Amazon PunchOut

Technical Administration

Version 1.0 Q1, 2015

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Technical Administration

This document provides technical information and instructions for technical administrators, such as developers and engineers.

Integration Process Overview

An overview of the punchout process is as follows:

1) Customer selects Amazon in their purchasing system.
2) Customer purchasing system does a synchronous web post to the Amazon purchasing page, supplying the cXML containing required fields.
3) Amazon validates credentials, saves the shopping-cart-import URL, and responds synchronously to the web post, supplying the shopping cart entry URL.
4) Customer purchasing system navigates the client (using a new browser window) to Amazon.
5) The user builds a shopping cart within Amazon and selects the “submit requisition” (check out) option.
6) Amazon posts the cart cXML synchronously to the Customer purchasing system shopping-cart-import URL (from step 3 above).
7) Customer purchasing system processes the cart cXML, creating or appending to a requisition for the user.
8) Customer purchasing system responds synchronously to the web post with success or failure.
9) Amazon displays an appropriate message to the user.
10) The user returns to the customer purchasing system, where their requisition can be viewed, modified, deleted, or submitted for approval and purchase order creation.
11) Amazon receives the purchase order from customer purchasing as a cXML order.
12) Purchase order is validated by Amazon.
13) Order confirmation is sent via email to the buyer and the payer on the business account. *Optionally*, an order confirmation cXML can be sent to the purchasing system.
14) At the same time, Shipment confirmation is sent via email to the buyer and the payer on the business account. *Optionally*, an order confirmation cXML can be sent to the purchasing system.

Account Setup and Configuration

In order to use Amazon PunchOut, the administrator must have an Amazon business account and register the business, and the business must be connected with a purchasing system that

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can integrate with Amazon. After registration is complete, the business automatically enters verification.

After the business has been verified, the purchasing system integration settings can be completed for the business by either the Amazon Customer Integrations team or self-service in Manage Your Business under Your Account on Amazon.

For shipping address, the purchasing system relies solely on the shipping address provided in the order request cXML.

Note that the primary account administrator would, by default, receive email notifications on any purchase made through the account, as well as various status notification emails. If the customer expects the order volume to be high, they can designate a generic primary account email to receive these requests.

Payment methods are not setup during the technical administration. Payment methods are set up by the administrator in the management pages of the business account.

Amazon does not support cXML-invoicing at this time.

Registration for Purchasing System Integration

To register with Amazon PunchOut, the customer needs to set up the account settings via the purchasing settings link in the business account management console. The setup process generates the cXML-based credentials used to punchout.

Amazon provides the URL address to be used to send messages to Amazon from the customer. The customer is required to provide the URL address for messages sent from Amazon such as order confirmation and shipment confirmation.

After the purchasing system is integrated with Amazon, the business system is placed in Test mode, where the Administrator can test the system. While in Test mode, the business is not charged, and orders are not fulfilled.

Administrators can punchout to Amazon, shop, add items to the Cart, and select the Submit for approval button.

After testing is complete, the Administrator can change (edit) the status to Active mode in the management console. After the administrator edits to active, they need to add a payment

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method before an order can be placed. Payment methods are added in the management console.

