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Amazon PunchOut

FAQ

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Amazon PunchOut FAQ

Contents

Introduction to Business Accounts

Amazon Business Accounts

What is an Amazon business account?

An Amazon business account provides exclusive benefits and business solutions for registered business customers. You and others in your organization can purchase on behalf of your business either directly on the Amazon site or through a purchasing system. After your business is verified, you can manage your business profile, including message and order settings for your business (or team) on Amazon.

Anyone who belongs to a legal business, institution, enterprise, or other organization that registers with Amazon, and provides the required business information, can create an Amazon business account.

What if my business uses a purchasing system such as Ariba or Coupa? How can I select Amazon as a supplier?

Please see the Registration for Amazon PunchOut section.

How can I register for an Amazon business account?

In Your Account, select Register for a Business Account. Once you complete the registration process, we will begin business and individual verification. Verification can take up to 3 business days. After verification is complete, you receive a confirmation email, and can purchase on Amazon and manage your business profile.

Can I use my existing account (email) to create my business account?

We don't advise it. Business accounts are for purchases on behalf of your business. If you were to link your personal Amazon account to your business, your business would have access to all account information, including order history. To protect the privacy of your personal account information, you should create a separate business account that is associated with a different email address than your personal email address.

I provided my business information. How long will it take to verify?

The verification process can take up to 3 business days to complete. We will send you a confirmation email when your information has been verified.

I got a message stating my business information was not verified. I provided the correct information. Why was my business information not verified?

There could be many reasons why we were unable to verify your business information. Make sure you have entered your registered business information and it matches with your company filings with the Internal Revenue Service (IRS).

Here are some things to consider:

- Misspellings in your legal name, not including your middle initial or middle name, or entering an incorrect Tax Identification Number (TIN) may cause business information to not match IRS records.
- If you are a sole proprietor or single member limited liability company (LLC), you are assigned a TIN in the form of a Social Security Number (SSN). You can find your SSN on your Social Security card.
- If you are a corporation, multi-member limited liability company (LLC), or partnership, you are assigned a TIN in the form of an Employer Identification Number (EIN). You can find your company's EIN in one of the following ways:
  - Look at your tax documents (e.g. W-2s or 1099s)
  - Contact your company's Human Resources or Accounting department
  - Contact your local Internal Revenue Service (IRS) office

I do not want to provide the required business information. Can I still register for a business account?

If you do not provide the required business information, we will be unable to verify your information and we cannot create a business account for you, due to Amazon.com Terms & Conditions.

Amazon PunchOut

How can I purchase supplies on behalf of my business?

Amazon allows registered organizations and their designated associates (users) the ability to shop for business supplies on Amazon through their purchasing system. People can create orders on Amazon on behalf of their organization. Orders are routed to the procurement system for authentication and order verification before they are shipped.

Business Account Registration

How can I start using Amazon PunchOut?

To use Amazon Punchout, your administrator should create a business account and register your business.

Initial Business Setup

How soon can you implement Amazon PunchOut?

Generally, for a standard punchout using standard cXML messaging, punchout implementations can be completed in couple of days by business account administrators using self service via the Manage Your Business link. However, each business may have unique needs. Please contact the Customer Integrations team if your specific use case is not supported.

How do I activate an account?

An Amazon Business Account is activated when the organization has completed business registration. Look in the Settings section of Your Account and select Register your business. Once registration is complete, the Business Account goes through a verification process. Once the business is verified, the business account is activated.

Does Amazon support email, phone, or fax orders?

No. Punchout orders are sent through the purchasing system and HTTPs method using basic authentication. Amazon does not support email, phone, or fax orders.

Do you support global locations for PunchOut?

Currently, Amazon PunchOut is only available for US-based customers. For your specific needs at non-US locations please contact Business Customer Service.

How does Amazon know which users can place orders?

Punchout users create a business account when they first punch out to Amazon in their purchasing system.

Administrators can also add PunchOut users through Your Account on Amazon.com. Select the Manage Your Business link in the Settings section. The user must accept the invitation.

How is the organization configured after registration?

After an organization registers with Amazon, an Amazon tile displays in the procurement system chosen by the organization. To shop in the Amazon catalog, Users select the tile.

The Amazon catalog is automatically setup with the information your organization entered during registration:

- organization name
- 1 or more payment methods setup as default for PunchOut users
- 1 or more users
- 1 or more groups

Can an organization establish order parameters?

Yes. Parameters for order default values- payment methods, shipping options, shipping tolerance, and cost tolerance-- are established when the organization adds Amazon PunchOut.

At this time, parameters can only be edited by the organization Administrator, who requests the change directly from their Amazon representative.

How is an organization structured?

An organization is configured in one or more groups, with group names determined by the organization, and one or more users for each group.

Can users view payment methods?

