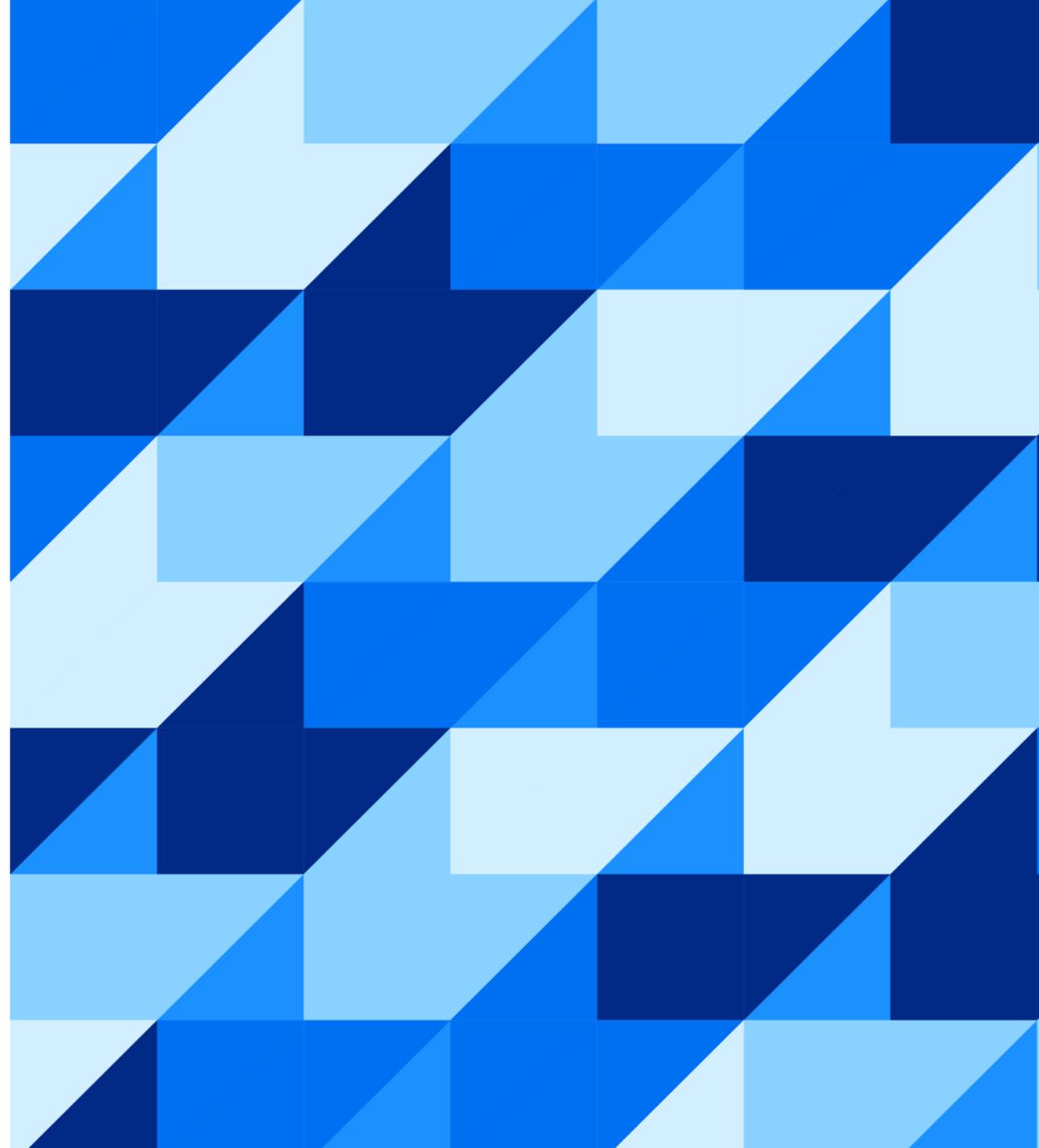


Key Considerations When Enabling Amazon Business for Spot Buy

Joelle Corcoran

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PUBLIC



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Setting up Amazon Business for Spot Buy
High level review of the enablement process.

2

Limitations of usage
What is and is not possible with Amazon Business.

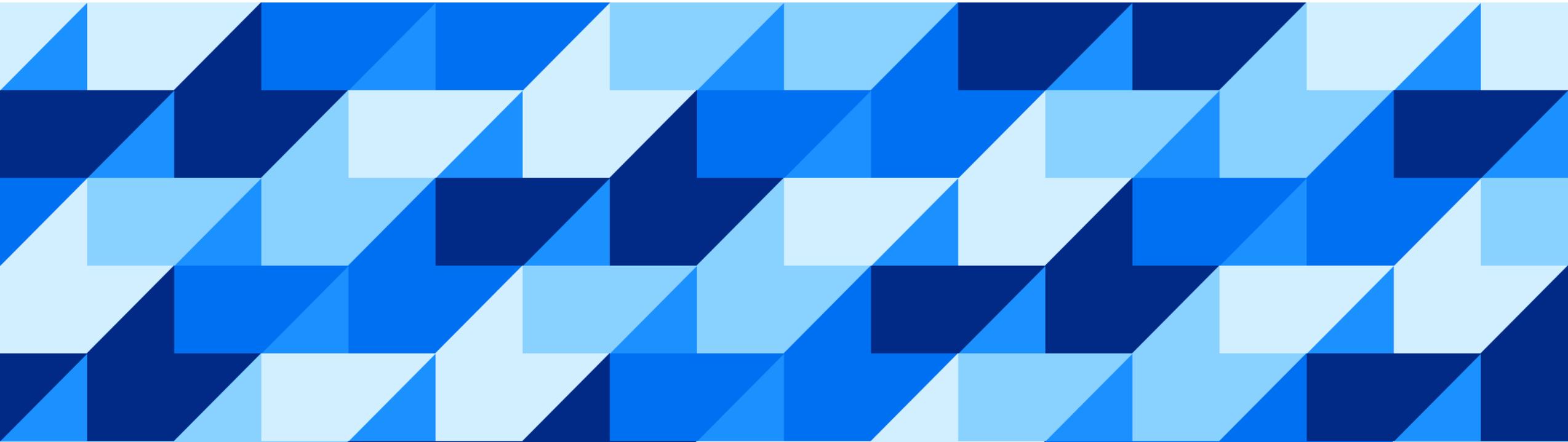
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Using Amazon Business successfully
Navigating typical usage and how to investigate and resolve common concerns as they arise.

