

FAQs for Amazon

FAQS about Seller's Registration

1. What documents are required for seller's registration?

Following documents are required for Sellers Registration with Amazon

- i. Email ID
- ii. Legal Name (Passport or Bilingual National Identity Card)
- iii. Contact Information
- iv. Complete Address
- v. Bank Account Statement or Credit Card Statement
- vi. Chargeable International Credit Card
- vii. Company's SECP Registration Certificate (in case of company's registration)
- viii. National Tax Number issued by FBR

2. What business type can a seller choose?

A seller can choose a type of business from the following,

- i. State-owned Business
- ii. Publicly Listed Companies
- iii. Privately Owned Business
- iv. Individual

3. What documents are required for creation of individual seller account with Amazon?

Following documents are required for creation of individual seller's account;

- i. Business and contact address
- ii. Mobile or telephone number
- iii. Chargeable Credit Card
- iv. Identity Details (ID Card or Passport)

4. I have a NDRA issued ID card which is in Urdu, would it be accepted by Amazon Seller Account creation?

Amazon accepts documents for proof of identity only in the languages of English, Chinese, French, Portuguese and Dutch, Polish, German and Spanish only.

5. What I need to do if I don't have my ID card in English?

Notarized translation of the Urdu ID card would be acceptable to Amazon

6. Can I upload my passport copy as proof of identity?

Yes, passport can be uploaded as proof of identity.

7. Do I need to upload complete passport as proof of identity?

First two pages of passport may be uploaded as proof of identity for seller's registration.

8. How much upfront payment would be charged from my credit card by amazon for registration with it?

Amazon will deduct Professional Selling Fee that is 39.99 USD/month in first place. This fee shall be deducted for every month for first six months unless the seller downgrade his / her account to Individual Selling Plan.

9. How much time period do I need to submit bank account statement to Amazon?

Bank Account statement for six months to one year can be submitted to Amazon for account creation. The bank account statement must have contact details of the bank's focal person and banks logo on it.

10. What care should seller take while registering with Amazon?

All the information that is to be provided to Amazon by uploading different documents must be similar.

11. What are the documents/details required related to payment for Amazon Seller Registration?

- Valid Credit Card Details
- Valid Bank Account Statement

12. I have uploaded my Bank Statement but it is not being accepted?

Make sure that the following requirements are accurate

- Name on Bank Account Statement is the same as official identified Name in Amazon Seller Account
- Bank Statement clearly mentions Bank name and Bank Logo
- Bank statement should be dated within last 180 days/ 6 months

13. What should I do, if my Bank Statement is not accepted by Amazon?

If your bank statement is rejected due to some reason, 30 days' time period is given for upload by Amazon Seller Account.

14. How can I get an electronic bank statement?

You can visit your respective bank website to generate an online bank statement.

15. How do I receive payments in my bank account?

Amazon uses electronic transfers to pay your sales proceeds to you. Before you can receive payments, your seller account must specify a bank account to deposit money into.

To avoid payment delays:

- Your seller account must have a business address associated with it.
- Your bank account information must be up to date.

16. How do I assign a Bank Account as Deposit Method?

1. In the **Settings** menu, select **Account info**.
2. In the **Payment information** section, click **Bank account information**.
3. In the **Deposit methods** page, click **Assign** in the section for the marketplace you want to change.
4. Select **Use a new bank account**.
5. Click **Submit**.

17. How will I receive payments from Amazon Seller Account?

For Pakistan Amazon Seller Account, Amazon will use Hyperwallet. You will receive disbursements of your Amazon sales into your Hyperwallet deposit account and transfer them directly to your local bank in your local currency.

You must provide [a valid bank account](#) as the Deposit Method in your seller account settings.

18. How will I receive payment directly from Hyperwallet to my local Bank Account?

To start receiving disbursements in your local currency, you have to apply for a Hyperwallet account through Seller Central using the instructions below:

1. Log in to Seller Central.
2. Choose **Settings > Account Info**.
3. On the **Seller Account Information** page, go to the **Payment Information** section and click **Deposit Methods**.
4. Click **Assign** or **Edit** when a bank account is already registered.
5. Select the country of your bank account in the **Bank Location** drop-down menu.
6. Click on **Sign up for Hyperwallet** to apply for a Hyperwallet deposit account. You will be re-directed to Hyperwallet's website where you can apply for a Hyperwallet account using your **Amazon Seller credentials**.

19. How to create/activate my Hyperwallet Account?

Sign in with your Amazon Seller Central login credentials to begin the account activation process.

20. How will Hyperwallet Pay portal transfer Amazon payments in my local Bank Account?

The Hyperwallet Pay Portal has been designed to provide you with fast, convenient, and reliable access to your earnings. You can get set up to receive your Amazon payment in three easy steps: ¹

1. Add Transfer Method: This is the bank account to which we will send your payments.
2. Register Deposit Account: Once you add your bank account, you will be provided with a Hyperwallet Deposit Account. Return to Amazon Seller Central and register this account as your Deposit Method.
3. Receive Payments: All payments from Amazon will be automatically transferred to your bank account through the Hyperwallet Deposit Account.

21. What information do I require from my local Bank to set up Hyperwallet account?

When you select the country where your bank is located and the applicable currency, it will reveal the Transfer Methods available. In general, the options will be Wire Transfer or Bank Account.

Select Bank Account. After you have saved your banking details, Deposit Account details will be generated automatically. Please enter this information in your Amazon Seller Central Account.

22. Does Hyperwallet Charge fees for disbursement?

Fees applicable to the Services are as follows below and are in addition to such fees described in the Terms of Service (collectively "Fees").²

Fees applicable to Services ("Fees") are as follows:

Item	Unit Details	Fee
Processing of payment to your bank account via local bank deposit or local currency SWIFT wire	Per Payment (each time you receive a payment)	Up to 0.8% of the total amount of each payment plus Foreign Exchange Fees (where applicable, as defined herein)

¹ [Hyperwallet-Amazon Getting Started Guide_EN](#)

² [Hyperwallet Pay Portal - Terms of Service](#)

Processing of payment to your bank account via foreign currency SWIFT wire	Per Payment (each time you receive a payment)	Up to 0.8% of the total amount of each payment plus a 2% transaction fee
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23. When will I receive payment from Amazon for my order sold?

Funds from an order are reserved until 7 days after the latest estimated delivery date (EDD) to ensure that you have enough funds to fulfill any refund requests from buyers. ³Amazon transfer payment after every two weeks to your Bank Account. However, it may take up to 5 business days to get clearance.

Here's how the timing works:

Assume that you sell a book on January 1 and the latest estimated delivery date is January 12.



³ [Payments based on delivery date - Amazon Seller Central](#)

24. My payment from Amazon is not received in my Bank Account?

If you have not received your payment in Account as per the above mentioned time, please ensure that your bank account have:

1. Positive Account Balance
2. Valid Bank Account No.
3. Funds eligible for Transfer

25. How would I know my expected payment amount from Amazon?

In the Seller Account, go to Payment Dashboard and select expected payment dates and amount for details.

26. What are the different charges charged by Amazon?

If using Fulfillment by Amazon (FBA), you have access to optional features and services to help you manage and grow your business. FBA fees cover the cost of storing your products in Amazon's fulfillment centers; picking, packing, and shipping orders; and providing customer service for products sold.

However, the following fees are charged to your seller account

1. FBA fees
2. ACH transfer charges

27. Do I have to fulfil WeBOC requirement?

Orders upto USD 5000 are already allowed under E-commerce WeBOC Module where courier company completes documents on behalf of Seller.