The last 4 digits of payment methods are viewable, depending upon the payment method authorized by the Administrator.

- If an Administrator has authorized group payment methods, all users can view the last 4 digits of payment method(s) used.
- If an Administrator has authorized individual payment methods, users can view the last 4 digits of payment method(s) used for orders placed only by themselves.

For additional information about group and individual payment methods, see the Business Account Settings section of this document.

Troubleshooting Account Creation and Registration

I already have an account under my personal email address. Can I link my Amazon business account to my personal email address?

We don't advise it. Business accounts are for purchases on behalf of your business. If you were to link your personal Amazon account to your business, your business would have access to all account information, including order history. To protect the privacy of your personal account information, you should create a separate business account that is associated with a different email address than your personal email address.

As an individual, why do I have to create a business account to shop on Amazon?

To protect your privacy, and to allow for personnel changes within an organization, each individual user must create a business account to be used to purchase on behalf of the business. For this reason, one account (email) cannot work with a company who works with multiple people.

I already have an account under my business email address. I don't want it linked or associated with this Amazon business account.

You have the option to change the email address associated with your existing Amazon.com account and using your business email address to create a new business account. Your previous account will not be connected in any way with the new Amazon business account.

Why should I use this Amazon business account, instead of my own existing account? I already know the business address and payment information.

You are required to use an Amazon business account to protect the privacy of the order history and other information in your existing account.

How does account administrator information get changed in the Amazon system?

Administrator information is provided to Amazon by designated employer representatives (administrators).

I logged into my Amazon PunchOut account, but the message says I don't have an account.

Create a business account using your employer-provided email address.

Information for Administrators

As an Administrator, how can I add a user to PunchOut?

If an administrator wants to add a user, they can sign in to Your Account and select Manage Your Business.

As an Administrator, how can I change order parameters such as: shipping options, cost tolerance, and payment methods?

If an administrator wants to change order parameters, they can go to Your Account and select the Manage Your Business link under Settings.

Select the procurement system name and edit the business settings.

The Business Footer

Where does a footer display, how does it work, and how can it help me?

When you log into Amazon through your Punchout account, a partially transparent footer displays. The floating footer, located near the bottom of the page, is collapsible and expandable. It moves with you, as you scroll from page to page.

The footer includes information such as your name, organization logo, group name, and a link to Get Help. Administrators can view the Manage your account link. A Cancel Session button displays, in case you would like to complete your shopping at a different time.

Checkout Using Amazon PunchOut

How do I submit an order for approval?

1. To add products to the Cart, select Add to Cart from any product detail page.
2. From the Cart, select Submit these items for approval.
3. If you buy on behalf of more than one group, or order using more than one payment method, a Select an Account page displays. Select a group that you would like to buy on behalf of (if applicable). Select a payment method (if applicable). When you have completed shopping, and are ready to requisition your order, select Submit these items for approval.

Is a purchase order (PO) number created by my purchasing system?

Yes. Your third-party system creates a PO number for order tracking. A PO number displays on the shipping label and in the order history report. The PO is provided solely to aid in the

tracking of packages. All purchases made are subject solely to the Business Account Terms & Conditions.

How will I know that my order has been requisitioned?

Punchout users and administrators can check the order status by logging into Amazon. Select Your Account, and then select Your Orders. You may also receive an order confirmation email, and order status updates via email, depending upon your organization setup.

An additional way to identify when an order is requisitioned is to use the Purchase Order (PO) search tool, which is provided in email / link after a business account is created.

Why did I get a Session expired message when I punchout?

This is likely caused due to Amazon cookies on your browser. If you receive the Session Expired message, please cancel your punchout, clear your browser cookies, and retry the punchout.

When I punched out, I did not see the Submit for Approval button. Why?

This indicates that you did not punchout from your purchasing system, and that you have logged directly onto Amazon. You can sign out of the current session and punchout to Amazon from your purchasing system.

I signed out of my punchout session, but still have items in my Cart. Why?

Amazon automatically saves punchout user carts in case items need to be purchased in the future. Because items are saved in the Cart, the user can go directly to the Cart and submit items for approval.

What should I do if my order does not process?

You will receive a notification via email, if the order does not process after it has been sent successfully by your system. Punchout users should contact their administrator.

What can I do to re-order?

Please sign out of your business account and add place the order again. Contact Business Customer Service if there are issues.

Does Amazon send level 3 data for my business purchase to my credit card company?

Yes.

What level 3 data is sent?

Amazon sends the PO number and merchant finance ID.

What kind of invoicing does Amazon support today?

Amazon does not currently support invoicing.

First Steps to Punchout and Shop on Amazon

How do I sign out of Amazon.com?

After you have completed shopping, you are required to either select the **Submit these items for Approval** (after items have been added to Cart) button, or the **Cancel Session** button on your footer.

