

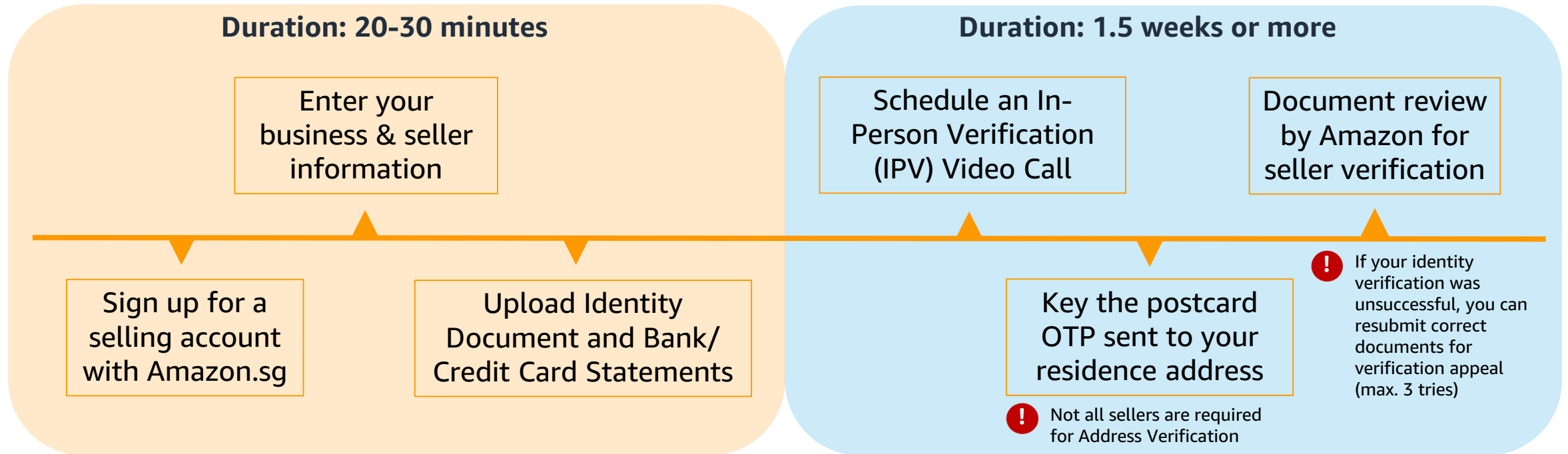
Overview of the Registration Process

Amazon Southeast Asia Seller Summit 2022



Registration Process Overview

- **Get a free*** selling account upon successful registration
- **Easily sell to 22 other Amazon marketplaces**



*Pay S\$0 monthly subscription fees to sell on Amazon.sg. Monthly subscription fees apply when you choose to sell to other Amazon marketplaces.

