Real-Time Support for Procurement Webcast
Amazon Business for Spot Buy FAQ

Q: Is Australia listed as the country for activating Amazon Business Spot Buy?
A: There are 8 Amazon Marketplaces available and the EMEA Marketplaces have multiple countries under them, currently Australia is not one of those countries but feel free to reach out to Amazon directly to discuss options.

Q: Which commodities codes or categories are by default restricted?
A: By default none, but we suggest always restricting Unmapped, as Ariba will not be able to process items without UNSPSC codes.

Q: What is the difference between Amazon Business Punchout Catalog & Amazon Business Spot Buy?
A: Amazon PunchOut is the same as any other Supplier Provided PunchOut. It requires a connection to be built by supplier, a catalog index file to be loaded by supplier and the catalog index file to be activated by customer.

Amazon Business Integrated Search Feature is something that can be enabled after the supplier enablement with Amazon is complete and a PunchOut Catalog has been enabled with Amazon Business. In order for shoppers to see the results of the Integrated Search feature items, they need to be part the Spot Buy User group, users' business email addresses need to match exactly what the email is on the user profile within Amazon Business and the users ship to location needs to be in the country where the feature was enabled.

Q: How can I link the Amazon Business with the SAP Ariba Guided Buying?
A: Just like enabling any other catalog supplier: Once Amazon Business is enabled as a supplier and catalog enablement and integration testing is completed, Amazon Catalog can be used in Guided Buying.

Q: Does it include Amazon prime services? Like free delivery or prime discount?
A: Enablement of the Amazon Business Integration Search Feature only effects what items your shoppers can see from Amazon when they shop. Any offerings by their supplier regarding Prime, Discounts or Delivery fees are something that need to be discussed with supplier directly.

Q: If supplier not available in the spot buy. What would be the Supplier registration, Qualification process.
A: The customer would follow the same process they would for enabling any other Catalog supplier.

Q: How is the new supplier from Amazon Business is handled? Do we need to create a new supplier as well in backend system?
A: The customer would follow the same process they would for enabling any other Catalog supplier.

Q: Does Amazon Business need to be created as a vendor in backend ERP as well?
A: The customer would follow the same process they would for enabling any other Catalog supplier.

Q: Can you share the Spot Buy Config Guide link
A: https://help.sap.com/docs/buying-invoicing/spot-buy-administration-guide/setting-up-spot-buy-capability?locale=en-US

Q: Is level 2 punchout supported in Guided buying & Spot Buy?
A: All of the catalog types are supported in Guided Buying. Once the catalog is enabled, the Amazon Business Integrated Search Feature can also be enabled.

Q: How payments will be made to Amazon Business? Is Pcard is mandatory? And how will invoices will be generated? How are payment terms setup for spot buy purchases?
A: Amazon, like your other catalog suppliers, support the normal invoicing you already have set up for invoicing. If Pcard is desired by customer then that would be setup with the supplier during enablement. Pcards setup already in Ariba are not automatically applied to your Amazon orders. The whole workflow for Amazon orders can be found here: https://help.sap.com/docs/buying-invoicing/spot-buy-administration-guide/workflow-for-ordering-through-amazon-business?locale=en-US

Q: How will the invoices for Spot Buy transactions get generated and what will be the Payment

method? Are P-Cards mandatory for Spot Buy payment setups?

A: Orders from Amazon, regardless if you shopped from the PunchOut or using the Amazon Business Integrated Search Feature result in the same ordering process you would from any other PunchOut Supplier.

Q: When you say that the supplier ANID must be present on the Partitioned Supplier record, do you actually mean the Supplier Location record tied to that partitioned supplier?

A: The Supplier needs to be enabled like any other Catalog Supplier first, which requires the supplier master data to include NETWORKID with suppliers ANID.

Q: Can you clarify if this understanding is correct?: If a buyer uses the Levell 1 punchout catalog from Amazon, Amazon will send invoices for those purchases. If the buyer uses the Level 2 Amazon Business for Spot Buy catalog, then payment is set up and handled on the Amazon side and no invoice is sent for these purchases.

A: Invoicing with Amazon is no different if they use the PunchOut or use the Amazon Business Integrated Search Feature to shop. The enablement of the feature only changes what is shown to users while shopping. The ordering and invoicing is the same as any other catalog supplier and is discussed with Amazon and your Ariba catalog resource assigned during enablement.

Q: Please clarify what commodity codes are used by Amazon in their Spot Buy catalog. Is it a particular version of UNSPSC?

A: It will be discussed with the supplier Amazon. Customers should always request a list of the UNSPSC codes and UOM that will be returned by their supplier from their PunchOut. The customer would then ensure there are no Gaps in their mappings. It is also best practice to Block any items that are listed as Unmapped as SAP Ariba cannot process any items without a valid code and catalog items cannot be altered.