The Amazon.com consumer experience is to Sign out from the dropdown option in Your Account at the top right of the Amazon.com home page.

However, for the Amazon.com business experience, when you are in your procurement session, you are REQUIRED to end the session by either clicking Submit these items for approval, or Cancel Session (as described above).

What if I don't remember my password?

If you don't remember your password, follow these steps:

1. Go to Amazon.com.
2. From the Your Account tab, click the **Sign In** button from the drop-down menu. A new screen will appear.
3. Under Sign In help, click **Get password help**.
4. Enter your email address.
5. Type the characters that are displayed in the image for security.
6. Click **Continue**.
7. Check your email for instructions to reset your password.
8. Click the link in the email to reset your password.

Will I automatically be directed to Amazon.com after I create a business account?

Yes. After you create a business account, you will be automatically directed to the Amazon.com landing page-- every time that you select Amazon.com in your purchasing system. You will not need to create a business account again.

Why was a field prepopulated during the sign in process?

Some browsers attempt to prepopulate fields. Amazon does not prepopulate private fields, such as passwords.

*Please verify that correct information has been entered in password, email, and address fields.

Can I use Amazon Prime to purchase business supplies?

Yes. Prime can be used if the individual business account has Prime.

What if the Amazon catalog is not visible in my purchasing system?

If the Amazon PunchOut catalog is not visible, contact your business Administrator.

Who are my Help contacts?

For help with your purchasing platform experience, contact your business Administrator.

For help with Amazon functionality, visit Business Customer Service where you can connect by phone, email, or chat with an Amazon representative.

Technical Administration

Message Formats

Which cXML standard documents does Amazon support?

Amazon supports:
- PunchoutSetupRequest
- PunchoutSetupResponse
- PunchoutOrderMessage
- OrderRequest
- OrderConfirmation
- ShipmentConfirmation

Do you support single sign on?

No. Single sign on is not currently supported. You cannot sign in directly from your application.

Is the Amazon system enabled for EDI purchase order (PO) transmission?

No. Amazon supports cXML and OAG transactions for PO transmission. For a specific request for different language support, please contact Business Customer Service.

Do you support HTTPs without any authentication for Order Request?

No. We support basic HTTP authentication and certificate based authentication for receiving Order Request cXML messages. Use your cXML credentials for basic authentication.

Can I open Amazon PunchOut in an iFrame?

No. Amazon PunchOut can currently open only in a new window.

Do you have a different test environment and test credentials we can use?

Amazon's test and production cXML credentials are the same.

Do you support level 2 punchout?

Level 2 punchout is not currently supported. Please contact Business Customer Service.

Do you support UNSPSC code and UOM code?

Yes. UNSPSC and UOM are supported and sent to your purchasing system via the Punchout Order cXML message.

Can you send me list of all UNSPSC code you support?

Yes. Please contact Business Customer Service.

Do you support ANSI X12 and OAG transactions for purchase ordering?

Yes. We support many standard XML transactions for purchase orders.

Do you support line-level ShipTos?

Yes. Line-level ShipTos on Order Request cXML are supported.

How can I filter Amazon products from third-party sellers?

Amazon provides the Sold By and Fulfilled By information in the punchout Order Message cXML, which can be used by your purchasing system to filter any specific sellers.

What kind of tolerances can you support at cart selection level and at order level?

Amazon punchout allows customers to setup the following parameters:

- Delivery Date Range
- Cost Tolerance
- Line Item Subtotal
- Line Item Unit Price
- Back Order Actions
- Line Unavailability action
- Limited Quantity action

How can I set up shipping addresses, payment information, and cost tolerance for orders?

- The Shipping Address provided in the Order Request cXML is used as the ShipTo address for the Orders.
- The payment method is configured by Administrators in the Business Accounts. It is applied for all the orders for an Organization.
- Tolerance can be modified either via self-service or by contacting [Business Customer Service](#).

How can I setup punchout for multiple business units or groups?

If your business has multiple people and would benefit from having people organized into groups (such as locations, divisions, or categories), an administrator can create multiple business groups within PunchOut to support workflows.

In this case, the name of the business group should come in as part of the cXML Punchout Setup Request Extrinsics. For example: <Extrinsic name="UserBusinessUnit">business group name</Extrinsic>

How can you transmit the reconciliation report?

To download the reconciliation report:

1. Go to Amazon and sign in.
2. Select Orders.
3. Select Download an order history report.
4. Enter information and select Request Report

Can I send the payment method information on the cXML PO?

For security reasons, Amazon does not accept payment method information on Order Request cXML.

At the time of shipment, the payment method on file for the business is charged.

Can I send the GL code, cost center, or project code in the cXML PO?

