

Punchout integration guide



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Overview

This document provides guidance and reference material to IT professionals to establish a Punchout integration to Amazon Business.

Prerequisite

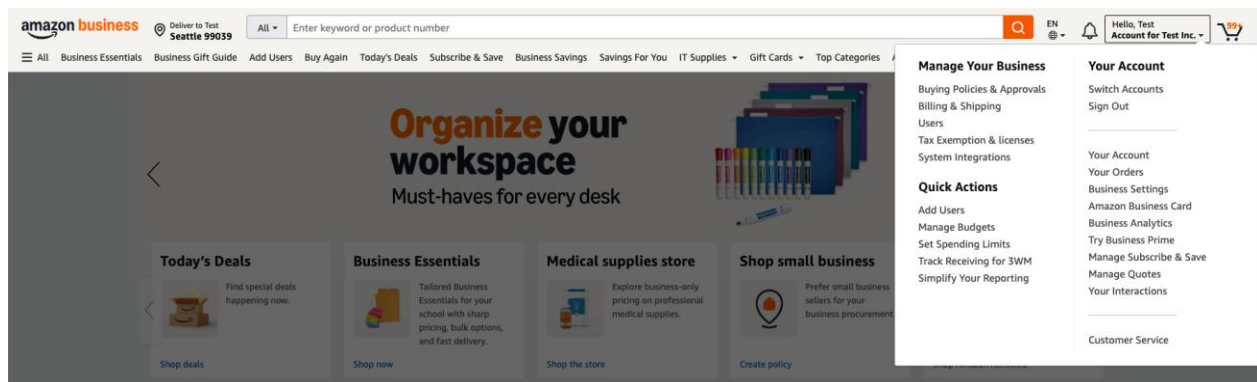
If you don't already have an Amazon Business account, register for one in your desired marketplace:

- US: <https://www.amazon.com/business>
- CA: <https://www.amazon.ca/business>
- MX: <https://www.amazon.com.mx/business>
- UK: <https://www.amazon.co.uk/business>
- DE: <https://www.amazon.de/business>
- FR: <https://www.amazon.fr/business>
- IT: <https://www.amazon.it/business>
- ES: <https://www.amazon.es/business>
- JP: <https://www.amazon.co.jp/business>
- AU: <https://www.amazon.com.au/business>

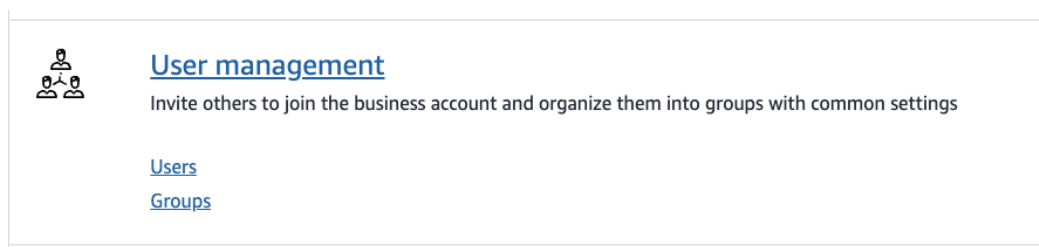
It can take up to 72 hours for your account to be verified and activated.

Punchout setup on Amazon Business

1. In Amazon Business, generate your credentials:
 - Open the **Your Account** dropdown menu
 - Select **Business Settings**.



2. Under **User management**, select **Groups**.



3. Select **Add Group** to create a new group. This group will be used as the Punchout group.
4. Enter a group name of your choice. For example: **Ramp Punchout**.

Displaying 0 of 0 Add Group

Refine by

Show groups within

☒ This group only

☐ This group and subgroups

No Results Found

5. Select individual or shared payment methods and addresses depending on how your users pay for purchases:
 - If a common payment instrument (e.g., Pay by Invoice or a shared payment card) will be used for all users, select **Shared Payment Methods**. If users will pay with their own payment instrument, select **Individual Payment Methods**.
 - If orders will be sent to a shared address, select **Shared Addresses**. If users will provide their own addresses, select **Individual Addresses**.

Note: By default, Amazon Business ships orders to the “Ship To” address from the electronic purchase order (PO). A placeholder address will be configured for the Punchout group.

Create Group ×

Group name

☐ Turn off purchasing for this group

Payment methods

Which payment methods should members of this group use to place orders?

