





# Amazon Business AggieBuy Training









# **AGENDA**

- Punchout Access
- Common Error Messages
- Frequent Questions
- Reminders

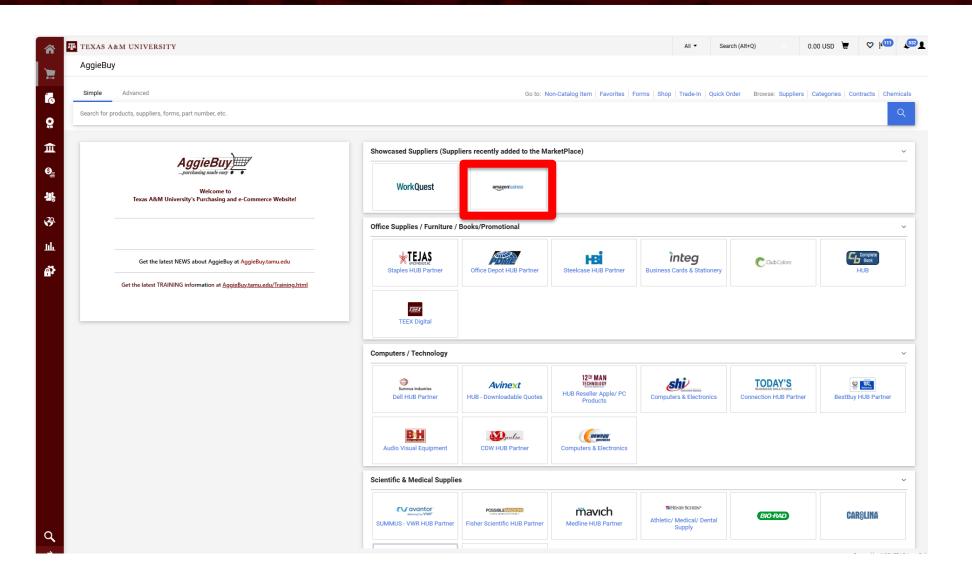
Troubleshooting and Q&A



# Punchout Access

## "Punch Out" to Amazon Business





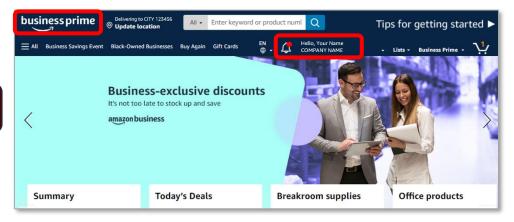


# **Business vs Personal Accounts**

## Make sure you're in the right Amazon account

- The Amazon Business account will have the **Business Prime** logo in the top-left corner.
- Account for Texas A&M will be visible under "Hello, Your Name."
- Business-Centric messaging on rotating homepage tiles.









## **Common Error Messages**



Redirecting to supplier. Please wait.

This PunchOut will open in a new window!!!

**Error:** "Redirecting to supplier. Please Wait"

Cause: Pop-Up Blocker

**Solution:** Allow Popups

 Popups are blocked the first time you use any punchout catalog in AggieBuy. Once you allow pop-ups for that catalog, the punchout window will open normally.

Please see **step two** in the *Amazon Order Guide* here:

aggiebuy-amazon-order-guide.pdf

**Error:** "We already have an Amazon Account with

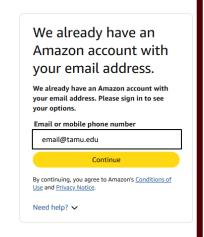
your email address."

**Cause:** Your TAMU email address is already linked

to a separate Amazon account

**Solution:** Change email OR migrate account

- Change the email address on that account to your TAMU email, or
- Migrate the account into the Texas A&M Central Amazon Business account
- For step-by-step instructions, see the Updating an Amazon.com Email Address QRG here: update-amazon.com-email-address.pdf



There was a problem

We cannot find an account with that email address

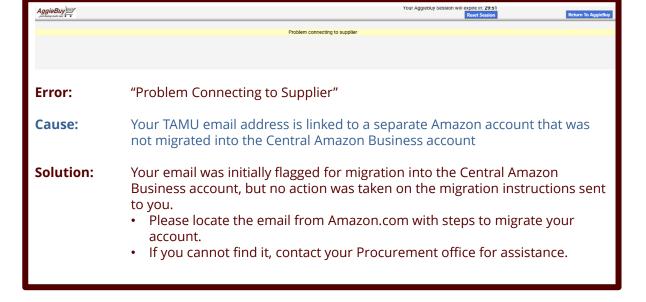
**Error:** "We Cannot find an account with that email address"

**Cause:** Your personal email address is linked to Workday (and therefore, AggieBuy)

**Solution:** You'll need to update your work email to your TAMU email address.

• Follow the steps in the *Workday – Update Email* QRG here: <u>update-amazon.com-email-address.pdf</u>

• Please note: the change may take up to 24 hours to appear in AggieBuy.