Screenshot Examples of *Some* Registration Pages

Image 1.0 Ingress point in the business account management console

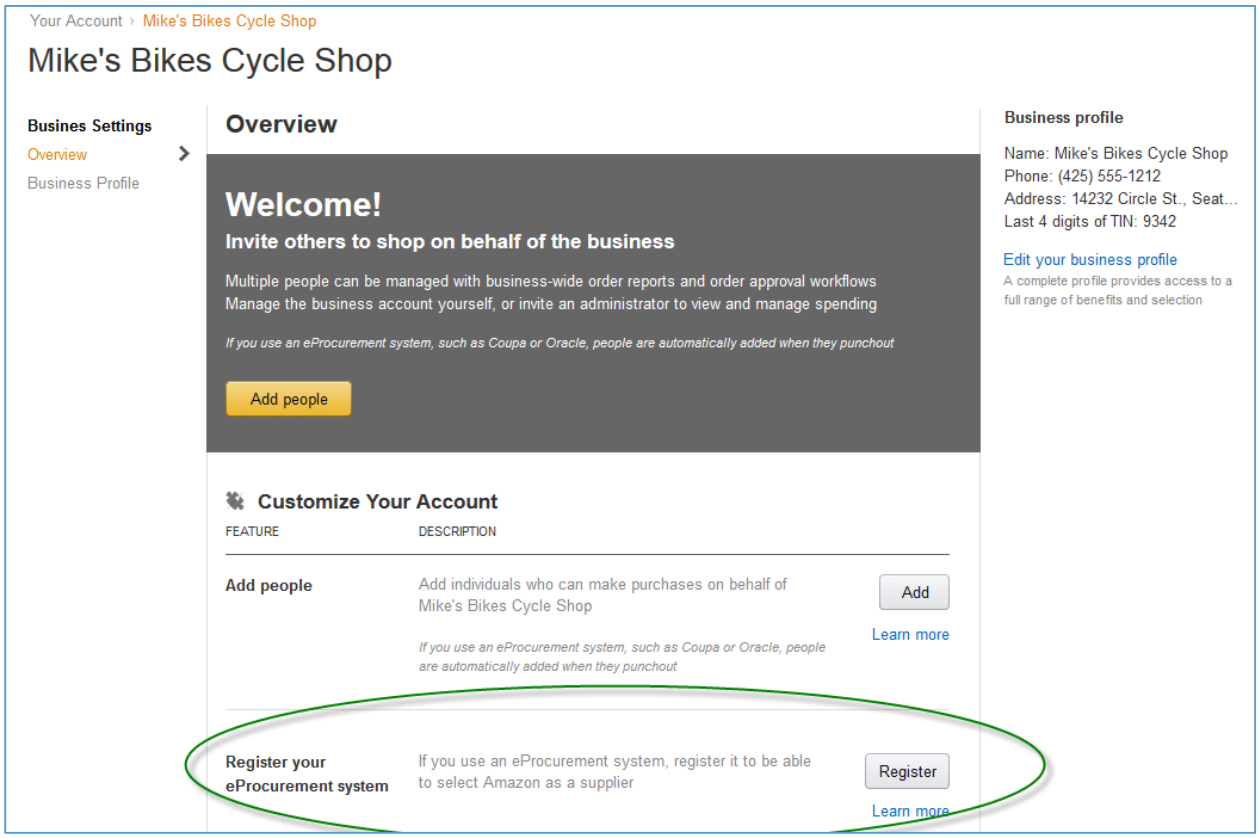

Image 1.1 Register your purchasing system

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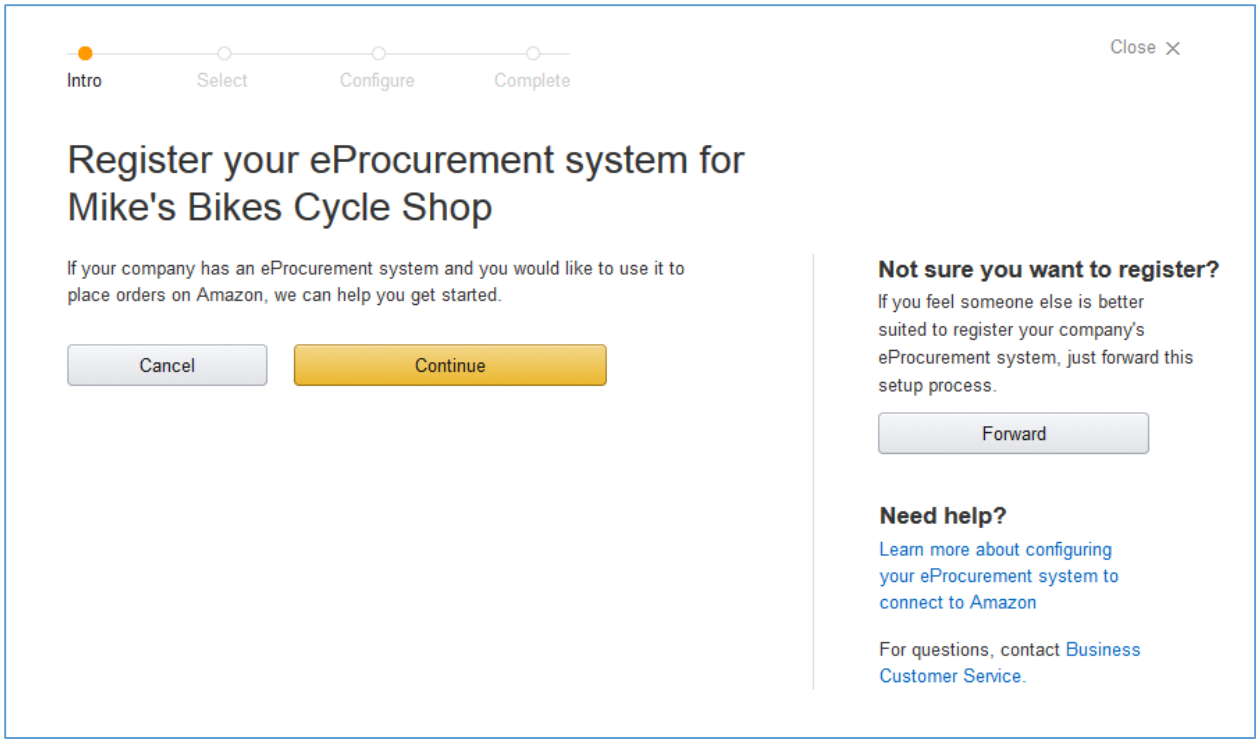
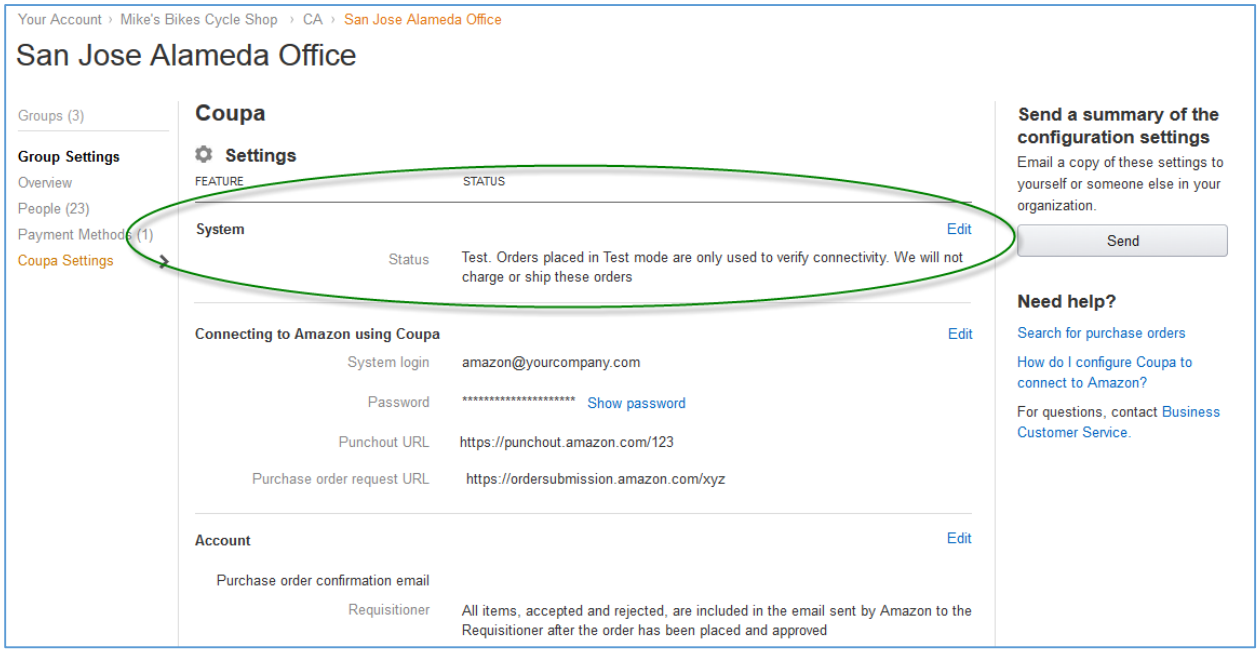


Image 1.2 After technical integration, the business system is placed in Test mode.



Technical Information Exchange

The following is an example of technical information that is exchanged between your company purchasing system and Amazon.

Image 1.3 Amazon-supported message transactions

Amazon-supported message transactions	
	cXML PunchoutSetupRequest
	cXML PunchoutSetupResponse
	cXML PunchoutOrderMessage
	cXML OrderRequest
	cXML OrderConfirmation
	cXML ShipmentConfirmation
Business partner purchasing platform	purchasing System
Amazon Business Partner Production Environment Setup ***This information is sent to the Technical Administrator in an email.**	
Punchout setup request URL	*https://www.amazon.com/purchasing/punchout*
Punch-Out cXML From Credentials/UserName	Your company
Punchout cXML To credentials	Amazon
Punchout cXML shared secret	A string of characters used as a password
cXML punchout request extrinsics	<Extrinsic name="UserEmail">xyz@yourbusiness.com</Extrinsic>
Authentication Certificate	N/A
Amazon submission URL for PO	An Amazon-established url
HTTPs Basic Authentication User ID/Password, if any.	Username: Your company Password: A string of characters used as a password
cXML From credentials	Your company

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cXML To credentials	Amazon
cXML shared secret	A string of characters used as a password
Partner submission URL for PO/shipment confirmation	Business partner provides
HTTP authentication user ID/Password, if any.	Business partner provides

Integration Process

An administrator initiates integration through self-service in the management pages. Emails are also used to communicate key information and inform participants.