☐ Individual Payment Methods – Employees provide their own

☐ Shared Payment Methods – Admins will provide payment methods for the group to use

☒ Both Shared and Individual Payment Methods – Admins can provide payments for the group, employees can also use their own

Shipping addresses

Which shipping addresses can members of this group ship orders to?

☒ Individual Addresses – Employees provide their own

☐ Shared Addresses – Admins will provide addresses for the group to use

Add Group Cancel

6. In your list of groups, select the newly created group. If the group does not show up immediately, refresh the web page.

Doc test - Groups

Displaying 1 of 1 Add Group

Refine by

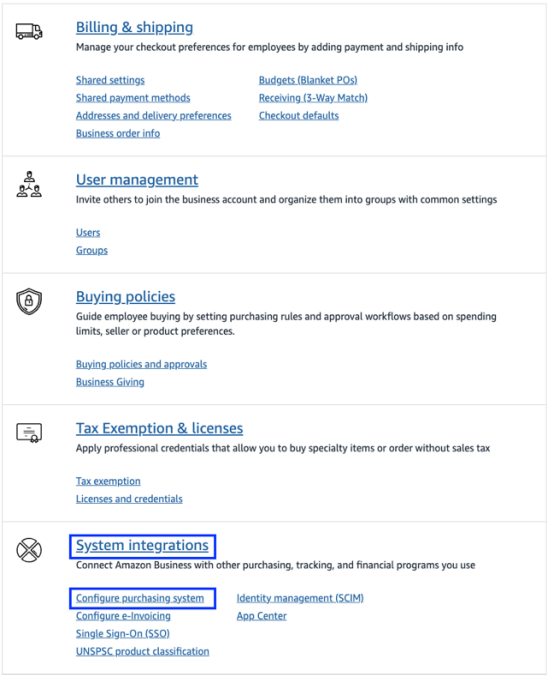
Show groups within

☒ This group only

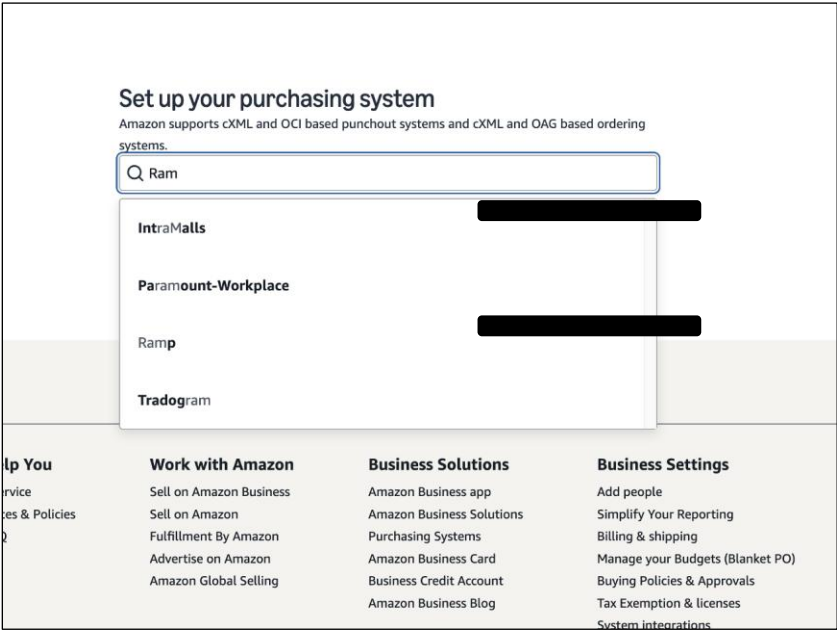
☐ This group and subgroups

 [Punchout group](#) Actions ▾

7. Under **System Integrations**, select **Configure purchasing system**.



8. Under the Set up your purchasing system, type **Ramp** and select **Ramp** from the drop-down. The system auto-generates your **System Login** and **Password**. If needed, you can modify these credentials.
9. Select your system from the drop-down. The system auto-generates your **System Login** and **Password**. If needed, you can modify these credentials.
10. Select **Save**.



11. The next screen displays the **“From Identity” in cXML (System Login)**, **“Shared Secret” in cXML (Password)**, **Punchout URLs** for Test and Production environments, and **purchase order request URL** credentials. These credentials will need to be configured in your purchasing system. If needed, select **email these settings** to send these credentials to your email.

