

Payee Central User Guide

Payee Central basics

Accessing the online portal

Main functionalities of Payee Central

User management, bank updates, payment and invoice status, contacting Amazon

Creating invoices in Payee Central

Welcome

This user guide is designed to quickly inform Amazon suppliers about the basic use of the tools and functionalities offered by the online Payee Central portal.

After completing this guide, you should know how to manage your account and the users who have access to the portal. You'll know what to do to search online for payments or invoices, and how to see details of their status. You'll also know how to use Payee Central to create an invoice online, in just a few simple steps.

To keep this guide as brief as possible, many details have not been included. However, comprehensive training sessions are regularly available online. To sign up, click [here](#) (this will open a new window in your browser).

Table of contents

The topics covered in this Payee Central user guide are listed below.

It is recommended to **read this guide in full** to get an idea of the different functionalities offered by Payee Central. Nevertheless, you can also click on any item in the list to go directly to the corresponding page.

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This guide should take approximately ten to 15 minutes to complete.

First steps with Payee Central

What is Payee Central?

Payee Central is a **self-service, online portal** designed to **assist suppliers** in their business relations with Amazon.

The **advantages** of Payee Central are:

- Live **status of invoices and payments**.
- Quick and free **online invoice creation tool**.
- Straightforward **bank information updates**.
- Easy **user management**.
- Simple tools to **contact Amazon**.

Accessing Payee Central

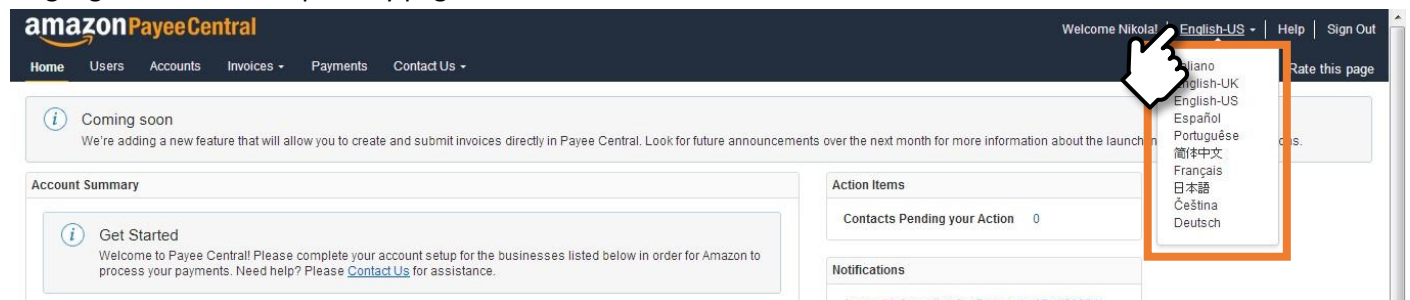
To access **Payee Central**, navigate to the address below in the browser of your choice:

<https://payeecentral.amazon.com>

You can click the address directly in this PDF document. Doing so will open a new page in your browser.

On the front page of the portal, **identify yourself** using your **email address and password**.

For your convenience, the Payee Central portal is **available in multiple languages**, which you can select from the language menu at the top of any page:



Note The functionalities we'll be showing in this guide are for **suppliers who have already previously set up an account**. If your account still isn't set up, please contact Amazon.

Setting up Payee Central users

It's important to **set up and manage Payee Central users** very carefully, as the portal contains **sensitive data** and powerful tools. That's why it's essential to...

- only give user access to **those who need it**,
- configure each user so they can only **access appropriate information**,
- regularly **update users' permissions**,
- **revoke access** for users who are no longer in your company.

To access the **user management tool**, click on the **Users** tab. All of Payee Central's functionalities are accessed via the grey bar which is displayed on the top of each page of the portal.



Note For security reasons, to **view or edit users** or to **access bank details**, you'll need to provide an **OTP**, i.e. a one-time password.

When you click on the **Users** or **Accounts** tabs, the **OTP is sent automatically** by the system to the email address associated with your user access. Look for the email in your email client's inbox, and **copy the six-digit password**.

Go back to Payee Central, and **paste the six-digit password** in the **Enter OTP** field, then click **Verify**.