Things you'll need before you start

Amazon Southeast Asia Seller Summit 2022



Things you'll need before you start

- Seller Identity Documents

Passport or National ID or Driver's License



! Passport must include signature page

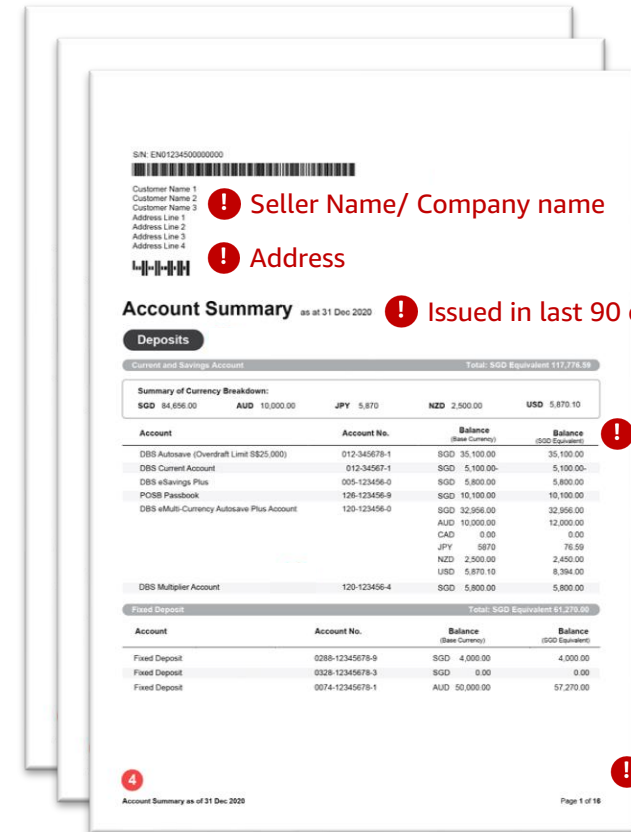


! Front and back of card



! Document must still be valid

- Bank/ Credit Card Statement



! Seller Name/ Company name

! Address

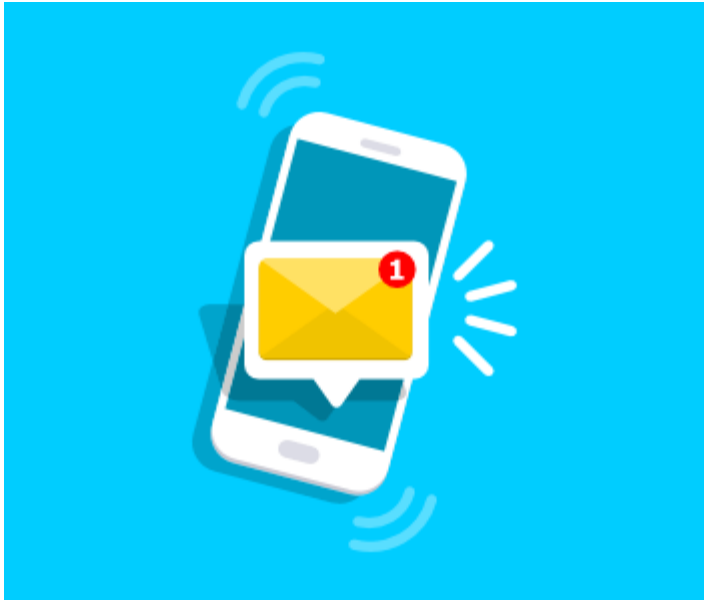
Account Summary as at 31 Dec 2020 ! Issued in last 90 days

! Transaction titles must be clearly seen. You may blank out transaction values if needed.

! All pages included in a single document

Things you'll need before you start

- Mobile number
- Email Address
- Business Registration No. (UEN/ ACRA)



Business Profile (Company) of LUCKY COMPANY PTE. LTD. (201688888A) Date: DD/MM/YYYY

The Following Are The Brief Particulars of :

Registration No.	: 201688888A	WHERE TO FIND YOUR UEN
Company Name.	: LUCKY COMPANY PTE. LTD.(w.e.f.01/10/2016)	
Former Name if any	: UNLUCKY COMPANY PTE. LTD.	
Incorporation Date.	: 08/08/2016	
Company Type	: LIMITED EXEMPT PRIVATE COMPANY	

amazon.sg

Start Registration

Amazon Southeast Asia Seller Summit 2022



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Sign up for a new seller account

Step 1) Visit <https://sell.amazon.com.sg/>

- Select "Sell on Amazon.sg"
- Click on "Get Started"

Step 2) Create an account on Seller Central

- Click "Create your Amazon account"
- Fill in your new log-in fields and Click "Next"

Tip:

If you're advised that your email address already exists, this could be because you had used it to create a shopper/ seller account with Amazon before. Please use a new email address or log in with your existing email address to continue.



Important Message!

You indicated you're a new customer, but an account already exists with the email address **shanneo89@gmail.com**.

Registration references are from Amazon Seller Central demo account for the purpose of this presentation only.

Create Account

Enter Business & Seller Info

Upload Documents

Schedule Video Call

Enter Postcard OTP

Review by Amazon

Sign up for a new seller account

Step 3) Verify your email address

- Check your email inbox for a 6-digit code from Amazon
- Enter the code and click “Create your Amazon account”

Tip:

If you have not received the authentication e-mail:

1. Check your spam mail
2. Wait a while before clicking “Resend authentication code” link

Verify email address

To verify your email, we've sent a One Time Password (OTP) to amazonshanneo@gmail.com
(Change)

Enter OTP

Create your Amazon account

Resend OTP

Registration references are from Amazon Seller Central demo account for the purpose of this presentation only.

