



Understanding Punch-out Order “Tolerances”

Amazon Business is a dynamic marketplace with changing prices and quantities, as well as multiple sellers of record. As part of this experience, which is different from static supplier catalogs, specific ordering controls (“tolerances”) have been implemented.

From the SAP Shopping Cart process, a Johns Hopkins user will punch-out to the Amazon Business Marketplace, shop for products by filling their Amazon Shopping Cart, and then transfer their Amazon Shopping Cart items back to SAP for review and approval. Once the Amazon Business Marketplace shopping cart items are transferred to SAP the items’ quantity and price are “locked” for 7 days or until an order is approved in SAP and a purchase order is sent back to Amazon. After this 7 day period, the “lock” on quantity and pricing will be cancelled and the subsequent purchase order will be subjected to our configured order tolerances listed below:

Johns Hopkins University’s Order Tolerance Settings

Order Quantity

If inventory levels change and the entire desired quantity is no longer available, the order will be rejected. For example, if the shopping cart requested 20 items and only 18 items are available when the approved order is sent to Amazon, Amazon will cancel the order and send a cancellation notification to the user.

Order Substitutions

If inventory levels change and the item is no longer available when the approved order is placed, only an item sold and fulfilled by Amazon will be substituted. This ensures that only the exact item would be substituted and eliminates the risk of a similar item being substituted by a 3rd party seller within the Amazon Marketplace.

Price Increases

If the price of an item increases more than **20%** between the time the Shopping Cart is sent to SAP and when the order is approved and placed, the order will be cancelled. The user will receive an email cancellation notice and the order must be placed again.

Maximum Delivery Time

If the delivery time specified exceeds 30 Days from the time the order is placed, the order will be cancelled. The user will receive an email cancellation notice and the order must be placed again.