- The shared secret is hidden by default. To reveal, select **Show**.
- The Punchout URLs for Test and Production vary per Amazon Business marketplace region. See the below table for a list of Punchout URLs in each region:

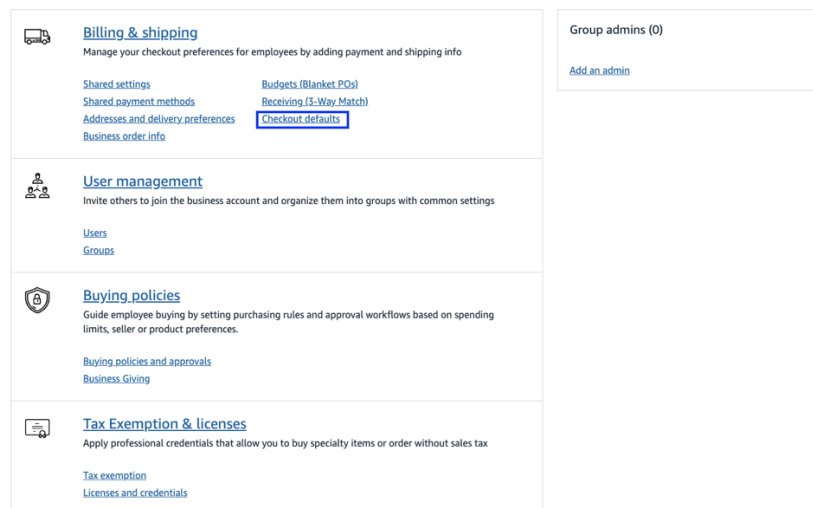
Marketplace	Test	Production
US	https://abintegrations.amazon.com/punchout/test	https://abintegrations.amazon.com/punchout
CA	https://abintegrations.amazon.ca/punchout/test	https://abintegrations.amazon.ca/punchout
MX	https://abintegrations.amazon.com.mx/punchout/test	https://abintegrations.amazon.com.mx/punchout
IN	https://abintegrations.amazon.in/punchout/test	https://abintegrations.amazon.in/punchout
FR	https://abintegrations.amazon.fr/punchout/test	https://abintegrations.amazon.fr/punchout
ES	https://abintegrations.amazon.es/punchout/test	https://abintegrations.amazon.es/punchout
UK	https://abintegrations.amazon.co.uk/punchout/test	https://abintegrations.amazon.co.uk/punchout
DE	https://abintegrations.amazon.de/punchout/test	https://abintegrations.amazon.de/punchout
IT	https://abintegrations.amazon.it/punchout/test	https://abintegrations.amazon.it/punchout
JP	https://abintegrations.amazon.co.jp/punchout/test	https://abintegrations.amazon.co.jp/punchout
AU	https://abintegrations.amazon.com.au/punchout/test	https://abintegrations.amazon.com.au/punchout

Shipping address and payment method setup

A default shipping address and payment method are required before going live with a Punchout integration. You can configure these details as checkout defaults on Amazon Business. To configure your checkout defaults, follow these steps:

Note: If you plan to use Pay by Invoice as your default payment method, ensure this method is already enabled for your account before proceeding. For more information, see [About Pay by Invoice](#).

1. Navigate to **Business Settings > Groups > Newly created Punchout group**.
2. Under **Billing & shipping**, select **Checkout defaults**.



3. To add a shipping address, under **Shipping address**, select **Addresses and delivery preferences** and complete the form with details about your default address.
 - **Note:** This value is the placeholder shipping address. All orders will be shipped to the address sent in the PO from your purchasing system.
4. To add a payment method, under **Payment method**, select **Payment methods > Add payment method** and follow the steps to add your desired payment device.

Checkout defaults

Make checkout faster and easier for buyers in this group by selecting a preferred shipping address and payment method as the default at checkout
Buyers will still have the option to change the shipping address or payment method during checkout

[Learn more](#)
[Checkout defaults set up help](#)

Related links

[Payment methods](#)
[Addresses and delivery preferences](#)
[Groups](#)

Shipping address

To configure a default shipping address when purchasing with this group, your group need to have some shared addresses. Add a new shared address in [Addresses and delivery preferences](#)

Deliver to

Deliver to field at checkout allows buyers to fill in a recipient name for shared addresses, which will be displayed in the order and on the shipping label. This field overrides the name of the shared address.