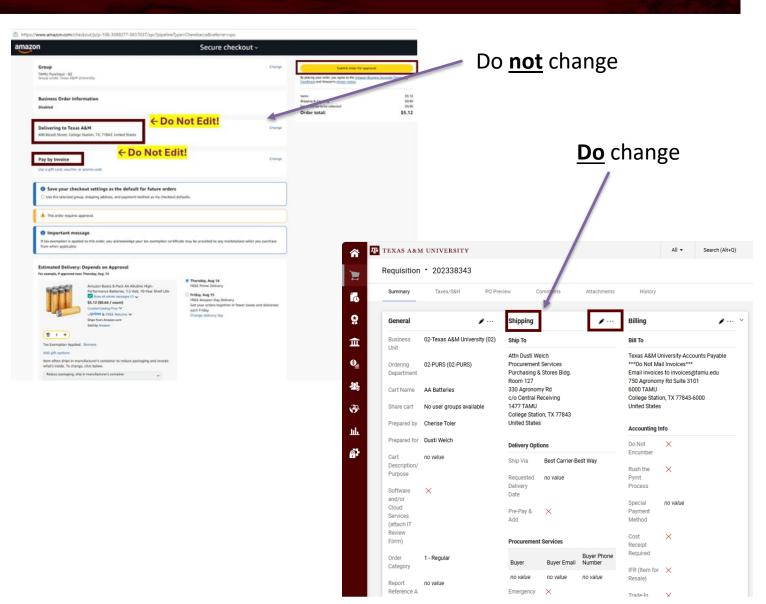


# "Why can't I choose a different shipping address?"

Shipping is determined by the address you select in AggieBuy, **not in Amazon.** 

- The address you see in Amazon is just a placeholder—ignore it.
- Your order will ship to the address chosen on your AggieBuy requisition.

For step-by-step instructions, see the *Amazon Order Guide* here: <u>aggiebuy-amazon-order-guide.pdf</u>





# "How do I add a shipping addresses in AggieBuy?"

If the address you need isn't available in AggieBuy, you can request it to be added.

Contacts for shipping address requests:

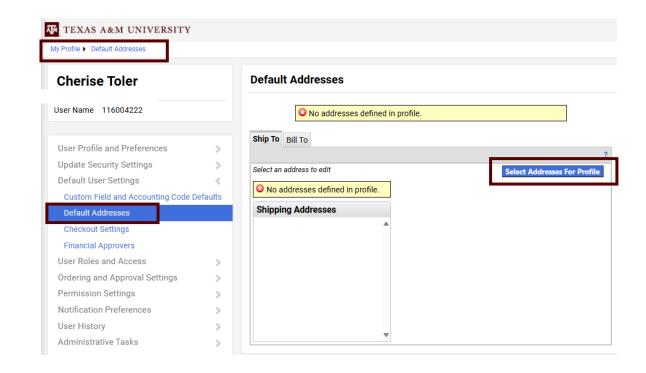
#### All Non-AgriLife users:

Jeremy Barrett <u>jeremy.barrett@tamu.edu</u> Tammy Prater <u>tprater@tamu.edu</u>