Create Account

Enter Business & Seller Info

Upload Documents

Schedule Video Call

Enter Postcard OTP

Review by Amazon

Tell us about you and your business

Amazon Southeast Asia Seller Summit 2022



Business Location & Type

Step 1) Select your business location from the drop-down menu

- Select the **country where your business is registered** if you have a business:

or

- Select your **country of residence** if you do not have a business:

The screenshot shows the 'Business information' section of the Amazon Seller Central registration process. It features a 'Business location' dropdown menu with the placeholder text 'Select a country'. Below the dropdown, a note states: 'If you don't have a business, enter your country of residence.' A large blue 'Agree and continue' button is positioned below the text. To the right, an 'FAQ' sidebar lists several questions with expandable arrows. The footer of the page includes links for 'Rate this page', 'Get support', 'Policies and Agreements', a language selector set to 'English', and the copyright notice '© 1996-2022, Amazon.com, Inc.'

Registration references are from Amazon Seller Central demo account for the purpose of this presentation only.

Create Account

Enter Business & Seller Info

Upload Documents

Schedule Video Call

Enter Postcard OTP

Review by Amazon

Business Location & Type

Step 1) Select your business type from the drop-down menu and:

- **Enter your Company's legal name** if your Business Type is State-owned/ Publicly-listed/ Privately-owned/ Charity:
- or**
- **Enter your First name and Last name** if you are an individual seller:

Business type

Privately-owned business



Please ensure your business type selection is correct.

You have selected to register as a **Privately-owned** business which is controlled and operated by private individuals. The business seller is registered in the context of a commercial or professional activity.

An incorrect selection may affect the status of your account.

Business Name, used to register with your state or federal government

Business name as it appears on business registration document



Business Name must exactly match name on your business registration document

Registration references are from Amazon Seller Central demo account for the purpose of this presentation only.

Business type

None, I am an individual



Please ensure your business type selection is correct.

An **individual** sells in a private context. An individual does not sell a product to a company / charity and does not operate in a business or professional context.

An incorrect selection may affect the status of your account.

First name ?

First name

Middle name(s) ?

Middle name(s)

Last name ?

Last name



Name must exactly match name on your identity document

Create Account

Enter Business & Seller Info

Upload Documents

Schedule Video Call

Enter Postcard OTP

Review by Amazon

Business Location & Type

Step 3) Click “Agree and continue” after reading the Amazon Services Business Solutions Agreement



I confirm my business location and type are correct, and I understand that this information cannot be changed later.

By clicking on 'Agree and continue', you agree to accept the following policies, agreements and notices:

By clicking on 'Agree and continue', you agree to the [Amazon Services Business Solutions Agreement](#) and Amazon's [Privacy Notice](#).

If you use the selling services offered in Amazon's stores other than in Singapore, you also agree to the additional terms listed on the [International Selling Agreements](#) page with respect to those services.

Agree and continue



Ensure your details are correct before you proceed as you cannot return to this page to make changes.

Registration references are from Amazon Seller Central demo account for the purpose of this presentation only.

Create Account

Enter Business & Seller Info

Upload Documents

Schedule Video Call

Enter Postcard OTP

Review by Amazon

Business Information

If you indicated that you have a business:

Step 1) Enter all required information about the company

Step 2) Complete SMS verification and click “Next”

The screenshot shows the Amazon Seller Central interface during the business registration process. The browser tabs at the top include 'Verify your new Amazon account', 'Sell on Amazon Singapore', 'Amazon', and 'Amazon_Singapore_Account_Re'. The address bar shows the URL 'sellercentral.amazon.com/mario/rfb/orbis-business/global/node/business-info/render'. The page header is 'amazon seller central' with a 'Settings' link. A progress bar at the top indicates five steps: 1 Business information (active), 2 Seller information, 3 Billing, 4 Store, and 5 Verification. The main content area contains several text input fields for business details. On the right, there is an 'FAQ' section with four questions and expandable answers: 'What is the correct format of the phone number?', 'What should I do if I do not have a mobile number to receive SMS?', 'What if I have not received the SMS with the PIN?', and 'What should I do if my country is not listed for the 'Call' option?'.

Registration references are from Amazon Seller Central demo account for the purpose of this presentation only.

Create Account

Enter Business & Seller Info

Upload Documents

Schedule Video Call

Enter Postcard OTP

Review by Amazon

Seller Information

Step 1) Fill in your full name and personal particulars:

Primary contact person information

First name <input type="text" value="First name"/>	Middle name(s) <input type="text" value="Middle name(s)"/>	Last name <input type="text" value="Last name"/>
--	--	--

Enter your complete name, as it appears on the passport or ID

Country of citizenship

Country of birth

Date of birth

<input type="text" value="Day"/>	<input type="text" value="Month"/>	<input type="text" value="Year"/>
----------------------------------	------------------------------------	-----------------------------------



Your Name and personal particulars entered here must exactly match the information on your identity documents that you will be uploading later

Registration references are from Amazon Seller Central demo account for the purpose of this presentation only.