- ☐ Set buyer's name as recipient name at checkout
Buyers can change the name if needed
- ☐ Set Deliver to field as mandatory for buyers
This is not enforced if buyers ship to multiple addresses

Payment method

To configure a default payment method when purchasing with this group, your group need to have some shared payment methods. Add a new shared payment method in [Payment methods](#)

Punchout setup in Ramp

Punchout Setup in Ramp

After generating your credentials on Amazon Business, configure the punchout connection in your Ramp account.

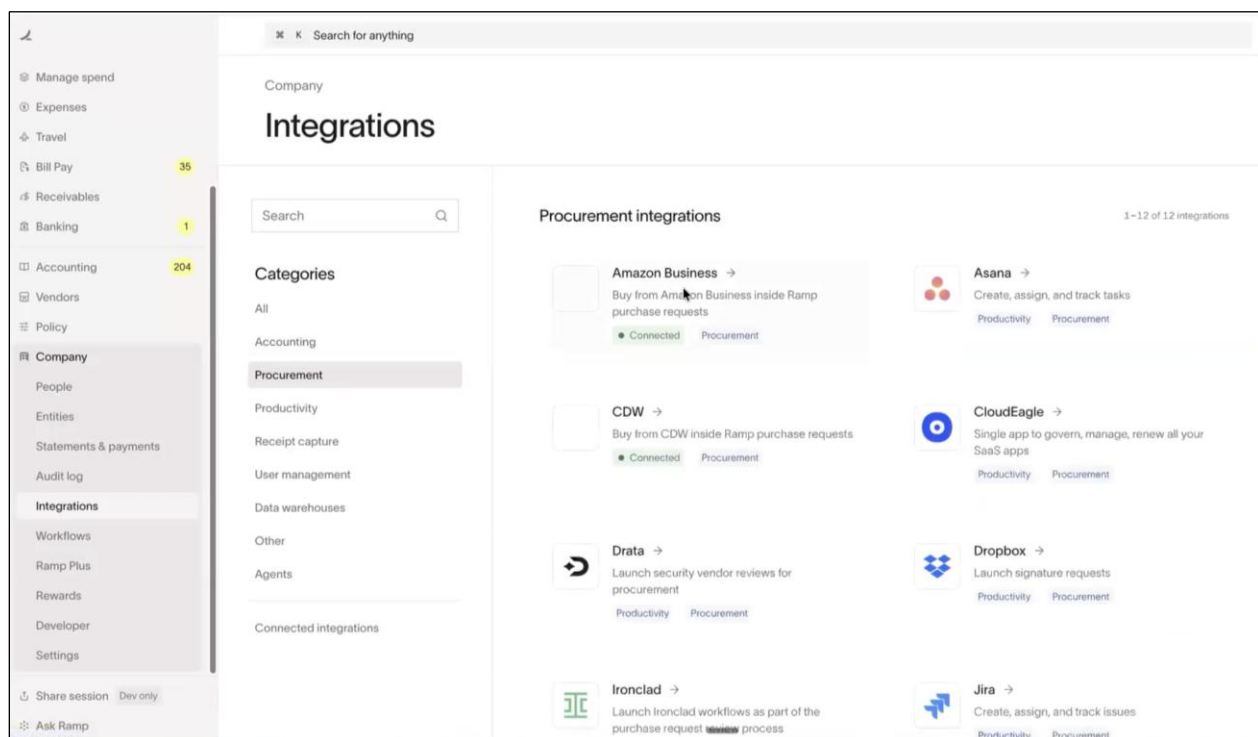
Step 1: Navigate to the Amazon Business Integration

1. Sign in to your Ramp account.
2. Select Integrations from the left navigation panel.
3. Select the Procurement category.
4. Select Amazon Business under the procurement integrations options. The Amazon Business Punchout configuration screen appears.

Step 2: Enter the Punchout Credentials

1. Navigate to Ramp Integration screen>Procurement integrations.
2. Click **Amazon Business** and enter the credentials you generated from your Amazon Business account:

Field	Description
From Identity	Copy this value from your Amazon Business account (System Login).
Shared Secret	Copy this value from your Amazon Business account (Password).
Punchout URL	Enter the production Punchout URL from your Amazon Business account. Example: https://abintegrations.amazon.com/punchout
Punchout Test URL	Enter the test Punchout URL from your Amazon Business account. Example: https://abintegrations.amazon.com/punchout/test
Purchase Order URL	Copy this value from your Amazon Business account.