#### **AgriLife and TVMDL users:**

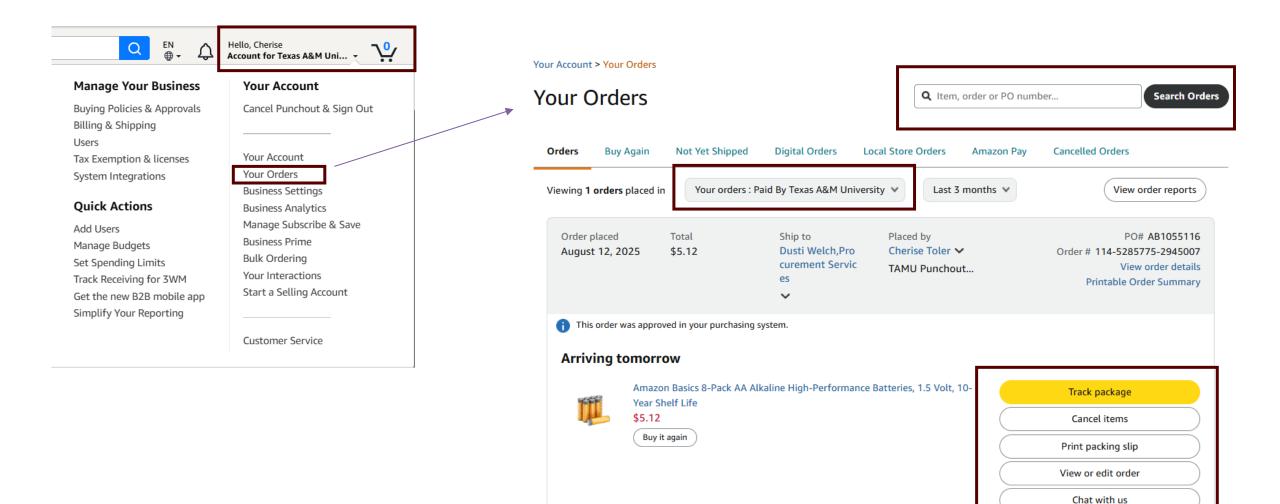
Submit the AggieBuy Ship To Address Request Form

 Before requesting a new address, review the Default Addresses section of your AggieBuy profile to confirm the address isn't already listed.



## "How do I see My Order History?"





## **Additional Questions**



#### How do I order digital gift cards?

Access to purchase digital gift cards may be granted to a <u>limited</u> number of users. Contact your Procurement office to request access.

#### Why didn't I receive an invitation to join the account?

Not everyone received an invite to join the Amazon account—and that's okay.

- If you already had an external Amazon account tied to your TAMU email,
   you got an invite so you could migrate into the Central Amazon Business account.
- If you did not have an Amazon account with your TAMU email,
   you didn't need an invite. You're automatically added to the Central Amazon
   Business account the first time you use the Amazon punchout tile in AggieBuy.
- If you were already in the Central Amazon Business account,
   you also didn't get an invite, because you're already set up.

#### Why can't I see the Amazon Business punchout tile in AggieBuy?

Not all System members can see the punchout tile because not all members are participating in the Amazon Business punchout.

Participating members include: TAMU, TAMUG, HSC, TEES, TTI, AgriLife, and TVMDL



# Reminders



# **Prevent rejected orders:**



#### Multiple punchout sessions

Several active <u>punchout</u> <u>sessions in parallel</u> can cause a rejection in order submission.



# No approval within 7 days

If a <u>PO isn't approved</u>
within 7 days after
cart submission to
AggieBuy, the order
may be cancelled

\*\*14 Days after mid-September\*\*



# Modified shopping cart

<u>If</u> the final PO varies from the Amazon Business Shopping Cart, the order will be rejected.

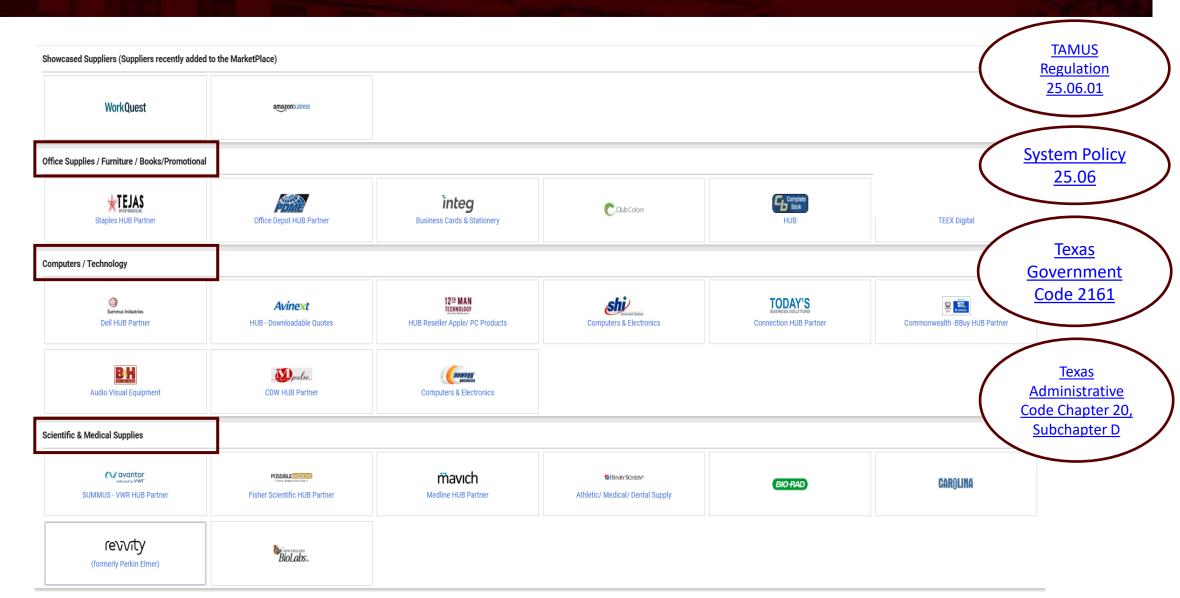
#### Do not change the below on requisitions:

- Number of line items
- Line-item description
- Item quantity
- Item price

If you need to modify/cancel an order, cancel it both on Amazon Business and AggieBuy.

## **Support HUB Vendors!**







Q&A



# Resources

## **Training Schedule**



Month/Day	Date	Audience
June 26 <sup>th</sup>	9-10am	Staff Q&A with Amazon Business
June 26 <sup>th</sup>	11am-12pm	Faculty Q&A with Amazon Business
July 16 <sup>th</sup>	9-10am	Live Virtual Training for Staff: Introduction to Amazon Business in AggieBuy
July 16 <sup>th</sup>	11am-12pm	Live Virtual Training for Faculty: Introduction to Amazon Business in AggieBuy
August 14 <sup>th</sup>	9-10am	Live Virtual Training for Staff: Amazon Business Account Access
August 14 <sup>th</sup>	11am-12pm	Live Virtual Training for Faculty: Amazon Business Account Access
September 11 <sup>th</sup>	9-10am	Live Virtual Training for Staff: Q&A
September 11 <sup>th</sup>	11am-12pm	Live Virtual Training for Faculty: Q&A
September 25 <sup>th</sup>	9-10am	Live Virtual Training for Staff: Virtual Session Troubleshooting
September 25 <sup>th</sup>	11am-12pm	Live Virtual Training for Faculty: Virtual Session Troubleshooting

NOTE: All previous sessions are recorded and available on the <a href="Procurement Services Website">Procurement Services Website</a>

### **Contacts**



#### **Texas A&M University**

Cherise Toler

Patty Winkler

Jeremy Barrett

ctoler@tamu.edu
p-winkler@tamu.edu
jeremy.barrett@tamu.edu

Tammy Prater <u>tprater@tamu.edu</u>

**TEES** 

Mary Williams <u>me-williams@tamu.edu</u>

#### AgriLife Research / AgriLife Extension / TVMDL

Lindsay Weber <u>lindsay.weber@ag.tamu.edu</u>
AgriLife Procurement <u>agpurchasing@ag.tamu.edu</u>

TTI

Holly Fannin <u>h-fannin@tti.tamu.edu</u>

**Amazon Contacts** 

Wes Black <u>wmblack@amazon.com</u>

Katherine George <u>ktgeorge@amazon.com</u> (Currently on maternity leave)

Alex Villanueva <u>amvilex@amazon.com</u>

Amazon Customer Service **Option 1**: Use **Contact Us** in your Amazon Business account