No. This is currently not supported. Please contact Amazon Customer Integrations team for your specific support needs.

How do I set up shipping addresses, payment information, and cost tolerance for orders?

- Shipping Address provided in the Order Request cXML is used as the ShipTo address for the Orders.
- Payment method configured in the settings is applied for all the orders for an organization.
- Tolerance can be set via self-service. To get help, contact Business Customer Service.

How can buyers with existing Amazon business accounts use Amazon Punchout?

If you have an existing Amazon business account, you have the option to migrate to Amazon Punchout instead. Please note that you cannot yet use both programs simultaneously.

How long does integration take?

After the technical administrator has successfully integrated, there are no additional steps. The credentials are generated during self-service integration. Technical administrators use those credentials to punchout to Amazon.

What do I do with the credentials that Amazon generated?

An administrator works with their technical administrator, such as a technical program manager, to connect to Amazon from the purchasing system.

The From and To credentials can be entered in your purchasing system so that the Punchout transactions can be validated.

What specific details do I need to send in punchout cXML to Amazon?

Please review the Technical Administration section.

How do I test? How do I go to production?

Test mode is auto-enabled after registration. You are ready to test once you have generated your credentials and populated in your purchasing system. You can decide when you have successfully completed testing and are ready to move the credentials to active (production) mode.

How do punchout users get added to your system?

Users who can requisition a purchase order on behalf of an organization are added when they Punchout to Amazon for the first time.

An Administrator can also add users on Amazon.com. Go to Your Account, and select Manage Your Business under the Settings section.

Will I have an ongoing test environment?

Yes. You can edit your system back to test mode after you have edited it to Active status.

Business Account Settings

Managing Your Amazon PunchOut Account

Who can manage the business account?

Administrators have access to the management pages where they can edit settings. Punchout users cannot access the management pages.

As an Administrator, how can I access the management pages?

Administrators can access the management pages directly from the Manage Your Business link in their footer, and from Your Account. Select Manage Your Business.

Payment Methods

What are group payment methods and individual payment methods? When and where are they added, and who can view them?

Group payment methods, such as credit or debit cards, or credit lines are used to purchase on behalf of the organization, and are selected during registration. All users who have access to group payment methods can see the last 4 digits of the group payment method in order history reports.

Individual payment methods, such as purchase cards (P-cards) or credit or debit cards may be listed in the name of a registered user who is authorized to purchase on behalf of the organization. Individual payment methods can be added from Your Account. Select Manage Your Business.

Can I add multiple payment methods to my Punchout Account?

If your organization uses individual payment methods, you can add multiple payment methods. One payment method is expected for group payment options.

If your organization uses group payment methods, more than one payment method can be supported. For example, if you have a corporate credit line and enter another payment method, both can be simultaneously supported.

Do you support one-time Pcards?

No. One-time use Pcards are currently not supported. For different payment options for your business, please contact Business Customer Service.

What if the payment method is declined?

The Amazon Business Customer Service team has a default method set up with the Amazon PunchOut account. If the default payment method does not work, contact Business Customer Service.

Shipping Addresses

Can I add a shipping address during checkout?

No. Amazon ships to the address received from the purchasing system. An administrator can add an address in Your Account. Select Manage Your Business under the Settings section.

What can I do if the address that I would like to ship the order to is not listed as an option during checkout?

Contact your administrator and ask them to add a shipping address in the management pages.

How will we remove users from Amazon when they leave our company?

Administrators can remove users via Your Account. Select Manage Your Business under the Settings section.

Adding People

As an Administrator, how can I add and set up a new user?

After your purchasing system has been integrated with Amazon PunchOut, the Amazon tile displays in your purchasing system. Punchout users create a business account the first time that they punchout to the Amazon catalog.

An administrator can also add and edit users on Amazon.com. Go to Your Account and select Manage Your Business under the Settings section.

How do I add punchout users from my corporate directory?

New punchout users are redirected to a new account creation screen the first time they use Amazon PunchOut.

User Permissions

As an Administrator, how can I edit user permissions such as Administrator and Amazon PunchOut user?

1. Go to Manage Your Business.
2. If you have set up groups, navigate to the group the user belongs to.
3. Select People in the left navigation.
4. Locate the user name that you would like to add permissions for.
5. Under the user name, select Edit permissions.
6. Select Punchout user or Administrator, or both.
7. Select Update permissions.

Approvals

How do I approve an order?

Administrators (not PunchOut users) who use Amazon PunchOut can approve an order through their purchasing system.

How do I set up the correct approval process to make sure the appropriate person is asked to approve requisition requests?

Your administrator will be able to set up approval in your employer's purchasing system.

I don't want to have my orders approved. What can I do?

All orders using company administered payment methods require approval. Your administrator may be able to assist with exceptions.

How do I change who approves orders?

