

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

Using Amazon's online invoice creation tool

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, detailed 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.
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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

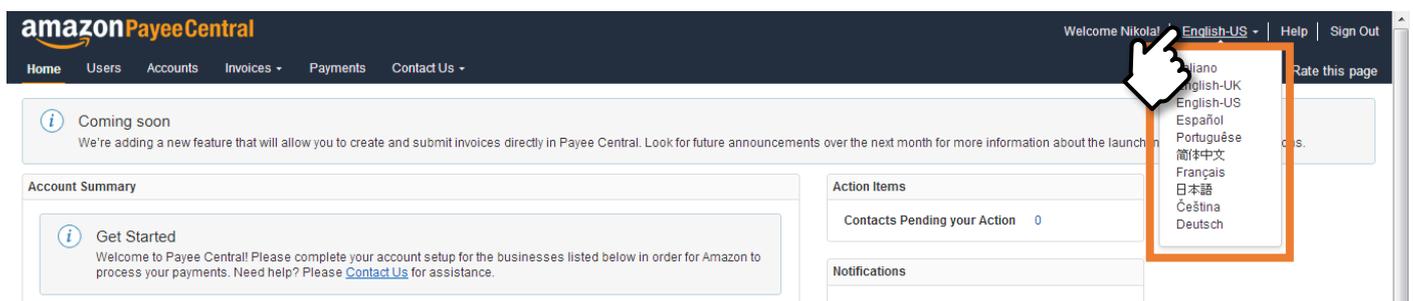
To access **Payee Central**, navigate to the address below in the browser of your choice:

<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.

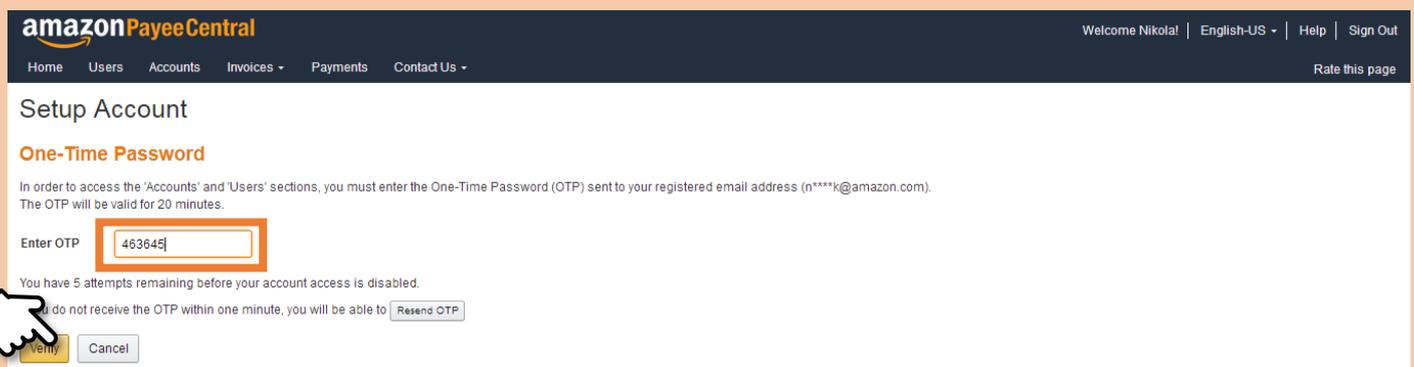
To access the **user management tool**, click on the **Users** tab. All of Payee Central's functionalities are accessed via the grey bar which is displayed on the top of each page of the portal.



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**.