Create Account

Enter Business & Seller Info

Upload Documents

Schedule Video Call

Enter Postcard OTP

Review by Amazon

Seller Information

Step 2) Choose your preferred identity proof (Passport/ Driver's License/ National ID) and enter its details correctly:

- **Driver's License/ National ID Card**
- or
- **Passport**

The screenshot shows the 'Identity proof' section of the Amazon Seller Central registration form. It includes a dropdown menu for 'Identity proof' with 'Driver's License' selected, a dropdown for 'Country of issue' with 'Singapore' selected, a text input for 'Driving license number', and a 'Date of expiry' section with dropdowns for Day, Month, and Year. A red exclamation mark icon is positioned next to the 'Date of expiry' section.

! If your Driver's license does not have an expiry date, you may input any future date as expiry date

The screenshot shows the 'Identity proof' section of the Amazon Seller Central registration form. It includes a dropdown menu for 'Identity proof' with 'Passport' selected, a dropdown for 'Country of issue' with 'Singapore' selected, a text input for 'Passport number', and a 'Date of expiry' section with dropdowns for Day, Month, and Year. A red exclamation mark icon is positioned next to the 'Date of expiry' section.

! Please ensure your passport's date of expiry is the same as the date you enter here

Tip: If you wish to use your National ID, but do not see it as an option, you may choose 'Driver's License' option to enter your National ID details.

Registration references are from Amazon Seller Central demo account for the purpose of this presentation only.

Create Account

Enter Business & Seller Info

Upload Documents

Schedule Video Call

Enter Postcard OTP

Review by Amazon

Seller Information

Step 3) Ensure Residential Address matches the address on your passport/ ID

- If it does not, please add a new address that meets the criteria.

Step 4) Check that your Phone number is correct

The screenshot shows the 'Residential address' section with a blue dot icon, a link to 'View all saved addresses', and a link to '+ Add a new address'. Below this is the 'Phone number for verification' section with a blue dot icon and a link to '+ Add a new mobile number'. Two red callout boxes with exclamation marks point to the 'Add a new address' and 'Add a new mobile number' links, containing the text 'You can add other addresses' and 'You can add other mobile no.' respectively.

Registration references are from Amazon Seller Central demo account for the purpose of this presentation only.

Create Account

Enter Business & Seller Info

Upload Documents

Schedule Video Call

Enter Postcard OTP

Review by Amazon

Billing Information

Enter your credit card information

The screenshot shows a form for entering credit card information. It includes fields for 'Credit card number', 'Expires on' (month and year), and 'Card holder's name'. Below these is a 'Billing address' section with a selected address and options to 'View all saved addresses' or '+ Add a new address'. At the bottom are 'Previous' and 'Next' buttons. Three red callout boxes with exclamation marks provide additional instructions:

- Callout 1 (pointing to the 'Expires on' field): Ensure 1) credit card has not expired 2) has adequate credit limit 3) with no restrictions on online or mail purchase
- Callout 2 (pointing to the 'Card holder's name' field): We accept only AMEX, VISA and Mastercard
- Callout 3 (pointing to the 'Billing address' section): Add other address to change the default billing address

Note:

- The credit card holder and person registering account **do not need to be the same individual**. Corporate accounts can also use personal credit card but we would recommend that you **use credit card of the legal representative/ beneficial owner**
- Your credit card information is required to:
 - 1) Make payment for monthly subscription fee on Amazon marketplaces (**waived till 31 Dec 2023 for selling on Singapore marketplace only**)
 - 2) and if you have negative balance in your account at the end of a settlement period.

Registration references are from Amazon Seller Central demo account for the purpose of this presentation only.

Create Account

Enter Business & Seller Info

Upload Documents

Schedule Video Call

Enter Postcard OTP

Review by Amazon

Store and Product Information

Enter a store name and tell us about your products:

Store and Product Information

Answer a few questions about your business so we can best assist you during onboarding. The answers you provide do not impact your ability to register for a selling account.

Store name

Enter a name for your store

Please enter Store name in English

Do you have Universal Product Codes (UPCs) for all your products?