Administrators are approved through your employer's purchasing system.

Groups

What are groups and how does a group operate?

Groups allow you to organize users as required for your business, and report on purchases per group. Groups:

- are logical groupings of locations, business units, departments, people, or any entity that fits your company needs
- are customized by you with names to suit your business needs
- can have one or more sub-groups
- has at least one administrator and may also have one or more Punchout users
- have an administrator for the business who can manage individual groups, or an individual Administrator can be created for each group

When and how can I add and edit a group?

Once multiple people are added to the business in the management pages, the administrator will see an option to add a group. The first group an administrator adds will include all users and reflect previously saved settings. After creating the first group, the administrator can add additional groups. Managing group settings is similar to managing business settings. All settings can be adjusted by clicking on Overview under Group Settings.

How do payment methods and shipping addresses, and approvals work with groups?

Groups can be set up to:

- allow individual payment methods or shared payment methods

  If a group uses shared payment methods, Administrators set up shared payment methods and shipping addresses in the management pages.

- require approvals

If approvals are required for the business, all users in each group are required to get order approvals on a per-order basis.

Your Order Information

Purchase Order (PO) Number

Will my purchase order (PO) number display on my shipping label or packing slip?

Depending upon your carrier, the PO number may display on your shipping label, packing slip, and in order history reports. If your order was placed with a third-party seller, the PO number may or may not display in various locations.

Tip: To be sure the PO number displays, make sure to pass it in the 'deliver to' field in cXML OrderRequest message during technical configuration. The Amazon Corporate Credit Line allows a maximum of 20 characters in the 'deliver to' field. A corporate credit card or purchase (P) card allows up to 17 characters in the 'deliver to' field.

What is the PO search tool?

The purchase order (PO) search tool, Amazon Business representatives can view order information for your business account, and search by group.

Order details such as: status (ordered, partially ordered, or rejected), request date (when the order was placed), punchout user name, total quantity, and price. Request dates can be set to display for a specific period of time, such as the last 30 days, or per year.

Representatives can enter the PO number or order ID number and select Search Orders. The last 4 digits of the PO number or order ID number displays.

Shipping

Can I select my shipping carrier? Can I exclude USPS as a shipping carrier?

Currently a specific carrier cannot be selected or excluded for shipment. Amazon chooses the best shipping option for the customer orders.

Will the recipient's name appear on the shipping label?

If the recipient name is sent as part of the cXML Order Request Ship To tags, the recipient name will display on the shipping label.

How can I select my shipping options during checkout?

PunchOut businesses are granted Super Saver Shipping which allows free standard shipping for orders above $35. Custom shipping speed options are not currently available for PunchOut users.

How can I get my orders shipped overnight?

Please contact Business Customer Service.

Can I ship products internationally or to other US territories?

Global Shipping charges are levied. Some products may be eligible for global shipping; others may not.

How can I control weekend and holidays shipping for Punchout?

Please contact Business Customer Service and request this setting.

I want to ship same items to each of my stores every month. Can I do that?

This feature is currently not available. Please contact Business Customer Service for more details on your specific use case.

Why hasn't my order been shipped and/or approved?

Contact Business Customer Service.

If I backorder a product, when will it come to me?

When you backorder, you will be notified of an estimated ship date. Backorder time fluctuates depending on a variety of factors.

An administrator can edit backordered item settings for PunchOut.

I purchased my products on Amazon, but they were shipped by another company. Why did this happen?

If you selected an offer from a third-party seller, the product may be shipped by either Amazon or that seller.

Order Status, Order History, and Reporting

Do I need to be logged into my account to view my order status and history?

Yes. You can view your order status and order history while you are logged into your account.

How can I check on the status of an order?

There are two ways to check on the status of an order.

You can view your order status and order history through the Your Account page, accessed from the Your Account drop-down option on every Amazon page.

- Go to Amazon.com and sign in.
- Select Your Account.

- Under Order History Report, select View Open Orders.

You can also contact [Business Customer Service](#) who can use the purchase order (PO) search tool to learn about individual order details.

How can I look at what I have purchased? Can I see my order history?

Log in to your business account, select Your Account, and then view the options under Order History.

Which reporting options are available?

Four types of downloadable reports are available. Each can be selected by date range.

- Items
- Orders and Shipments
- Refunds
- Returns

How can I get an order history report?

- Go to Amazon and sign in.
- Select Orders.
- Select Download an order history report.
- Enter information and select Request Report.
- After your report displays, select Download under the Actions column.

How can order history reports help me track spending?

Order history reports include a Purchase Order (PO) number, if you choose to enter it during checkout to associate it with your order. Administrators can also view transaction by user groups.

How can I get a copy of the packing slip or shipping paper?

Sign in to Your Account. Select Orders. Select View or Print Invoice.