Setup Account

One-Time Password

In order to access the 'Accounts' and 'Users' sections, you must enter the One-Time Password (OTP) sent to your registered email address (n****k@amazon.com). The OTP will be valid for 20 minutes.

Enter OTP

You have 5 attempts remaining before your account access is disabled.

If you do not receive the OTP within one minute, you will be able to [Resend OTP](#)

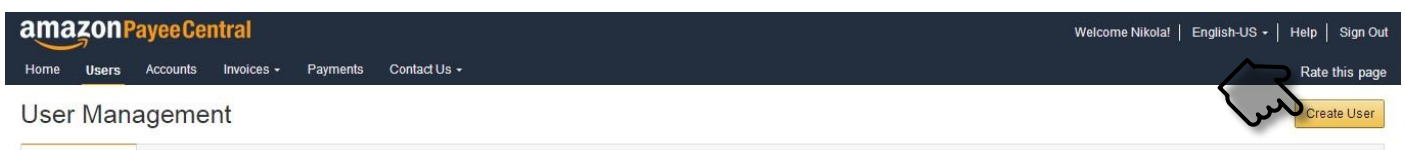
The **OTP is only valid 20 minutes** from the moment it was requested. If you attempt to use an **OTP which was issued more than 20 minutes previously**, the system will not give you access.

After **five unsuccessful OTP submissions**, the system will **lock you out**, and you'll need to **contact Amazon** to regain access.

User management

The **User management** tool displays the list of all the existing users. From here, you can either **create** a new user, or **edit** an already existing one.

To **create a new user**, click the button on the top right part of the page.



In the next page, enter the user's name and email address, and click **Add permissions**.

Create User

User Name [Redacted]
 Email Address [Redacted]
 Add Permissions

This will enable you to **grant each user the permissions that they will need for their job**. Remember that each permission gives the user access to powerful functions, so choose them (and their recipients) **carefully**.

Add Permissions

Payee: AMAZON CONTENT TEST TEST
 Amazon Business: A100 Row
 Payment Type: Goods
 Country: Germany
 Is Admin: No Yes
 An admin can add new users and edit existing permissions

User Rights

- Banking, Invoices, and Payments**
Allows users to view and edit bank account details as well as contact and address information
- Read only access**
Allows users to view account, invoice, purchase order, payment and contact details
- Edit account**
Allows user to add or edit contact and banking information on your account
- Create invoice**
Allows users to create or edit invoices

Cancel Add

To **edit an already existing user**, access the **User management** tool as above, then click the **Edit** button next to the required user's name, and follow the same process.

Admin or not? Users with **administrator rights** are automatically granted access to all the tools and functionalities of Payee Central. In addition to that, admin users can also grant access to new Payee Central users, and they can edit any existing user's access rights, including an existing user's administrator rights.

In the interests of business continuity, administrator access should be given to more than one individual user. However, for security reasons, admin access should be strictly limited to a small number of trusted colleagues.

Updating your company's bank details

It is the supplier's responsibility to ensure that the **bank data** provided to Amazon is **correct and up-to-date**. If not, **payments made by Amazon may not reach you on time**.

When you **first start using Payee Central**, and whenever there is a **change in your bank account**, please ensure that you **update your bank details** as soon as possible.

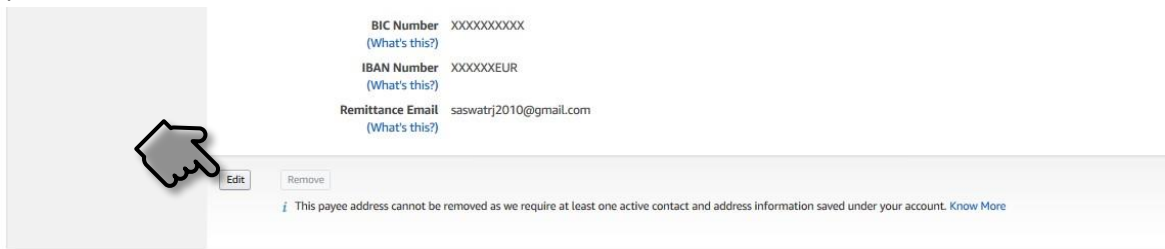
Account management

To access the account management tool, click on the **Accounts** tab.



Note To access the **Accounts** tool, the system will ask you for an **OTP**, i.e. a one-time password. Please refer to the note on page 4 of this guide for more details.