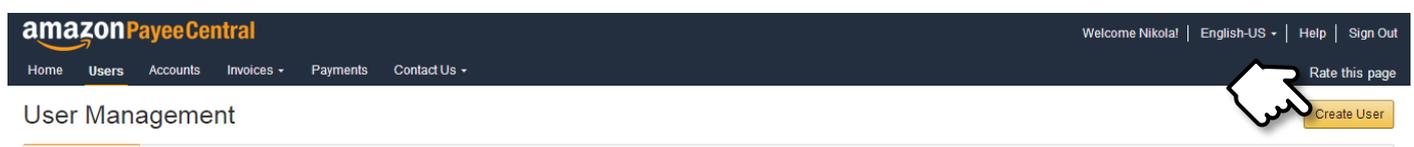
The **OTP is only valid 20 minutes** from the moment it was requested. If you attempt to use an **OTP which was issued more than 20 minutes previously**, the system will not give you access.

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

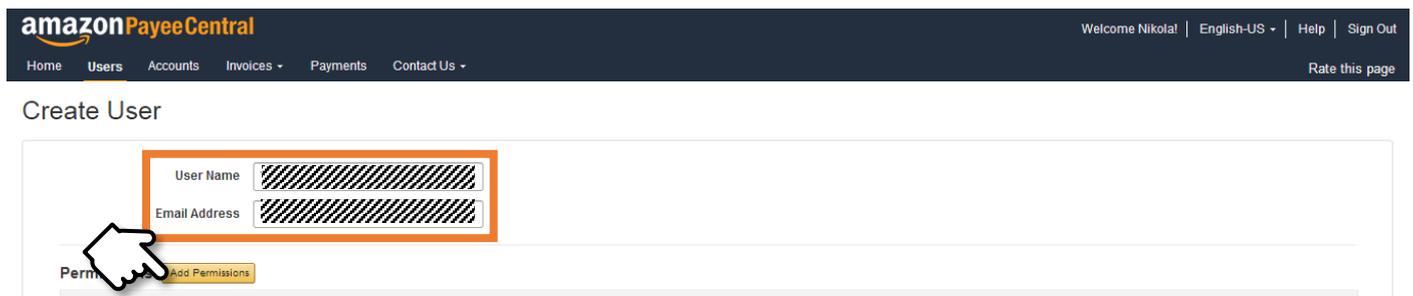
User management

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.