**Option 2**: Call 1-888-281-3847 for assistance with orders, shipments, or general issue

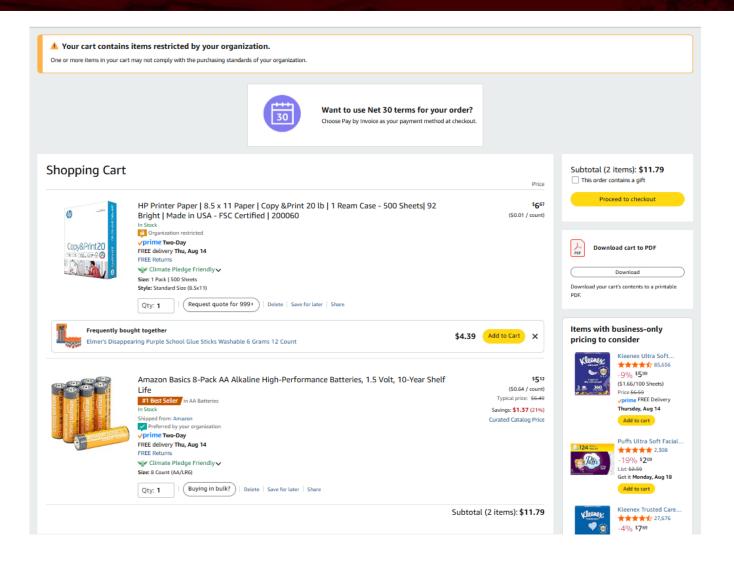




#### **Amazon Business Punchout Experience**

The punchout session looks and operates the same as the ".com" shopping experience.

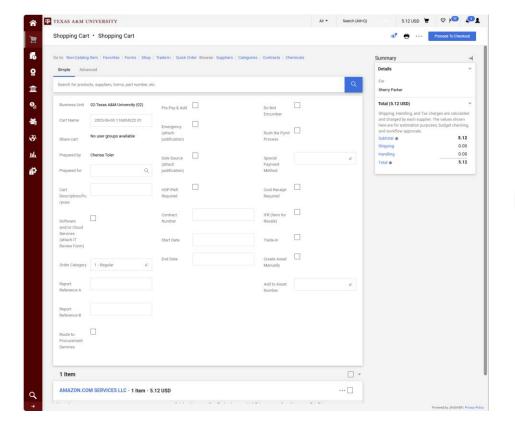
Completing orders looks different.



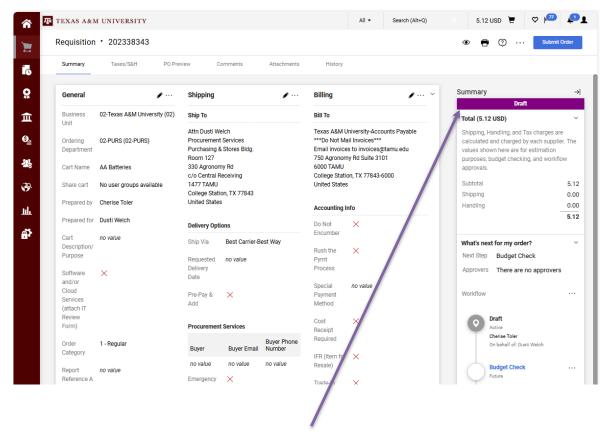
## **Completing the Amazon Order in AggieBuy**