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Setting up Amazon Business for Spot Buy



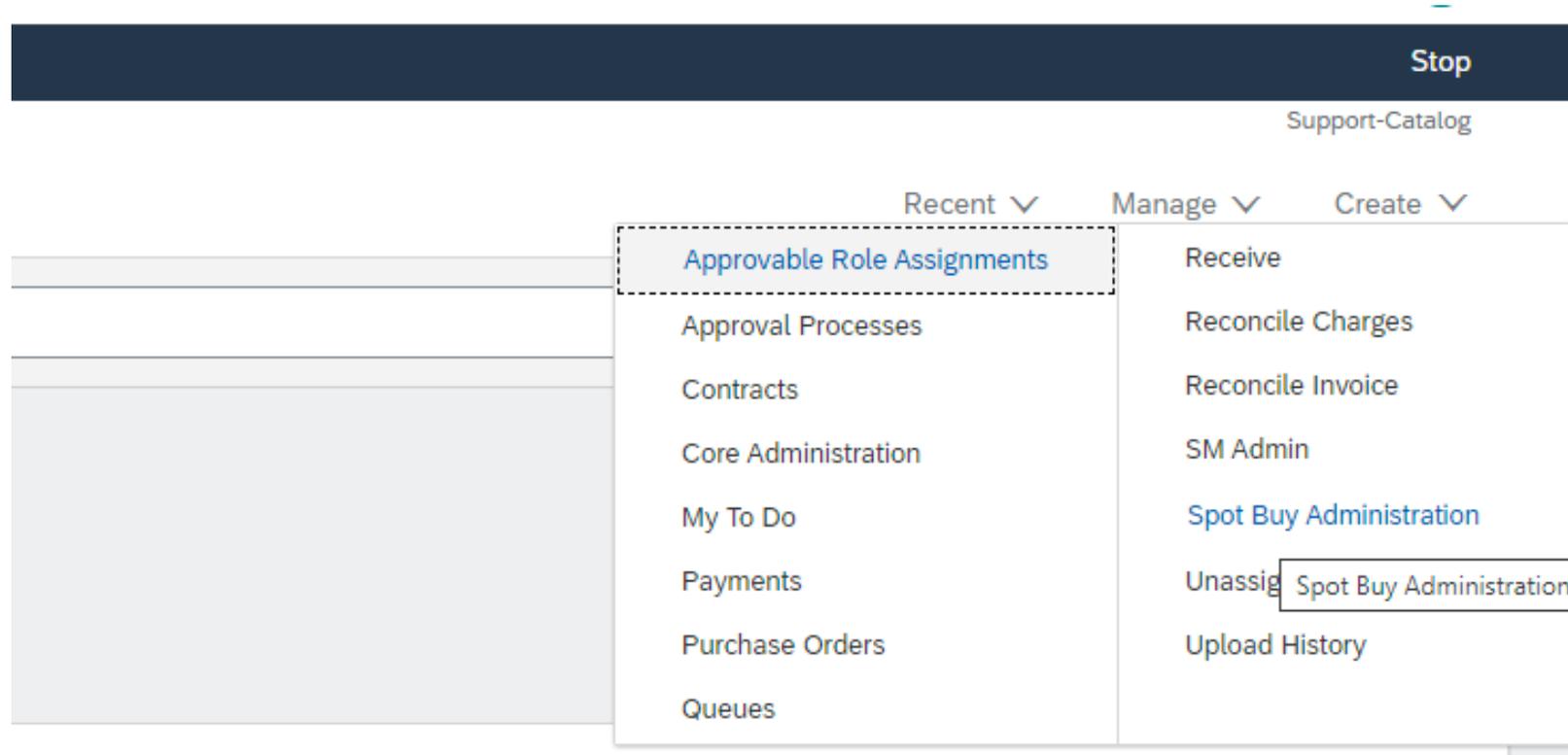
Setting up Amazon Business for Spot Buy

High level review of the enablement process.

- Prerequisites
 - To set up and configure Spot Buy, you must be a member of the Spot Buy Administrator group.

Setting up Amazon Business for Spot Buy

High level review of the enablement process.



Setting up Amazon Business for Spot Buy

High level review of the enablement process.

- Prerequisites
 - To set up and configure Spot Buy, you must be a member of the Spot Buy Administrator group.
 - Buyers must be in the Spot Buy User group.
 - You must be the Amazon Business administrator.
 - Register an Amazon Business account.
 - Your email address associated with your SAP Ariba Buying user account must be identical.
 - You must have an Amazon Business punchout set up.
 - Configure a level 1 Amazon PunchOut catalog for each country you want to make available.
 - If this is your first time setting up a Spot Buy online store, you must start by setting up the Spot Buy capability for your organization.
 - Enablement of Amazon Business isn't considered self-service unless you already have a relationship with Amazon on Ariba Network and a level 1 PunchOut catalog set up.

Setting up Amazon Business for Spot Buy

High level review of the enablement process.

Spot Buy admin

- Dashboard
- Tools
- Reconciliation
- Work Queue
- Reporting
- Setup
- Content
- Amazon Business
- SAP Business Network
- Unite
- Notifications
- Restrictions
- Buyer options
- Retention policy
- Labels

Setup - Amazon Business



Begin by authorizing the respective Amazon Business Marketplace and proceeding to the Amazon Admin page to confirm relationship. This will need to be completed by the Amazon Business Admin only, after which enable the respective country.

Authorize marketplace account Enable marketplace for buyers

Amazon Marketplace	Status	Actions
Japan	Not Authorized	<button>Authorize</button>
Germany	Not Authorized	<button>Authorize</button>
United Kingdom	Not Authorized	<button>Authorize</button>
Canada	Not Authorized	<button>Authorize</button>
France	Not Authorized	<button>Authorize</button>
United States of America	Not Authorized	<button>Authorize</button>
Spain	Not Authorized	<button>Authorize</button>
Italy	Not Authorized	<button>Authorize</button>

Setting up Amazon Business for Spot Buy

High level review of the enablement process.