Q: What import file can be used to load the ANIDs onto the partitioned supplier records?

This should be managed by whomever manages the customer Supplier Master Data, as it is the same enablement as any other catalog supplier and it is expected to be completed during the normal catalog Supplier enablement process in place at the customer.

Q: A Level2 catalog traditionally does require loading a catalog index file, containing entries for each individual level 2 punchout item. Is this still required for the Amazon Business for Spot Buy level 2 punchout?

A: The enablement of a L1 catalog with Amazon is required before the Amazon Business Integrated Search Feature can be enabled.

Q: Can we get quick setup steps in test system?

A: The Supplier Enablement as Catalog supplier needs to be completed first. Please reach out to your NXL to start the enablement of Amazon as a Catalog Supplier-Resources will be assigned from SAP Ariba and Amazon to walk you through the enablement of the supplier, Catalog, Integration, and feature.

Q: How to get support if we see setup issues?

A: The resources assigned will walk you throiugh the process and assist if issues arise.

Q: How do we enable spot buy? Can this be done with a support ticket?

A: Regarding Spot Buy- it is Self Service. If you want to setup the Amazon Business Integrated Search Feature you need to reach out to your NXL or CSP to start the process.

Q: Can we setup Amazon Business in test system first?

A: Yes, as with all catalog functionality it is typically set up in test first, but since it just adds to the items that are available to be shopped, many customers do it in Production simultaneously as most of the prework is already complete there.

Q: Does that mean Amazon account will work for company wide users?

A: The visibility to Amazon as a catalog supplier , and the visibility of the Amazon Integrated Search Feature results depends on the Enablement, Catalog, Integration and Feature project being completed for the user.

Q: So is Amazon collaboration necessary for Spot Buy business content to be enabled?

A: As the prerequisite to enabling the Amazon Business Integrated Search Feature is the Supplier enablement of Amazon as a Catalog Supplier, so yes the supplier would need to be engaged to complete Enablement, Catalog, Integration first.

Q: How are Restricted Items configured within business account?

A: If during your discussions with Amazon you decide to use Amazon Prime then the Blocking would be controlled within your Amazon Business Account.

Q: Is there a plan to enable access of the Amazon catalog via APC?
A: Not at this time, no.

Q: In some of the listed available countries Amazon cannot deliver the parcel during office hours, which is a minimum requirement. It would be good to put these countries within brackets in your presentations, so this is known up front.
A: This is something you would need to discuss with Amazon as it is not a limitation in SAP Ariba.

Q: Using Spot Buy to Search for an Amazon item usually results in a high number of items but then the filtering options inside Ariba is inferior so punching out to Amazon is still needed. Are there any plans to improve the filtering capabilities inside Ariba Guided Buying?
A: You can always narrow your search down using things such as quotation marks around search terms to limit what you view. You can always restrict commodity codes from purchase if you want users to not be purchasing certain types of items. Standard filtering still applies as well in your search results, which can be controlled on the left side filter panel of the search results within Ariba UI.

Q: In case we use Amazon Business, will we get the invoice only from 1 supplier for all purchases?
A: Enabling Amazon as a supplier uses the same ordering and invoicing process as any other catalog supplier. Therefore, yes the invoice only comes from the supplier Amazon.

Q: Can we have company specific Amazon Business prices like with regular punchouts or are the prices the same for all Ariba Buying clients?
A: As with any catalog supplier you would need to discuss this with your supplier.

Q: Is it possible to have Amazon Business only as punchout level 1?
A: Yes, as you are required to enable Amazon with a L1 PunchOut first, you can chose whether you also enable the Amazon Business Integrated Search Feature or not. If you do not enable the feature then it stays just a L1 catalog no individual items shown to your shoppers like a L2.

Q: Since Amazon Business is not self service, is the set-up done via Ariba catalog specialists as if it was a regular punchout?

A: The first step is to Enable Amazon as a catalog supplier so you would follow your normal Catalog Supplier enablement process. Resources will be assigned to assist. Once that is completed then if the Amazon Business Integrated Feature is desired, resources will assist with that enablement as well.

Q: Since Amazon Business only works with punchout level 2, how frequent will they push the static catalog items to our Ariba system and how many static catalog items will be there in total in Ariba Buying?
A: The Amazon Business Integrated Search Feature only shows the detail of the individual allowed items like a L2, but it is not a L2 catalog file feeding the system, so it is real time. SAP Ariba Buying calls an Amazon Business API when users run a catalog search to get the most up-to-date items and pricing.