### **Shopping Cart**



### Requisition

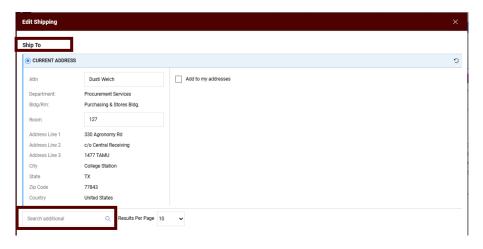


The order is **not** complete yet

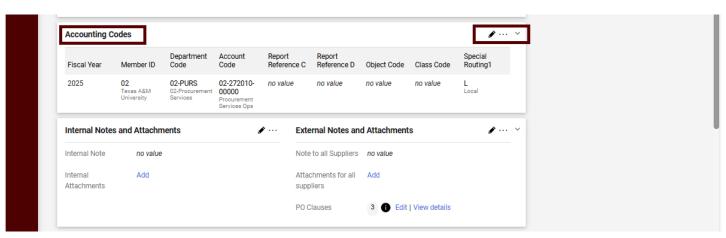


#### **Two Steps To Complete on the Requisition:**

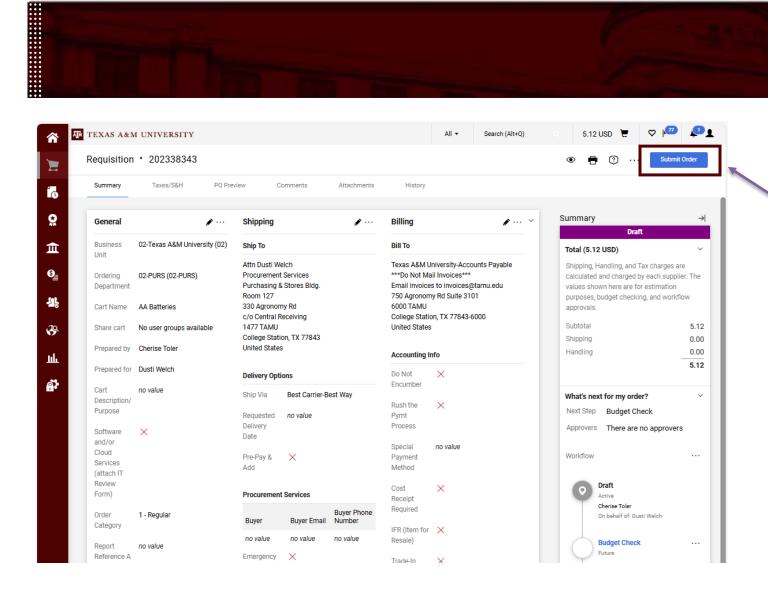
1. Add Shipping address



2. Add accounting codes



# TEXAS A&M

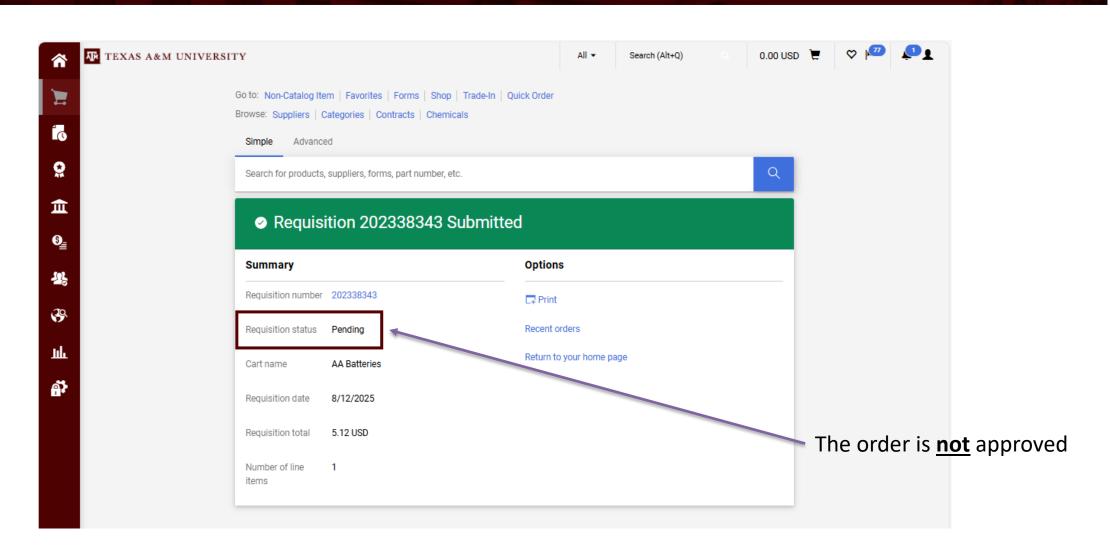


To complete your part of the ordering process, select **Submit Order** to submit the requisition.

The requisition will then route for approval before dispatching to Amazon Business.