Image 1.4 Integration process steps and descriptions

Step	Description
Business registration (creation) and verification	To register your business, create a business account which will be automatically directed to verification.
Self-service punchout implementation	In the business accounts management console, configure the cXML-based credentials for your business and add it to your purchasing environment.
Integration testing (test mode)	Test connectivity, messages, and business logic.
Production release (active mode)	After you complete testing, edit your business settings to active mode.
Post launch	Manage your account, as needed.

Email Examples

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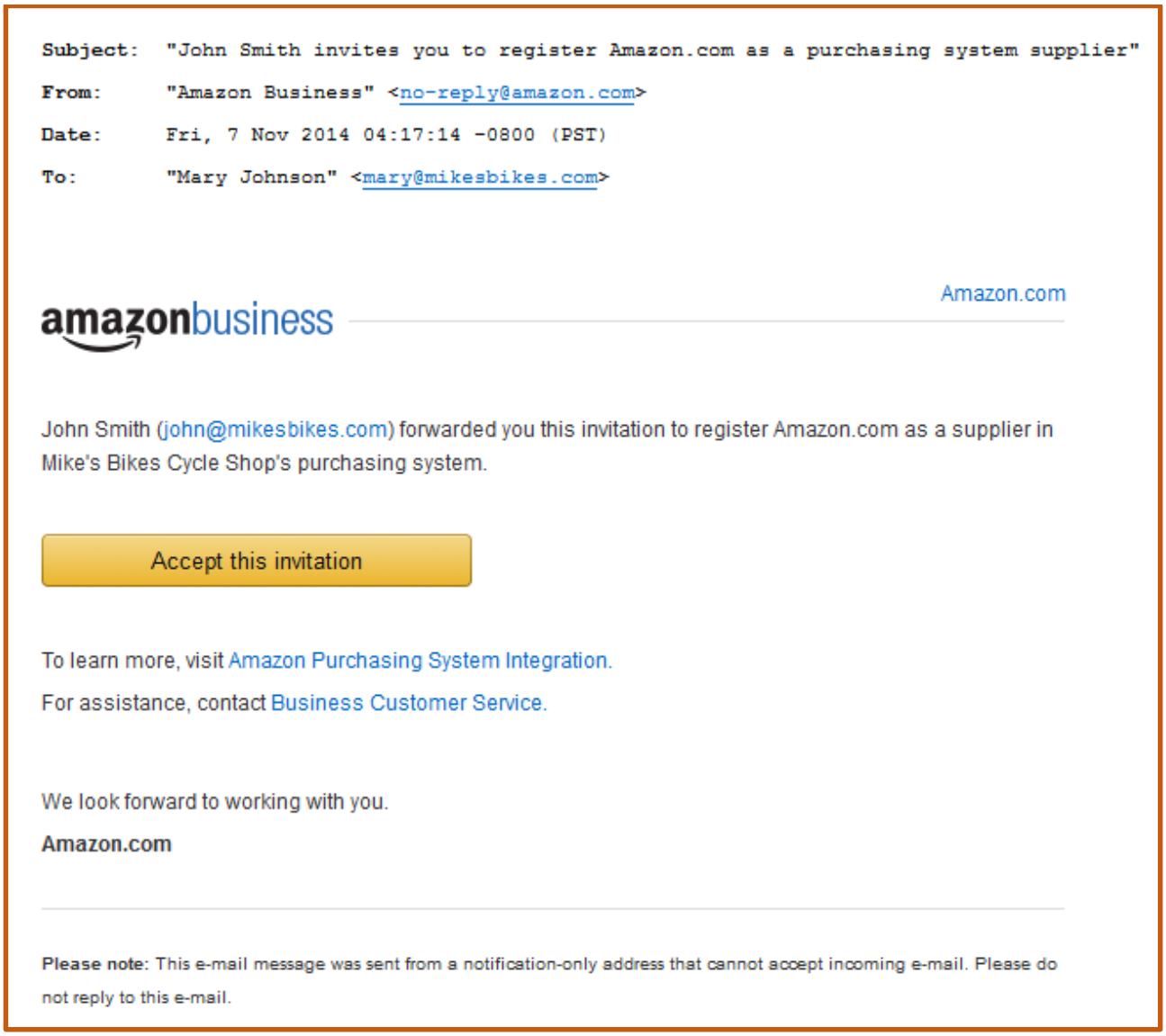
The person you invited receives this email prompting them to register their purchasing system, so that Amazon is added as a supplier in their system.

Image 1.5 An invitation to purchasing system to register Amazon as a supplier



Subject: "John Smith invites you to register Amazon.com as a purchasing system supplier"

From: "Amazon Business" <no-reply@amazon.com>

Date: Fri, 7 Nov 2014 04:17:14 -0800 (PST)

To: "Mary Johnson" <mary@mikesbikes.com>

amazonbusiness Amazon.com

John Smith (john@mikesbikes.com) forwarded you this invitation to register Amazon.com as a supplier in Mike's Bikes Cycle Shop's purchasing system.

Accept this invitation

To learn more, visit Amazon Purchasing System Integration.

For assistance, contact Business Customer Service.

We look forward to working with you.

Amazon.com

Please note: This e-mail message was sent from a notification-only address that cannot accept incoming e-mail. Please do not reply to this e-mail.

The person you sent the configuration settings to receives two emails. The emails can be used by the Technical Administrator to connect with Amazon and integrate the purchasing system.

Example-1a- the first of 2 emails

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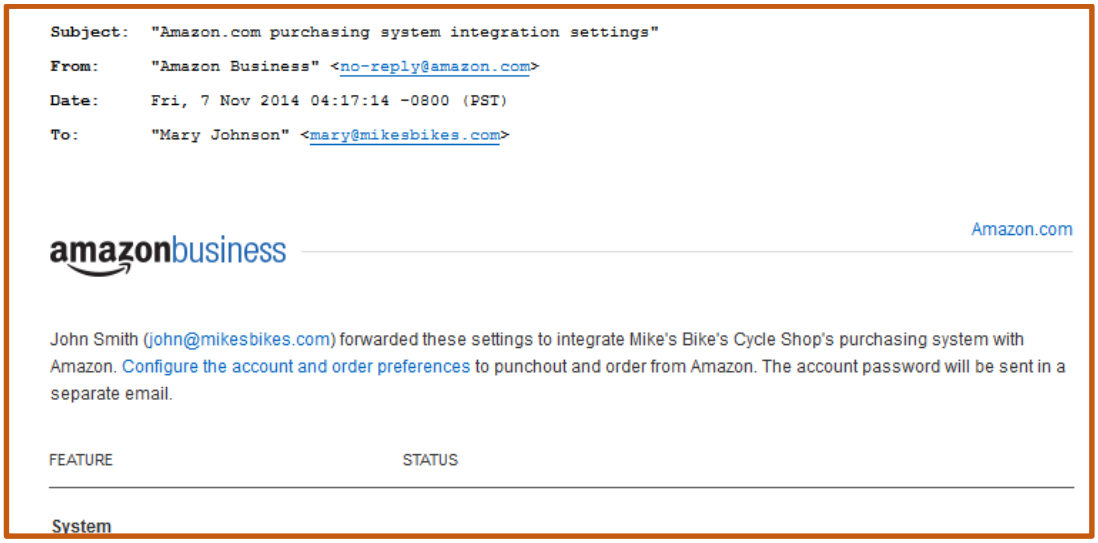
Image 1.6 An email that has settings to configure the account order preferences



