

BABSON COLLEGE

AMAZON BUSINESS PUNCHOUT & WORKDAY **Frequently Asked Questions** **(FAQs)**

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Date: August 2026

A. Introduction & Purpose

Purpose

These FAQs are intended to help answer common questions about purchasing through the Amazon Business Punchout in Workday, including access, approvals, shipping, order tracking, and support. For step-by-step instructions, please refer to the *Amazon Business Punchout - Workday Employee Job Aid*.

B. FAQs

(1) Getting Started

- (a) **Q. What is changing about how I purchase from Amazon?**
A. Beginning Tuesday, October 13th, 2026, Amazon purchases for Babson business purposes will be initiated through Workday. Workday will connect you directly to Amazon Business, where you can shop much as you do today. Once you have finished shopping, your cart will return to Workday so the requisition can be reviewed and approved before the order is placed.
- (b) **Q. Why is Babson changing the Amazon purchasing process?**
A. The new process is designed to make Amazon purchasing easier and reduce the administrative work required after a purchase. Instead of using a Babson P-Card, creating an expense report, and uploading receipts or other supporting documentation, you will initiate the purchase through Workday and complete the approval process before the order is placed.
- (c) **Q. Where do I start an Amazon purchase?**
A. Begin in Workday. You can access Amazon Business through either the **Workday Sidebar** by hovering over “**Organization**” and clicking “**Requisition**” or the **Create Requisition** task. Both paths connect to the same Amazon Business Punchout.
- (d) **Q. Do I need a separate Amazon login or password?**
A. **No.** You will access Amazon Business through Workday and do not need to maintain a separate Amazon Business login for Punchout purchases.
- (e) **Q. Can I use my personal Amazon account?**
A. **No.** Purchases through the Punchout are made through Babson’s Amazon Business account. If your Babson email address is currently associated with a personal Amazon account, you may need to complete a short setup step before using the Punchout (*see Amazon Business Employee Job-Aid-Existing Account Using Babson Email*).
- (f) **Q. Can I still purchase directly through Babson’s existing Amazon account outside of Workday?**
A. **No.** After launch, Amazon purchases for Babson business purposes need to be initiated through Workday using the Amazon Business Punchout.

- (g) **Q. Can I use my personal Amazon account for Babson purchases and pay with a P-Card or request reimbursement?**
A. No. All Amazon purchases for Babson must be made through the Amazon punchout in Workday. This ensures purchases receive our preferential business account pricing and applicable sales tax exemptions under Babson's tax-exempt status.

P-Cards may not be used for purchases through personal Amazon accounts, and purchases made through personal Amazon accounts will not be reimbursed.

(2) Shopping & Checkout

- (a) **Q. Will Amazon look different when I access it through Workday?**
A. The shopping experience will be familiar, but Amazon Business includes business-specific purchasing tools, pricing, savings, and organizational purchasing controls.
- (b) **Q. Can I shop the same way I normally do on Amazon?**
A. Yes. Search for and add products to your cart as you normally would. Amazon Business may also display business pricing, quantity discounts, Prime-eligible items, and other purchasing options. You can use filters and compare available offers to find the best value.
- (c) **Q. What does “Submit Order for Approval” mean? Does that place my order?**
A. No. Selecting **Submit Order for Approval** transfers your Amazon cart back to Workday so you can complete and submit the requisition for approval. The Amazon order is not placed until the required Workday approvals are complete.
- (d) **Q. What happens if my Amazon session times out?**
A. If the Punchout session remains inactive for too long, the session may expire and your cart may not transfer back to Workday. If that happens, return to the requisition and restart the Punchout shopping session as needed.
- (e) **Q. Are prices guaranteed once I transfer my cart back to Workday?**
A. No. Amazon pricing and inventory can change while the requisition is awaiting approval. Approvals should be completed promptly. Amazon indicates that approvals should be completed within 14 calendar days of the cart being transferred back to Workday; outside that window, pricing or inventory may change.
- (f) **Q. Can I purchase gift cards through the Amazon Business Punchout?**
A. No. Gift cards require immediate credit card payment and cannot be purchased through the Workday Amazon Business Punchout. If you need to purchase a gift card for an approved business process, contact [Procurement](#) and follow the existing gift card purchasing process.

(3) Approvals

- (a) **Q. Who approves my Amazon purchase?**
A. Amazon Business Punchout purchases follow the same approval structure used for expense reports today. The difference is that approval occurs before the purchase is placed with Amazon.
- (b) **Q. What happens if my purchase includes an item marked as “restricted?”**
A. Restricted items may still be purchased, but the requisition may require additional Procurement approval before the order can be placed. Amazon Business identifies restricted products during the shopping process.
- (c) **Q. What is the difference between a restricted item and a blocked item?**
A. A restricted item may still be added to the cart but can require additional approval. A blocked item cannot be added to the cart at all; the Add to Cart option will be unavailable.
- (d) **Q. What happens after my requisition receives final approval?**
A. Once all required approvals are complete, Workday generates the purchase order and electronically transmits it to Amazon for fulfillment.