Amazon Business Punchout

Configure cXML punchout connection settings

Punchout setup

From identity

Shared secret

Override

Punchout URL*

https://abintegrations.amazon.com/punchout

Punchout test URL*

https://abintegrations.amazon.com/punchout/test

Purchase order URL*

https://https-ats.amazonsedi.com/18cf3006-c5be-435a-9af2-cd39518e0bbc

Test mode

Route requests to the provider's sandbox endpoint while you're verifying setup

☐

Linked vendor

Select the vendor associated with this punchout connection for purchase requests

Save

Step 3: Link the Vendor

1. In the **Linked vendor** dropdown, select Amazon.
2. If Amazon does not appear in the dropdown list, contact your Ramp technical point of contact for assistance.

Punchout URL*

https://abintegrations.amazon.com/punchout

Punchout test URL*

https://abintegrations.amazon.com/punchout/test

Purchase order URL*

https://https-ats.amazonsedi.com/18cf3006-c5be-435a-9af2-cd39518e0bbc

Test mode

Route requests to the provider's sandbox endpoint while you're verifying setup

☐

Linked vendor

Select the vendor associated with this punchout connection for purchase requests

Vendor*

Amazon

Danger zone

Disconnect

Save

Step 4: Enable Test Mode

Toggle **Test Mode** on to route requests to the sandbox endpoint during setup verification. This allows you to test the integration before going live.

Step 5: Save the Configuration

Select **Save** to complete the punchout configuration.

NOTE: To disconnect the integration later, use the **Disconnect** button in the Danger Zone section at the bottom of the configuration page.

Once you have the correct setup, you should be able to punch out to Amazon Business. To the right are values Amazon Business should receive in the cXML Header for Punchout and PO messages:

Email address in Punchout setup request is mandatory for Amazon Business. We currently look at four locations for the email address in this order, and whatever we find first is what we use:

1. Extrinsic field with name "UserEmail"
2. ShipTo address email
3. Contact email
4. Extrinsic with name "Email"

For precision, these are the xPATHs in order of preference:

"//Extrinsic[@name='UserEmail']"

"//ShipTo/Address/Email",

"//Contact/Email"

"//Extrinsic[@name='Email']"

```
<Header>
  <From>
    <Credential domain="NetworkId">
      <Identity>System Login Generated in Previous Step</Identity>
    </Credential>
  </From>
  <To>
    <Credential domain="NetworkId">
      <Identity>Amazon</Identity>
    </Credential>
  </To>
  <Sender>
    <Credential domain="NetworkId">
      <Identity>System Login Generated in Previous Step</Identity>
      <SharedSecret>Password Generated in Previous Step</SharedSecret>
    </Credential>
    <UserAgent>Test</UserAgent>
  </Sender>
</Header>
```

eg:

```
<Extrinsic name="UserEmail">prodealerorders@s-us.com</Extrinsic>

<Extrinsic name="Email">prodealerorders@s-us.com</Extrinsic>

<Email>test@123.com<Email/>
```

Cart ID or Supplier Part Auxiliary ID (SPAID)

When a user completes a Punchout session and submits the order for approval, Amazon Business sends a unique identifier used to identify the cart, also known as a "Punchout session." This value is sent in the Supplier Part Auxiliary ID field on the Punchout Order Message Amazon Business sends to your purchasing system. Amazon Business requires this value in the Purchase Order Request message.

This value can be sent across at multiple places:

- Option 1: `<SupplierPartAuxiliaryID>asid-PsS5DbBHeSh3t3Q</SupplierPartAuxiliaryID>`
- Option 2: `<Description xml:lang="en">Premium Quality 10|asid-PsS5DbBHeSh3t3Q</Description>`
- Option 3: *Comment field*
- Option 4: *Extrinsic field*

```
<ItemIn quantity="3">
  <ItemID>
    <SupplierPartID>B01LFFGW5K</SupplierPartID>
    <SupplierPartAuxiliaryID>asid-PsS5DbBHeSh3t3Q</SupplierPartAuxiliaryID>
  </ItemID>
```

Note the following additional requirements for the Amazon Business Punchout integration:

- The payload ID in the cXML Punchout Setup Request and Order Request messages should always be unique.
- Amazon Business only supports “new” order types. “Update” and “delete” types are not supported.
- To make changes or cancel an existing purchase order, users must contact Amazon Business customer support.

