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Amazon PunchOut

First Steps for Punchout Users

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Note: these steps assume that your organization's administrator has created a business account and registered your business to manage business settings, and allow users to shop on behalf of the organization.

Step 1:

Punchout to Amazon.com from your purchasing system to create a business account OR receive an email invitation to create a business account from your Administrator.

Step 2:

Create a new business account, per your work email guidelines.

*In Step 2, your sign-in process will be determined by whether or not you have already used the email address (to shop on Amazon) that you used to create a business account.

Account Creation Scenarios

Scenario 1: You have never shopped on Amazon using the email you entered
Scenario 2: You have placed orders using your email and you select Confirm and continue
Scenario 3: You have existing history with your email and select Use a new account

New Business Account Information

If you select Use a new account, you create a new business account.

As part of this process, Amazon.com will require you to change the email address associated with your existing Amazon.com consumer account to protect the privacy of your personal order history.

Using a new account protects your privacy

To protect the privacy of your existing account history, enter a different email address, such as name1example@gmail.com, where you can access your previously established consumer account information.

By entering a different email address for your existing account and registering with a new password, your organization will not have visibility into your previously established consumer account information, such as your order history. Your organization will only be able to see information that is created after you create a new business account.

**Using an existing account exposes your account information to your organization**

Using an existing Amazon.com consumer account and converting it to a business account exposes your existing account information to your organization.

All account information, such as order history, gift cards, associated activities, and other information that was previously established using this account will be visible to your organization.
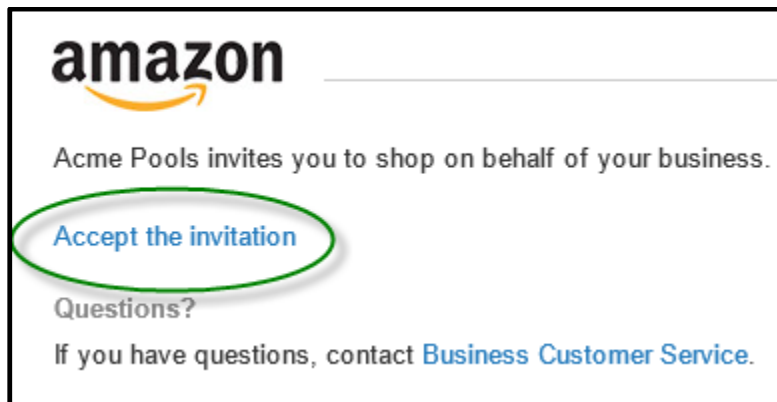
Step 1

Either:

    A. Log into your purchasing system and click the Amazon tile.
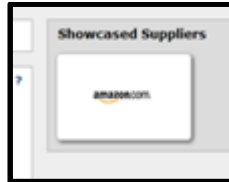
…or

    B. Receive an email invitation from your administrator to create a business account via a link. The email contains a link to register.
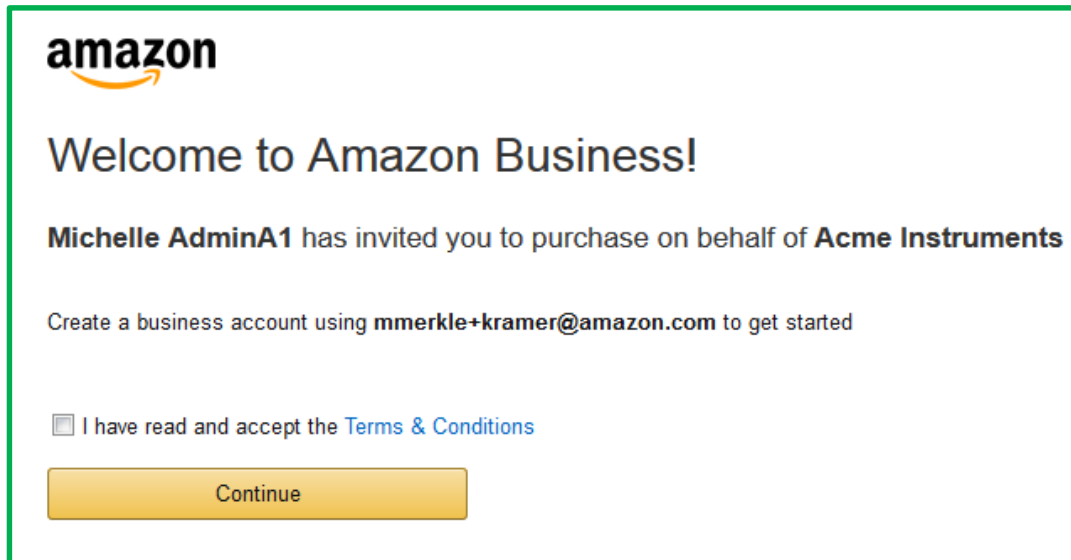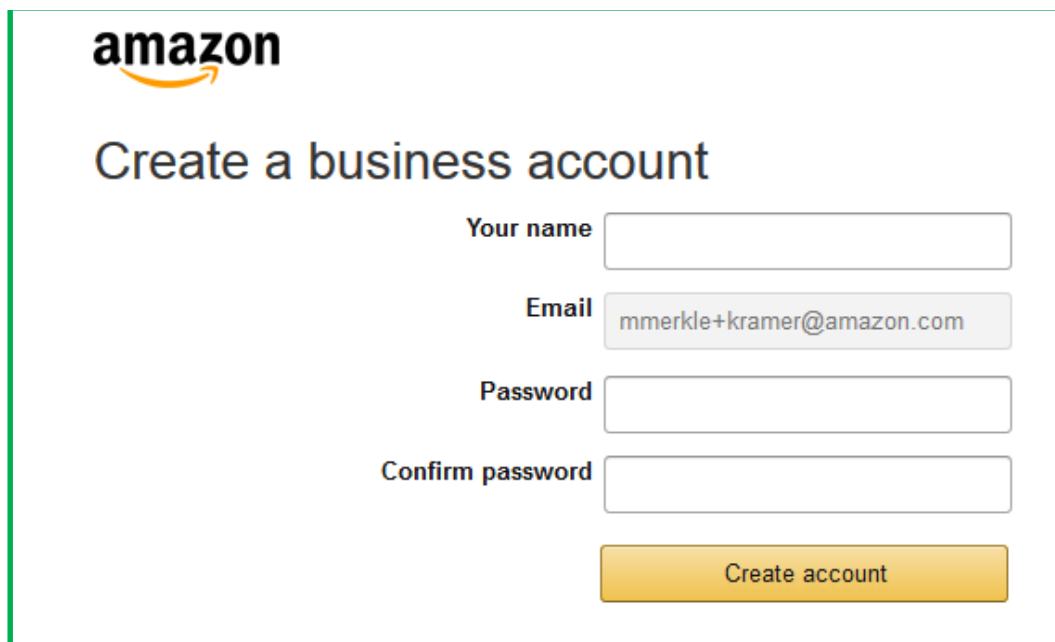
Invitation Email Example

Step 2

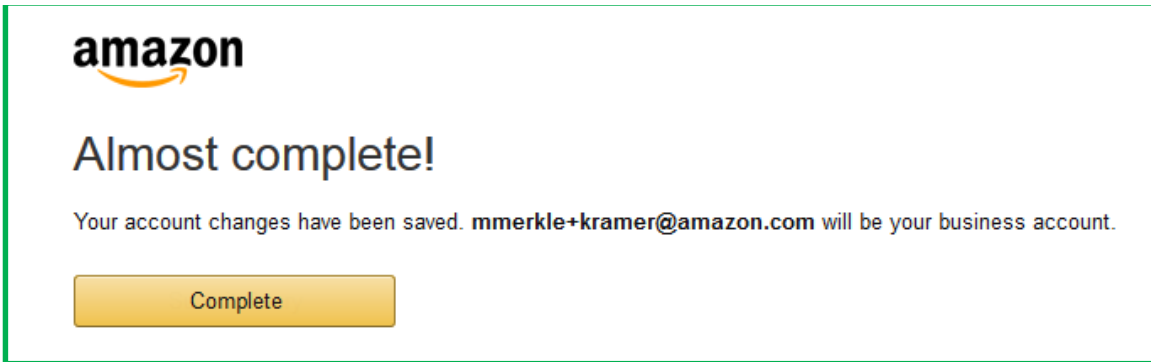## Path A: You have never shopped on Amazon using the email you entered (Scenario 1 above)

Create a new business account to shop on behalf of your organization.

After you select Complete, you can shop using Amazon PunchOut.