☐ Yes ☐ No

Are you the manufacturer or brand owner (or agent or representative of the brand) for any of the products you want to sell on Amazon?

☐ Yes ☐ No ☐ Some of them

Note:

- You can change your store name any time after you complete registration in your seller account settings
- You can still sell on Amazon even if your products do not have barcodes (request for exemption after you complete registration)

Registration references are from Amazon Seller Central demo account for the purpose of this presentation only.

Create Account

Enter Business & Seller Info

Upload Documents

Schedule Video Call

Enter Postcard OTP

Review by Amazon

Upload your identity and bank documents

Amazon Southeast Asia Seller Summit 2022



Upload Documents

Step 1) Upload your Passport/ National ID Card/ Driver's License

- ! Passport must include signature page
- ! Must show front and back of card
- ! Document must not have expired
- ! Screenshots are not accepted. Must be scanned images or a photo taken.
- ! Document cannot be cropped of, must be readable and in color
- ! Acceptable files: png, tiff, tif, jpg, jpeg and pdf format in <50MB
- ! Document information (e.g. Name, Expiry Date, Identity Number) must exactly match information entered in registration
- ! Document must be in acceptable languages (Chinese, English, French, German, Italian, Japanese, Thai, Vietnamese, Hindi, Spanish, Swedish, Polish).
 - Otherwise, provide notarized translations in a supported language with stamp and signature on document.

Registration references are from Amazon Seller Central demo account for the purpose of this presentation only.

Business information	
Business name	ABC Pte Ltd
Unique Entity Number/ACRA Number	E123983TY
Business address	123 Yishun Street 81 12-34 Singapore 760123 SG

Primary contact person information	
Name	tset test
Date of birth	5 Mar 1996
Country of birth	Singapore
Country of citizenship	Singapore
Identity data	Passport # E123455124 Date of expiry 5 May 2027 Country of issue Singapore
Residential address	123 Yishun Street 81 12-34 Singapore 760123 SG

Passport document

Upload Passport

Proof of Address

Bank account statement

Upload Document

Previous

Next

ID type required depends on what you had entered in registration steps

Create Account

Enter Business & Seller Info

Upload Documents

Schedule Video Call

Enter Postcard OTP

Review by Amazon

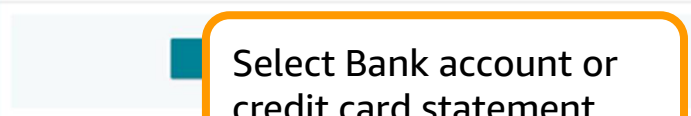
Upload Documents

Step 2) Upload your personal or Company Bank/ Credit Card Statement

- ❗ Statement must show transaction activity.
- ❗ Must show all pages of statements
- ❗ Document must be issued in last 90 days
- ❗ Pictures of a credit card or bank card are not accepted
- ❗ Screenshots are not accepted. Must be scanned images or a photo taken.
- ❗ Document cannot be cropped of, must be readable and in color
- ❗ Acceptable files: png, tiff, tif, jpg, jpeg and pdf format in <50MB
- ❗ Statement must have a visible address
- ❗ Name on statement must match Seller's name or Company name provided during registration
- ❗ Document must be in acceptable languages (Chinese, English, French, German, Italian, Japanese, Thai, Vietnamese, Hindi, Spanish, Swedish, Polish).
 - Otherwise, provide notarized translations in a supported language with stamp and signature on document.

Registration references are from Amazon Seller Central demo account for the purpose of this presentation only.

Business information	
Business name	ABC Pte Ltd
Unique Entity Number/ACRA Number	E123983TY
Business address	123 Yishun Street 81 12-34 Singapore 760123 SG

Primary contact person information	
Name	tset test
Date of birth	5 Mar 1996
Country of birth	Singapore
Country of citizenship	Singapore
Identity data	Passport # E123455124 Date of expiry 5 May 2027 Country of issue Singapore
Residential address	123 Yishun Street 81 12-34 Singapore 760123 SG
Passport document	
Proof of Address	<div><div>Select Bank account or credit card statement</div><div>Bank account statement</div></div> <div>Upload Document</div>

Previous

Next

Create Account

Enter Business & Seller Info

Upload Documents

Schedule Video Call

Enter Postcard OTP

Review by Amazon

Upload Documents

Step 3) Click “Next” to submit for Amazon’s review

The screenshot shows the 'Upload Documents' step in the Amazon Seller Central registration process. On the left, there is a sidebar with two sections: 'Passport document' and 'Proof of Address'. The 'Passport document' section has a teal button labeled 'Upload Passport'. The 'Proof of Address' section has a dropdown menu currently showing 'Bank account statement' and a teal button labeled 'Upload Document'. At the bottom of the form, there are two buttons: a light gray 'Previous' button and a teal 'Next' button. The 'Next' button is highlighted with an orange rectangular border.

