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## General Information

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### Before you submit your first invoice



Before you send us your first invoice, please note the following:

1. Fees are always indicated in EUR and payments are always executed in EUR.
2. Please select EUR as your preferred currency on Payee Central otherwise you will not be able to benefit from online invoicing.
3. If you have a bank account open outside the euro area, check with your bank if you can receive payments in EUR. We recommend that you use an EUR bank account. Note that your bank could withhold or reject our payments due to currency.
4. If you have your bank account open outside the euro area and you have selected EUR as your preferred currency, you will receive a wire transfer from us. Please note that Amazon does not reimburse wire transfer fees that banks might deduct.
5. As per our payment terms, your invoices will be paid is 60 days NET from the day we receive a **compliant** invoice from you.

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### Invoicing Process Overview



At the beginning of every month, we will send you a pro-forma invoice that will include all the jobs you completed by the last business day of the previous month by 5pm CET. Once you receive your pro-forma invoice, you can invoice Amazon in two ways:

- create an invoice on Payee Central and attach the relevant pro-forma invoice, which you do **not** need to fill in (online invoice);
- fill in your pro-forma invoice in line with the instructions you will receive along with your pro-forma invoice and e-mail it to [EMEA-Corportate-Docs@amazon.com](mailto:EMEA-Corportate-Docs@amazon.com) and [translation-invoice@amazon.com](mailto:translation-invoice@amazon.com) in PDF format (manual invoicing).

Please do not use both channels to submit the same invoice as this can lead to delayed processing.

If you have a Payee Central account, we strongly encourage you to make use of the invoicing feature on Payee Central.

You are requested to invoice us **within 2 weeks** from the date you receive your pro-forma invoice, unless agreed otherwise. As per our payment terms, your invoice will be paid in 60 days NET from the date we receive a **compliant** invoice from you.

In order to avoid payment issues, please **make sure you keep your payment and contact details updated** on Payee Central. If you don't have a Payee Central account, please communicate any relevant updates to us by email as we need to update our system accordingly.

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## Pro-forma invoices

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### *What is a pro-forma invoice and what do I do with it?*



Pro-forma invoice is a template invoice that includes Amazon billing details, your PO number and a list of jobs you completed a given month. You will receive it **in the first week** of each month, provided that you completed at least one job the previous month. If you don't receive it, but you should, please write to [translation-invoice-query@amazon.com](mailto:translation-invoice-query@amazon.com). You can only submit your invoice – by email or via Payee Central – once you have received your pro-forma invoice from us. Invoices submitted before the month close (i.e. before we send out pro-forma invoices) will be rejected.

If you don't have a Payee Central account, you will need to invoice us manually by filling in your pro-forma invoice in line with the instructions provided in the pro-forma e-mail you'll receive from us monthly. Please refer to the section [Invoicing Amazon via Email](#) for more detailed instructions. If you do have a Payee Central account and you invoice us via the portal, you'll need to attach the relevant pro-forma invoice to your online invoice.

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### *What jobs will be listed in my pro-forma invoice?*



The cut-off time is the last **business** day of the month **5PM CET**. Any job completed after the cut-off time will be included in your next month's pro-forma. Note that a job is considered completed once you change its status to *Completed* on Translator Portal (applies to self-service jobs) or send a completion confirmation to your Project Manager by email (applies to jobs assigned to you by email).

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### *I noticed a mistake in my pro-forma invoice (e.g. missing jobs). Can I fix it myself and submit my invoice?*



No. Please reach out to [translation-invoice-query@amazon.com](mailto:translation-invoice-query@amazon.com) first. We will correct the mistake in our records and send you an amended pro-forma invoice. If you add/remove jobs on your pro-forma invoice without notifying us, your invoice will likely be rejected. Note that your pro-forma invoice will only include jobs delivered by the last **business** day of the month by **5pm CET**. Jobs delivered after the cut-off time will be included in your next month's pro-forma invoice.

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### *I will not complete more jobs this month. Can you send me my pro-forma invoice early?*



We cannot generate pro-forma invoice before the month is closed (i.e. the beginning of the month). You will receive your pro-forma invoice in the first week of the following month.

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### *Can I group several pro-forma invoices into one to receive a single payment?*



Yes, as long as the PO number stated on those pro-forma invoices is the same.

**(I have a Payee Central Account):** If you choose to do so, make sure that you attach all the relevant pro-forma invoices to your online invoice, otherwise your invoice might get rejected. Your grouped

invoice will be paid in 60 days NET from the date you submit a **compliant** invoice via Payee Central (regardless of when the jobs were completed).