Path B: You have placed orders using your email

Option 1: you select Confirm and continue (Scenario 2 above)
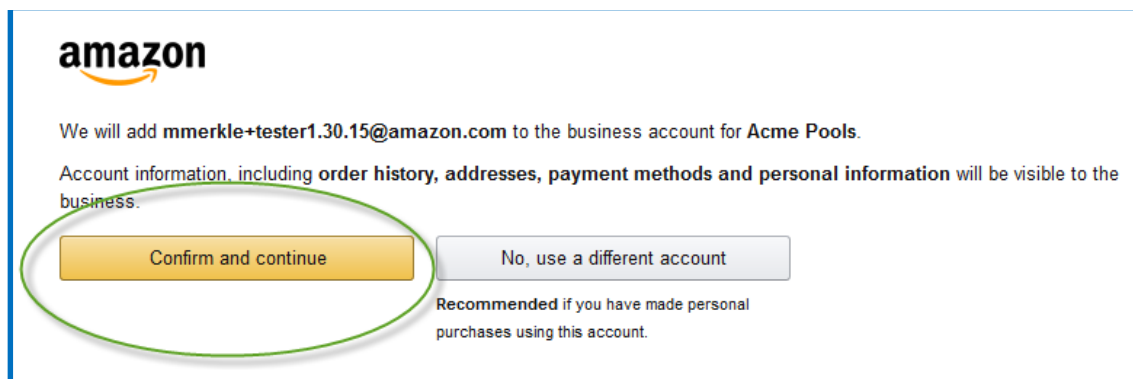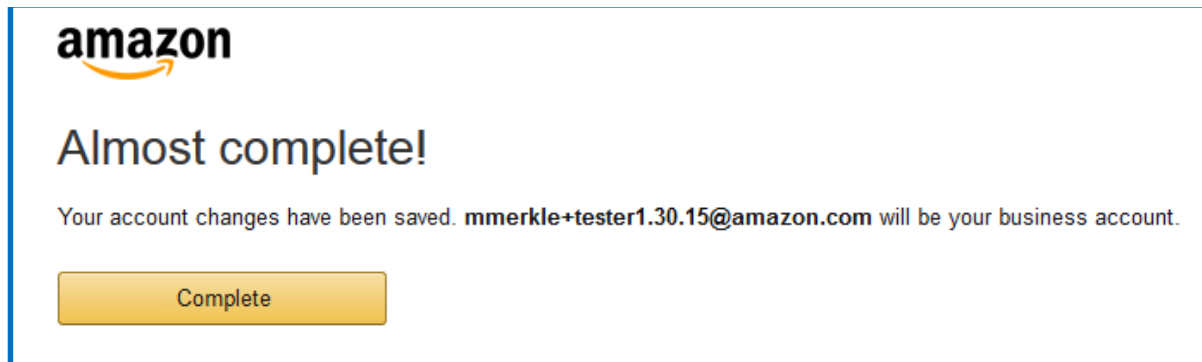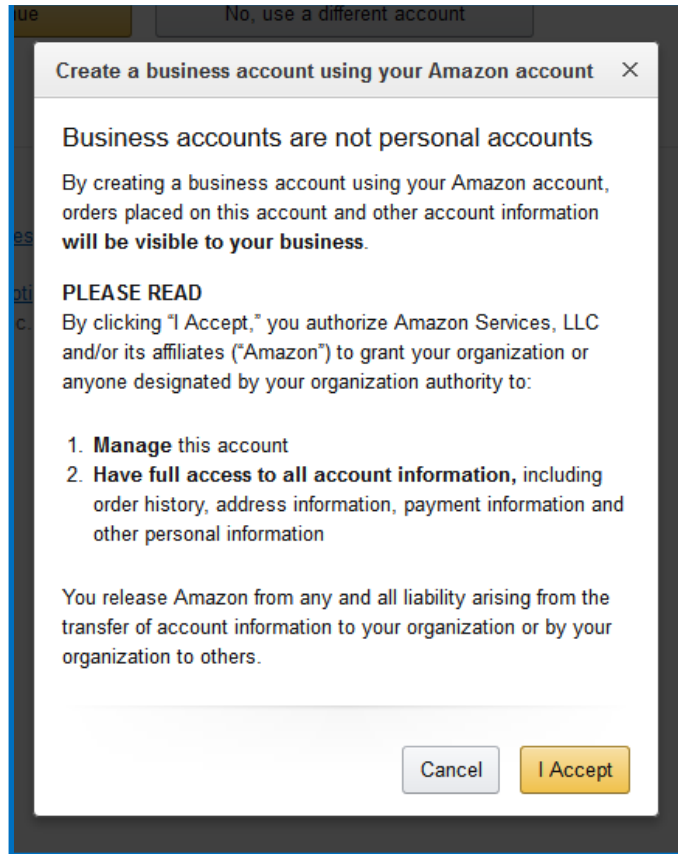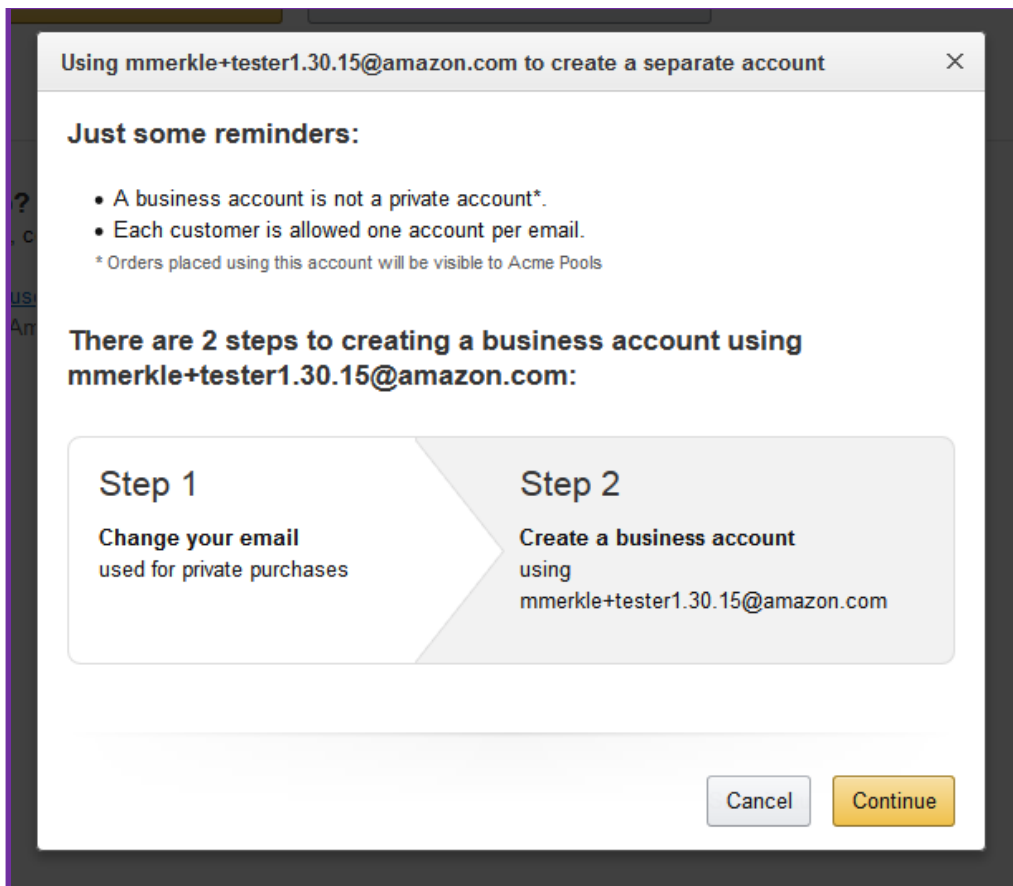
After you select Complete, you can shop on Amazon.