How is View Open Orders different than View Orders?

An open order is an order that has not yet completed. It can be pending approval, shipped, or have another status. If an order requires approval, it will remain open until approved.

An open order may be waiting for approvals. You can click on orders to view status information, such as Approved or Waiting for Approval.

Order Confirmation and Order Messaging

What confirmation will I receive after I have placed a requisition?

After you successfully place a requisition, a thank you message displays on the Amazon page letting you know your order requisition was successful, and you are sent an email confirmation.

Order confirmation emails include: a customer-generated purchase order (PO) number for order tracking (if entered during checkout), detailed list of items ordered, shipping address, quantity, cost, a link to view your order status, and Business Customer Service contact information.

Who receives the order confirmation for my orders?

Email confirmation messages are sent to the PunchOut user, business account email (Administrator), and the purchasing system. Each of these notifications are configurable.

What if my order, or part of my order, cannot be placed?

If an order is not able to be fulfilled, or it is only partially fulfilled, you receive an email with order details, itemized information, and instructions, when applicable.

What can I do if messaging displays that indicates my order is not processing?

If this messaging displays, please verify that you have entered accurate and full information in all fields, and that required processes have been followed.

What can I do if I have verified information and processes, but an error message continues to display?

If the message continues to display, please contact Amazon Business Customer Service.

How can I look at what other punchout users have bought in the past?

Your employer's purchasing system will provide this help.

I need to change the quantity on an order that I placed. How can I do this?

The administrator should contact Business Customer Service. A new order may need to be created and approved by an administrator.

This order was supposed to be placed on my personal account, rather than my business (PunchOut) account.

The order needs to be cancelled from the business account, and reordered from your personal account.

Order and Return Restrictions

Are there any order restrictions when I purchase with my business account?

Digital-related products, subscriptions and Amazon services such as Amazon Web Services and Amazon Fresh do not require approvals. To protect the account, users must enter a payment method.

Therefore, these orders do not require approvals and will not appear in business order history.

- Digitally downloadable: eBooks, movies, videos, software, games, audio books
- Digital gift cards
- Wireless devices and services
- Subscriptions, including Subscribe & Save
- Other Amazon services not found on Amazon.com such as Amazon Web Services, Amazon Fresh, and subsidiaries

Why can I not buy more than three or five Kindle devices?

Kindle sales quantities are currently restricted on the site. For your specific larger needs, please contact Business Customer Service.

How can I cancel my order?

If your order has not yet shipped, you can cancel your order. To find out if your order has shipped, go to Your Account and select the Your Orders dropdown option. Shipping status is indicated above the item image. If the item has not yet shipped, select Cancel items.

How can I return an item?

To return an item, go to Your Account and select the Your Account dropdown option. Under More Order Actions, select Return or Replace Items.

Why can't I return my product for a replacement?

At this time, product returns are limited to refunds only, and can only be initiated by the punchout user or administrator.

I need to return a product purchased from a third-party seller.

Sign in to Your Account. Under More Order Actions in the Orders section, select return or replace items.

My order is damaged, defective, or otherwise incorrect. What can I do?

Order replacements can only be requested by the punchout user. The administrator will be notified when an item is returned or replaced.

The shipping address is wrong. What can I do?

The shipping address is selected by an administrator in the purchasing system. Orders sent to the wrong address must be cancelled by an administrator and reordered to the correct address.

How can I purchase digital downloads?

If you would like to purchase a digital download, such as MP3 music or a Kindle book, you must sign out of your procurement system and purchase directly on Amazon.com.

How are gift cards supported with Amazon Punchout?

Physical gift cards can be purchased through Amazon Punchout. However, digital gift cards cannot be used to purchase through Amazon Punchout.

How can I apply promotional credit on purchases during punchout?

Please contact Business Customer Service.

Can I use Subscribe & Save when I'm logged in to my procurement system?

Subscribe & Save is not supported with purchasing systems.

Pricing and Item Availability

Why has the price of my item changed between the time I placed my requisition and the time my order is approved?

The price of an item may change between the time an order is placed and when it is approved. Price adjustments can affect product availability.

Under what circumstances can product availability change?

Product availability may change if an item becomes discontinued, backordered, or is offered in limited quantity.

Does Amazon support business-specific pricing?

This feature is currently not available. Please contact Business Customer Service for more details on your specific use case.

Other Topics

Amazon Tax Exemption Program (ATEP)

*Please note that this section applies to administrators only. It is not for punchout users.

An Introduction to Amazon Tax Exemption Program (ATEP)

What is ATEP?

With the Amazon Tax Exemption Program (ATEP), you may be eligible to use your tax exemption status for future purchases from Amazon.com LLC, Amazon Digital Services, Inc., Warehouse Deals, Inc. or Amazon Services LLC or other participating sellers.