Spot Buy admin
Dashboard
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Setup - Amazon Business



Begin by authorizing the respective Amazon Business Marketplace and proceeding to the Amazon Admin page to confirm relationship. This will need to be completed by the Amazon Business Admin only, after which enable the respective country.

[Authorize marketplace account](#)

[Enable marketplace for buyers](#)

Buyer Country	Amazon Marketplace	Actions
Germany	<input type="text" value="Germany"/> ▼	<input type="button" value="Activate"/>
Belgium	<input type="text" value="France"/> ▼	<input type="button" value="Activate"/>
Switzerland	<input type="text" value="France"/> ▼	<input type="button" value="Activate"/>
Japan	<input type="text" value="Japan"/> ▼	<input type="button" value="Activate"/>
Italy	<input type="text" value="Italy"/> ▼	<input type="button" value="Activate"/>
France	<input type="text" value="France"/> ▼	<input type="button" value="Activate"/>
Hungary	<input type="text" value="Germany"/> ▼	<input type="button" value="Activate"/>
Spain	<input type="text" value="Spain"/> ▼	<input type="button" value="Activate"/>
Sweden	<input type="text" value="Germany"/> ▼	<input type="button" value="Activate"/>

Setting up Amazon Business for Spot Buy

High level review of the enablement process.

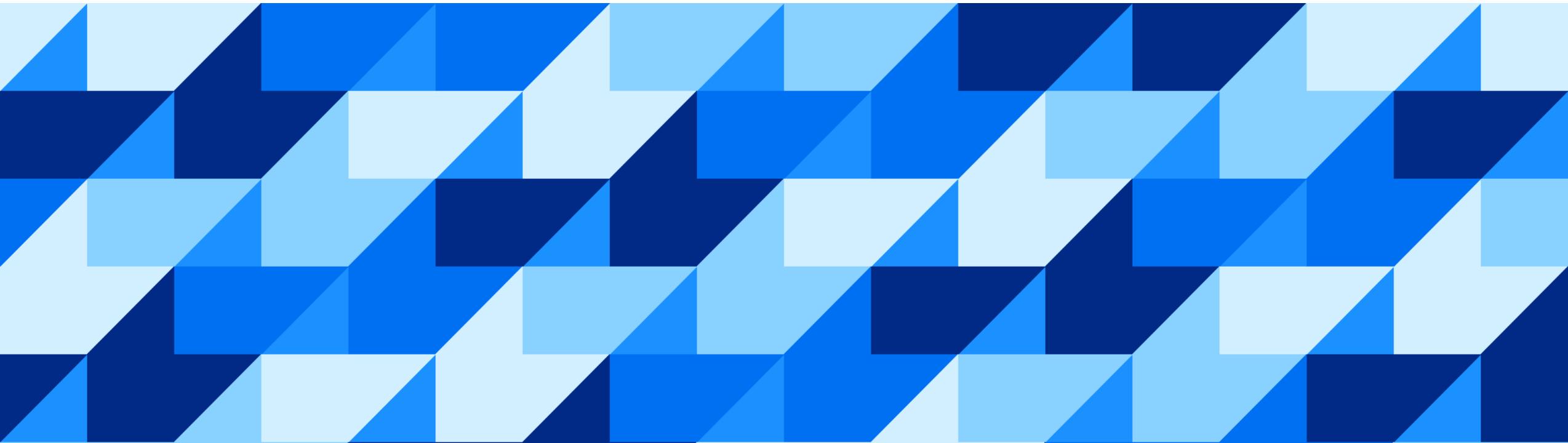
- Additional Requirements:
 - Your payment information is set up within your Amazon Business account.
 - Payment methods configured in spot buy administration don't apply for the Amazon Business marketplace.
 - During rollout, customer is required to provide list of user IDs that should have access to Amazon Business
 - Amazon requires user-level setup, which is passed in via PunchOutSetupRequest.
 - Any user not set up on Amazon's side will get an **Access Restricted** error message.
 - A workaround if not able to access is to have those users access the level 1 Amazon PunchOut to get initiated as user; moving forward, the level 2 PunchOut is accessible afterward

Setting up Amazon Business for Spot Buy

High level review of the enablement process.

- Marketplaces available for Amazon Business Enablement:
 - Canada
 - US
 - Japan
 - Italy (Malta)
 - Germany (Austria, Belgium, Bulgaria, Croatia, Cyprus, Czech Republic, Denmark, Estonia, Finland, Germany, Greece, Ireland, Latvia, Lithuania, Netherlands, Poland, Romania, Slovakia, Slovenia, Sweden, & Switzerland)
 - France (Belgium, Luxembourg)
 - Spain (Portugal)
 - United Kingdom (Ireland)
- Supplier master data must include the following for each Amazon Business marketplace in use:
 - A Common Supplier
 - A Partitioned Supplier
 - Supplier Location
 - The corresponding organizational ID (ANID) associated with the marketplace.
 - *Additional details regarding marketplaces and their associated ANID values can be found via the Spot Buy Administration Guide.*