Testing

You are now ready to test Punchout and submit test orders. While in test mode, place several different types of orders (suggestions below). Ensure you receive an order confirmation email for each order. Orders placed during test mode will be automatically cancelled and will not be charged or shipped. This testing status will be highlighted in the order confirmation email. Here are some suggested test scenarios using product and quantity variations:

- One type of product, quantity one
- One type of product, quantity three
- Two different products, quantity one
- Two different products, quantities three & five

Review order safeguards

Order safeguards protect your organization from unexpected or undesired changes in price, inventory levels, and delivery time. Once safeguards are set, an order can only be fulfilled if it meets all your safeguard conditions. If an order does not meet your requirements, Amazon Business rejects the entire order or only the items breaking your safeguards, depending on how safeguards are configured. The user will be notified of order or item rejections via email. To set up order safeguards, follow these steps:

1. Navigate to **Business Settings > Groups > Newly created Punchout group > System Integrations > Purchasing System > Order Safeguards > Edit.**

Order safeguards

Prices and stock levels can change. Tell us how to handle order requests if they do.

[Edit](#)

2. Turn each safeguard setting on or off, as required.
3. Provide absolute or percentage value limits in the safeguard value fields. We recommend that you use Amazon Business' recommended settings to avoid order rejections.

Order safeguards

Prices and stock levels can change. Tell us how to handle order requests if they do. For questions refer to our [\[helpLink\]Order Safeguards setup guide\[/helpLink\]](#). Use the recommended safeguard setting to protect from dramatic price increases, longer delivery times and low stock levels, while minimizing rejected orders and items.

Recommendations are currently unavailable for your group. To show safeguard recommendations, we need 300 purchase orders and 10 rejections within the last 6 months.

Safeguard type	Current value	New value	Action to take
Item price (Recommended ON) Price of single individual item	ON ☒	20%	☒ Remove that item from the order (recommended) ☐ Cancel the entire order
Item subtotal (Recommended OFF) The total of all duplicate items in the same order (example: 2 identical blue blankets)	OFF ☐		
Order total (Recommended OFF) The total of all items, plus taxes, fees, and shipping for the order	OFF ☐		

4. Once you have set the safeguards, select **Save**.

You can edit the order safeguards settings whenever needed by following the steps as above.

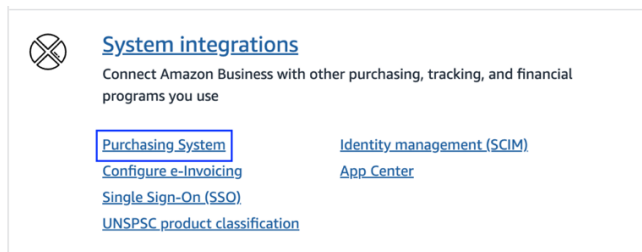
Move to production

After an administrator has tested system connectivity, they can change the group status to active mode. When the status is in active mode, purchase orders will ship and the selected payment method will be charged. Your Punchout credentials will be the same. If you would like to have different credentials for production, create a new group with its own credentials.

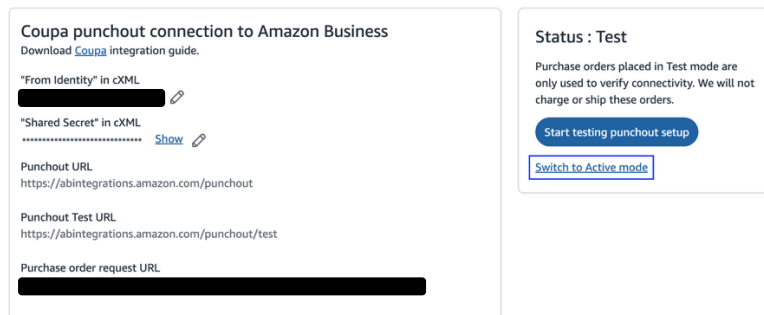
Note: After an administrator changes from test to active mode, the business account can be edited back to test mode.