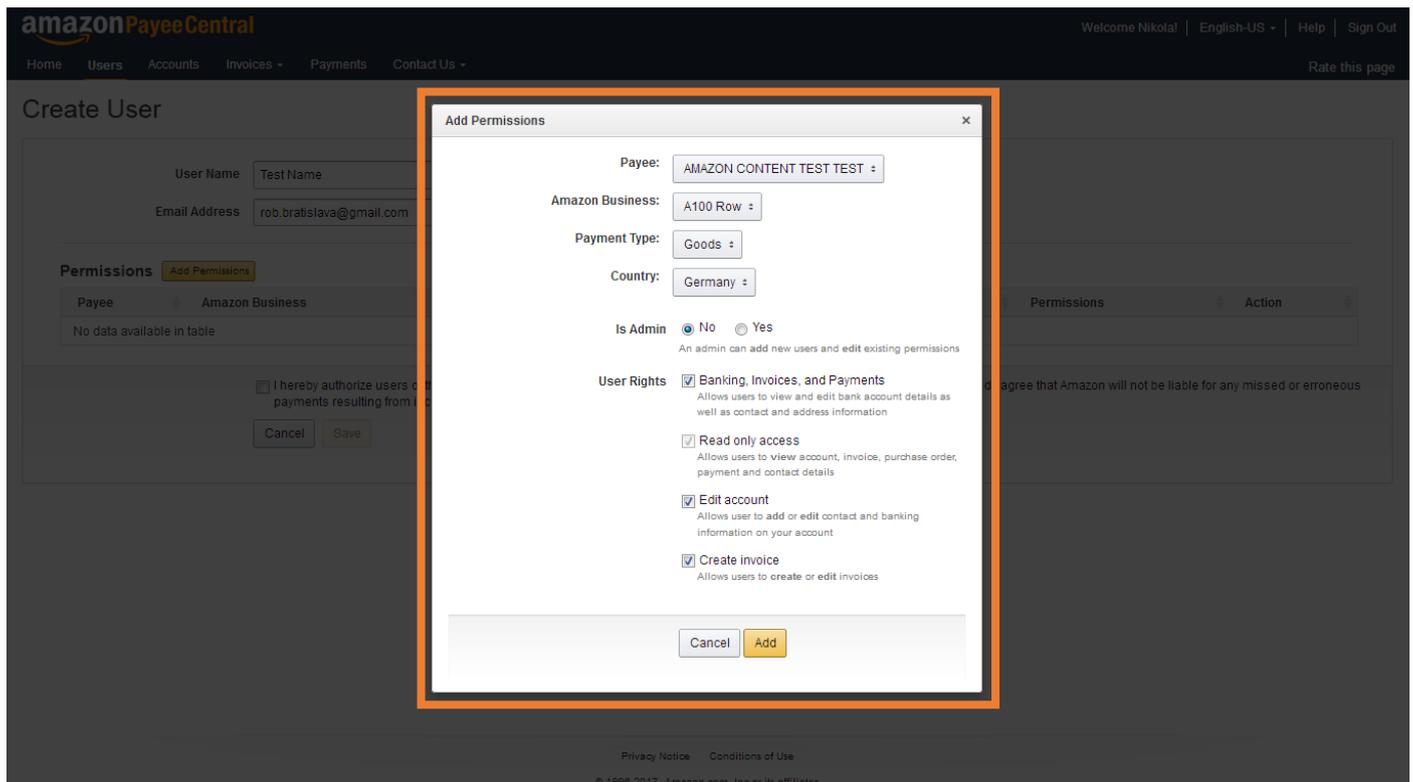


In the next page, enter the user's name and email address, and click **Add permissions**.



The screenshot shows the 'Create User' page in Amazon Payee Central. At the top, there is a navigation bar with the Amazon Payee Central logo and links for Home, Users, Accounts, Invoices, Payments, and Contact Us. The user is logged in as 'Welcome Nikola!'. The main content area is titled 'Create User' and contains two input fields: 'User Name' and 'Email Address', both of which are filled with a hatched pattern and highlighted by an orange rectangular box. Below these fields is a yellow button labeled 'Add Permissions'. A mouse cursor is positioned over this button.

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**.



The screenshot shows the 'Add Permissions' dialog box overlaid on the 'Create User' page. The dialog has a white background and a grey border. It contains several sections: 'Payee' (AMAZON CONTENT TEST TEST), 'Amazon Business' (A100 Row), 'Payment Type' (Goods), and 'Country' (Germany). There is a radio button for 'Is Admin' set to 'No'. Under 'User Rights', four checkboxes are checked: 'Banking, Invoices, and Payments', 'Read only access', 'Edit account', and 'Create invoice'. At the bottom of the dialog are 'Cancel' and 'Add' buttons. The background page is dimmed.

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.

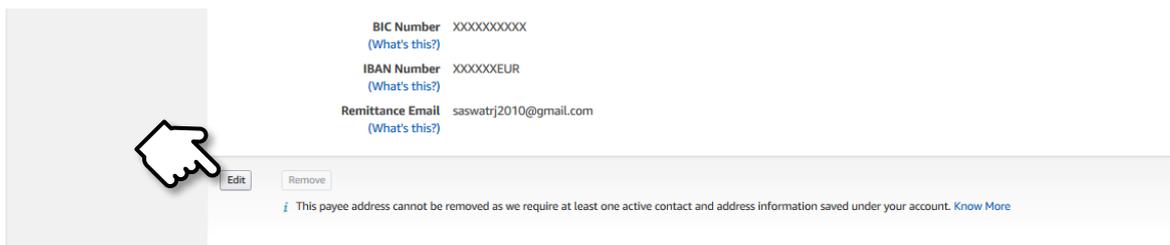
Account management

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**.