Limitations of usage

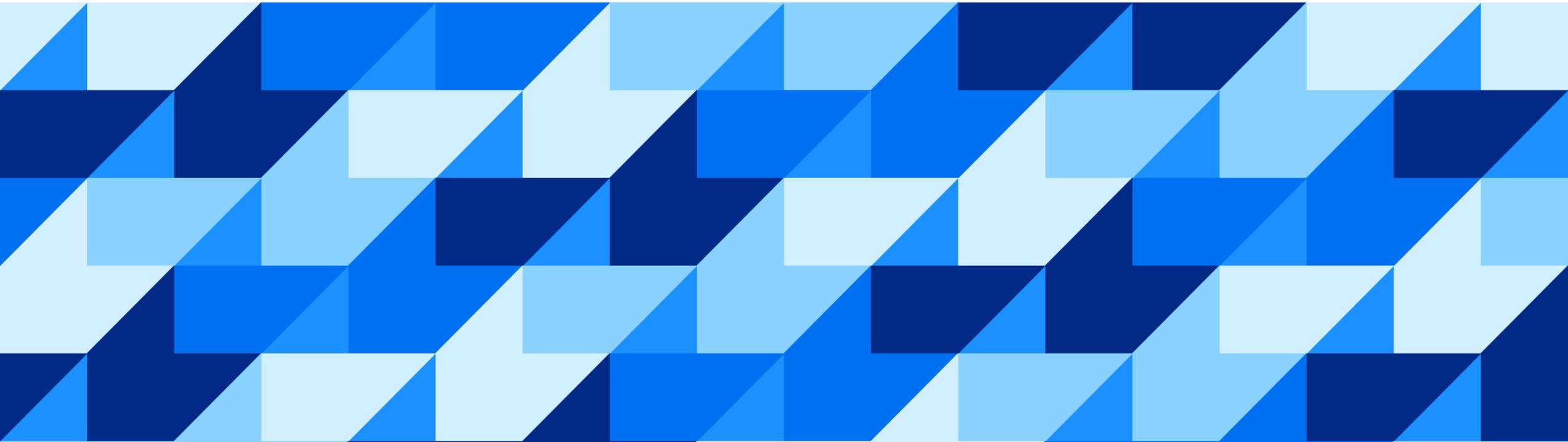


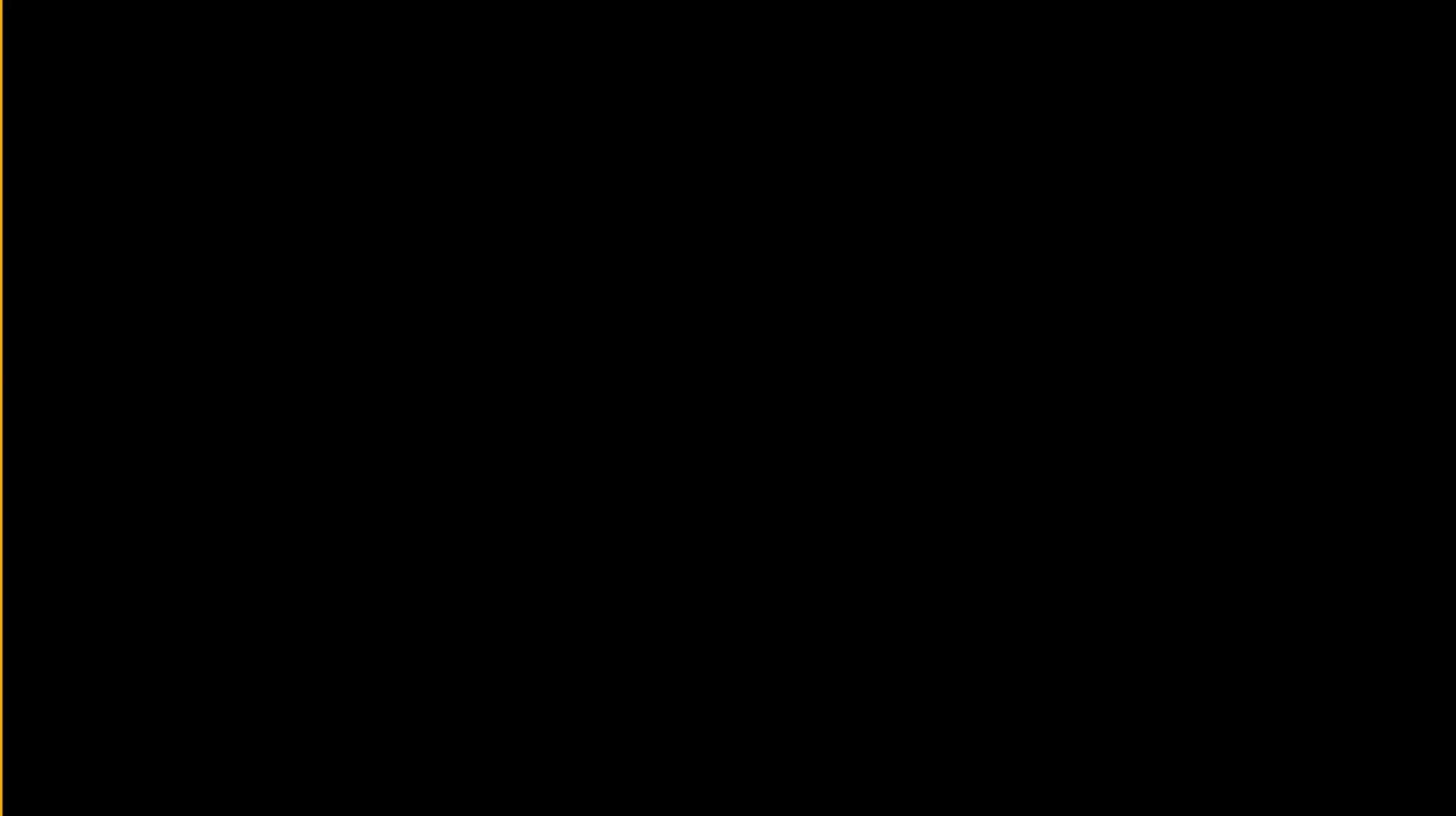
Limitations of usage

What is not possible with Amazon Business.

- Accessing Amazon Business from the customer's ERP by way of SAP Ariba Catalog (Ariba Procurement Content - APC) isn't supported at the moment.
- Customers must access the Amazon Business marketplace through SAP Ariba Buying solutions (which includes guided buying).
- There is no known timeline for adding support for Amazon Business in SAP Ariba Catalog.

