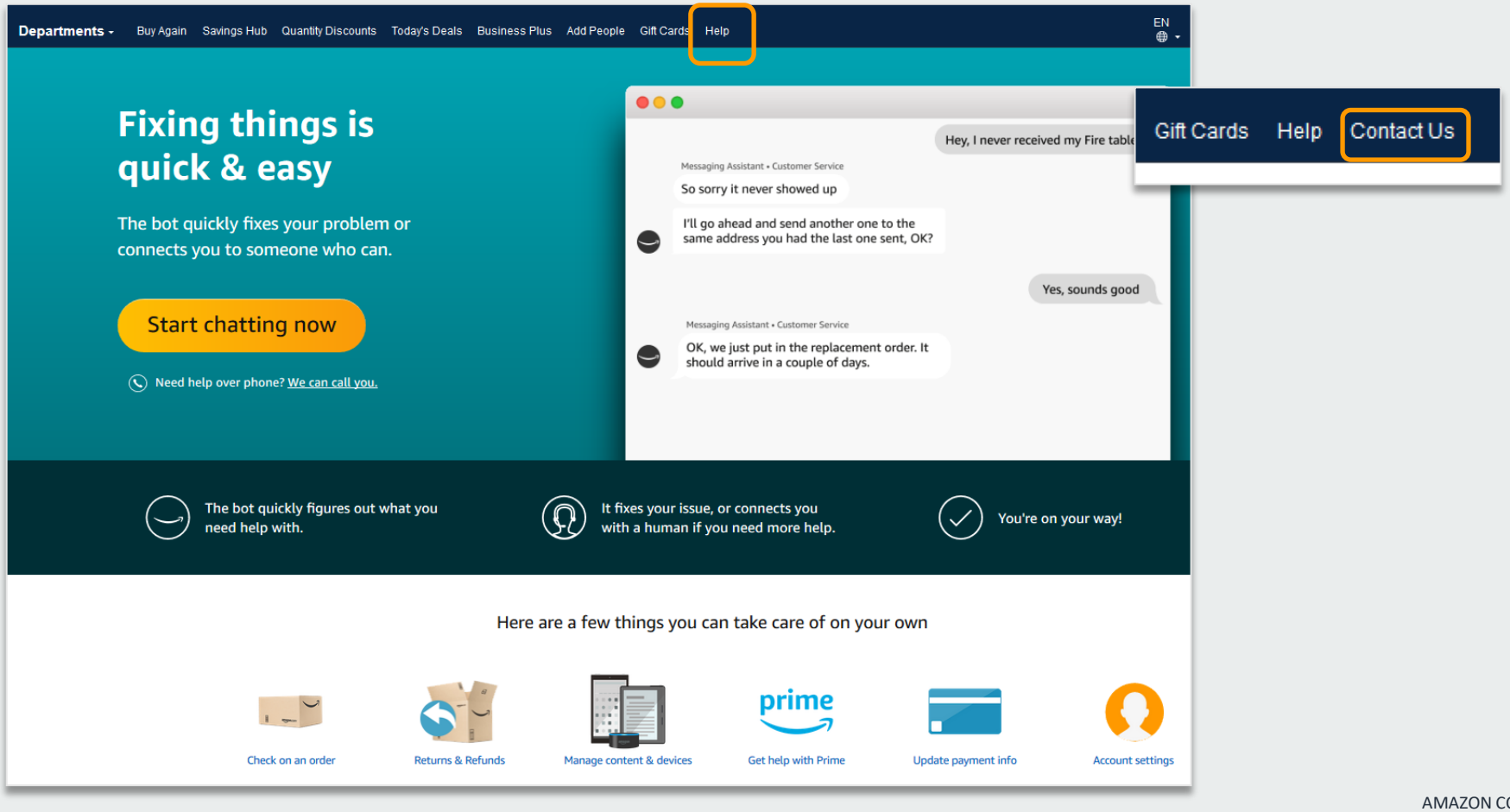
Business Customer Service

amazon business | Professional Services

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.



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