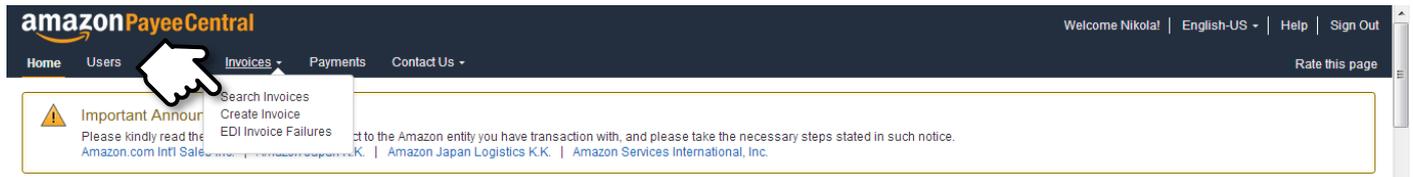
When you make **changes to your payment details**, you will be prompted to **enter your old account number for security reasons**, so please make sure you have both sets of data handy before you start.

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

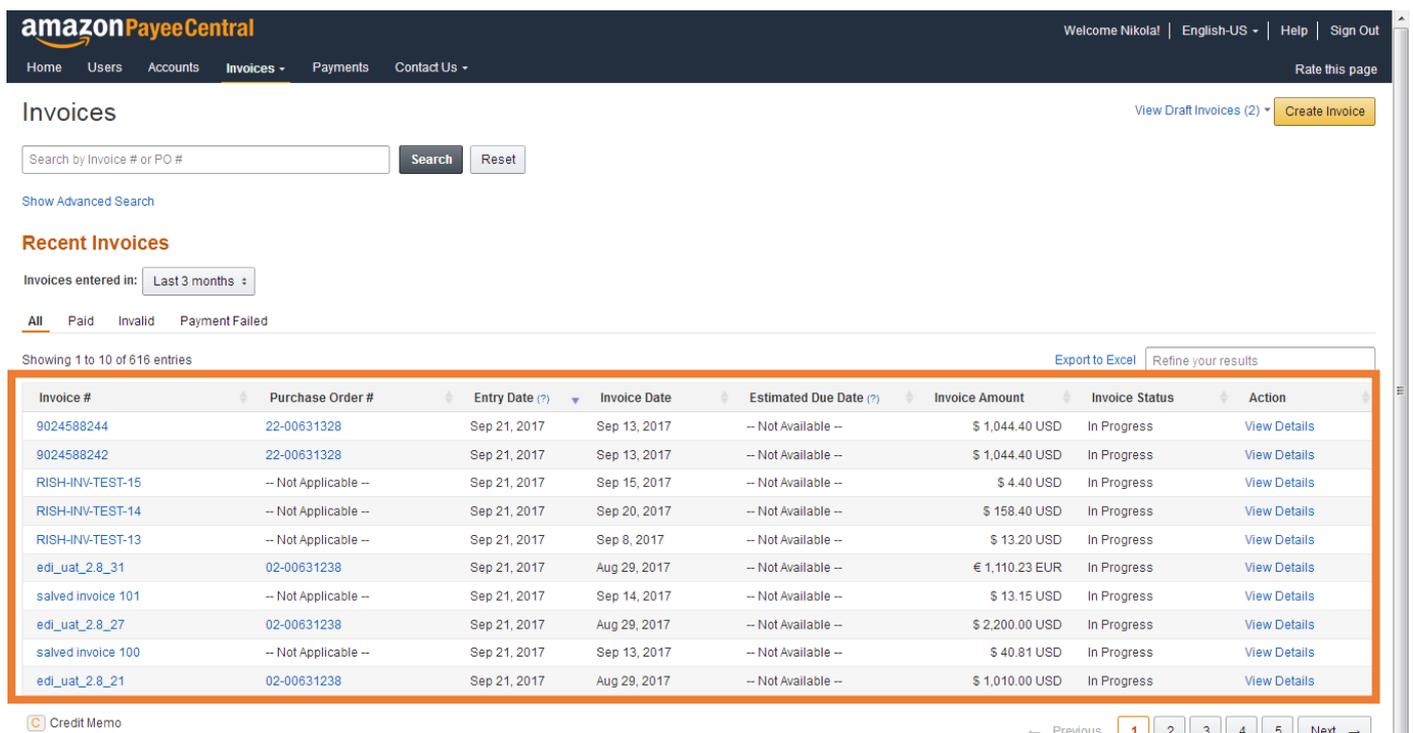
Remember that **only users with administrator rights** can edit bank details. If you can't edit, please ask your Payee Central administrator to grant you admin access, or ask the administrator to update the details directly.