The **Accounts** tool displays the contact and payment information data relative to your Payee Central account. To update the data, scroll down and click the **Edit** button.



Make any necessary changes to your data, and click **Save**.

When you make **changes to your payment details**, you will be prompted to **enter your old account number for security reasons**, so please make sure you have both sets of data handy before you start.

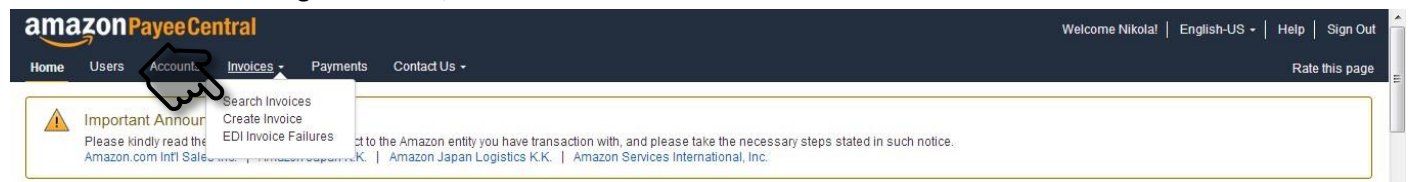
Note To avoid payment issues, please make sure that you enter your new bank account data **very carefully**.

After updating your banking information, it takes **5 -7 business days** for the bank to complete validation and have your latest details updated in our system. During this period, your account will be placed on a **temporary hold** to ensure that no further payments are processed until your new bank details are updated. You will not be able to create your online invoices on Payee Central until the verification has been completed.

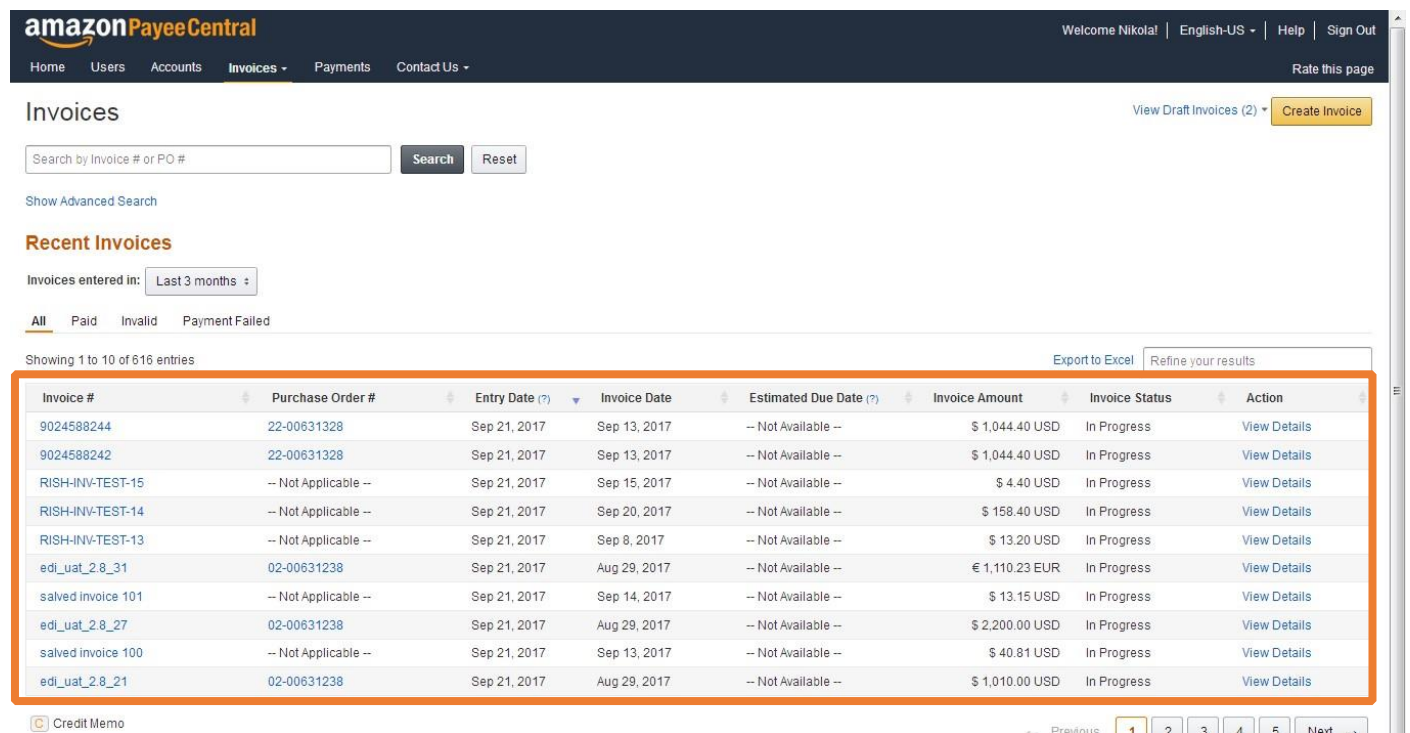
Remember that **only users with administrator rights** can edit bank details. If you can't edit, please ask your Payee Central administrator to grant you admin access, or ask the administrator to update the details directly.