(4) Shipping

- (a) **Q. Where will my Amazon order be shipped?**
A. Orders will ship to Babson campus locations selected through Workday. The final shipping address sent to Amazon is the address associated with the Workday purchase order.
- (b) **Q. Can I have an Amazon order shipped to my home?**
A. Only in limited circumstances. A home shipping address is available only through an approved Ship-to-Home Exception. Ship-to-Home exceptions are limited to: (1) fully remote employees who do not regularly report to campus; or (2) an approved one-time need to ship an eligible large home-office item directly to a home address. If you need a Ship-to-Home Exception, please contact [Procurement](#) for how to proceed.
- (c) **Q. What should I do if I qualify for a Ship-to-Home Exception?**
A. Once you have contacted Procurement, you will be provided with a Ship-to-Home Exception Job Aid for additional information and instructions.

(5) Workday Requisitions

- (a) **Q. Do I need to attach receipts or other supporting documentation to the requisition?**
A. No supporting attachment is required for a standard Amazon Business Punchout purchase.
- (b) **Q. What are worktags, and when do I need to use them?**

- A. Complete applicable worktag fields, such as Gift, Grant, or Project, only when the purchase needs to be associated with one of those funding sources.
- (c) **Q. Can I remove an item after my Amazon cart returns to Workday?**
A. Yes. Items can be removed before the requisition is submitted. The method differs slightly depending on which Workday requisition view you are using; see the **Job Aid** for the applicable screen.
- (d) **Q. What if I need to add another item after returning to Workday?**
A. Select **Continue Shopping** to return to Amazon Business, add the additional item(s), and return them to the requisition.
- (e) **Q. What if Workday times out or I close the requisition before submitting it?**
A. You can return to the existing requisition rather than starting over. Access it through the Workday Sidebar by hovering over “**Organizations**” and selecting “**Requisitions**” or search **My Requisitions** in Workday.

(6) Tracking Your Requisition and Order

- (a) **Q. How do I check the status of my requisition?**
A. Search **My Requisitions** in Workday, enter a date range that includes the requisition you are looking for, and run the report. The results will display the current **Request Status**.
- (b) **Q. How can I see where my requisition is in the approval process**
A. Open the individual requisition and select **Process History**. This displays each approval step, its status, and the date and time completed steps were processed.
- (c) **Q. How will I know my order was sent to Amazon?**
A. Once final approval is complete, Workday generates the purchase order and sends it to Amazon. You will receive an Amazon Business order confirmation email that includes the Amazon order number, Workday purchase order/reference number, item details, shipping information, and estimated delivery date.
- (d) **Q. Can I track my shipment in Amazon Business?**
A. Yes. Amazon Business provides a Your Orders area where you can view order status and track package delivery.

(7) Orders, Changes & Returns

- (a) **Q. Why might an Amazon order be halted or cancelled after I submit it?**
A. An order may be halted or cancelled if approvals are not completed within the 14-day cart-lock period, multiple Punchout sessions are used for the same order, certain cart changes are made in Workday after the cart is transferred, or certain shipping-address or ZIP-code changes occur. If Amazon halts an order, you may need to create and submit a new order.

- (b) **Q. What if I need to return an item or report a damaged item?**
A. To initiate a return or replacement, access Amazon Business through the Workday Sidebar by hovering over “**Organization**” and clicking “**Requisitions**” or by searching for **My Requisitions** in Workday, select **Connect to Supplier Website**, and open Amazon Business. From there, go to **Your Orders** (found at the top right of the page), locate the applicable order, and follow the available return or replacement options.

Once Amazon processes the return, a credit will be issued against the original purchase as a **negative invoice**, reducing or reversing the amount charged against the purchase order. You do not need to create a new requisition for the return.

- (c) **Q. Do I need to approve the Amazon invoice after the purchase?**
A. No. Because the requisition has already completed the required approval process before the order is placed, Amazon invoices do not require a second requester approval in the normal production process.

(8) Help & Support

- (a) **Q. Who should I contact if I have a question about the purchasing process, restricted items, or Workday?**
A. Contact [Procurement](#) for questions about the Amazon Business Punchout process, purchasing policy, restricted items, requisitions, or related Workday purchasing questions.
- (b) **Q. Who should I contact if I have an issue with an Amazon order, shipment, charge, or transaction?**
A. For Amazon order-specific issues, including shipments, delivery, transactions, or charges, contact [Amazon Customer Support](#). Amazon provides support by phone, email, and live chat. Select one of the Business account support options or use the Search feature for more specific assistance.