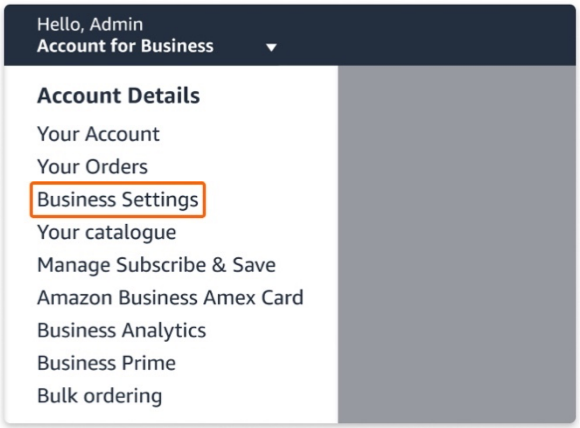
Managing Amazon Business Remittances

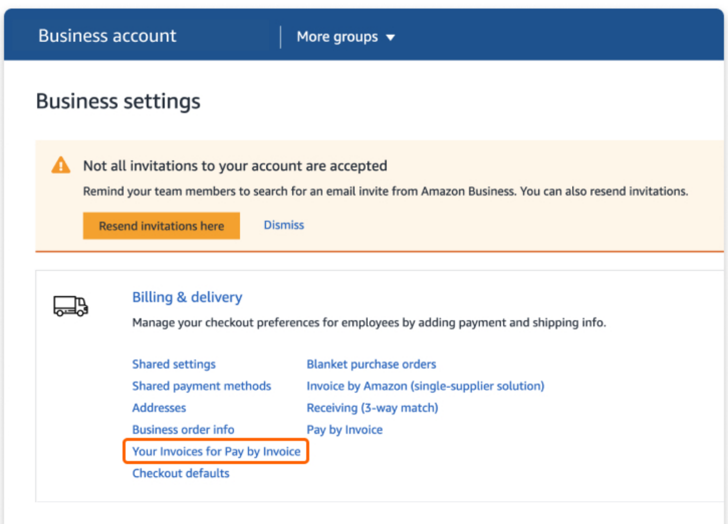
For account administrators and accounts payable teams who manage Amazon Business payments.

How to find payment details in your Amazon Business account

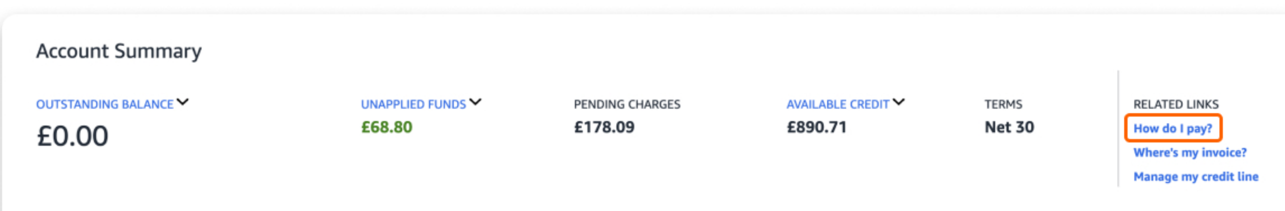
1. Click on **Business Settings** from the drop-down menu.



2. Select the legal entity for whom you want to pay invoices. Click on **Your Invoices for Pay by Invoice**



3. In your Account Summary click on **How do I pay** under Related Links. After clicking, your will see your entity-specific IBAN and account details on the pop-up.



How to share remittance information

Send remittance details via email to the Business Invoicing email address relative to your region on the day of payment to avoid application delays (see Table 1 on the last page). Include your customer number or invoice number in the bank instructions on the bank transfer in the description section (applicable for all purchases made via DE or FR marketplaces). Sharing the information on time is important to ensure funds are applied on the receipt of payment.

Accepted formats for sharing your remittance information:

- Remittance as text in the body of the email (preferred)
- Microsoft Excel
- PDF

Not accepted formats for sharing your remittance:

- Images and screenshots are not accepted

Alternatives to sharing your remittance information via email:

- When only one invoice is being paid, you can send the invoice number in bank instructions
- Refer to the last page for an additional exception*

What details to share on your remittance email

Complete remittance information increases efficiency and reduces errors. When emailing your remittance information, please include (see example of email remittance in the image below):

- **Account Number (1)** or **Customer Number (2)** in the email subject line (see image below for guidance on where to find your account / customer number).
- **Complete Invoice Number (4)** If your invoice number is long and truncates, use the maximum possible characters from the right, ensuring the last digits appear on the remittance information.
- All columns except **Order Number** and **Payment Reference Number** are mandatory fields, but it is recommended that you also share the **Order Number** and **Payment Reference Number**.