Viewing the status of your invoices

Payee Central allows you at any time to view the status information of the invoices you submitted to Amazon. To access the invoice management tool, click on the **Search invoices** menu in the **Invoices** tab.



By default, the invoice management tool displays the **list of your invoices received and processed in the last three months**.



Note The system stores all your invoices for a period of **three years**, so if you need to find an invoice which isn't in the list, you can use the **quick search** function at the top of the **Invoices** page. To quickly find an invoice, enter the invoice number or the Amazon purchase order number in the search box, and click the **Search** button. You can also refine your query by using **Advanced search**.

To see the details of an invoice, click on **View details** in the **Action** column.

Invoice #	Purchase Order #	Entry Date (?)	Invoice Date	Estimated Due Date (?)	Invoice Amount	Invoice Status	Action
9024588244	22-00631328	Sep 21, 2017	Sep 13, 2017	-- Not Available --	\$ 1,044.40 USD	In Progress	View Details

Details of the invoice displayed in Payee Central include the header and line items, as well as the **invoice status**:

- **Paid** – the payment for the invoice has already been made successfully.
- **In progress** – the invoice is being processed.
- **Scheduled for payment** – the invoice was processed successfully and payment will be made at due date.

- **Payment failed** – Amazon has attempted to pay the invoice, but the payment was rejected.
- **Cancelled** – the invoice has been cancelled by request of either the supplier or Amazon.
- **Invalid** – the invoice is non-compliant, and was rejected.

Viewing details of Amazon payments

The payment search tool works in the same way as the invoice search, which we saw in the previous page. To access the payments search tool, click on the **Payments** tab.



By default, the **Payments** tool lists all the payments made in the last three months.

#	Payment #	Invoice #	Payment Date	Payment Amount	Payment Method	Payment Status	Actions
1	37562127	BP mixed 03dec si 3	Dec 8, 2016	\$ 62,435.84 USD	Electronic	Failed	View Details
2	37562080	BP cm 2 and 4 more	Dec 5, 2016	\$ 64,368.84 USD	Electronic	Failed	View Details
3	37562079	02DEC16 and 1 more	Dec 5, 2016	\$ 1,500.00 USD	Electronic	Paid	View Details
4	37562078	02DEC16	Dec 5, 2016	\$ 700.00 USD	Electronic	Failed	View Details
5	37562077	02DEC16A	Dec 5, 2016	\$ 800.00 USD	Electronic	Failed	View Details
6	37562076	BP cm 2 and 1 more	Dec 5, 2016	\$ 873.00 USD	Electronic	Failed	View Details
7	37562074	BP mixed 03dec si 3	Dec 5, 2016	\$ 62,435.84 USD	Electronic	Failed	View Details
8	37562075	BP 3way 29nov si 1	Dec 5, 2016	\$ 50,146.82 USD	Electronic	Failed	View Details
9	37562001	BP 3way 29nov si 1	Nov 30, 2016	\$ 50,146.82 USD	Electronic	Paid	View Details
10	37558264	14	Nov 27, 2016	\$ 123.00 USD	Electronic	Failed	View Details

This tool will enable your Accounts receivable department to **easily allocate payments**. Payment details such as the amount, the date, payment method as well as the relevant invoice numbers can be viewed by clicking **View details** in the line of your choice.