Subject: "Amazon.com purchasing system integration settings"

From: "Amazon Business" <no-reply@amazon.com>

Date: Fri, 7 Nov 2014 04:17:14 -0800 (PST)

To: "Mary Johnson" <mary@mikesbikes.com>

amazonbusiness Amazon.com

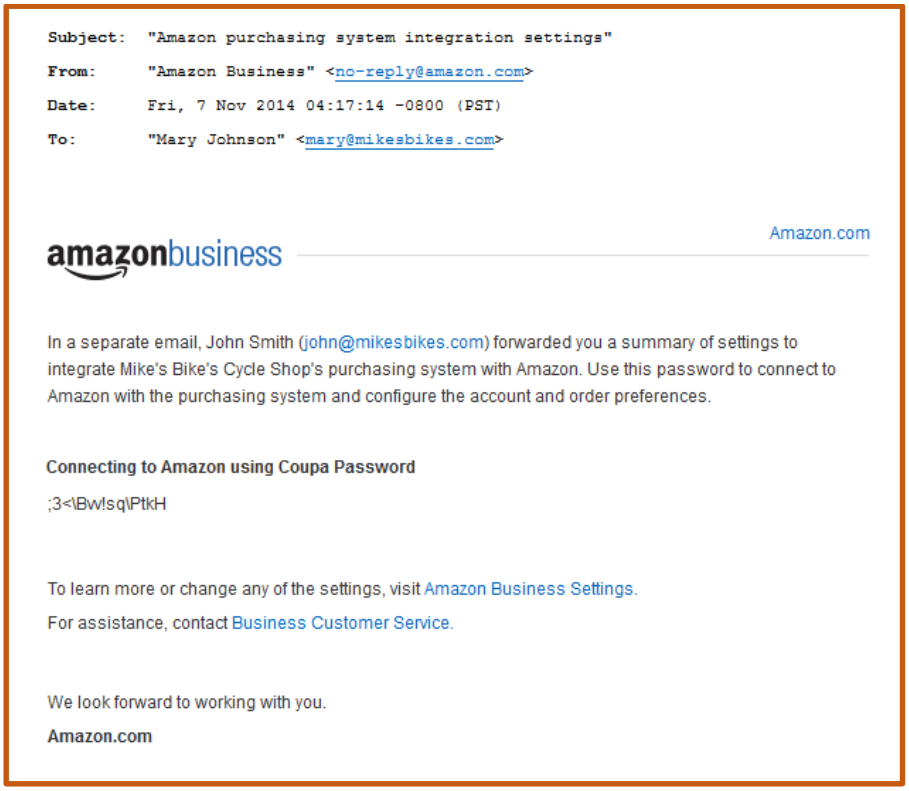
John Smith (john@mikesbikes.com) forwarded these settings to integrate Mike's Bike's Cycle Shop's purchasing system with Amazon. Configure the account and order preferences to punchout and order from Amazon. The account password will be sent in a separate email.

FEATURE STATUS

System

Example 1b- the second of two emails

Image 1.7 An email that has account password to configure the account order preferences



Subject: "Amazon purchasing system integration settings"

From: "Amazon Business" <no-reply@amazon.com>

Date: Fri, 7 Nov 2014 04:17:14 -0800 (PST)

To: "Mary Johnson" <mary@mikesbikes.com>

amazonbusiness Amazon.com

In a separate email, John Smith (john@mikesbikes.com) forwarded you a summary of settings to integrate Mike's Bike's Cycle Shop's purchasing system with Amazon. Use this password to connect to Amazon with the purchasing system and configure the account and order preferences.

Connecting to Amazon using Coupa Password

;3<\Bw!sq\PtkH

To learn more or change any of the settings, visit Amazon Business Settings.

For assistance, contact Business Customer Service.

We look forward to working with you.

Amazon.com

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Message Formats

Amazon supports these standard cXML document messages:

- PunchoutSetupRequest
- PunchoutSetupResponse
- PunchoutOrderMessage
- OrderRequest
- OrderConfirmation
- ShipmentConfirmation

Punchout Setup Request (from Purchasing System)

The punchout setup request message is sent to Amazon from the purchasing system when the user punches out to Amazon. The user email ID is required in the **PunchOutSetupRequest** cXML in Extrinsic fields, or Ship To Email Field, or Contact Email for validation purposes.

Important Information:

1. POSR cXML

The user email ID is required in the **PunchOutSetupRequest** cXML in Extrinsic, or Ship To Email, or Contact Email fields for validation purposes. For example:

<Extrinsic name="UserEmail">christopher.ask@invalidemail.com.com</Extrinsic>
<Extrinsic name="Email">Christopher.askme@someemailnotvalid.com</Extrinsic>
Ship To Tag <Email> Christopher.askme@someinvalidemail.com </Email>
<contact><email>receiveremail@someinvalidemail.com</email></contact>

The business group name is required if the organization has multiple groups created under the business. The business group name identifies which group the punchout user belongs to.

If the organization creates more than one group, pass the group name information. If you don't pass the group name information, the account will default to the root group.

<Extrinsic name="UserBusinessUnit">Corporate</Extrinsic>

2. OrderRequest cXML

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Supplier Part ID and Supplier Part Auxiliary ID are sent on the **PunchOutOrderMessage.** Once the order **is** confirmed, would be required back on the PurchaseOrder cXML. For example:

<SupplierPartID>B00GRACUXM</SupplierPartID>
<SupplierPartAuxiliaryID>2793745580059, 1 </SupplierPartAuxiliaryID>

3. Email order confirmations are sent to the Requester and Payer on the Order.
4. Preferred payment methods are Pcards, individual payment method cards, and line of credit.
5. TPM Contact: Business Customer Service.

For cXML data definitions, please visit cXML.org.