Q: If we us Amazon Business, will then the order confirmations and invoices also be provided by Amazon Business by Ariba Network?
A: Enabling Amazon as a supplier uses the same ordering and invoicing process as any other catalog supplier. Therefore yes, the order confirmations and invoices come from the supplier Amazon.

Q: Why should I activate Amazon PunchOut when I can get better conditions from other suppliers? Or can Amazon record special discounts for me in the catalog?
A: The benefit of enabling Amazon as a supplier is the vast array of items sold by Amazon that may not be offered by your other suppliers. Please reach out to Amazon to discuss other benefits, like you would with any other potential supplier.

Q: What is Amazon ANID? Is the different per country? Where can we find it?
A: Amazon's ANID values are something that will be discussed and used during the Supplier Enablement of the Catalog Supplier Amazon.
You can also find them in our documentation: https://help.sap.com/docs/buying-invoicing/spot-buy-administration-guide/how-to-activate-countries-for-amazon-business

Q: Can we make access groups for users? Meaning that they can order only certain commodity groups from Amazon and not others?
A: This is something you can discuss with Amazon during your enablement process. Within Ariba's Spot Buy configuration, you can restrict items within search results via commodity code restrictions and also set

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some items to be accessible to "power users," which is a separate user group within Ariba. More information can be found here: https://help.sap.com/docs/buying-invoicing/spot-buy-administration-guide/setting-up-and-managing-spot-buy-buying-restrictions-for-product-categories?locale=en-US

Q: Which UoM codes does Amazon use and how can we use amazon if we have custom UOMs?
A: This is something you will discuss with Amazon during the enablement process.

Q: Can we tie a level 2 ghosted pcard in Ariba for purchases in Spot Buy.
A: No, pcards established in Ariba are not applied to Amazon Business orders and thus why you must establish your payment details within your Amazon Business account settings.

Q: Can you please re-clarify or give example of level 1 vs level 2 setups, why would we have level 1 and not level 2, for example?
A: Items that have been configured at level 1 punchout direct the users to a single page on the supplier's site and require an additional search for the item. Level 2 PunchOut configuration allows users to see aisle, shelf or item-level results that represent different granularity in item grouping. This can help the user narrow the search for an item and save time in searching for the item. We can't say what best applies to you, but based on this information you can decide what would work best according to your business needs.

Q: Is there a time frame that the pricing is guaranteed while we wait for the PR to complete the approval process
A: This would need to be discussed with Amazon, as it depends on how long it takes the customer process from placing item into cart to when order is received by Amazon.

Q: When clicking on an Amazon Business item from the spot buy search results, are we taken to the supplier's website?
A: Yes, you will be redirected to Amazon when you click "Buy from Supplier" in Ariba's UI. Once you confirm the information on Amazon's end, you will "checkout" and return to Ariba to review the created requisition.

Q: Does Amazon get access to each and every search query entered in the Guided Buying system?
A: No.

Q: I did not see India listed in the countries with Amazon punchout, but I understand it is available. Could you confirm?
A: India is not currently among the supported countries for Amazon Business in SAP Ariba Buying. You can review the documentation for the current list of supported countries: https://help.sap.com/docs/buying-invoicing/spot-buy-administration-guide/how-to-activate-countries-for-amazon-business

Q: Can we do invoice method or do we have options?
A: This is something that can be discussed with Amazon at time of enablement.

Q: How can we get access to Amazon business account? is there any different way to get the login?
A: Please reach out to https://business.amazon.com/

Q: How do we get an admin login for the test Amazon business system?
A: Please reach out to Amazon for any assistance needed with login concerns.

Q: Do we really need to setup a punchout catalog? Shouldn't be the Amazon Business Spot Buy replacing the punchout catalog?
A: The level 1 punchout catalog does need established in order to utilize the Integrated Search aspect of Amazon Business for Spot Buy. As mentioned in the presentation, this punchout catalog will still be useful for users after Amazon Business Integrated Search implementation, as it will allow you to add new users easily (by having them access the level 1 punchout catalog initially) versus having to set them up in your Amazon Business user settings. Amazon Business Integrated Search essentially allows you to utilize Amazon in real time like a level 2 punchout in your Ariba UI without all the file upkeep of a typical level 2 punchout catalog.

Q: Can explain more about commodity code restrictions to Amazon Spot Buy?
A: You can set up Spot Buy buying restrictions for specific product categories within the Spot Buy Administration settings.
You can set the following buying restrictions:
1. Prohibit all users in your organization from buying items in a specific category.
2. Specify a price threshold above which items in a specific category must go through an approvals process.
More information can be found here:
https://help.sap.com/docs/buying-invoicing/spot-buy-

administration-guide/setting-up-and-managing-spot-buy-
buying-restrictions-for-product-categories?locale=en-US