If you can't find the payment you're looking for in the list, you can enter an invoice number or an Amazon payment ID number in the search box at the top of the **Payments** page.

Getting help and contacting Amazon

If you need assistance, you can access a comprehensive help file which should enable you to obtain an immediate response to your most frequent questions.

To start, click on the **Help** tab.

The help section of Payee Central aims to answer your most frequent questions.

Quick Solutions

- What is the status of my invoice? ▾
- Why am I unable to find my invoice? ▾
- How do I create and submit an invoice? ▾
- Why am I not able to select my PO while creating an invoice? ▾
- How do I complete my account setup? ▾

Your question is not listed above.

Select one of the below categories to view related question and answers.

Payment and invoice status	Create invoice	Purchase order
Update banking information	Remittance	Account setup
User and permissions	Payment terms	

If you cannot find a relevant question, please contact us via [Create Case](#). Please allow up to 24 hours for us to respond.

Previous Cases

[View Case History](#)

Additional Information

[General information](#)
Learn more about Payee Central


[Demo videos](#)
How to videos for step-by-step guidance

At the top of the page, the **Quick solutions** section lists the most frequent questions. Click on a question to view its answer.

If your question isn't listed in the **Quick solutions** section, click on one of the categories in the section underneath to view more questions and answers.

If you still haven't found what you need, you can contact Amazon's help teams to assist you. For that, you'll need to open a case by clicking on the **Create case** link, which will enable the system to forward your request to the team which is most qualified to help you.

The **Contacts** tool lists a summary of any ongoing contacts you might already have. **To initiate a new case**, click on the **Create contact** button.

 [Create Contact](#)

Contacts

My Open Contacts | All Open Contacts | Recently Resolved Contacts | Search Contacts

Showing 1 to 4 of 4 entries

Contact #	Contact Subject	Contact Status	Payee	Amazon Business	Payment Type	Country	Created by	Created On
512750351	test	Work-in-progress	SINKING SHIP (BOOKABOO) PRODUCTIONS,	Amazon Studios	Services	United States		Aug 22, 2017

In the next page, **on the left side of the screen, select the topic that best reflects the issue you're facing**. Then, **fill in the fields on the right** with a descriptive subject and a detailed description of the issue. You can add other people in copy of the case if necessary, as well as attachments that will help our teams to understand the issue.

When done, scroll down and click **Submit contact** to send your message to Amazon. Your query will be processed by our supplier contact teams, and a response will be sent to you shortly afterwards.

Creating invoices online

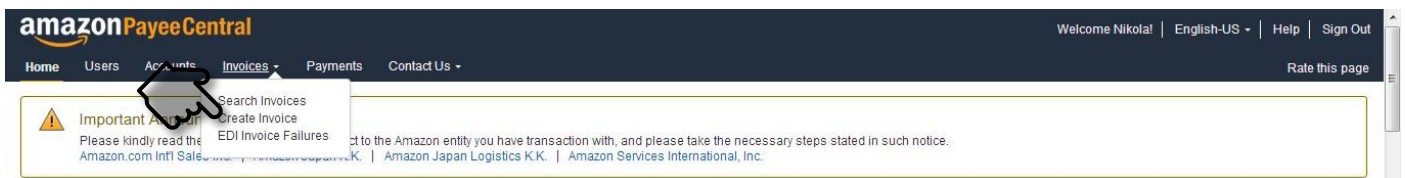
The **advantages of the invoice creation tool in Payee Central** compared to paper invoicing are:

- **Efficiency** – minimises human interaction.
- **Economy** – standard feature, costs nothing to implement.
- **Simplicity** – intuitive and easy to use.
- **Accuracy** – no errors, no losses.
- **Speed** – immediate transmission and processing.

Note Before looking at the online invoice creation tool, we'll need to talk about **purchase orders**. A purchase order (PO) is an **official document** issued by Amazon confirming an agreement to procure and pay for goods or services provided by a supplier.

In rare cases, Amazon allows suppliers to issue invoices without a prior purchase order. In that case the online invoice creation process is less simple, and invoices will take longer to create and process. That's why, even in cases where they are not strictly required, suppliers should always request a purchase order number.