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**.

A screenshot of the Amazon Payee Central 'Payments' page. The page shows a search bar, a 'Recent Payments' section with a date filter set to '2016', and a table of payment entries. The table has columns for #, Payment #, Invoice #, Payment Date, Payment Amount, Payment Method, Payment Status, and Actions. The table is highlighted with an orange border.

#	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.

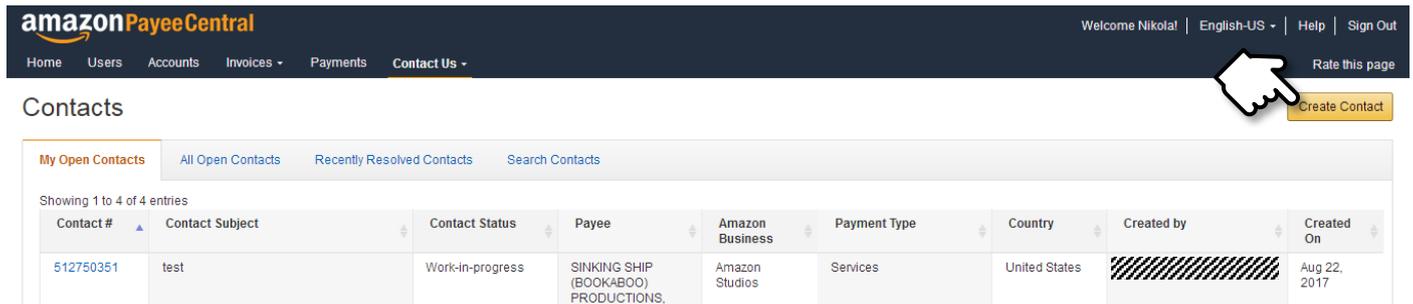
Contacting Amazon

To contact Amazon, you'll need to open a **Contact us** case, which will enable the system to forward your request to the team which is most qualified to help you.