Code Examples

Example: Punchout Setup Request

You can pass email in one of three ways: PunchoutSetupRequest, PunchoutOrderMessage, and OrderRequest. The group name is optional, depending upon whether or not the business account will have multiple groups.

```
<?xml version = '1.0' encoding = 'UTF-8'?><!DOCTYPE cXML SYSTEM
        "http://xml.cxml.org/schemas/cXML/1.2.007/cXML.dtd">
  <cXML version="1.2.007" xml:lang="en-US"
        payloadID="20090201015029.1182606680.85861@gsk.com"
        timestamp="2009-02-01T01:50:29-05:00">
   <Header>
    <From>
     <Credential domain="NetworkId">
      <Identity>username</Identity>
     </Credential>
    </From>
    <To>
     <Credential domain="NetworkId">
      <Identity>Amazon</Identity>
     </Credential>
    </To>
   <Sender>
    <Credential domain="NetworkId">
     <SharedSecret>password</SharedSecret>
    </Credential>
    <UserAgent>test</UserAgent>
   </Sender>
```

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```
</Header>
<Request>
 <PunchOutSetupRequest operation="create">
  <ShipTo>
   <Address isoCountryCode="US" addressID="xxx">
   <Name xml:lang="en-US">xxx, Inc.</Name>
   <PostalAddress name="default">
   <DeliverTo>STEWART</DeliverTo>
   <Street>7300 W  AVE</Street>
   <City>SEATTLE</City>
   <State>WA</State>
   <PostalCode>98109</PostalCode>
   <Country isoCountryCode="US">United States</Country>
   </PostalAddress>
   </Address>
  </ShipTo>
  <BuyerCookie>1234567</BuyerCookie>
  <!--<Extrinsic name="DebugOption">1</Extrinsic>-->
  <Extrinsic name="RequestID">5826623</Extrinsic>
  <Extrinsic name="MUDID">CLS21518</Extrinsic>
  <Extrinsic name="Location">RTP</Extrinsic>
  <Extrinsic name="Country">UNITED STATES</Extrinsic>
  <Extrinsic name="Email">christopher.l@xxx.com</Extrinsic>
  <Extrinsic name="ClientMUDID">CLS21518</Extrinsic>
  <Extrinsic name="UserEmail">christopher.l@xxx.com</Extrinsic>
  <Extrinsic name="Division">Corporate</Extrinsic>
  <Extrinsic name="StartDate">4/1/2009 2:34:36 PM</Extrinsic>
  <BrowserFormPost>
   <URL>https://www.xxx.com/cartreceiver</URL>
  </BrowserFormPost>
  <Contact>
   <Name xml:lang="en-US">Jones, Tom</Name>
   <Email>tjones@xxx.com</Email>
  </Contact>
    <SupplierSetup>
     <URL>https://staging.xxx.com/wireless/ENC/ENC.asp</URL>
    </SupplierSetup>
  </PunchOutSetupRequest>
 </Request>
</cXML>
```

Punchout Setup Response

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Punchout Setup Response cXML is sent to the purchasing system from Amazon with a response to the setup request. It indicates whether the request was successful, or not.

For cXML data definitions, please visit cXML.org.

Image 1.8: Codes that may be used by Amazon to respond

Status	Text	Meaning
200	OK	The server was able to execute the request
400	Bad Request	Request unacceptable to the server, although it parsed correctly
401	Unauthorized	Credentials provided in the Request (the Sender element) were not recognized by the server
500	Internal Server Error	Server was unable to complete the request

Example: PunchoutSetupResponse cXML

```
<cXML>
   <Response>
   <Status code="200"/>
   <PunchOutSetupResponse>
   <StartPage>
   <URL>https://prod.amazon.com/eprocurement/initiate-clean-punchout/456-
5872162-123264</URL>
   </StartPage>
   </PunchOutSetupResponse>
   </Response>
</cXML>
```

Punchout Order Message

The Punchout Order Message is sent from Amazon to the purchasing system once the user has selected the items in the cart and submits cart for approval.
For cXML data definitions, please visit cXML.org.

Example: PunchoutOrderMessage cXML

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```
<?xml version="1.0" encoding="UTF-8"?>
<cXML payloadID="1394043363186.6722.17xx@amazon.com" timestamp="2014-03-
05T18:16:03.186Z">
  <Header>
    <From>
      <Credential domain="DUNS">
        <Identity>1289xxx</Identity>
      </Credential>
      <Credential domain="NetworkId">
        <Identity>Amazon</Identity>
      </Credential>
    </From>
    <To>
      <Credential domain="NetworkId">
        <Identity>Dxxx</Identity>
      </Credential>
    </To>
    <Sender>
      <Credential domain="DUNS">
        <Identity>1289xxx</Identity>
      </Credential>
      <Credential domain="NetworkId">
        <Identity>Amazon</Identity>
      </Credential>
    </Sender>
  </Header>
  <Message>
    <PunchOutOrderMessage>
      <BuyerCookie>1196241-27</BuyerCookie>
      <PunchOutOrderMessageHeader operationAllowed="create">
        <Total>
          <Money currency="USD">881.55</Money>
        </Total>
        <Shipping>
          <Money currency="USD">0.00</Money>
          <Description xml:lang="en-US">Cost of shipping, not including shipping tax</Description>
        </Shipping>
        <Tax>
          <Money currency="USD">0.00</Money>
          <Description xml:lang="en-US">Cost of tax, including shipping tax</Description>
        </Tax>
      </PunchOutOrderMessageHeader>
      <ItemIn quantity="3">
        <ItemID>
          <SupplierPartID>B00GRACUXM</SupplierPartID>
```