Using Amazon Business successfully

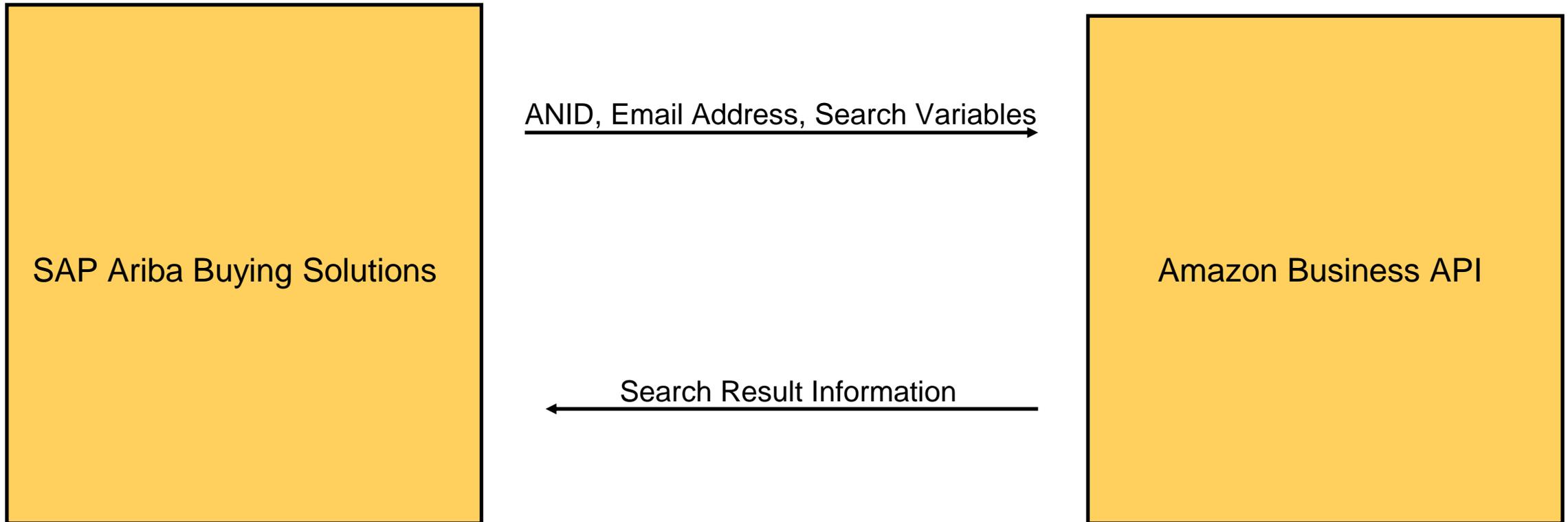




Using Amazon Business successfully

Navigating typical usage and how to approach any concerns as they arise.

Amazon Business Search Flow:



Using Amazon Business successfully

Navigating typical usage and how to approach any concerns as they arise.

If Amazon Business search results aren't showing up for a user, ensure the following configurations:

1. All the prerequisites are met, both regarding enablement?
2. The customer has set up Amazon as a supplier with the right master data and level 1 PunchOut catalog.
3. The Amazon Business account is [authorized](#) and [enabled for the desired countries](#).
4. Is the user in the Spot Buy group and does the user have a ship-to country for the enabled country?

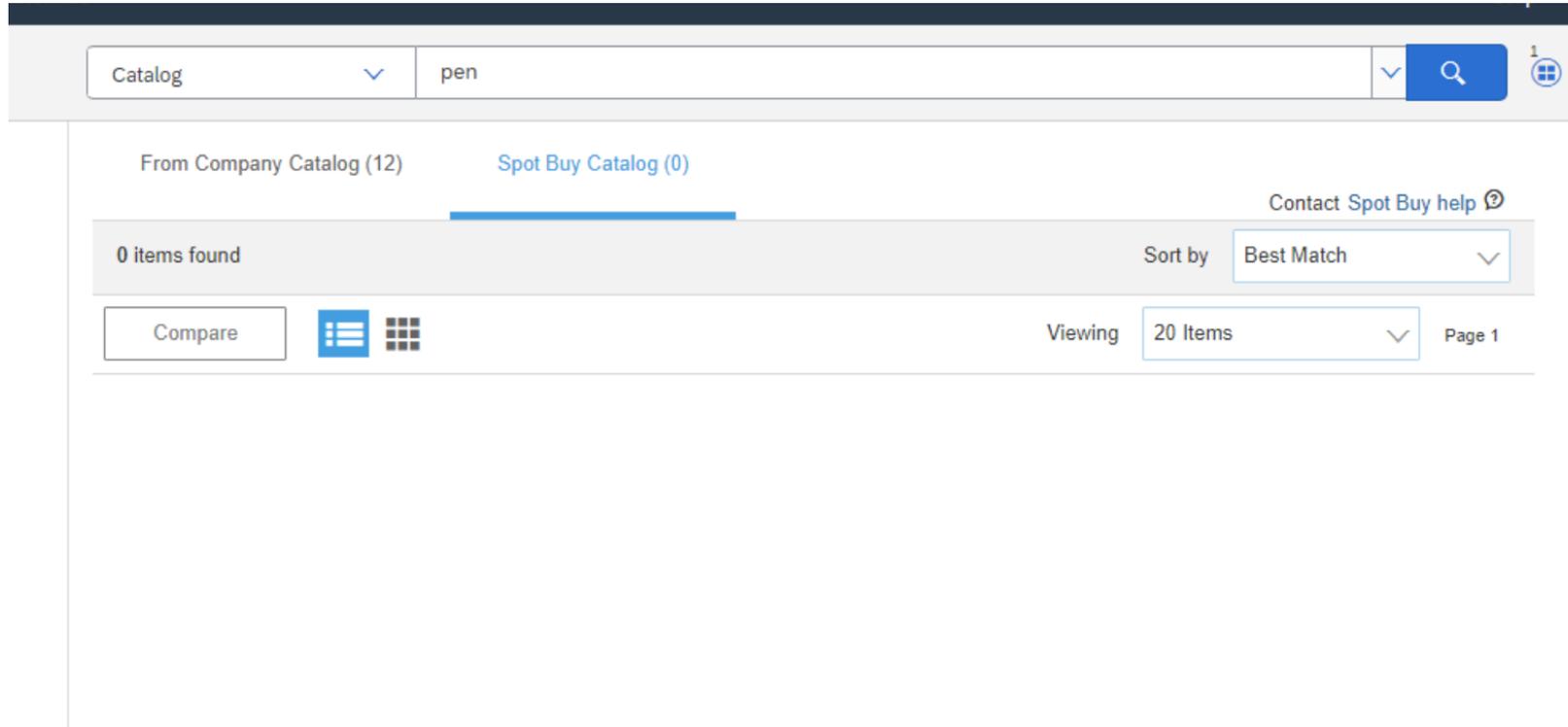


Please contact your administrator to complete Spot Buy enablement.

