

Key Considerations When Enabling Amazon Business for Spot Buy

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Agenda

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



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



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





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

	Stop
	Support-Catalog
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Approvable Role Assignments	Receive
Approval Processes	Reconcile Charges
Contracts	Reconcile Invoice
Core Administration	SM Admin
My To Do	Spot Buy Administration
Payments	Unassig Spot Buy Administration
Purchase Orders	Upload History
Queues	

- 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.

Spot Buy admin			
n Dashboard	Setup - Amazo	on Business	
Tools			
E Reconciliation		Begin by authorizing the respective Amazon Business Marketplace and procee	eding to the Amazon Admin page to confirm relationship. This will need
🛓 Work Queue	amazon business	espective country.	
III Reporting	Authorize marketplace account	Enable marketplace for buyers	
Content v	Amazon Marketplace	Status	Actions
Amazon Business	Japan	Not Authorized	Authorize
SAP Business Network	Germany	Not Authorized	Authorize
Unite	United Kingdom	Not Authorized	Authorize
Notifications	Canada	Not Authorized	Authorize
Buyer options	France	Not Authorized	Authorize
Retention policy	United States of America	Not Authorized	Authorize
Labels	Spain	Not Authorized	Authorize
	Italy	Not Authorized	Authorize

Spot Buy admin									
n Dashboard	Setup - Amazo	on Business							
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₹ Reconciliation		Beain by authorizing the respe	ective Amazon Business Marke	etplace and proceeding to the Amazon Admir	page to confirm relationship. This will need				
🛓 Work Queue	amazon business	amazon business to be completed by the Amazon Business Admin only, after which enable the respective country.							
III Reporting	Authorize marketplace account	Enable marketplace for I	buyers		,				
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Content 🗸	Buyer Country		Amazon Marketplace		Actions				
Amazon Business	Germany		Germany	\checkmark	Activate				
SAP Business Network	Belgium		France	\checkmark	Activate				
Unite	Switzerland		France	~	Activate				
Notifications Restrictions	Japan		Japan	\checkmark	Activate				
Buyer options	Italy		Italy	\checkmark	Activate				
Retention policy	France		France	\checkmark	Activate				
Labels	Hungary		Germany	~	Activate				
	Spain		Spain	\sim	Activate				
	Sweden		Germany	✓	Activate				

- 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

- 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.



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

Amazon Business Search Flow:



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 <u>Amazon as a supplier with the right master data and level 1 PunchOut catalog</u>.
- 3. The Amazon Business account is <u>authorized</u> and <u>enabled for the desired countries</u>.
- 4. Is the user in the Spot Buy group and does the user have a ship-to country for the enabled country?

0 items found	Sort by	Best Match		\sim
Compare 📰 🗰	g 20 Item	15 \	~ 1	Page 1

Please contact your administrator to complete Spot Buy enablement.

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

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

Catalog	~	pen			~	Q
From Company	Catalog (12)	Sp	oot Buy Catalog (0)		Contact Spot E	3uy help 🕻
0 items found				Sort by	Best Match	\sim
Compare			Viewin	g 20 Item	s 🗸	Page

The most commonly reported issue is search fails or doesn't return the expected results.

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.

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Q Search Google or type a URL	View Page Source View Frame Source		
	Reload Frame Inspect AutoFill	>	SAP*

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Name	Status	Туре	Initiator	Size	Time	Waterfall	
so?awwd=1&gm3=1&origin=chrome-untruste	200	document	adblock-functions.js:280	(disk cache)	12 ms		
☑ m=_b,_tp	200	script	so?awwd=1&gm3=1&	(disk cache)	18 ms	0	
p_2x_a6cad964874d.png	200	png	so?awwd=1&gm3=1&	(disk cache)	4 ms		4
m=ws9Tlc,n73qwf,GkRiKb,e5qFLc,IZT63,UU	200	script	m=_b,_tp:337	(disk cache)	5 ms		0
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o m=bm51tf	200	script	m=_b,_tp:337	(disk cache)	2 ms		4
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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 <u>https://s1.ariba.com/Spotbuy/service/webresources/s</u> <u>earch</u> 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"
        },
      }...
```

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?

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 ANXXXXXXXXX not found

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

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).

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amazon logo no-org mid V	locale: en US
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DvWAF1pBB0dzGB.woff2	▼ Form Data view source view URL-encoded
WOnTLakiaEccV7Ewoff2	<pre>cxml-urlencoded: <?xml version="1.0" encoding="UTF-8"?></pre>
	cXML SYSTEM "http://xml.cxml.org/schemas/cXML/1.2.024/cXML.dtd"
inversity 100 min V27225672	
Jquery-1.9.0-minV37733072	<cxml <="" payloadid="1643843689491.32256.3981@amazon.com" td="" timestamp="2022-02-02T23:14:49.4992"></cxml>
oursehout2aliget_UTML C006	<header></header>
punchout: client=HTME.cood	<from></from>
true:gbst=411ab143-2525-46	<credential domain="DUNS"></credential>
Styles.20905001704504e0950	<identity>128990368</identity>
runume-esz015.esbe90es04	
polyfills-es2015.b2e14820cce	<credential domain="NetworkId"></credential>
main-es2010.37cddb90d0000	<identity>Amazon</identity>
scripts.210044be3505dbadda 32. Desculae 06006d-0012e5be	
72-Regular.91990dc0812a5bc	
U usercontext/gbst=4ffabf45-2	<to></to>
all-ng4.json	<credential domain="NetworkId"></credential>
angular-locale_en-us.js	<identity>AN01469766870-T</identity>
merge-i18n.json	
footer_SAP_Ariba_pos_blugld	
footer_SAP_pos_blugld.png	<sender></sender>
en?browserRequestId=quick	<credential domain="DUNS"></credential>
getPolicyTriggerFields	<identity>128990368</identity>
en?browserRequestId=quick	
currencyListForTenant	<credential domain="NetworkId"></credential>
getPolicyTriggerFields	<identity>Amazon</identity>
completePunchout?requisition	
notifications	<pre></pre> <useragent>Amazon LLC eProcurement Application<!--/UserAgent--></useragent>
shoppingCart	
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SAP-icons.4f71f2c3eab3eb8a	(Message)
95 requests 289 kB transferre	d (PurshOutOntonWaresee)

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 <u>amazonbusinesscs@amazon.com</u> 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 <u>https://www.amazon.com/passwordreset</u> .
Amazon Business Pay By Invoice (Accounts Receivable)	Contact Accounts Receivable at <u>ar-businessinvoicing@amazon.com</u> . 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 <u>tax-exempt@amazon.com</u> – 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 <u>corporate-punchout@amazon.com</u> . Please use Contact Us for fastest resolution.