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```
            <SupplierPartID>B00GRACUXM</SupplierPartID>
            <SupplierPartAuxiliaryID>2793745580059,1</SupplierPartAuxiliaryID>
          </ItemID>
          <ItemDetail>
            <UnitPrice>
              <Money currency="USD">293.85</Money>
            </UnitPrice>
            <Description xml:lang="en-US">Apple iPad Mini MF432LL/A (16GB, Wi-Fi, Space Gray)
</Description>
            <Extrinsic name="soldBy">WorldWide Distributors</Extrinsic>
            <Extrinsic name="fulfilledBy">Amazon</Extrinsic>
            <Extrinsic name="category">gl_pc</Extrinsic>
            <Extrinsic name="subCategory">TABLET_COMPUTER</Extrinsic>
            <Extrinsic name="itemCondition">New</Extrinsic>
            <Extrinsic name="qualifiedOffer">true</Extrinsic>
          </ItemDetail>
        </ItemIn>
      </PunchOutOrderMessage>
    </Message>
</cXML>
```

Order Request

The customer purchasing system sends the OrderRequest message to Amazon, specifying the desired purchase details, including items and quantity, along with shipping information. Supplier Item ID and Supplier Part Auxiliary ID are required in the Order Request message. Supplier Part ID and Supplier Part Auxiliary ID are sent on the **PunchOutOrderMessage.** Once the order **is** confirmed in the purchasing system, these values are required back on the Order Request cXML.

For example:

<SupplierPartID>B00GRACUXM</SupplierPartID> <SupplierPartAuxiliaryID>2793745580059, 1 </SupplierPartAuxiliaryID>

An Order Request cXML is sent by the purchasing system to Amazon. The transmission methods accepted by Amazon are: HTTPs via basic authentication, or certificate based authentication. For cXML data definitions, please visit cXML.org.

Example: Order Request

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```
    </Phone>
   </Address>
  </ShipTo>
  <BillTo>
   <Address addressID="AP">
    <Name xml:lang="en">Accounts Payable MLC</Name>
    <PostalAddress name="">
     <DeliverTo>Shared Services</DeliverTo>
     <Street>Accounts Payable MLC</Street>
     <Street>My street</Street>
     <City>Chicago</City>
     <State>IL</State>
     <PostalCode>12345</PostalCode>
     <Country isoCountryCode="US"/>
    </PostalAddress>
    <Email name="">janeandjackandjoe@email.com</Email>
    <Phone>
     <TelephoneNumber>
      <CountryCode isoCountryCode="US"/>
      <AreaOrCityCode/>
      <Number>123456789</Number>
     </TelephoneNumber>
    </Phone>
   </Address>
  </BillTo>
  <Shipping>
   <Money currency="USD">0</Money>
   <Description xml:lang="en"/>
  </Shipping>
  <Tax>
   <Money currency="USD">0</Money>
   <Description xml:lang="en">Sales Tax</Description>
  </Tax>
  <Contact>
   <Name xml:lang="en">Allen, Karen</Name>
  </Contact>
  <Comments/>
  <Extrinsic name="email">me@you.com</Extrinsic>
 </OrderRequestHeader>
 <ItemOut lineNumber="1" quantity="1" requestedDeliveryDate="" requisitionID="">
  <ItemID>
   <SupplierPartID>B00CX5P8FC</SupplierPartID>
   <SupplierPartAuxiliaryID>181-6112345-4875406,1</SupplierPartAuxiliaryID>
  </ItemID>
  <ItemDetail>
   <UnitPrice>
    <Money currency="USD">99</Money>
   </UnitPrice>
   <Description xml:lang="en">Amazon Fire TV</Description>
```

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```
        <UnitOfMeasure>EA</UnitOfMeasure>
        <Classification domain=""/>
        <ManufacturerPartID>UPC-848719022827</ManufacturerPartID>
        <ManufacturerName/>
        <URL/>
       </ItemDetail>
       <Shipping>
        <Money currency="USD">0</Money>
        <Description xml:lang="en"/>
       </Shipping>
       <Tax>
        <Money currency="USD">0</Money>
        <Description xml:lang="en">Sales Tax</Description>
       </Tax>
       <Distribution>
        <Accounting name="DistributionCharge">
         <Segment description="" id="" type=""/>
        </Accounting>
        <Charge>
         <Money currency="USD">0.00</Money>
        </Charge>
       </Distribution>
       <Comments/>
      </ItemOut>
     </OrderRequest>
    </Request>
   </cXML>
```

Order Confirmation

The order confirmation request is sent from the Amazon system to the purchasing system, after the order has been processed by Amazon's ordering system. The request will contain the status of the order and whether it has been successfully created. The customer purchase order may be broken into several Amazon orders in cases when, for example, an order is fulfilled by multiple merchants. The Amazon purchasing system will send separate confirmation requests for all approved and rejected items.

An order confirmation is sent via email to buyer and payer for the Business. A cXML based Order Confirmation can also be sent to the purchasing system.

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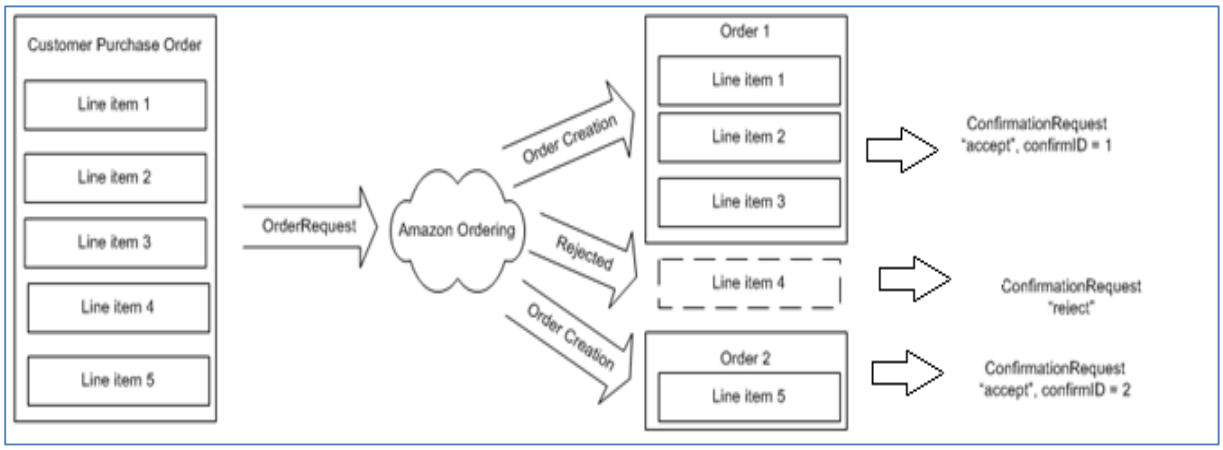
Image 1.7 Order confirmation



The purchasing system may choose to receive to the order confirmation message in a similar manner to the PunchoutSetupResponse message. This is optional and will not be acknowledged by Amazon's purchasing system. For cXML data definitions, please visit cXML.org.

Example: Order Confirmation cXML

```
<?xml version="1.0" encoding="UTF-8"?>
<!DOCTYPE cXML SYSTEM "http://xml.cxml.org/schemas/cXML/1.2.024/Fulfill.dtd">

<cXML payloadID="1394568264055.446.73xx@amazon.com" timestamp="2014-03-11T13:04:24+13:04"
xml:lang="en-US">
  <Header>
    <From>
      <Credential domain="NetworkId">
        <Identity>Amazon</Identity>
      </Credential>
    </From>
    <To>
      <Credential domain="NetworkId">
        <Identity>010011xxxxx</Identity>
      </Credential>
    </To>
    <Sender>
      <Credential domain="NetworkId">
        <Identity>Amazon</Identity>
```

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```
        </Credential>
        <UserAgent>Amazon LLC eProcurement Application</UserAgent>
      </Sender>
    </Header>
    <Request>
      <ConfirmationRequest>
        <ConfirmationHeader confirmID="105-5528563-5618617" operation="new" type="detail"
noticeDate="2014-03-11T13:04:24+13:04">
          <Total>
            <Money currency="USD">137.18</Money>
          </Total>
          <Shipping>
            <Money currency="USD">0.00</Money>
            <Description xml:lang="en-US">Cost of shipping, not including shipping tax</Description>
          </Shipping>
          <Tax>
            <Money currency="USD">8.60</Money>
            <Description xml:lang="en-US">Cost of tax, including shipping tax</Description>
          </Tax>
        </ConfirmationHeader>
        <OrderReference orderID="E010653511913xxx" orderDate="2014-03-11T12:57:28-07:00">
          <DocumentReference payloadID="1394567848065.10310490xx.OrderRequest@xx.org"/>
        </OrderReference>
        <ConfirmationItem quantity="2" lineNumber="1">
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          <ConfirmationStatus quantity="2" type="detail">
            <UnitOfMeasure>EA</UnitOfMeasure>
            <Tax>
              <Money currency="USD">0.60</Money>
              <Description xml:lang="en-US">Cost of tax, including shipping tax</Description>
            </Tax>
            <Shipping>
              <Money currency="USD">0.00</Money>
              <Description xml:lang="en-US">Cost of shipping, not including shipping tax</Description>
            </Shipping>
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          </ConfirmationStatus>
        </ConfirmationItem>
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            <UnitOfMeasure>EA</UnitOfMeasure>
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              <Description xml:lang="en-US">Cost of tax, including shipping tax</Description>
            </Tax>
            <Shipping>
              <Money currency="USD">0.00</Money>
```