5. Is the user authorized to access the Amazon Business website?

Using Amazon Business successfully

Navigating typical usage and how to approach any concerns as they arise.



The most commonly reported issue is [search fails or doesn't return the expected results](#).

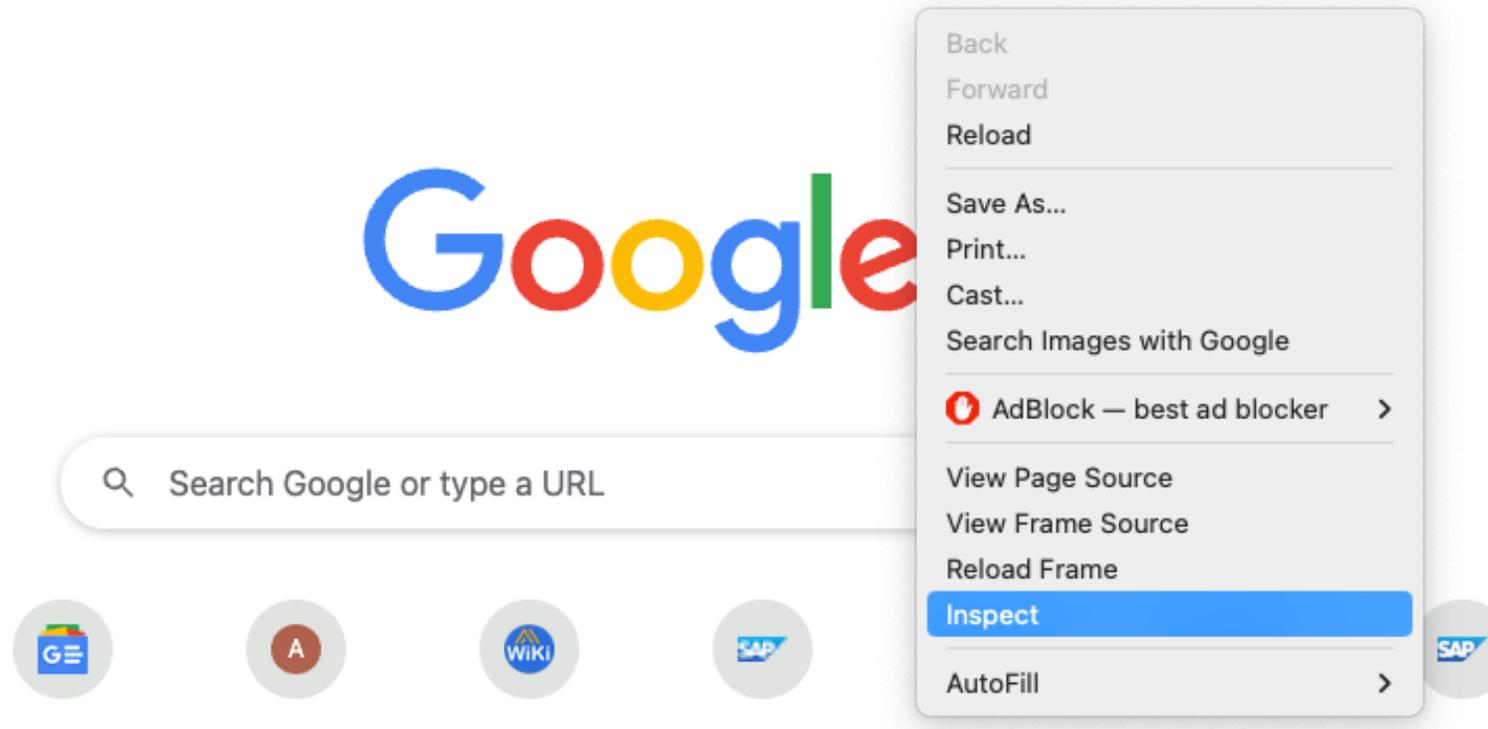
Using Amazon Business successfully

Navigating typical usage and how to approach any concerns as they arise.

Error message shown in search UI	Reason
"Please contact your administrator to complete Spot Buy enablement."	The user's company hasn't finished setting up Spot Buy yet. Will also appear if Spot Buy is not enabled for select locations/ marketplaces.
"Please contact your administrator to complete your Spot Buy account setup."	No accounts have been set up with access to Spot Buy.
"Please contact your administrator to re-authorize your Spot Buy account."	Your access token or refresh token is expired.
"An error occurred."	Shown in the search results page if an unknown error occurs, browser dev tools may assist in uncovering the root cause for the error, but our support team can assist as well.