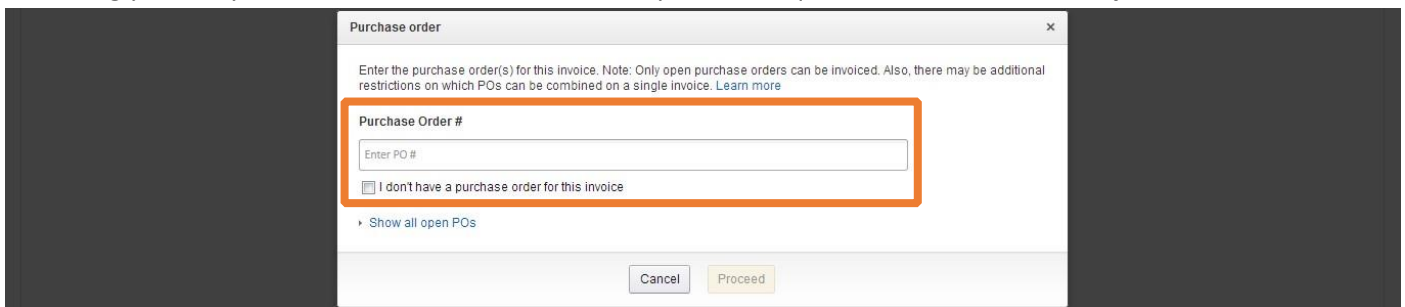
To **create an invoice online** in Payee Central, click on the **Create invoices** menu in the **Invoices** tab.



The **starting point** of any invoice is always to provide a **justification**, so that the system can check if the item for which you're requesting payment has actually been ordered by Amazon.

Justification for freelancer translators is always a **PO number**, which is stated on your pro-forma invoice. **If you don't have a PO, please contact the person at Amazon** who requested you to supply goods or services as submitting an invoice without a PO could result in a rejection or late payment.

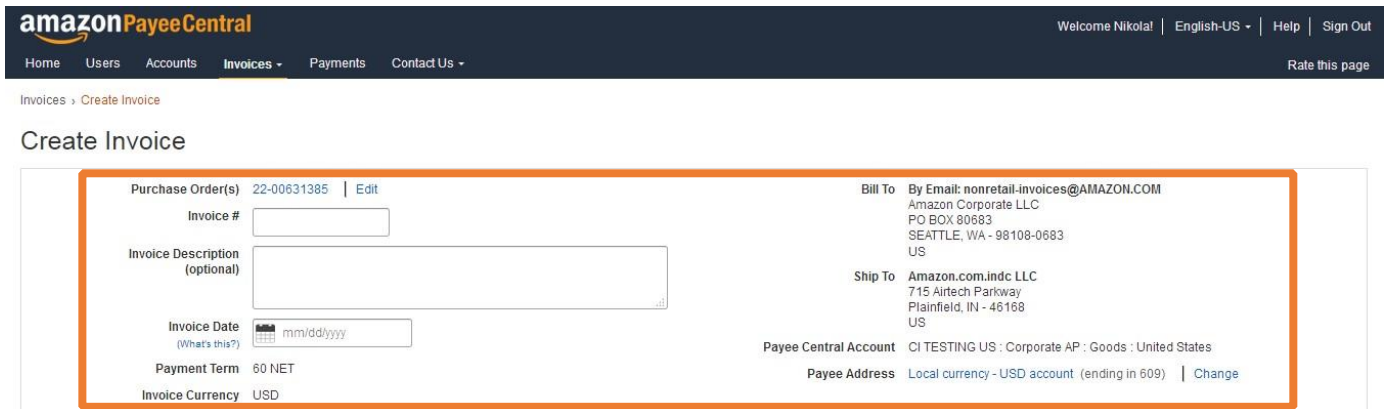
Accordingly, when you enter the invoice creation tool, you'll be requested either to **select or paste a PO number**.



In the next pages, we'll see how to create an invoice's individual parts: header, line items, tax and totals.

Step 1: Invoice header details

Because the purchase order contains all the information relative to the invoicing entity, you'll notice that **the invoice header is already mostly automatically filled in if you previously entered a PO number**.



All you need to provide is the **invoice number**, an optional **invoice description**, and the **invoice date**.