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```
<Money currency="USD">0.00</Money>
            <Description xml:lang="en-US">Cost of shipping, not including shipping tax</Description>
          </Shipping>
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      </ConfirmationItem>
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          <UnitOfMeasure>EA</UnitOfMeasure>
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            <Description xml:lang="en-US">Cost of tax, including shipping tax</Description>
          </Tax>
          <Shipping>
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          </Shipping>
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        </ConfirmationStatus>
      </ConfirmationItem>
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          <UnitOfMeasure>EA</UnitOfMeasure>
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          </Tax>
          <Shipping>
            <Money currency="USD">0.00</Money>
            <Description xml:lang="en-US">Cost of shipping, not including shipping tax</Description>
          </Shipping>
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        </ConfirmationStatus>
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            <Description xml:lang="en-US">Cost of shipping, not including shipping tax</Description>
          </Shipping>
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    </ConfirmationStatus>
  </ConfirmationItem>
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    <ConfirmationStatus quantity="2" type="detail">
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        <Description xml:lang="en-US">Cost of tax, including shipping tax</Description>
      </Tax>
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      </Shipping>
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    </ConfirmationStatus>
  </ConfirmationItem>
  <ConfirmationItem quantity="2" lineNumber="8">
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      </UnitPrice>
      <Tax>
        <Money currency="USD">0.40</Money>
        <Description xml:lang="en-US">Cost of tax, including shipping tax</Description>
      </Tax>
      <Shipping>
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      </Shipping>
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    </ConfirmationStatus>
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```
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      <Description xml:lang="en-US">Cost of tax, including shipping tax</Description>
    </Tax>
    <Shipping>
      <Money currency="USD">0.00</Money>
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    </Shipping>
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  </ConfirmationStatus>
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    </Tax>
    <Shipping>
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    </Shipping>
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    </Tax>
    <Shipping>
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    </Shipping>
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</ConfirmationItem>
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```

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```
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      </Tax>
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      </Shipping>
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    </ConfirmationStatus>
  </ConfirmationItem>
  <ConfirmationItem quantity="2" lineNumber="13">
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        <Money currency="USD">0.60</Money>
        <Description xml:lang="en-US">Cost of tax, including shipping tax</Description>
      </Tax>
      <Shipping>
        <Money currency="USD">0.00</Money>
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      </Shipping>
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    </ConfirmationStatus>
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      </Shipping>
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    </ConfirmationStatus>
  </ConfirmationItem>
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```
            <Tax>
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            </Tax>
            <Shipping>
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              <Description xml:lang="en-US">Cost of shipping, not including shipping tax</Description>
            </Shipping>
            <Comments type="confirmID">105-5528563-5618617</Comments>
          </ConfirmationStatus>
        </ConfirmationItem>
      </ConfirmationRequest>
    </Request>
</cXML>
```

Shipment Confirmation- optional

The ShipmentConfirmation notice will be sent when any part of an order has been shipped. The purchasing system may choose to respond to the ShipmentConfirmation message in a similar manner to the PunchoutSetupResponse message. The shipment confirmation notice is optional and will not be acknowledged by Amazon's purchasing system.

For cXML data definitions, please visit cXML.org.

The OrderResponse acknowledges receipt of the order message. It does not confirm that the order is being placed. It only confirms the receipt of the order, and returns a result code back to the purchasing system. The OrderResponse is sent synchronously to the purchasing system in response to the OrderRequest message. The customer's order ID is not specified, since the response corresponds to the request sent on the same connection.

Example: Optional Shipment Confirmation cXML

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```
<?xml version="1.0" encoding="UTF-8"?>
<!DOCTYPE cXML SYSTEM "http://xml.cxml.org/schemas/cXML/1.2.024/Fulfill.dtd">

<cXML payloadID="1394645847931.18059.42xx@amazon.com" timestamp="2014-03-
12T17:37:27+17:37" xml:lang="en-US">
  <Header>
    <From>
      <Credential domain="NetworkId">
        <Identity>010117xxxxx</Identity>
      </Credential>
    </From>
    <To>
      <Credential domain="NetworkId">
        <Identity>010011xxxxx</Identity>
      </Credential>
    </To>
    <Sender>
      <Credential domain="NetworkId">
        <Identity>010117xxxxx</Identity>
      </Credential>
      <UserAgent>Amazon LLC eProcurement Application</UserAgent>
    </Sender>
  </Header>
  <Request>
    <ShipNoticeRequest>
      <ShipNoticeHeader shipmentID="2199947375124" operation="new" noticeDate="2014-03-
12T17:37:35+17:37" shipmentDate="2014-03-12T17:32:02+17:32" deliveryDate="2014-03-
14T03:00:00+03:00" shipmentType="actual"/>
      <ShipControl>
        <CarrierIdentifier domain="companyName"></CarrierIdentifier>
        <ShipmentIdentifier>1Z1Y2E270339295041</ShipmentIdentifier>
        <PackageIdentification rangeBegin="1" rangeEnd="1"/>
      </ShipControl>
      <ShipNoticePortion>
        <OrderReference orderDate="2014-03-11T15:57:28-04:00" orderID="E010653511xxxx">
          <DocumentReference payloadID="1394567848065.10310490xx.OrderRequest@xx.org"/>
        </OrderReference>
        <ShipNoticeItem lineNumber="10" quantity="2">
          <UnitOfMeasure>EA</UnitOfMeasure>
        </ShipNoticeItem>
        <ShipNoticeItem lineNumber="4" quantity="2">
          <UnitOfMeasure>EA</UnitOfMeasure>
        </ShipNoticeItem>
        <ShipNoticeItem lineNumber="13" quantity="2">
          <UnitOfMeasure>EA</UnitOfMeasure>
        </ShipNoticeItem>
        <ShipNoticeItem lineNumber="6" quantity="2">
```