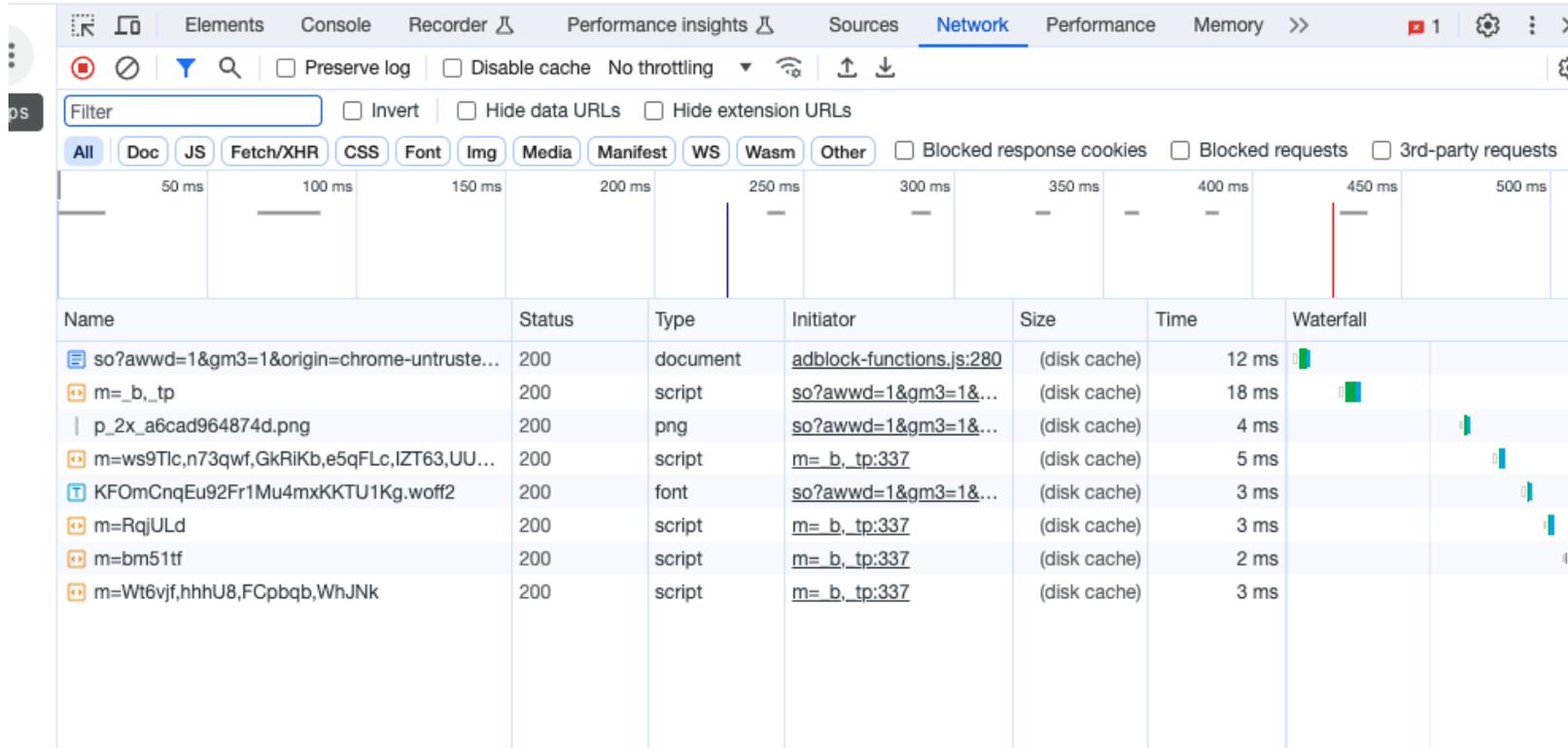
Using Amazon Business successfully

Navigating typical usage and how to approach any concerns as they arise.



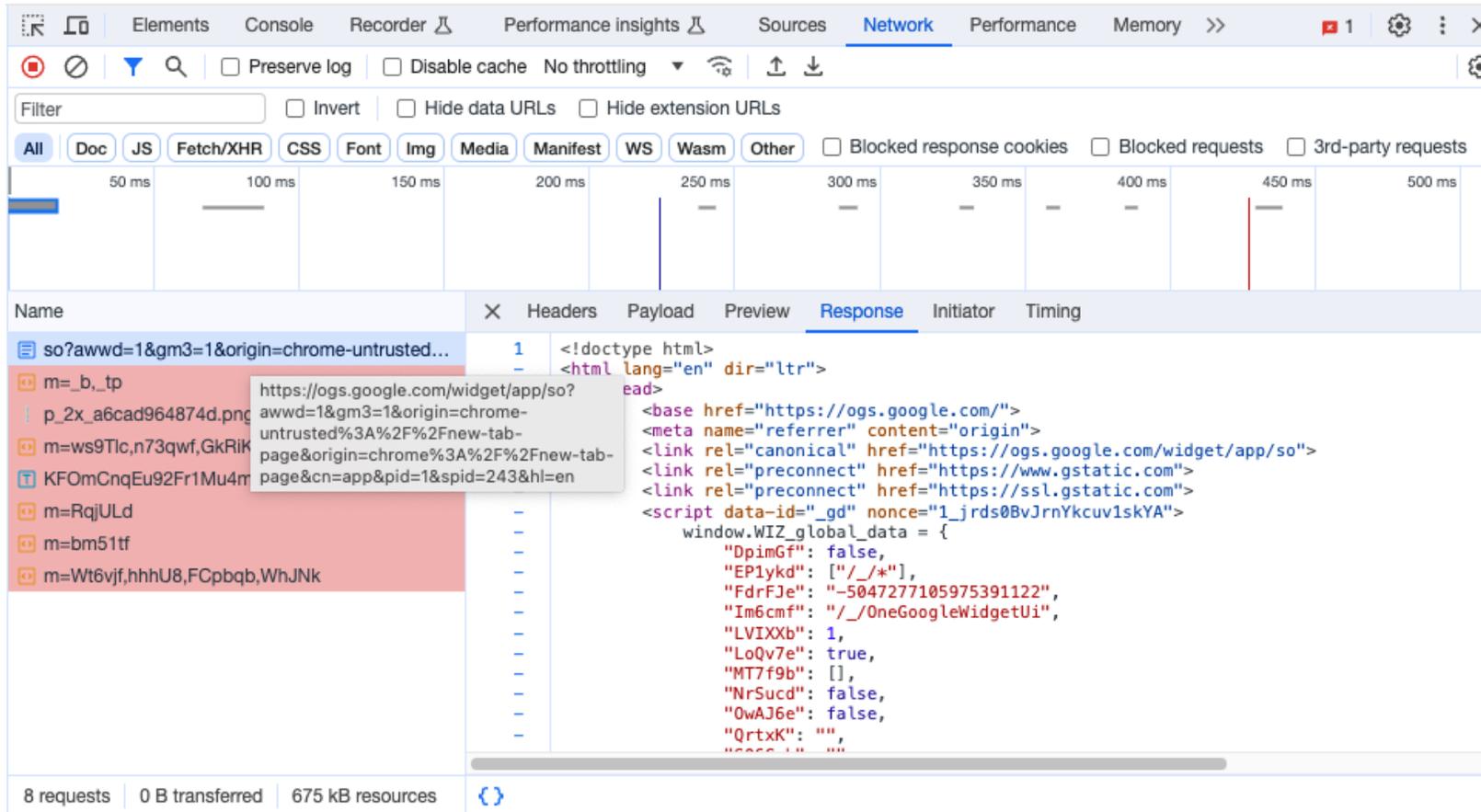
Using Amazon Business successfully

Navigating typical usage and how to approach any concerns as they arise.



Using Amazon Business successfully

Navigating typical usage and how to approach any concerns as they arise.