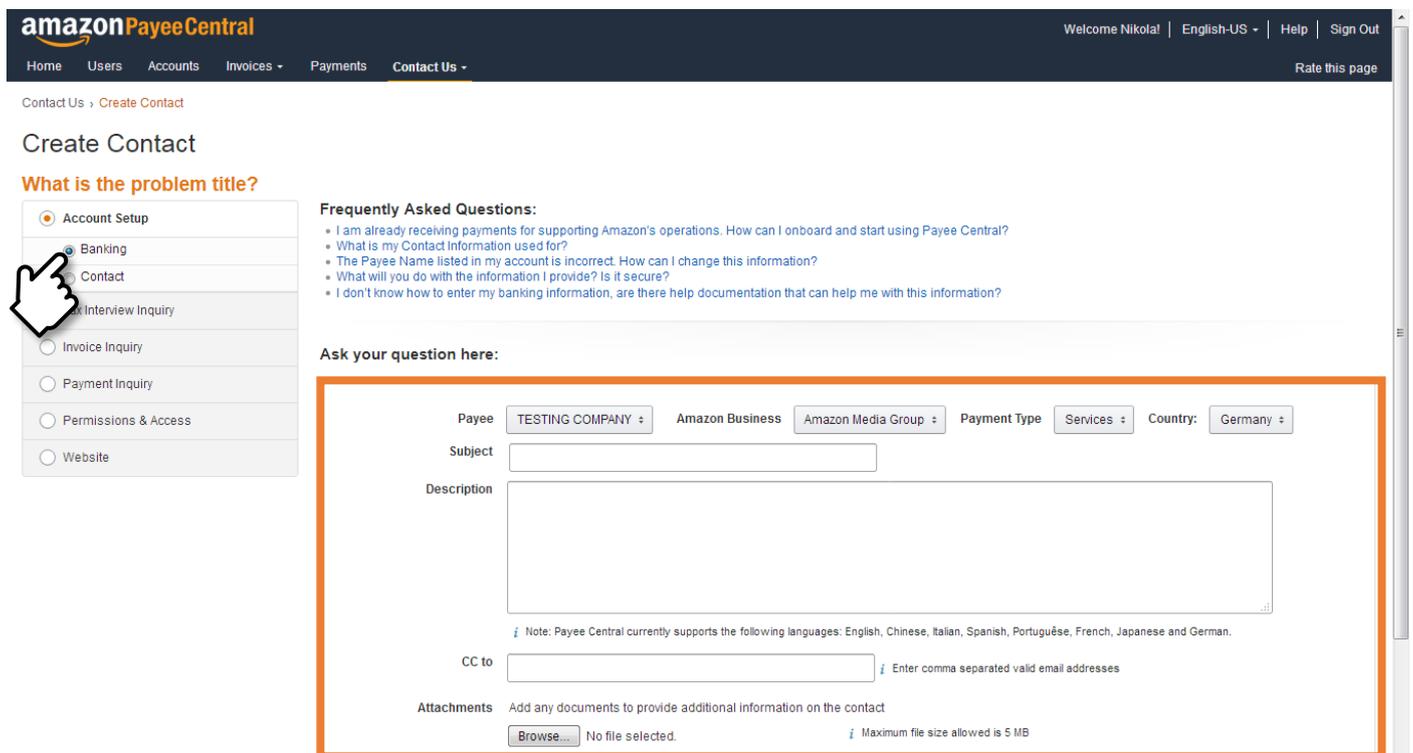
To start, click on the **Contact us** tab.



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



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

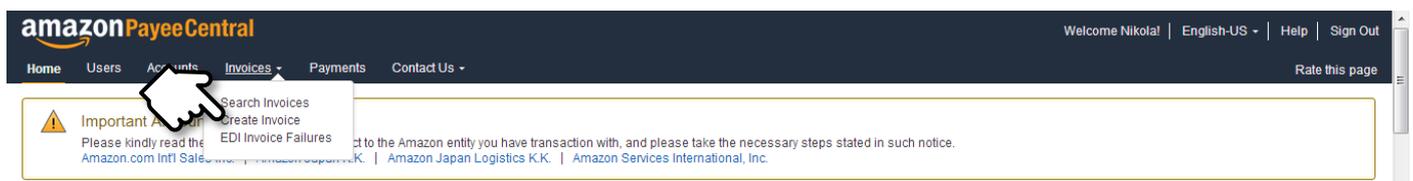
The **advantages of the invoice creation tool in Payee Central** compared to paper invoicing are:

- **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.