Who should use ATEP?

Anyone who qualifies for tax exemption status. Tax exemption status is typically available for qualifying Businesses, Governments, Non-Profit Entities and Educational Institutions.

How can I enroll in ATEP?

Go to Your Account. Under Settings, select Amazon Tax Exemption Program (ATEP).

Will I be able to remove my tax exemption for an entire order?

Yes. Select Remove Tax Exemption at the top of your order. You can also remove or apply tax exemption at the line-item level.

I accidentally selected Remove tax exemption from one of the line items on my order. This was a mistake. Can I request a refund?

Yes. Email customer service at tax-exempt@amazon.com and request a refund of the sales tax for this line item.

I accidentally selected Apply tax exemption from one of the line items on my order. This was a mistake. Can you charge me tax?

Yes. You can either contact customer service at tax-exempt@amazon.com or self-assess the sales tax.

How can I modify or edit my information for my exempt status?

To modify or make changes to this information, you can access the Amazon Tax Exemption Program (ATEP) from Your Account. From the Settings section, select Amazon Tax Exemption Program. You can re-enter the wizard interview to make modifications or edit a certificate.

A tax exemption should have been applied to an order.

Contact the Amazon Tax Exemption Program (ATEP) team using Contact Us.

Who can I contact or call for more information on the tax exemption process?

Select the Contact Us button at any time while in the tax exempt interview process. You can also select email, call, or chat on Amazon.com.

Contact Us

NOTE: The Amazon Tax Exemption Program is available for qualifying purchases made directly from Amazon.com LLC, Amazon Digital Services, Inc., Warehouse Deals, Inc., Amazon Services LLC or other participating sellers, and ordered using the Amazon.com customer account you registered under. Purchasers have the ability to opt out of tax exemption for a specific item in the single page checkout.

Amazon Tax Exemption Program (ATEP) for Business Accounts

What happens to my tax exemption when I create a business account?

If you decide to use your existing account as your business account, then your tax exemption will be transferred over automatically. If you decide to create a new account, then your tax exemption will remain on your existing account.

How do I enable/disable tax exemption for the groups in my business?

When you configure tax exemption for the business, tax exemption and the ability of apply tax exemption at the item level is automatically turned on for all shared pay groups. If you are the Administrator and would like to modify which groups have tax exemption permissions:

1. Sign in to Your Account
2. Select Manage Your Business.
3. Select Tax Exemption on the left-hand side.
4. After the overview page displays, click Manage Permissions to select which groups can use tax exemption, and which groups can apply item-level exemptions.

Why do I have an option to apply tax exemption at the item level in my orders?

We understand that a business may place an order that includes both items that are and items that are not eligible for tax exemption. As a result, Amazon is offering an ability to modify which items should be tax exempt on the "Review your order" page.

Why do I still see taxes for my orders?

Tax exemption only applies to Amazon.com LLC, Amazon Digital Services, Inc., Warehouse Deals, Inc., Amazon Services LLC, or other participating sellers. Tax exemption will not apply to any items sold by any third-party seller that does not participate in the Amazon Tax Exemption Program (ATEP).

Who has the ability to set up tax exemptions for my business?

The account Administrator will have the ability to set up tax exemptions for business accounts. All users who make tax exempt purchases with a business account on behalf of the business are subject to the Amazon Tax Exemption Program (ATEP) Terms and Conditions.

Using the ATEP Tool

What is the [ATEP Tool](#)?

The Amazon Tax Exemption Tool will guide you through the process of enrolling in our program. At the start of the process, you will be asked to select the states in which you qualify for sales tax exemption and the type of exemption for your organization. From there, you'll be prompted to answer questions or upload documents specific to the sales tax exemption for which you qualify. If you need help with the process, use the link to get in touch with us for assistance.

[Get Started](#)

Please allow 15 minutes for tax exemption certificates created through the Amazon Tax Exemption Tool to become active. Uploaded certificates may take up to 24 hours.

After I have selected Get Started, how do I select the State Jurisdiction?

If you are registered in all states, click Select All. You can also click next to each individual state, and then select Save and continue.

Where does the State Tax Identification number come from?

Some states require a state-issued tax ID number. This number can be located on your sales tax license/permit, certificate of exempt status, or on your state sales tax return.

What if my browser closes unexpectedly, or some other issue occurs, and I am unable to complete the interview process? How will I know if my exemption certificate has been completed?

Check your exemption status through Your Account. Your Account displays the current status of your submitted tax exemptions, and if they have been completed or activated. If you don't see the activated. If you don't see the activated jurisdiction, launch the wizard again and complete the interview process. If you have uploaded your certificate, it will not display until it has been activated.

Additional ATEP Information

Who has the ability to set up tax exemptions for my business?