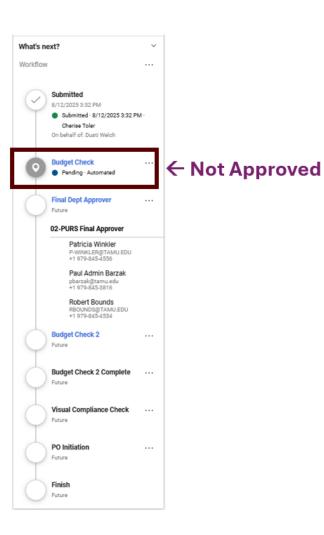
## **Order Completion**

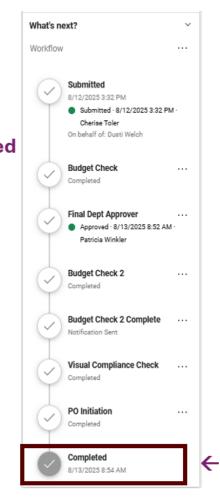


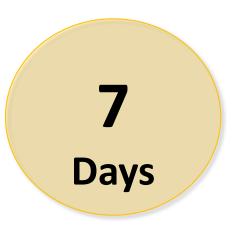


## **AggieBuy Approvals**







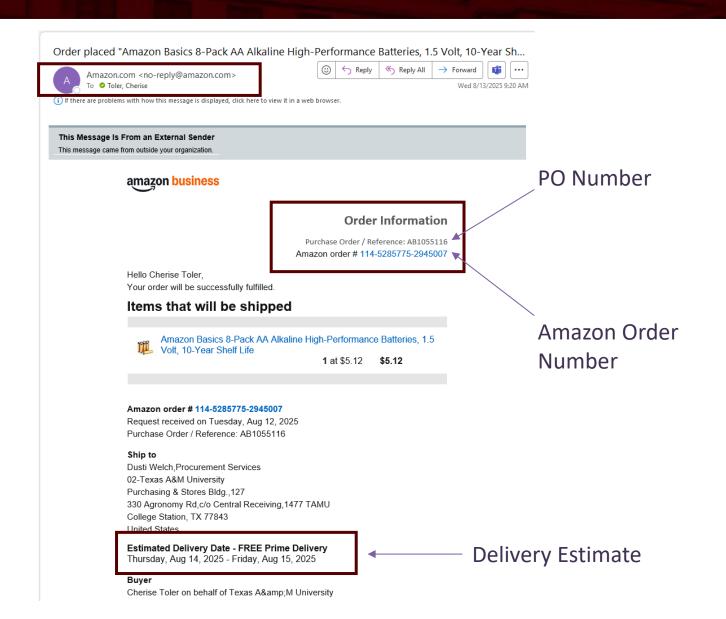


(Note: this will change to **14 Days** mid-September)

← Approved

### **Order Confirmation Email**



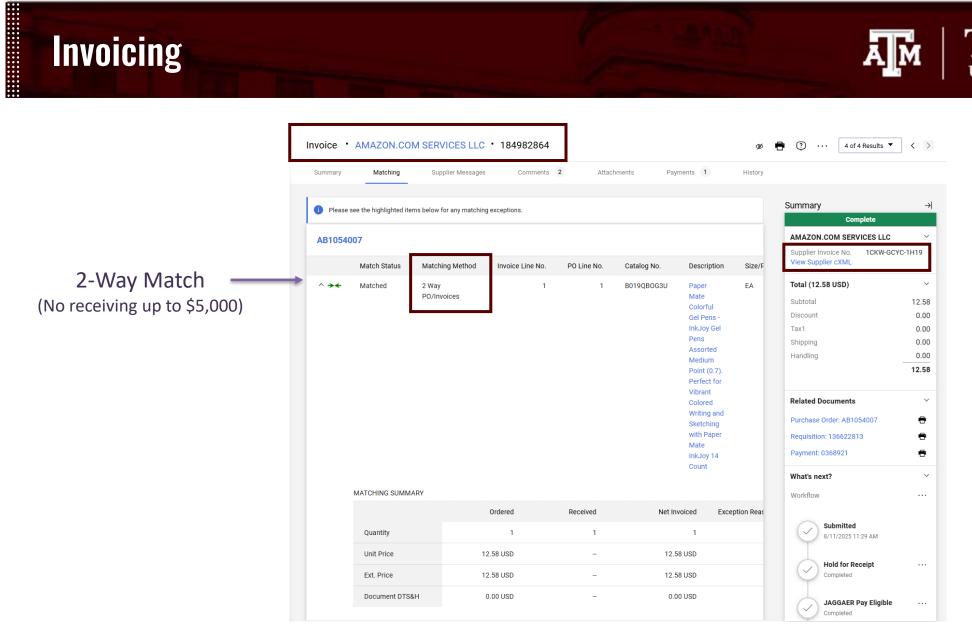


#### NOTE:

The order confirmation email will be sent to the person who submitted the requisition, NOT the person in the "Prepared For" field

## Invoicing





#### NOTE:

Amazon will send invoices electronically upon delivery of the shipment

## Returns



"Orders"
menu, you can initiate returns on delivered orders

Order placed August 15, 2025 Total \$143.99 Ship to Dusti Welch,Pro curement Servic Placed by
Cherise Toler ✓
TAMU Punchout...