**(I don't have a Payee Central account):** If you choose to do so, merge all the tables from the relevant pro-forma invoices into one pro-forma invoice, correct the sub-total and enter sum total. Enter all the required invoice details as instructed in the pro-forma email, save the document in PDF format and email it to [EMEA-Corporate-Docs@amazon.com](mailto:EMEA-Corporate-Docs@amazon.com) and [translation-invoice@amazon.com](mailto:translation-invoice@amazon.com). Your grouped invoice will be paid in 60 days NET from the date you send a **compliant** invoice to the two email addresses indicated above (regardless of when the jobs were completed).

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## Invoicing Amazon via Email

### *I don't have a Payee Central Account. How do I submit my invoice?*



When you receive your pro-forma invoice from us, follow the steps below:

1. Check the table in your pro-forma invoice to make sure that all the jobs you completed in the relevant month are included.
2. Fill in the sections marked in red: remittance details, invoice date and number, VAT rate, sum total (even if VAT is 0) and if applicable the footnote justifying the 0% VAT rate (e.g. reverse charge system, not VAT registered etc.).
3. Save your pro-forma invoice **in PDF format** and email it to [EMEA-Corporate-Docs@amazon.com](mailto:EMEA-Corporate-Docs@amazon.com) and [translation-invoice@amazon.com](mailto:translation-invoice@amazon.com) within the first two weeks of the month. Invoices sent to the wrong email address or only to one of the two mentioned above will not be processed.
4. You will receive an automatic confirmation of receipt (subject line: *Acknowledgement: Receipt Of Documents*) from [EUAP-noreply@amazon.com](mailto:EUAP-noreply@amazon.com) – note that it might go to your spam folder. This e-mail will include your unique invoice ID (*Amazon Unique Identifier*). Do not delete this email as it serves as proof that we received your invoice. In case of issues, you'll need to forward us the Amazon Unique Identifier.

### **Important:**

Invoices sent to [translation-invoice-query@amazon.com](mailto:translation-invoice-query@amazon.com) will not be processed. Please write to this email address only if you need support from us.

If you send your invoice in the wrong format or through a file sharing platform, your invoice will not be processed. Please always make sure that you attach your invoice in PDF format.

If you receive a notification that your invoice is non-compliant and you don't know what to correct, contact [translation-invoice-query@amazon.com](mailto:translation-invoice-query@amazon.com) and forward us the notification.

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### *Can I use my own invoice template instead of your pro-forma invoice?*



Pro-forma invoices you receive from us are pre-filled with all the Amazon billing and job details that are needed for your invoice to pass the compliance check – you only need to fill in the sections marked

in red. In order to avoid processing issues, which could lead to your invoice being rejected, we strongly advise you against using your own invoice templates.

If you need to send in your own template as well, please email it to [translation-invoice@amazon.com](mailto:translation-invoice@amazon.com), but not to [EMEA-Corporate-Docs@amazon.com](mailto:EMEA-Corporate-Docs@amazon.com) as this could lead to processing issues.

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#### *I submitted my invoice via email. Why don't I see it in my Payee Central account?*



It can take up to 7 business days for a manually submitted invoice to be processed and logged into our system. If your invoice does not show on Payee Central after 7 business days, please write to [translation-invoice-query@amazon.com](mailto:translation-invoice-query@amazon.com) and provide us with the Amazon Unique Identifier from the receipt confirmation you received after having emailed the invoice. For more information, please refer to [these](#) instructions.

Note that if you have a Payee Central account, you are strongly encouraged to use online invoice.

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### Invoicing Amazon via Payee Central

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#### *How do I submit my invoice on Payee Central?*



Please refer to [Payee Central User Guide for EU Freelance Team](#) (p. 11) for step-by-step instructions. Note that:

1. Your pro-forma invoice, which you'll continue to receive, is a mandatory supporting document to your online invoice. You do not need to fill it in, but you do need to attach it, otherwise your invoice might be rejected.
2. If you add any surcharge other than VAT to your invoice, you need to note it on your pro-forma invoice. If you add VAT, follow the instructions in the *Line item details* section of the [Payee Central User Guide for EU Freelance Team](#).
3. Online invoicing will only work if your preferred currency on Payee Central is EUR. To update your preferred currency to EUR, please follow [these](#) instructions.

#### **Important:**

The first step of invoice creation on Payee Central is entering your PO number. You can also click on *Show all open POs* and select your PO number from the dropdown. Please make sure that you select the PO number stated on your pro-forma invoice. **If you have two PO numbers listed on your pro-forma, please ensure to select both of them.** Online invoices submitted with an incorrect PO number or without a PO number cannot be approved.

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#### *I forgot to attach my pro-forma to my online invoice. Do I need to create a new one?*



Please write to [translation-invoice-query@amazon.com](mailto:translation-invoice-query@amazon.com). Once you submit your invoice, you cannot add an attachment anymore.