The account Administrator has the ability to set up tax exemptions for business accounts.

How has ATEP enhanced the tax exemption program?

The new technology we have implemented features a wizard-based user interface specifically designed to collect the data that is required to automatically create an exemption certificate (for most states).

Based on feedback from customers like you, we designed and implemented a new system with the ability to generate and maintain the appropriate tax exemption forms for each customer. This new process eliminates the need for a customer to identify and locate the correct tax exemption forms (for most states). It also helps to expedite the activation process when available.

How do the ATEP enhancements benefit me?

Amazon simplified the sign-up process. Now you can use the wizard, answer a few questions, and activate your tax exemption status. Provide the information one time and we will generate nearly all the forms you need, based on the states you select. This will reduce the amount of time needed to set up an account from hours to minutes.

How long do I have to wait for tax exemption to be activated?

If you have used the wizard, your tax exemption status will be activated approximately 15 minutes after you select Activate Certificate.

If it's been 24 hours, and your tax exempt status has not yet activated, please contact Customer Service at for assistance.

Can I still upload my exemption documents?

Yes. To upload your exemption documents:

1. Go to Your Account.
2. Select Account settings.
3. Choose the Amazon Tax Exemption Program link.

However; please note: these certificates are seller-specific and additional certificates may be required.

Can I generate all of my exemption certificates with the new program?

Unfortunately, no. There are still a few states that have regulations that require forms we are not able to support using the new ATEP.

I have a GSA (Federal Government) credit card. Do I need to go through the new interview process?

Generally, you will not need to submit a tax exemption form unless you are ordering from one of the following states: Florida, Georgia, Minnesota, Tennessee, Texas, West Virginia or Wisconsin. If you are ordering from Florida, Georgia, Minnesota, Tennessee, Texas, West Virginia, or Wisconsin, an exemption certificate is required and you will need to go through the new interview process and generate the appropriate exemption certificate if you wish to exempt your future purchases. Amazon can accept a GSA Centrally Billed Credit Card for purchases made directly from certain entities on Amazon.com and exempt the transaction automatically.

Using Amazon Prime with Punchout

What is Amazon Prime?

Amazon Prime is an annual subscription program for retail customers offering various benefits, on eligible items in the contiguous U.S.

How are Amazon Prime and Business Registration benefits different? Why should I register for a business account?

Amazon Business Registration is a free program for business customers that includes features such as; multi-user management, workflows and approvals, and support for purchase order (PO) fields. Additional features and updates that further enhance the customer experience for registered business customers are added as they become available. Registered business customers can get free two-day shipping on eligible items in the contiguous U.S. if the ordering account is an Amazon Prime subscriber or invitee.

Can registered business customers use Prime?

Yes, although restrictions apply.

When I migrate my business account over to Amazon PunchOut, is Prime supported?

Prime can be used if the individual business account has Prime.

Personalization

Does Amazon provide item curation so that I can segregate item categories and only allow certain items to display?

Curation is not currently supported.

Can Amazon create a landing page customized to represent my business?

Yes. Amazon can create a landing page for Amazon PunchOut businesses which can display your favorite item categories for specific businesses, and allows only certain items to display.

Can I restrict my catalog based on categories or users?

Catalog restriction at an organization or user level is currently not supported.

Password Access

I need to access my Amazon business account, but I don't remember my password, and I don't have access to my business email address.

Talk with your employer. After you have regained access to your company email information, Business Customer Service can help you reset your password. Contact Business Customer Service.

Providing Feedback

How can I provide feedback, including suggestions for product improvement?

If you have a suggestion to improve your experience shopping for business supplies, or if there is something you'd like to be able to do that you can't, we'd like to hear from you. Please send feedback to Business Customer Service. Let us know your:

- name
- suggestion(s)
- contact information

How can I provide suggestions for help topics to include on this page?

Please let us know if you have a suggestion for an additional help topic that would help your purchasing experience? Contact Business Customer Service.

Thank you. We value your input.

Business Customer Service

How can I contact business customer service?

To contact [Business Customer Service](#) for assistance with any issues or inquiries:

1. Sign in to your business account.
2. Select [Help](#) from the link on the header of the landing page.
3. Select the Contact Customer Service for [Business Customer Service](#) link, where you will be able to choose phone, email and chat options.

After you have selected your contact option, and provided the required account security information, [Business Customer Service](#) will be able to provide information.

What information do I need to provide when I call business customer service?

Please provide your business name and email address, or an order ID number.

What are Business Customer Service team hours?

The Amazon Business Customer Service team is available M-F, from 8 to 10 EST, and Sat. & Sun. from 8 to 5 EST. For account security, you must provide identification information.

Revision History

Version	Date	Content/update	Author
1.0	O2.06.15	Original Amazon PunchOut FAQ document	Michelle Merkle