Step 2: Line item details

Because you have **selected a PO prior to creating the invoice**, a **single line item is automatically entered** by the system. The description (Freelance Translation) is taken from the Amazon Purchase Order. **All you need to do is enter the invoice total (VAT exclusive) in the Price/Unit cell** and add VAT if required.

Invoice Items

We have included all the items available on the purchase order by default. Please exclude any items that you do not want to create an invoice for.

Included items (2) | Excluded items (0)

Total: 2 item(s) Search items

PO Line #	Description	Price/Unit	Net Amount	VAT %	VAT Amount	Item Amount	Do not apply VAT (?)	Action
Purchase Order #: BH-00999852 (2 items)								
1	Freelance Translation Add additional description	€	€0.00	-- Select --	€0.00	€0.00	<input type="checkbox"/> Do not apply VAT	Exclude

Step 3: Tax and totals

The **Totals** section groups the line item amounts before tax as well as eventual freight costs and a tax summary. See below:

Note Unlike in the previous steps, the **tax and totals process is the same**, whether or not you have a PO.

TOTALS

Total Item Amount :	€10.00
Add freight	
Total without tax :	€10.00
Total VAT amount :	€2.00 (applied on €10.00)
Hide tax summary	
VAT @ 20% :	€2.00 (applied on €10.00)
Total Invoice Amount :	€12.00 ^{EUR}

Totals are **automatically calculated** according to the amounts displayed in the line items section of the invoice.

To add **freight** costs, click on **Add freight**, then enter the total freight costs for the entire invoice. The total invoice amount is recalculated automatically.

You are also required to attach your corresponding pro-forma invoice as a **supporting document**. To do so, click **Show more**. You will then be prompted to upload your documents as well as provide a description.

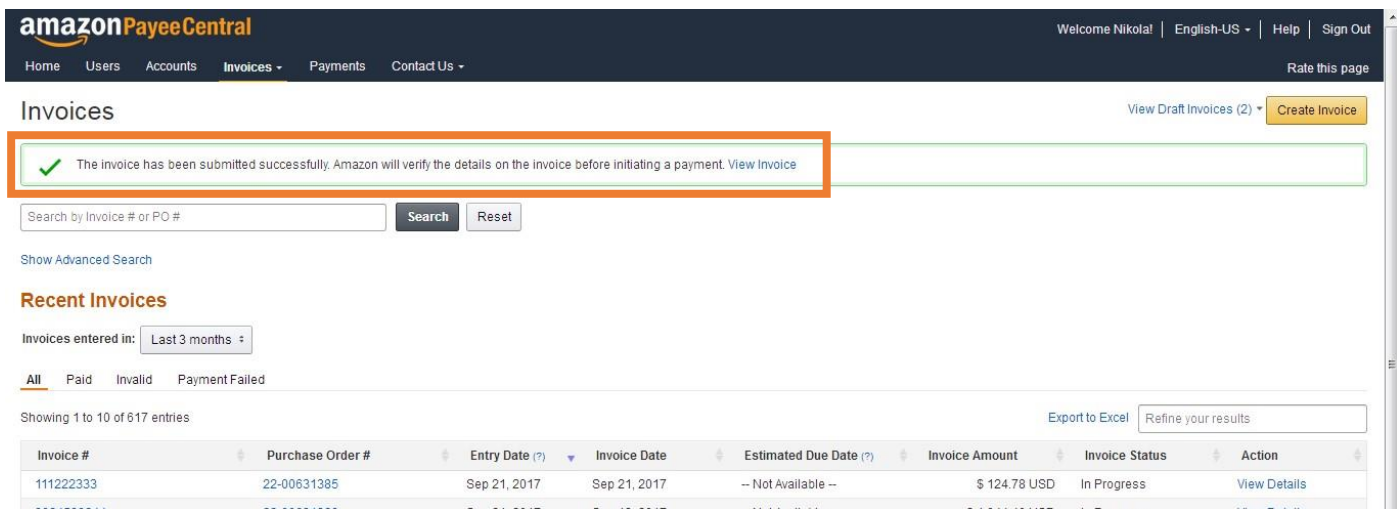
Attachments (optional)

Add any supporting documents such as receipts, invoice copies, or supplemental details. [Show more](#)

When done, **check** your invoice to make sure everything is correct, then **click the checkbox** to confirm you have reviewed the invoice. Finally, click the **Submit** button to send your invoice to Amazon for processing. Once you submit your invoice, you can no longer modify it. If you need to submit a revised invoice, please get in touch with Amazon.