Example of email remittance

Subject: Payment Remittance Account Number AVDKKMMT716EF Amount 817.00 GBP

Hi,

We issued a payment today, find the below remittance details of the payment.

Customer Number	Payment Reference Number	Order Number	Invoice Date / Credit Note Date	Invoice Number / Credit Note Number	Paid Amount
AVDKKMMT716EF			1/12/2024	GB42DIGABEY	34.50
AVDKKMMT716EF			1/9/2024	7346-2024-654	650.10
AVDKKMMT716EF			12/31/2023	78768-2023-16	45.20
AVDKKMMT716EF			12/15/2023	GB24CZ6ABEZ	87.20
Grand Total					**817.00**

Sample of email for remittance

Subject: Payment Remittance Account Number XXXXXXX Amount XXXXX €/GBP

Hi,

We issued a payment today. Find the remittance details of payment below.

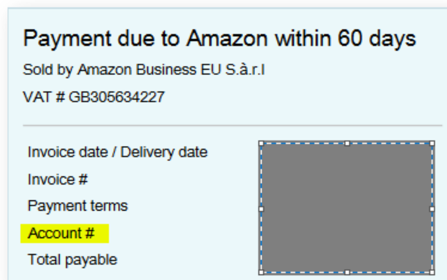
Customer Number(*)	Payment Reference Number	Order Number	Invoice/ Credit Note Date(*)	Invoice/ Credit Note Number(*)	Paid Amount(*)

How to find your customer / account number

You customer number appears on every PDF invoice and is unique to each legal entity (see Account # highlighted in the image below). If you have more than one legal entity on your account, you must share the remittance information corresponding to the specific entity in distinct remittance communications. The same requirement applies to managing credit notes for different legal entities.

For e-invoicing customers, find your PDF invoice on Amazon Business by:

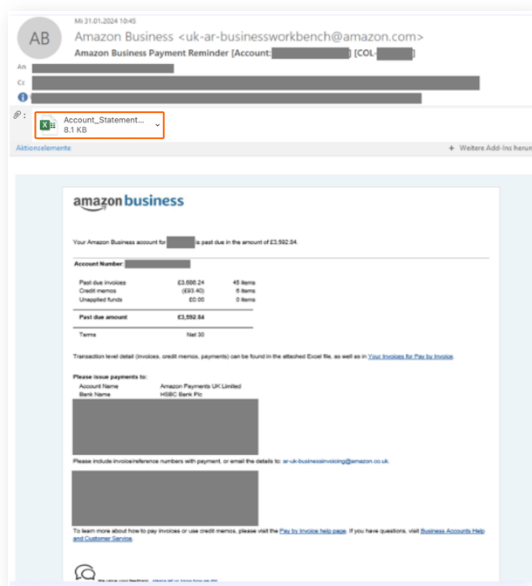
1. Visiting **Your Orders**
2. Selecting the correct legal entity
3. Selecting **View All Orders**
4. Clicking on the invoice



How to manage past due invoices

On the right is an example of a past due payment reminder email. To address past due invoices:

- Open the attachment in the past due reminder email
- Process the payments. The process for past due invoices is the same as any other invoice

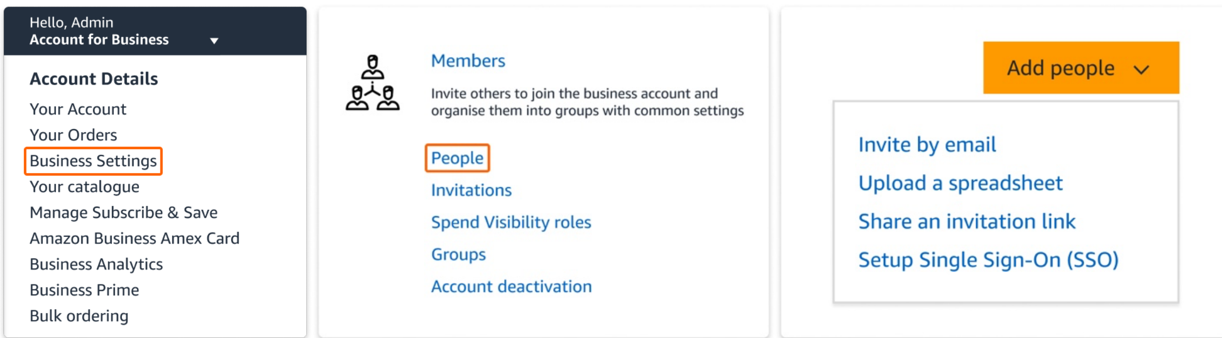


To query open invoices or credit memos, please send an email to the **Business Workbench** email address for you region (see Table 1). Ensure remittances shared are not in an image format.