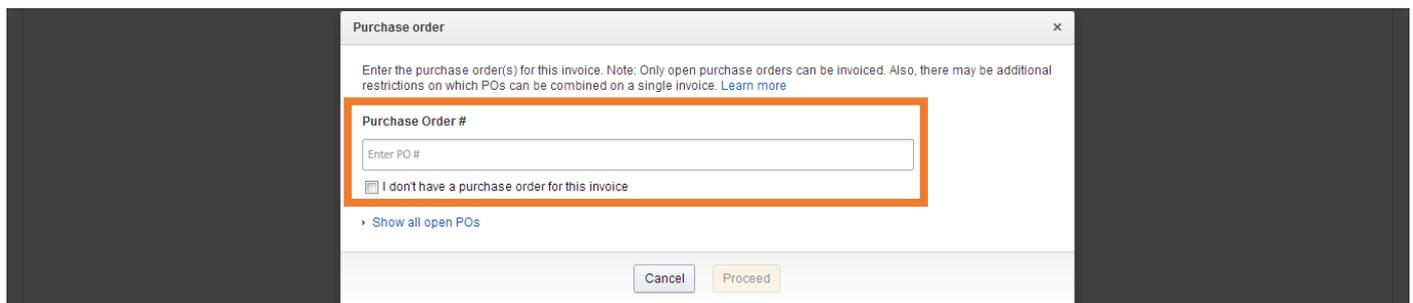
To create an invoice online in Payee Central, click on the **Create invoices** menu in the **Invoices** tab.



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 is either a **PO number** if you have one, or if you don't have a PO, the **contact of the person in Amazon** who requested you to supply goods or services.

Accordingly, when you enter the invoice creation tool, you'll be requested either to **select or paste a PO number**, or to state that you don't have a PO.

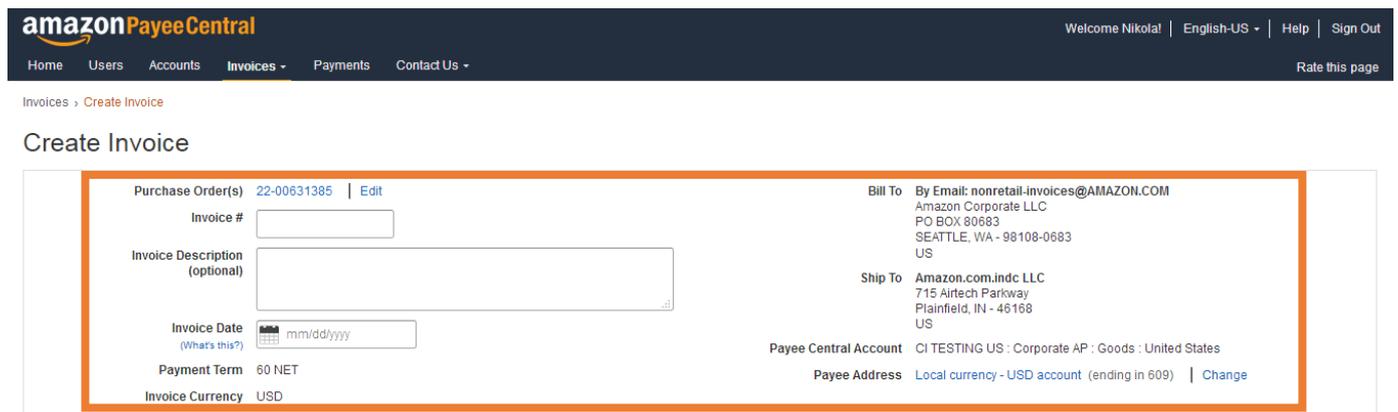


Depending on your choice, the invoice creation process is different – the process is much faster if a PO has been issued prior to the creation of your invoice.

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.**



The screenshot shows the 'Create Invoice' page in Amazon Payee Central. The form is pre-filled with data from a purchase order. The 'Purchase Order(s)' field shows '22-00631385 | Edit'. The 'Invoice #', 'Invoice Description (optional)', 'Invoice Date', 'Payment Term', and 'Invoice Currency' fields are empty. The 'Bill To' and 'Ship To' fields are pre-filled with Amazon Corporate LLC and Amazon.com, Inc. LLC information respectively. The 'Payee Central Account' and 'Payee Address' fields are also pre-filled.