Option 2: You have an existing history and you select No, use a different account (Scenario 3 above)
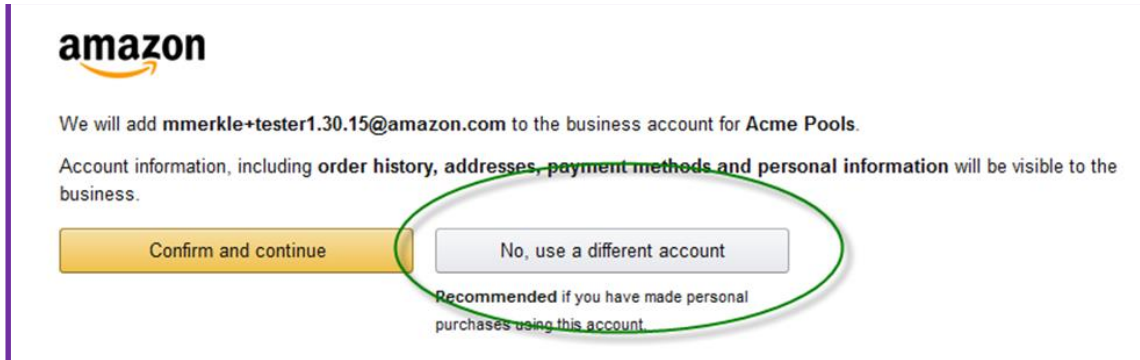
In order to keep your account settings including your order history private, a new account is created using your existing email address.

Note: In Step 1 above, customers can enter any different email address, which they can use to access their pre-existing consumer account history and various other account information that has been established. Account information may include Amazon Payments, gift cards, etc. In Step 2 above, the existing email address referenced at the top of the screen above will be used to create the new business account, and information associated with this new business account will visible to the user's business.

You can choose to copy information from your personal account to your business account. You can select to copy your address book, or payment methods, or both.

Welcome

After you select Complete, you have created a business account. You receive an account creation confirmation email.

You can place requisitions on Amazon.com

FAQ- First Steps to Punchout and Shop on Amazon

1. How do I sign out of Amazon.com?
2. Why do I have to create a business account if I have already used my work email address for purchases on Amazon.com?
3. What if I don't remember my business account password (for Step 2)?
4. Will I automatically be directed to Amazon.com after I create a business account?
5. Why was a field prepopulated during the sign in process?
6. Can I use Amazon Prime to purchase business supplies?
7. What if the Amazon catalog is not visible in my purchasing system?
8. Who are my Help Contacts?

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.

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 First Steps for Amazon PunchOut Users	Michelle Merkle