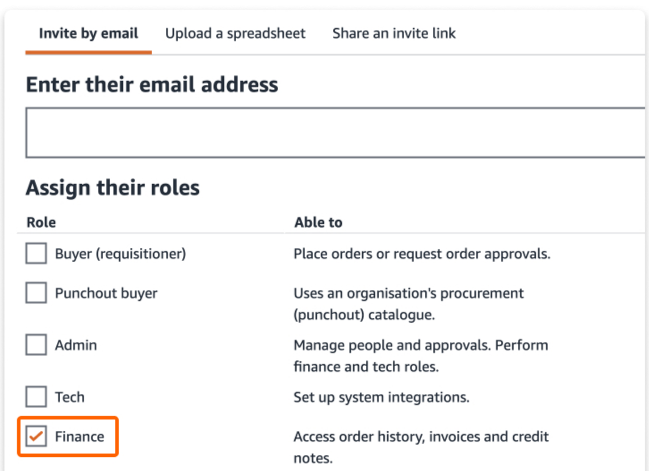
Ensuring control of your Amazon Business account

Establish payments controls and visibility while preventing delays and escalations by inviting Finance and Accounts Payable contacts to your Amazon Business account. The specific user role for Finance and Accounts Payable users can then access all relevant financial information (such as invoices, orders, or reports) but will not be able to modify the settings on the account or place any orders. To establish specific user roles:

1. Go to **Business Settings** and select **Members / People**. Then add people and select your preferred invitation (email is usually the simplest option).



2. Include the user email address and select **Finance User**.

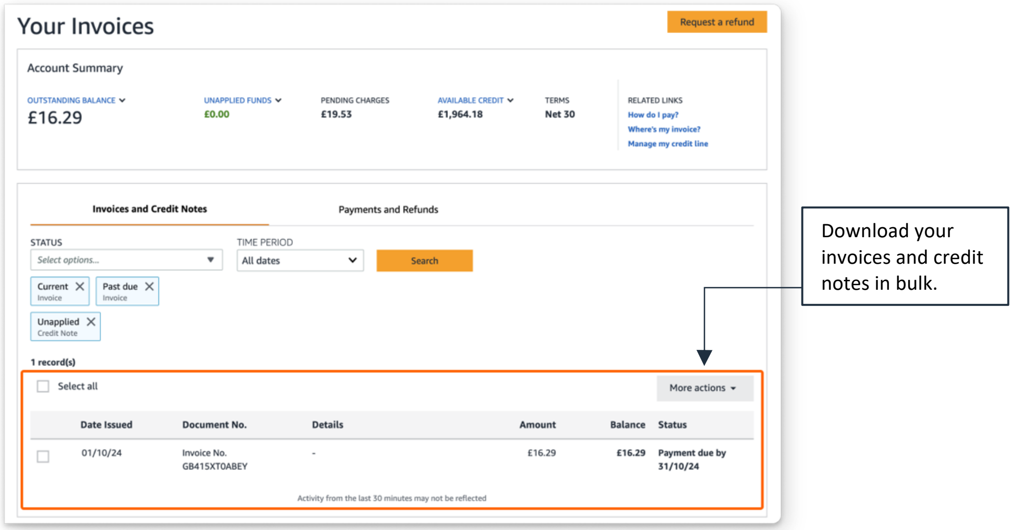


Download invoices and credit notes in bulk

Access via:

1. **Business Settings**
2. **Your Invoices for Pay by Invoice**
3. If you want to download your invoices in bulk, click on **More Actions** and **Download documents and data**

If you have queries regarding open invoices or credit memos, please send an email to the **Business Workbench** email address for your region (see Table 1). When attaching any information, please ensure that remittances are not in an image format.



Requesting refunds using Pay by Invoice

Refunds are only available if your credit line does not have any past due balances. Refunds are available for unapplied funds. If you do not want to apply them to future invoices, the account administrator can request a refund. Partial refunds are not available. To add a bank account for Pay by Invoice refunds:

1. Go to **Business Settings** and select **Pay by Invoice**
2. Under **Accounts Payable Settings**, click **Manage**
3. Go to the bottom of the page under Bank Account and select **Edit**
4. Proceed with the verification process and include bank account details
5. Select **Add** this business account
6. A notification will be sent to all account administrators

Table 1: Contact details for remittance or AR-related queries

Team	Business Invoicing	Business Workbench
Usage	Remittance related emails	Any AR-Related Queries other than Remittance advices*
UK	ar-uk-businessinvoicing@amazon.co.uk	uk-ar-businessworkbench@email.amazon.com
DE	ar-de-businessinvoicing@amazon.com	de-ar-businessworkbench@amazon.com
FR	ar-fr-businessinvoicing@amazon.fr	fr-ar-businessworkbench@amazon.com
ES	ab-es-remittance@amazon.es	es-ar-businessworkbench@amazon.com
IT	ab-it-remittance@amazon.it	it-ar-businessworkbench@amazon.com