To update from test to active mode, follow these steps:

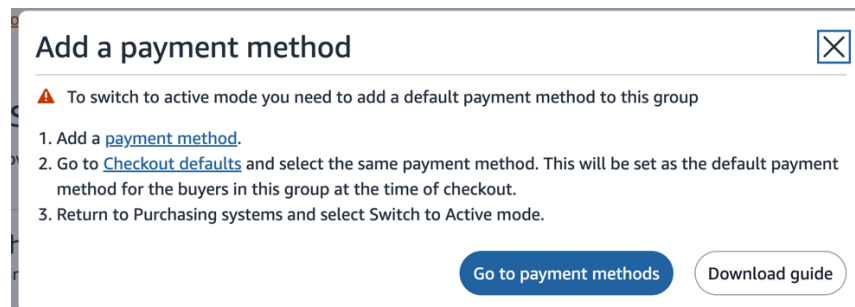
1. Navigate to **Business Settings > Groups**.



2. Select **Newly created Group > Purchasing System > Switch to Active Mode**.



3. Configure your group's checkout defaults, including default shipping address and payment method, before switching your group to active.



After switching to active mode, we recommend placing a live order to confirm that Punchout works as expected before rolling out to additional users.

First-time Punchout user experience

If a user does not have an Amazon Business account when they punch out for the first time, the user will be asked to create a profile on the Amazon Business account. This is a one-time process. For any subsequent Punchout sessions, the user will be taken directly to the Amazon Business home page without needing to log in. The user will only be asked to enter the password if they try to access "Your Orders" on their account. Contact your Amazon Business representative or Customer Support if you have any questions or concerns as you navigate Punchout for the first time.

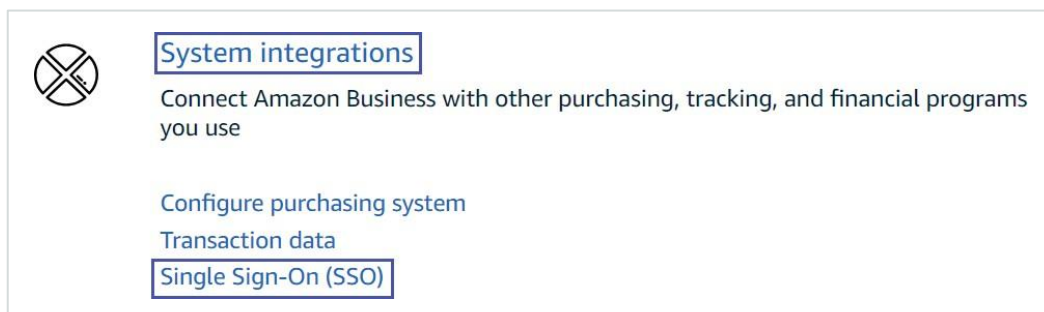
Electronic invoice setup

Reach out to your Amazon Business technical contact to know whether electronic invoicing is supported for your Ramp.

Single Sign-on (SSO)

Single Sign-on can be set up via self-service.

- Navigate to **Business Settings >System Integrations >Single Sign-On (SSO)** and follow the steps on the page.
- Contact your Amazon Business Account Executive if you experience any issues.



Appendix

Amazon Business customer service/post-production support

Contact the Amazon Business customer service team for any transactional questions related to an order, including: ordering, quantity availability, shipment speed, delivery tracking, returns, and refunds. This team can also provide administrator support, including feature configuration and system integration support.

[Chat](#) | Email: corporate-punchout@amazon.com

Note that new features are regularly added to the Amazon Business website. You may see slight differences in terminology and/or layout compared to this document. If you have any questions, contact Amazon Business Customer Service.

Learn more about Punchout at [Amazon Business Punchout](#).

FAQs

Use the below FAQs to resolve common Punchout failures.

Q: Why am I not able to punch out?

A: Punchout failure can occur due to multiple reasons. The most common reasons are:

- Credential mismatch
- User's email has a retail account associated with it.
- User's email is part of a business account and user is trying to punch out to a different account.
- User doesn't have access to e-procurement system or the Amazon tile to punch out.

Q: How do I verify my Punchout credentials are correct?

A: The credentials for Punchout should match with the credentials configured in Amazon Business (website) -> Business Settings -> Purchasing systems -> Show credentials. Account admins have access to the credentials set up in their Amazon Business account. Verify the credentials for your Punchout setup with your account admin.

Q: Can I punch out to Amazon Business if I have a retail account with the same email ID?