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### *I cannot attach my pro-forma invoice to my online invoice. Can I submit my invoice without it?*



If you experience a technical issue that prevents you from attaching your pro-forma invoice to your online invoice, please submit your invoice without the attachment, but inform us at [translation-invoice-query@amazon.com](mailto:translation-invoice-query@amazon.com) that you've done so, otherwise your invoice might be rejected.

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### *When creating an online invoice, I'm requested to provide my Amazon contact. Whose email should I enter?*



You are only prompted to enter your Amazon contact if you're creating an invoice without a PO number. Note that your PO number is stated on your pro-forma invoices. You should always create your invoice with that PO number, otherwise your invoice will be rejected.

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### *When creating an online invoice, I receive a warning that my address is ineligible. What does this mean?*



The warning is due to a mismatch between the currency of your PO (EUR) and the preferred currency you selected on Payee Central (non-EUR). Please follow the steps below to update your Payment Information, otherwise you will not be able to benefit from online invoicing.

1. Log in to [Payee Central](#).
2. Click on the *Accounts* navigation link.
3. Scroll down to the page and click on the *Edit* button.
4. This page will allow you to make changes to the fields under *Contact Information* and *Payment Information* section.
5. Click on *Edit* beside *Bank Account Details* to change the currency.
6. Update the currency and click on *Save*.
7. You will be directed to a pop up window where you need to enter your **current banking information** for validation purpose and click on *Verify*.

Normally it takes 5-7 business days to complete the validation process to get 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 details are updated. You will not be able to create your online invoices on Payee Central until the verification has been completed.

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### *How can I add a dash/underscore/slash in my invoice number?*



You can only use alphanumeric characters in your invoice number.

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## Payment

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### *How can I check when my invoice will be paid?*



**(I have a Payee Central Account):** Your invoice will be paid in 60 days NET from the day you submit a compliant invoice on Payee Central. You can check the status and the due dates of your invoices on Payee Central (please refer to the [Payee Central User Guide for EU Freelance Team](#), p.7).

**(I don't have a Payee Central account):** Your invoice will be paid in 60 days NET from the day you submit a compliant invoice in PDF format to [EMEA-Corporate-Docs@amazon.com](mailto:EMEA-Corporate-Docs@amazon.com) and [translation-invoice@amazon.com](mailto:translation-invoice@amazon.com). To get the information about the status and the due dates of your invoices, please contact [translation-invoice-query@amazon.com](mailto:translation-invoice-query@amazon.com).

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### *Can you pay my invoice earlier than in 60 days from the invoice submission date?*



Invoice due dates are calculated automatically in our system and we cannot change them manually.

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### *Do you support PayPal/Payoneer as payment method?*



Unfortunately, we cannot send payments through PayPal/Payoneer.

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## Taxes

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### *I'm now VAT registered and I need to add VAT to my invoices. How do I do it?*



**(I have a Payee Central Account):** Firstly, please update your Payee Central account and add your VAT ID (country prefix included). If you are VAT registered outside Luxembourg, the VAT rate on your invoices should be 0% as the reverse charge system applies. If you are VAT registered in Luxembourg, please add 17% of VAT to your invoices as described in the [Payee Central User Guide for EU Freelance Team](#), p.11.

**(I don't have a Payee Central Account):** Please add your VAT ID (country prefix included) to your pro-forma invoice). If you are VAT registered outside Luxembourg, the VAT rate should be 0% on your invoices as the reverse charge system applies. If you are VAT registered in Luxembourg, add 17% in the empty cell below sub-total and enter sum total to the invoice (sub total plus VAT). Note that the VAT **percentage** must be clearly stated on your pro-forma invoice, otherwise your invoice will be deemed non-compliant.

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### *Other tax-related questions*



Amazon cannot provide you with tax advice in any form. Please reach out to your accounting service provider or your local tax authorities.

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## Updating Payment/Contact Details

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*I have a new bank account. Can I email you the new account details?* 

**(I have a Payee Central account):** You will need to update your bank account details on Payee Central as instructed below. Note that we cannot update your Payee Central account details for you. If you encounter any technical issues, please use the *Help* feature on Payee Central to open a case and share screenshots with the support team.

1. Log in to [Payee Central](#).
2. Click on the *Accounts* navigation link.
3. Scroll down to the page and click on the *Edit* button.
4. This page will allow you to make changes to the fields under *Contact Information* and *Payment Information* section.
5. Click on *Edit* beside *Bank Account Details* to change the bank details.
6. Update the bank details and click on *Save*.
7. You will be directed to a pop up window where you need to enter your **old banking information** for validation purpose and click on *Verify*.

Normally it takes 5-7 business days to complete the validation process to get 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 details are updated. You will not be able to create your online invoices on Payee Central until the verification has been completed.

