

Are you having trouble with ordering from the  
CCA AmazonBusiness Punch-Out?



### **Did you start from Workday?**

In order to buy via our procurement system,  
you must begin from Workday, not directly from Amazon.

### **When is the last time you cleared your cache & cookies?**

Most issues with punch-out ordering stem  
from old cookies that need to be cleared.

Directions on how to clear cache & cookies in Chrome:

(If you use Safari, Firefox, or another browser, check its support site for instructions.)

1. On your computer, open Chrome.
2. At the top right, click More More.
3. Click More tools and then Clear browsing data.
4. At the top, choose a time range. To delete everything, select All time.
5. Next to "Cookies and other site data" and "Cached images and files," check the boxes.
6. Click Clear data.

After you've done this, restart your order from Workday.

If you find that neither of these fix your issue,  
please don't hesitate to reach out to:  
[purchasing@cca.edu](mailto:purchasing@cca.edu)

We're here to help!

# amazonbusiness First Time Punch-Out Registration

You will be prompted to create an Amazon Business account before your first requisition through Amazon using your E-Procurement program. Use the below scenarios to understand how to take appropriate action for creating an Amazon Business user account.

## Scenario 1

### Create a new business user account

- If you don't have an existing Amazon account tied to your CCA email address, you will be provided step-by-step instructions to create your new account log-in for your organization's Amazon Business account.

Create an account for business

Your name

Email

Password

Confirm password

- Please be sure to use your full name when completing this form (First Last).
- Once your account has been created, you can start shopping.

#### **NOTE!**

Users previously registered with another Amazon Business account must be de-registered prior to punching out through the central business account.

<https://www.amazon.com/gp/b2b/manage/deregister>

## Scenario 2

### Migrate your existing Amazon Account

- If you already have an Amazon account tied to your CCA email address and utilize the account solely for business purchases, you can migrate this existing account to your organization's Amazon Business account.
- Sign in using the same password that you already use for your existing Amazon.com account.

Sign in to the account you will use for business

Your email

Your password

[Forgot your password?](#)

- To migrate this account, including order history, select the right hand option: **Use My Existing Account**.
- Confirm that you will be using this account for Business purchases. This will not affect any personal Amazon accounts you have set up with different emails.

- **Once your account has been migrated, you can Start Shopping.**

If you cannot remember your password, you can click [Forgot your password?](#) to reset it.

## Scenario 3

### Separate Business & Personal Shopping

- If you have an existing Amazon account tied to your CCA email and utilize this account for business & personal purchases, Amazon recommends changing your existing account to a personal email address in order to associate your CCA email address with a new account for business.
  - After accepting the invitation, sign into your account with your existing password.
  - When prompted to **Choose an Account option**, select **Create a Separate Account**.
1. Update the email on your existing account to a personal, non-CCA email address. *The new email address cannot be associated with an existing Amazon.com account.*

Change your email address

To save your current account information, change the email address used to log into the account. You can continue making purchases using this account. Your password will stay the same.

Current email

Change email to

This will be the email used to log into your personal account

Confirm new email

Next, we will create your Amazon business account.

2. Complete the registration steps to associate your CCA email with the central account.
- Complete the setup for a new account following steps in Scenario 1.

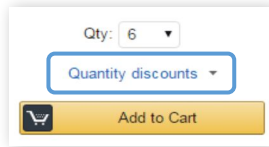


# amazonbusiness Punch-Out Shopping Reference Guide

## The Business Marketplace

You will find a number of new tools and features, including:

- Business-only pricing
- Chat with a live expert
- Quantity discounts

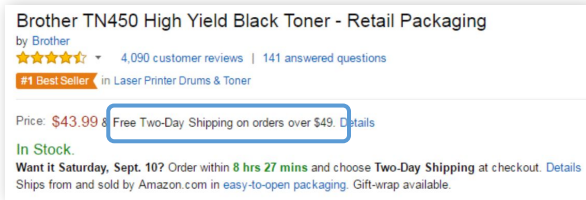


## Business Shipping

When shopping on the Business Account, you will receive FREE 2-Day shipping on eligible orders of \$49 or more. These items are either:

- Prime Items
- Items shipped and sold by Amazon.com

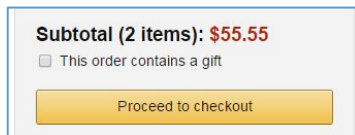
Items that are eligible for business shipping are clearly identified next to the price.



## Your Cart

As you shop on Amazon.com you can continue to add to your cart. You can view the contents of your cart anytime at the top right of the screen.

- Click the card to proceed to checkout.
- Before checking out you may edit quantities, remove items or save for later.



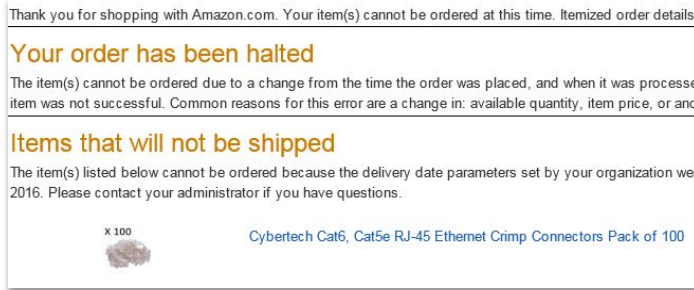
## Payment

All transactions that are made on behalf of the company will be charged to one form of payment. There is no action to be taken on behalf of the individual user.

## Tolerances

Amazon Business is a dynamic marketplace with changing prices and quantities. Price and inventory levels are not locked in until Amazon Business receives the approved Purchase Order. There are built in controls set by your organization to safeguard against unexpected changes in price or availability.

If your order exceeds any of these tolerances you will receive a notification email informing you of a change in your order. This email will specify what was adjusted in the order-see sample below.



**Please read this email carefully as you may need to reorder certain products based on these tolerance settings.**

## Returns & Exchanges

To return or exchange an item, hover over **(User)'s Account for Business > Orders** to view your complete order history.

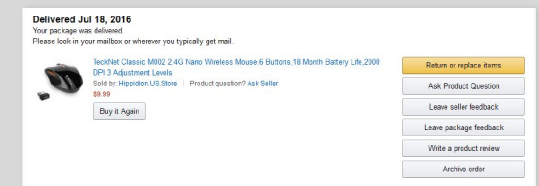
- Select **Return or Replace items** at right of product.
- Select reason for return.
- Print label and authorization.
- Prepare package and return label.

*\* Items shipped and sold by Amazon.com can be returned within 30 days of receipt of shipment. If shipped and sold by a 3<sup>rd</sup> party, policies can vary. If you have questions you can contact Amazon Business customer service.*

## Reporting and Reconciliation

### Your Orders

To access this view of your order history, hover over **(User)'s Account for Business > Orders**.



To print individual invoices, select **Order Details > View or Print Invoice**.

### Business Analytics

To view spend-analytics reports, hover over **(User)'s Account for Business > Business Analytics**.

- Choose an option to show Orders, Returns, Refunds, or Reconciliation details.