A: Yes, you should be able to punch out to Amazon Business if you have a retail account with the same email ID. You have the option to split an Amazon Business account out of your retail account, or merge the retail account into an Amazon Business account.

Q: What should I do if I already have a retail account with my email ID and I cannot punch out to Amazon Business?

A: You can either change the email on your retail account or delete the retail account from your Amazon login. If you are using a personal email and want to keep your retail account, you can submit a new email address to your organization's admin to create an AB account. Choose the option that works best for you. If you need any assistance in changing account email or account deletion, contact Amazon Business Customer Service and they will be able to assist with changing the email ID on the account or deleting the account.

Q: What will happen to "Order History" If I delete my retail account?

A: If you split your retail account, the retail account's order history will remain. If you merge or delete your retail account, the retail account's "Order History" will not be accessible anymore. Save a backup of your order history before deleting the account. You can contact Amazon Business Customer Service to merge the order history from previous retail account into a new business account.

Q: My email ID is part of a business account. Can I punch out to a different business account using the same email?

A: Currently, Amazon Business Punchout journey doesn't support this functionality. One email address can be part of one business account for Punchout only and the user can punch out to that account. In case a user needs to be part of multiple accounts, they need to have different email IDs, one for each account. A user can create a different alias with the same email domain (example: abc@xyz.com and abc+1@xyz.com), or use different domains (example: 123@xyz.com and 123@abc.com) to punch out to different accounts.

Q: Can I punch out to Amazon Business if I am not part of a Punchout group?

A: Yes, you can punch out to Amazon Business, even if you are not part of a Punchout group. Your account will be auto-provisioned and linked to the Punchout group during first login attempt. The account admin can also add users to the Punchout group by sending an invite via email or direct link, or by adding the user under the Punchout group directly.

Q: Can I punch out to Amazon Business if I am part of a "Direct Access" group?

A: Yes, you can still punch out to Amazon Business, even if you are part of "Direct Access" group. Your account will be linked to the

Punchout group during first login attempt. The account admin can also add users to the Punchout group by sending an invite via email or direct link, or by adding the user under the Punchout group directly.

Q: Can I Punch out to Amazon Business if I don't have access to my company's Ramp?

A: No, you can only punch out through your company's e-procurement system by clicking on Amazon Business tile. If you don't have access to Ramp or have issues accessing the Amazon Business tile, check with your account admin.

Q: Can I order digital products (e.g. ebook, software, license) through Punchout ordering?

A: Ordering digital products is not supported by Punchout. The purchase orders can be sent to Amazon Business, but they will be rejected.

Q: Can I make changes to the cart after checkout?

A: Although Ramp might allow cart item modifications, currently Amazon Business doesn't support changes to the cart after checkout. This might cause price fluctuation, delivery delays, and order rejections.

Q: Can I merge different carts from different Punchout sessions into a single purchase order?

A: Although Ramp might allow carts to be merged, currently Amazon Business doesn't support changes to the cart after checkout. This might cause price fluctuation, delivery delays, and order rejections.

Q: Can I copy items from different carts into a different purchase order?

A: Although Ramp might allow items to be copied from different carts, currently Amazon Business doesn't support changes to the cart after checkout. This might cause price fluctuation, delivery delays, and order rejections.

Q: What will happen if I send the same purchase order more than once?

A: Most e-procurement systems transmit each purchase order with a unique identifier (payload ID). Amazon considers those orders as unique orders (even if PO # are same) and will fulfill and deliver all such purchase orders. Work with Ramp contacts to ensure your system does not send purchase orders more than once.

Q: What is the maximum number of line items, that I can include in a purchase order?

A: We currently support a maximum of 50 line items in a single purchase order. Sending more than 50 line items in a PO might cause order rejection. Create separate POs for orders requiring more than 50 line items.

Q: What is the maximum quantity for an item that I can include in single purchase order?

A: We currently support up to 999 units for a single line item (based on availability). Sending a PO with more than 999 units will cause order rejection. Create separate POs for orders requiring more than 1000 units for a line item.

Q: What does the "missing ship-to address" checkout error mean?

A: Your shipping address is not set up correctly. Follow the steps in [Shipping address and payment method setup](#) to ensure your address is configured as a checkout default.

Q: What does the "missing payment method" checkout error mean?

A: Your payment method is not set up correctly. Follow the steps in [Shipping address and payment method setup](#) to ensure your payment method is configured as a checkout default.