The screenshot displays the Chrome DevTools Network tab. The top toolbar includes options like 'Preserve log', 'Disable cache', and 'No throttling'. Below the toolbar, there are filter buttons for 'All', 'Doc', 'JS', 'Fetch/XHR', 'CSS', 'Font', 'Img', 'Media', 'Manifest', 'WS', 'Wasm', and 'Other'. A timeline at the top shows request durations from 50 ms to 500 ms. The main area lists several requests, with the first one selected. A tooltip for the first request shows its URL: `https://ogs.google.com/widget/app/so?awwd=1&gm3=1&origin=chrome-untrusted...`. The 'Response' tab for this request shows the following HTML content:

```
<!doctype html>
<html lang="en" dir="ltr">
  <head>
    <base href="https://ogs.google.com/">
    <meta name="referrer" content="origin">
    <link rel="canonical" href="https://ogs.google.com/widget/app/so">
    <link rel="preconnect" href="https://www.gstatic.com">
    <link rel="preconnect" href="https://ssl.gstatic.com">
    <script data-id="_gd" nonce="1_jrds0BvJrnYkcuv1skYA">
      window.WIZ_global_data = {
        "DpimGf": false,
        "EP1ykd": ["/_/*"],
        "FdrFJe": "-5047277105975391122",
        "Im6cmf": "/_OneGoogleWidgetUi",
        "LVIXXb": 1,
        "LoQv7e": true,
        "MT7f9b": [],
        "NrSucd": false,
        "OwAJ36e": false,
        "QrtxK": "",
        "Qscg": ""
      }
    </script>
  </head>
</html>
```

At the bottom, a summary bar indicates '8 requests', '0 B transferred', and '675 kB resources'.

Using Amazon Business successfully

Navigating typical usage and how to approach any concerns as they arise.

Example utilizing browser dev tools to confirm a user authentication issue:

If you view the response for the <https://s1.ariba.com/Spotbuy/service/webresources/search> call. You'll see an **Email is not authorized** error message.

This specific call is the main one to look out for when **search** results are not returning or simply not returning expected data, as the response often can provide insight into what is the cause.

```
{
  "SpotbuySupplierANID": "AN01234567890-T",
  "StatusCode": "400",
  "ErrorMessages": {
    "ErrorType": "Error",
    "Message": "Email is not authorized"
  },
  "DebugInfo": {
    "nodeName": "C0_SpotBuyApp5"
  },
  "FromCache": "false",
  "EnabledFeatures": [
    {
      "FeatureId": "HideRestrictedItems",
      "FeatureName": "Hide Restricted Items",
      "FeatureDesc": "Feature allows customer to purchase an
item without any restriction."
    },
    {
      "FeatureId": "ShippingCostOnSearchResult",
      "FeatureName": "Shipping Cost For Search Item List",
      "FeatureDesc": "Add shipping cost on search item list"
    }
  ],
  ...
}
```

Using Amazon Business successfully

Navigating typical usage and how to approach any concerns as they arise.

Search worked as expected... But you are having issues upon trying to punchout to Amazon to add a specific item to your cart.

What now?

Using Amazon Business successfully

Navigating typical usage and how to approach any concerns as they arise.

Issue: When Spot Buy User adds Spot Buy item to the card - error message appears in the UI:

`Ariba Spot Buy Supplier with AN Id ANXXXXXXXXXXXX not found`

Resolution: Verify the ANID of the supplier is populated on the common and partitioned supplier level.

Using Amazon Business successfully

Navigating typical usage and how to approach any concerns as they arise.

- If you're testing as a user in guided buying, you can use your browser dev tools to view the PunchOutOrderMessage (request payload for the **punchout** call).

The screenshot shows the browser's developer tools with the Network tab selected. A request is highlighted, and the Payload tab is active. The payload is an XML document with the following structure:

```
<?xml version="1.0" encoding="UTF-8"?>
<!DOCTYPE cXML SYSTEM "http://xml.cxml.org/schemas/cXML/1.2.024/cXML.dtd">
<cXML payloadID="1643843689491.32256.3981@amazon.com" timestamp="2022-02-02T23:14:49.499Z">
  <Header>
    <From>
      <Credential domain="DUNS">
        <Identity>128990368</Identity>
      </Credential>
      <Credential domain="NetworkId">
        <Identity>Amazon</Identity>
      </Credential>
    </From>
    <To>
      <Credential domain="NetworkId">
        <Identity>AN01469766870-T</Identity>
      </Credential>
    </To>
    <Sender>
      <Credential domain="DUNS">
        <Identity>128990368</Identity>
      </Credential>
      <Credential domain="NetworkId">
        <Identity>Amazon</Identity>
      </Credential>
      <UserAgent>Amazon LLC eProcurement Application</UserAgent>
    </Sender>
  </Header>
  <Message>
    <PunchOutOrderMessage>
```

Using Amazon Business successfully

Navigating typical usage and how to approach any concerns as they arise.

Depending on the concern, there may be times where you need to reach out to Amazon for technical support. Below are the US related parties to assist you. For other marketplaces, the best way to reach support is to click “Contact Us” at the bottom of the Amazon Business website for the respective marketplace.

Issue type	Contact information
Amazon Business Customer Service	Use the Contact Us link at the bottom of the website for the ability to call, email, or live chat with a customer service team dedicated to business customers only. Please use this team for anything relating to an order, transaction, shipment, and general Amazon related inquiries. Fastest response will be through Contact Us , or you can also email amazonbusinesscs@amazon.com from the email address used to place the order, and please include order number.
Login or Password Issues	For login/password issues, please contact the Account Access team at: 1-800-388-5512 or visit https://www.amazon.com/passwordreset .
Amazon Business Pay By Invoice (Accounts Receivable)	Contact Accounts Receivable at ar-businessinvoicing@amazon.com . You can also contact Accounts Receivable at 888-283-2209 from 7:30 a.m. to 4:30 p.m. Pacific time, Monday to Friday.
Tax Queries	If you have any queries regarding tax charges, please email tax-exempt@amazon.com – this includes questions regarding tax rate and refunds. You can also contact the Tax team at 888-280-9552.
Punch-out Issues	For any PunchOut order or technical issues, please check the PunchOut help page, use Contact Us , or email corporate-punchout@amazon.com . Please use Contact Us for fastest resolution.



Q & A