Registration references are from Amazon Seller Central demo account for the purpose of this presentation only.

Create Account

Enter Business & Seller Info

Upload Documents

Schedule Video Call

Enter Postcard OTP

Review by Amazon

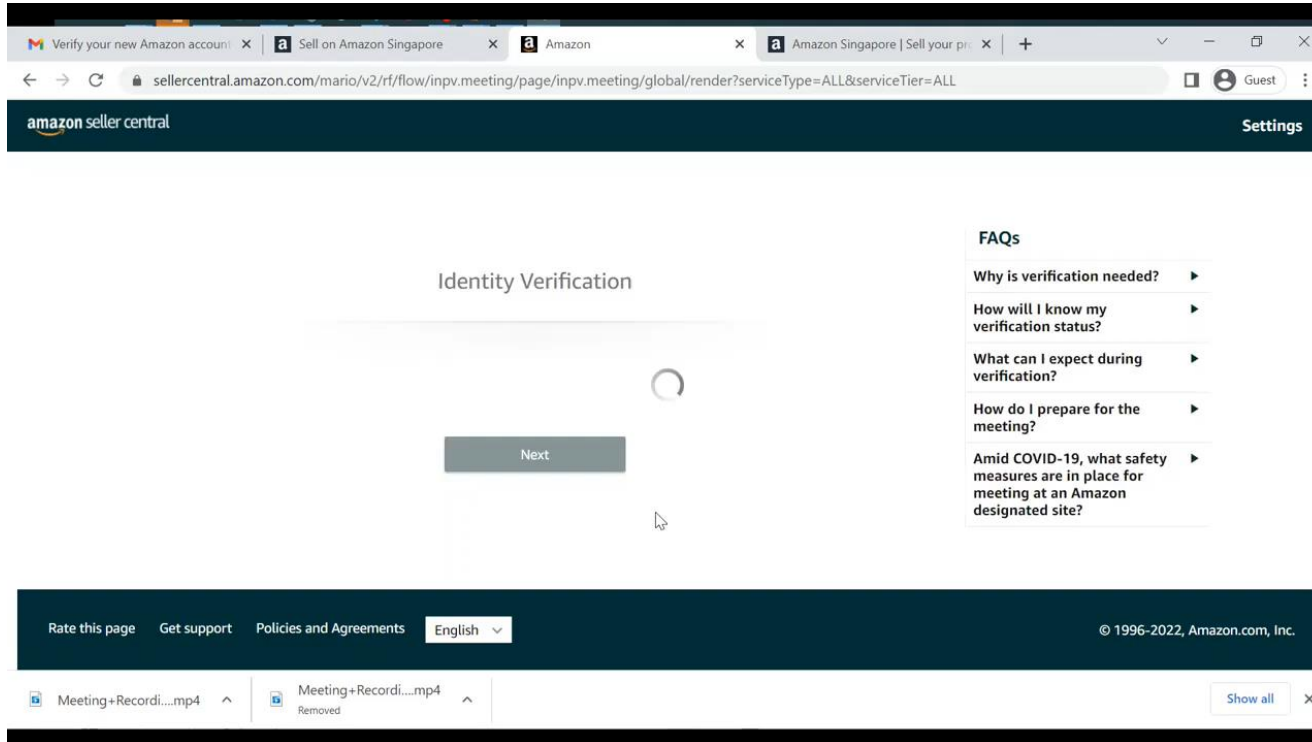
Schedule a Video Call for In-Person- Verification

Amazon Southeast Asia Seller Summit 2022



Schedule a Video Call

Step 1) Select 'Scheduled Video Call' depending on your availability



Registration references are from Amazon Seller Central demo account for the purpose of this presentation only.