PO# AB1057345 Order # 111-6504910-9781013

> View order details Printable Order Summary

1 This order was approved in your purchasing system.

#### **Delivered August 26**



Better Display Cases Clear Acrylic Large Book Display Case 27"(L) x 15" (D) x 6"(H) with Black Base (A135)

 $\sim$ 

Return or replace items: Eligible through September 24, 2025

\$143.99

Buy it again

Problem with order

Get product support

Print packing slip

Track package

Return or replace items

Write a product review

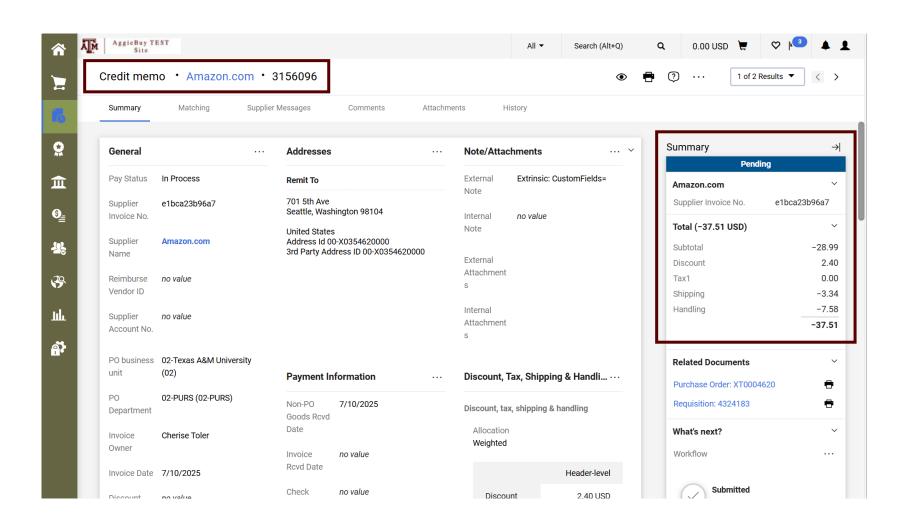
Mark as received

Share gift receipt

Chat with us

### **Credit Memo**

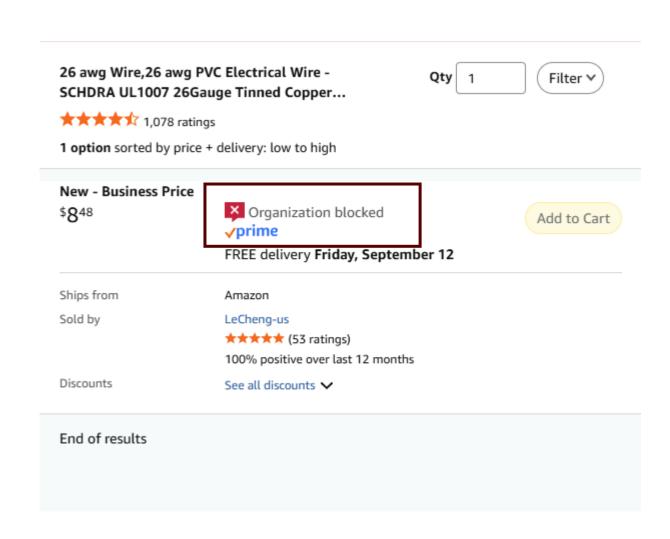






# "Organization Blocked" Message

- If you see an "Organization Blocked" message, you may not be accessing Amazon Business through the punchout
- Purchases cannot be made from an external Amazon or external Amazon Business account
- See the Amazon Order Guide for detailed ordering instructions: <u>aggiebuy-amazon-order-guide.pdf</u>





# Reminders and Restrictions



# **Purchase Order Changes**

Please note these nuances if you need to make changes to a punchout order.

- Amazon Business does <u>not</u> support electronic change orders or order cancellations.
- Only "new" PO type is accepted.

• Punchout users will receive a rejection email if they send a "change" or "delete" PO Type.



# Potential reasons for rejected orders



#### Multiple punchout sessions

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# Questions?

### Resources



Procurement Website: Amazon Business in AggieBuy | Procurement Services

FAQS: Frequently Asked Questions | Procurement Services

QRGS: Additional Resources | Procurement Services

#### **Texas A&M Contacts:**

#### **Texas A&M University**

Patty Winkler <u>p-winkler@tamu.edu</u>
Cherise Toler <u>ctoler@tamu.edu</u>

Jeremy Barrett jeremy.barrett@tamu.edu

#### **Amazon Contacts**

Wes Black <u>wmblack@amazon.com</u>

Katherine George <u>ktgeorge@amazon.com</u> (Currently on maternity leave)

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