I hereby confirm that the submitted information is correct and agree that Amazon will not be liable for any missed or erroneous payments resulting from the submission of incorrect information.

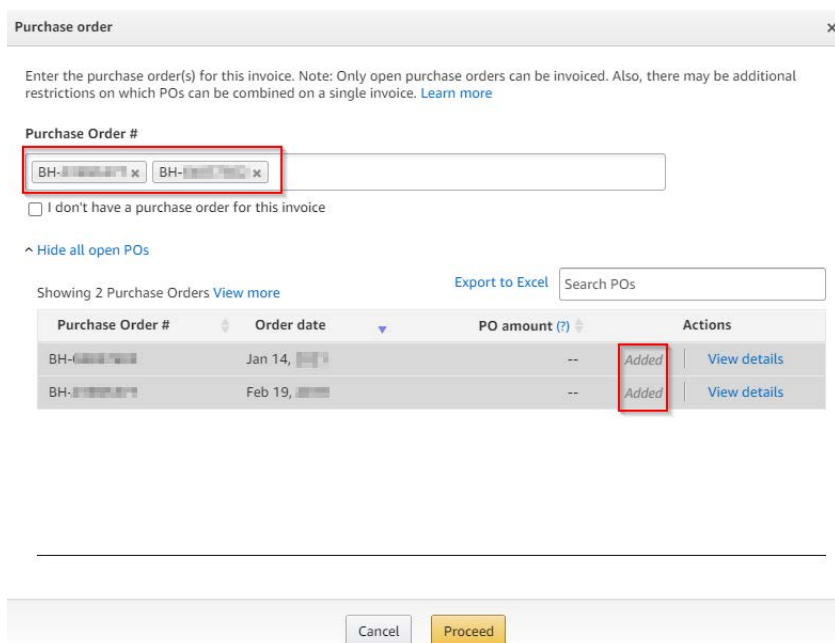
Once the invoice has been submitted, you will see the **confirmation message** below, and the system will redirect you to the list of your recent invoices.



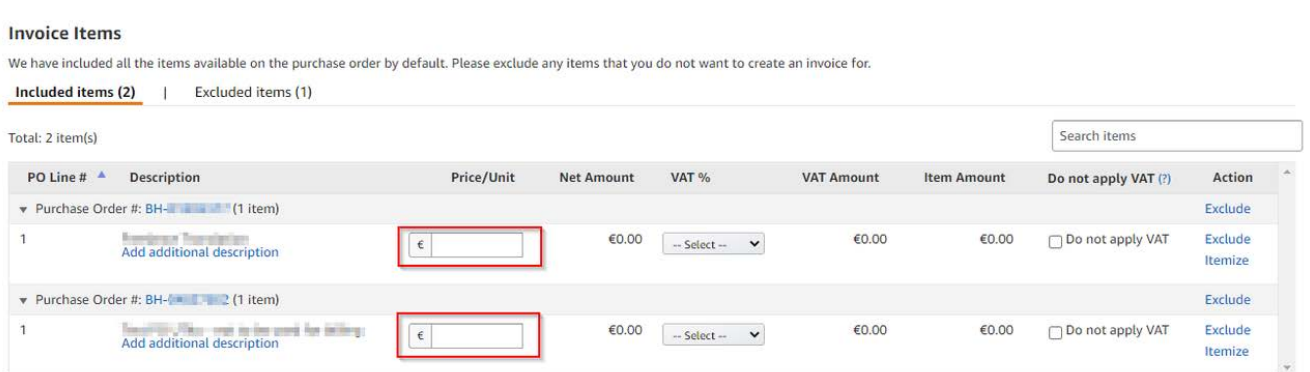
After submission, Amazon’s systems will immediately begin processing the invoice. You can view the **status of the invoice** at any time using the **Search invoices** tool which we saw earlier on (see page 7).

Multiple PO numbers

If you have two PO numbers listed on your pro-forma, please ensure to select both of them.



On the **Create Invoice** page, under **Invoice Items** you’ll see two lines instead of one, and you can add the total cost on the pro-forma to each of the corresponding PO# lines.



You can then submit your invoice as per the standard process.