Create Account

Enter Business & Seller Info

Upload Documents

Schedule Video Call

Enter Postcard OTP

Review by Amazon

Schedule a Video Call

Step 1) Select '**Scheduled Video Call**' depending on your availability and click '**Next**'

Step 2) Acknowledge T&Cs and click "**Next**" to confirm IPV appointment

Step 3) Log-in to Seller Central on the scheduled date and click "**Join Video Call**"

Note: Ensure you have the following when you join the call:

1. The documents you uploaded during application
2. A stable network connection
3. A front-facing webcam, microphone, speaker, and permissions granted for browser access
4. A compatible web browser like Safari or Google Chrome browser

Create Account

Enter Business & Seller Info

Upload Documents

Schedule Video Call

Enter Postcard OTP

Review by Amazon

Step 1)

Verification using video call

Please choose a date and time to schedule an appointment, and click Next to confirm your appointment. All appointment times shown in Singapore Standard Time. Please plan for approximately 20 minute appointment.

JAN

< 31 Fri 1 Sat 2 Sun 3 Mon 4 Tue 5 Wed 6 Thu >

12 AM	12:20 AM	12:40 AM
1 AM	1:20 AM	1:40 AM
2 AM	2:20 AM	2:40 AM
3:20 AM	3:40 AM	4 AM
4:20 AM	4:40 AM	5 AM
	5:40 AM	6 AM
	6:40 AM	7 AM
	7:40 AM	8 AM

English (US)

Français

العربية

Português

Polskie

Svenska

Dutch

ไทย

Tiếng Việt

English (US)

☒ I confirm that the ID document and bank statement or credit card statement submitted are in English or notarized English translations I understand that if my documents are not in English or notarized English translations, I will not be able to complete the identity verification and I will have to schedule a new appointment for the video call interview.

Registration references are from Amazon Seller Central demo account for the purpose of this presentation only.

Previous

Next

Choose a date and time that you are available for an estimated 20 mins video call appointment with our Associate.


The appointment times shown should be reflected per your computer's time zone at the point of registration

Select your preferred language for your video call

Check this box and click 'Next' to confirm


Step 2)

Appointment time



- December 31, 2021, 5:00 PM Singapore Standard Time
- Along with identity verification, you may also be required to complete address verification. We will post an OTP within 5-8 business days, to the address you provided.


Documents



At the appointment, you will need the original documents that you uploaded during registration:


- A valid government issued photo ID document
- A bank/credit card statement issued in the last 180 days.
- Click [here](#) to view additional guidelines on documents.

Guidelines




- Join the call on time from a quiet place and ensure that your internet bandwidth is adequate
- Please follow appropriate call etiquettes, as you and the Amazon associate will both be visible to each other on video.
- We will send an email with more details within 24 hours
- For questions or concerns, [contact us](#)

Privacy policy




- We may record the video call for quality assurance and security
- We handle your data in accordance with our Privacy Notice
- We will verify your identity using the identity documents you uploaded

Device and software




- You can join the video call on personal computer, laptop, mobile phone with front-facing webcam, microphone, speakers and Safari browser on iOS devices, or Google Chrome browser on other devices.

Language



- We will support English (US).
- If you have a different language of preference, please bring an interpreter with you to the appointment.

Notice



☒ I acknowledge:

-- The video call may be monitored or recorded for training, security, and quality assurance purposes. I will not take pictures of or record the video call, nor will I post the recording on public platforms

-- Amazon takes the safety and security of our store seriously and we may investigate, report to law enforcement, and/or pursue legal claims against individuals who provide false information or complete identity verification on behalf of someone else to circumvent Amazon's security systems.

Previous

Next

Check this box to acknowledge terms of the video call session

You MUST click "Next" in order to get your appointment confirmed

Registration references are from Amazon Seller Central demo account for the purpose of this presentation only.

Step 3)



Thank you for sharing your information

We have received your information and may reach out to you for further clarification within 2 business days.

Business information

VNSELLERINSGORBISTEST



Primary contact person information

TESTVN IPVSGORBISVN



Video Call Verification

You have a scheduled appointment on **December 31, 2021, 5:00 PM Singapore Standard Time.**

Appointment will start in **1 days, 4 hours, 52 minutes, 23 seconds.**

Remember to have the original documents that you uploaded, as you will be asked to show them during the video call.

Join video call

We may cancel your appointment if you do not join in time

If you need to re-schedule or cancel the appointment, click [here](#).

Instructions :

- Your video call may be recorded for audit and quality purposes.
- Use Safari browser on iOS devices or Google Chrome on other devices with front facing camera and microphone.
- Provide camera and microphone permissions for the video call when asked by your device while joining the video call.