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```
            <UnitOfMeasure>EA</UnitOfMeasure>
          </ShipNoticeItem>
          <ShipNoticeItem lineNumber="5" quantity="2">
            <UnitOfMeasure>EA</UnitOfMeasure>
          </ShipNoticeItem>
          <ShipNoticeItem lineNumber="7" quantity="2">
            <UnitOfMeasure>EA</UnitOfMeasure>
          </ShipNoticeItem>
          <ShipNoticeItem lineNumber="2" quantity="2">
            <UnitOfMeasure>EA</UnitOfMeasure>
          </ShipNoticeItem>
          <ShipNoticeItem lineNumber="9" quantity="2">
            <UnitOfMeasure>EA</UnitOfMeasure>
          </ShipNoticeItem>
          <ShipNoticeItem lineNumber="12" quantity="2">
            <UnitOfMeasure>EA</UnitOfMeasure>
          </ShipNoticeItem>
          <ShipNoticeItem lineNumber="8" quantity="2">
            <UnitOfMeasure>EA</UnitOfMeasure>
          </ShipNoticeItem>
          <ShipNoticeItem lineNumber="14" quantity="2">
            <UnitOfMeasure>EA</UnitOfMeasure>
          </ShipNoticeItem>
          <ShipNoticeItem lineNumber="11" quantity="2">
            <UnitOfMeasure>EA</UnitOfMeasure>
          </ShipNoticeItem>
          <ShipNoticeItem lineNumber="15" quantity="2">
            <UnitOfMeasure>EA</UnitOfMeasure>
          </ShipNoticeItem>
          <ShipNoticeItem lineNumber="3" quantity="2">
            <UnitOfMeasure>EA</UnitOfMeasure>
          </ShipNoticeItem>
          <ShipNoticeItem lineNumber="1" quantity="2">
            <UnitOfMeasure>EA</UnitOfMeasure>
          </ShipNoticeItem>
        </ShipNoticePortion>
      </ShipNoticeRequest>
    </Request>
  </cXML>
```

Note: Additional technical information is provided in the technical FAQ section below.

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Technical Administration FAQ

Message Formats

Which cXML standard documents does Amazon support?

Amazon supports:

- PunchoutSetupRequest
- PunchoutSetupResponse
- PunchoutOrderMessage
- OrderRequest
- OrderConfirmation
- ShipmentConfirmation

Do you support single sign on?

No. Single sign on is not currently supported. You cannot sign in directly from your application.

Is the Amazon system enabled for EDI purchase order (PO) transmission?

No. Amazon supports cXML and OAG transactions for PO transmission. For a specific request for different language support, please contact Business Customer Service.

Do you support HTTPs without any authentication for Order Request?

No. We support basic HTTP authentication and certificate based authentication for receiving Order Request cXML messages. Use your cXML credentials for basic authentication.

Can I open Amazon PunchOut in an iFrame?

No. Amazon PunchOut can currently open only in a new window.

Do you have a different test environment and test credentials we can use?

Amazon's test and production cXML credentials are the same.

Do you support level 2 punchout?

Level 2 punchout is not currently supported. Please contact Business Customer Service.

Do you support UNSPSC code and UOM code?

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Yes. UNSPSC and UOM are supported and sent to your purchasing system via the Punchout Order cXML message.

Can you send me list of all UNSPSC code you support?

Yes. Please contact Business Customer Service.

Do you support ANSI X12 and OAG transactions for purchase ordering?

Yes. We support many standard XML transactions for purchase orders.

Do you support line-level ShipTos?

Yes. Line-level ShipTos on Order Request cXML are supported.

How can I filter Amazon products from third-party sellers?

Amazon provides the Sold By and Fulfilled By information in the punchout Order Message cXML, which can be used by your purchasing system to filter any specific sellers.

What kind of tolerances can you support at cart selection level and at order level?

Amazon punchout allows customers to setup the following parameters:

- Delivery Date Range
- Cost Tolerance
- Line Item Subtotal
- Line Item Unit Price
- Back Order Actions
- Line Unavailability action
- Limited Quantity action

How can I set up shipping addresses, payment information, and cost tolerance for orders?

- The Shipping Address provided in the Order Request cXML is used as the ShipTo address for the Orders.
- The payment method is configured by Administrators in the Business Accounts. It is applied for all the orders for an Organization.
- Tolerance can be modified either via self-service or by contacting Business Customer Service.

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How can I setup punchout for multiple business units or groups?

If your business has multiple people and would benefit from having people organized into groups (such as locations, divisions, or categories), an administrator can create multiple business groups within PunchOut to support workflows.

In this case, the name of the business group should come in as part of the cXML Punchout Setup Request Extrinsics. For example: <Extrinsic name="UserBusinessUnit">business group name</Extrinsic>

How can you transmit the reconciliation report?

To download the reconciliation report:

1. Go to Amazon and sign in.
2. Select Orders.
3. Select Download an order history report.
4. Enter information and select Request Report

Can I send the payment method information on the cXML PO?

For security reasons, Amazon does not accept payment method information on Order Request cXML.
At the time of shipment, the payment method on file for the business is charged.

Can I send the GL code, cost center, or project code in the cXML PO?

No. This is currently not supported. Please contact Amazon Customer Integrations team for your specific support needs.

How do I set up shipping addresses, payment information, and cost tolerance for orders?

- Shipping Address provided in the Order Request cXML is used as the ShipTo address for the Orders.
- Payment method configured in the settings is applied for all the orders for an organization.
- Tolerance can be set via self-service. To get help, contact Business Customer Service.

How can buyers with existing Amazon business accounts use Amazon Punchout?

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If you have an existing Amazon business account, you have the option to migrate to Amazon Punchout instead. Please note that you cannot yet use both programs simultaneously.

How long does integration take?

After the technical administrator has successfully integrated, there are no additional steps. The credentials are generated during self-service integration. Technical administrators use those credentials to punchout to Amazon.

What do I do with the credentials that Amazon generated?

An administrator works with their technical administrator, such as a technical program manager, to connect to Amazon from the purchasing system.

The From and To credentials can be entered in your purchasing system so that the Punchout transactions can be validated.

What specific details do I need to send in punchout cXML to Amazon?

Please review the Technical Administration section.

How do I test? How do I go to production?

Test mode is auto-enabled after registration. You are ready to test once you have generated your credentials and populated in your purchasing system. You can decide when you have successfully completed testing and are ready to move the credentials to active (production) mode.

How do punchout users get added to your system?

Users who can requisition a purchase order on behalf of an organization are added when they Punchout to Amazon for the first time.

An Administrator can also add users on Amazon.com. Go to Your Account, and select Manage Your Business under the Settings section.

Will I have an ongoing test environment?

Yes. You can edit your system back to test mode after you have edited it to Active status.

Providing Feedback

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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.

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Revision History

Version	Date	Content/update	Author
1.0	O2.06.15	Original Amazon PunchOut Technical Administration	Michelle Merkle

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