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

Note If you **don't have a PO number**, this first step will take a little more time. In this case, **the header is empty** because there is no PO reference. The header therefore needs to be **manually completed**. You'll be requested to provide the **email contact** of the person in Amazon who will confirm and approve the invoice after it's been submitted. Additionally, you'll need to manually supply the **invoice number**, a **detailed description**, the **invoice date**, the **invoice type** (i.e. goods or services), the **Amazon billing address**, the **shipping address**, the **payee** (i.e. the entity in your company which is issuing the invoice), the **payment type**, and the **payee address**.

As you can see, there are **advantages in obtaining a purchase order prior to creating your invoice online**. With a PO, much of the header data is **automatically** entered for you by the system, whereas it is entirely **manual** without a PO.

Keep in mind that **the more manual data required, the higher the risk of error** which could potentially delay the payment of your invoice.

Step 2: Line item details

If you have **obtained a PO prior to creating the invoice**, the **line items are automatically entered** by the system. The line item data, including descriptions, quantities and prices, is taken from the Amazon purchase order. **All you need to do is check that the information is correct.**

Invoice Items
Please select all items that will apply to this invoice:
Selected Items (2) | Removed Items (0)

Total: 2 item(s) Refine your results

PO Line #	Description	Price/Unit	Item Amount	Tax exempt (?)	Action
▼ Purchase Order #: 22-00631385 (2 items) Remove					
1	staples bright,81/2" x 11", Orange, 24LB ,500	\$ 7.99	\$7.99	<input type="checkbox"/> Tax exempt	Remove
2	bankers box	\$ 85.99	\$85.99	<input type="checkbox"/> Tax exempt	Remove

If necessary, you can also **adjust the quantities and prices**, but please note that in case of discrepancy between the invoice and the PO, payment will automatically be put on hold while the discrepancy is investigated.

Note If you have **not** been provided with a purchase order, the process is less simple, and the **line items will need to be entered manually**. In the **Description** field, enter the details of the line item. The description entered should match the goods or services provided to Amazon. Next, provide the **item category**, the **quantity**, the **unit type**, the **price per unit**, and whether or not the item is **tax exempt**. Repeat the process, filling in each line until the invoice is complete.

As you can see, there are **advantages in obtaining a purchase order prior to creating your invoice online**. With a PO, the line item details are **automatically** entered for you by the system, whereas it is entirely **manual** without a PO.

Keep in mind that **the more manual data required, the higher the risk of error** which could potentially delay the payment of your invoice.

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.

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

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

TOTALS

Total Item Amount :	\$93.98
Add freight	
Total without tax :	\$93.98
Tax :	\$0.00

Tax rate : %

Total Invoice Amount : **\$93.98** USD

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 also have the option of attaching **supporting documents** if necessary (which is always a good idea if you don't have a PO). 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 supplements. [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.

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.

[Submit](#) [Save Draft](#) [Cancel](#)

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.

amazon PayeeCentral

Welcome Nikolai | English-US | Help | Sign Out

Home Users Accounts **Invoices** Payments Contact Us

Invoices [View Draft Invoices \(2\)](#) [Create Invoice](#)

The invoice has been submitted successfully. Amazon will verify the details on the invoice before initiating a payment. [View Invoice](#)

Search by Invoice # or PO # [Search](#) [Reset](#)

Show Advanced Search

Recent Invoices

Invoices entered in: Last 3 months

All Paid Invalid Payment Failed

Showing 1 to 10 of 617 entries [Export to Excel](#) Refine your results

Invoice #	Purchase Order #	Entry Date (?)	Invoice Date	Estimated Due Date (?)	Invoice Amount	Invoice Status	Action
111222333	22-00631385	Sep 21, 2017	Sep 21, 2017	-- Not Available --	\$ 124.78 USD	In Progress	View Details

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).