**(I don't have a Payee Central Account):** Please write to [translation-invoice-query@amazon.com](mailto:translation-invoice-query@amazon.com) and request a bank account change form. Once you fill it in and send it back to us, we will update your payment details in our records. Note that it is not enough to only state your new bank account details on your pro-forma invoice – if payment details are not updated in our records, the funds will be transferred to your old bank account.

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*I would like to receive all communication from Amazon to my new email address. What should I do?* 

**(I have a Payee Central Account):** Firstly, inform your Project Manager about the email change. Secondly, update your email address on Payee Central. To do so, you'll need to add a new user (your new email address) and remove the old user (your old email address). Please follow the steps below.

1. Log in to [Payee Central](#) with your current email address.
2. Click on the *Users* tab.
3. Fill in the *New User's User Name* and *Email Address* fields.
4. Click on *Add Permissions*.
5. Select *Yes* radio button in the *Is Admin* box and click on *Add*.
6. Acknowledge the checkbox and click on *Save* and the new user (your new email address) will be added to your Payee Central account.
7. Click on the *Users* tab.
8. Click *Edit* on the user that you want remove (your old email address).
9. On *Action*, click *Delete*.
10. Select *Yes* to confirm the deletion of the user.
11. Click on *Save* and the old user (your old email address) will be deleted.



**(I don't have a Payee Central account):** Please make sure you inform your Project Manager about the email change.

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*I recently changed my address. Do I need to inform Amazon?*



To comply with tax regulation, Amazon needs to know from which country you are performing your services. Note that it is your responsibility to inform us of any relevant change.

**(I have a Payee Central account):** To update your address on Payee Central, please follow the steps below.

1. Log on to [Payee Central](#).
2. Click on the *Accounts* navigation link.
3. Scroll down to the page and click on the *Edit* button.
4. This page will allow you to make changes to the fields under *Contact Information* and *Payment Information* section.
5. Update your address and click on *Save*.

**(I don't have a Payee Central account):** To update your address in our records, please write to [translation-invoice-query@amazon.com](mailto:translation-invoice-query@amazon.com).

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*I would like to update my bank account details on Payee Central, but I get an error message. Can you update it for me?*



We cannot update payment or contact details in your Payee Central account. If you experience difficulties with the update, please take screenshots of the error notifications you receive, create a case on Payee Central by using the *Help* feature and attach the relevant screenshots.

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*I will start invoicing Amazon under a different (company) name. How do I update my supplier name in your system?*



**(I have a Payee Central account):** You cannot update your supplier name on Payee Central by yourself. Please use the *Help* feature on Payee Central and request the update. You will need to provide us with a document with the letter head of the old supplier name, stating the legal relationship between your old and your new supplier name for validation purposes. We will make the update for you.

**(I don't have a Payee Central account):** Please write to [translation-invoice-query@amazon.com](mailto:translation-invoice-query@amazon.com). You will need to provide us with a document with the letter head of the old supplier name, stating the legal relationship between your old and your new supplier name for validation purposes. We will make the update for you.

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## Payee Central Access

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### *I don't have a Payee Central account. Can you create it for me?*



Chinese bank account holders who cooperate with a non-Chinese Amazon entity cannot be backfilled to Payee Central. If you do not have a Chinese bank account, but you don't have a Payee Central account, please reach out to [translation-invoice-query@amazon.com](mailto:translation-invoice-query@amazon.com).

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### *I forgot the password to my Payee Central account. How can I reset it?*



To reset your password, go to the [Payee Central](#) front page, enter the e-mail address you use on the portal and click on *Next*. Once on the sign-in page, click on *Forgot your password*. You will receive a one-time password (OTP) by email, which you can use to reset your password. Please note that the email might end up in your spam folder.

Note that if you use the same e-mail address on Payee Central and your Amazon customer account, any password update that you make will be reflected on both portals.

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### *My Payee Central account is locked. How can I unlock it?*



Even if your Payee Central account is locked (for example, you wanted to update your bank account details, but you entered them incorrectly multiple times), you will still have access to the *Help* section. Please open a case and request for your account to be unlocked.

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## Contacting Amazon

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### *Who do I contact if I have questions about the invoicing process?*



If you have questions about the invoicing process, please write to [translation-invoice-query@amazon.com](mailto:translation-invoice-query@amazon.com).

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### *Who do I contact if I have questions about my pro-forma invoice?*



If you have questions about your pro-forma invoice, please write to [translation-invoice-query@amazon.com](mailto:translation-invoice-query@amazon.com).

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### *Who do I contact if I have issues with Payee Central?*



If you experience technical issues with Payee Central, please use the *Help* button on the Payee Central portal.

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