You can reschedule your video call here or cancel the video call appointment if you're not ready to schedule

Registration references are from Amazon Seller Central demo account for the purpose of this presentation only.

What happens after the call?

- Amazon will review your case internally and may reach out to you for further clarification within 2-3 business days (if needed)
- If you missed your original appointment and did not attend, you will receive a prompt when you log in to Seller Central. Please reschedule and be sure to be on time for the new appointment

Enter Postcard OTP for Address Verification

Amazon Southeast Asia Seller Summit 2022



Enter Postcard OTP

(In some cases, sellers are further verified with a Postcard OTP)
Enter the Postcard's 6-digit OTP in Seller Central:

Address Verification

⚠ Due to Covid-19, postcard delivery may take longer than the expected delivery date mentioned below

A postcard containing a code will be mailed to below address:
Yishun 132
12-34
Singapore
SG 760855
+65 [REDACTED]
Estimated Delivery: 17 February 2022

Preparing Dispatched In transit Delivered

Enter the Verification code below once you receive postcard

Enter Verification Code Submit

Attempt(s) Left: 3

You can track the status and the expected delivery date of your postcard here

Once you have received the postcard, key in the code into this field

Registration references are from Amazon Seller Central demo account for the purpose of this presentation only.

Create Account

Enter Business & Seller Info

Upload Documents

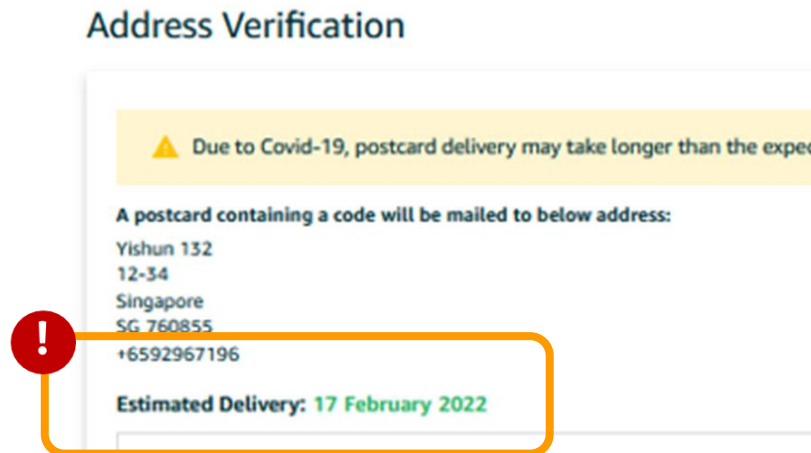
Schedule Video Call

Enter Postcard OTP

Review by Amazon

What if I didn't receive the Postcard?

- If you did not receive the postcard by the estimated delivery date indicated, please write in to amazonsellersg@amazon.sg or your Account Manager with your email address used to register for your selling account for further assistance.



Create Account

Enter Business & Seller Info

Upload Documents

Schedule Video Call

Enter Postcard OTP

Review by Amazon

Document verification by Amazon

Amazon Southeast Asia Seller Summit 2022



What happens next?

Amazon's Seller Identity Verification team will review all of the information and documents you submitted and this process usually **takes up to 2-3 business days** after you have completed In-Person Verification call / and Address OTP verification.

Successful Application

If you did not receive any email notifications, please log in to Seller Central 3 business days later to check if you can access Seller Central Home Page to start listing your products.

Unsuccessful Application

You will receive an email if your submitted documents were unsuccessful. Please review your documents against the requirements and resubmit your documents in Seller Central.

Create Account

Enter Business & Seller Info

Upload Documents

Schedule Video Call

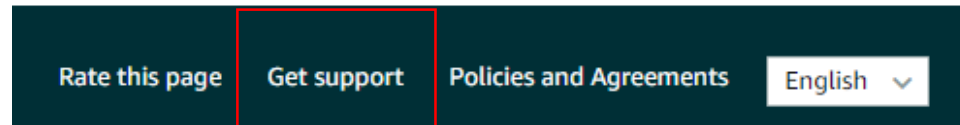
Enter Postcard OTP

Review by Amazon

I am unable to resubmit my documents

If you have exceeded the maximum limit of 3 resubmission tries, or if you do not see an option to resubmit your documents in Seller Central:

1. Send your revised documents to our Selling Partner Support (SPS) via **Get Support**
 - SPS team will raise your appeal request to an internal Review team who will review your documents again and respond to you via email.



2. If you cannot get adequate help, drop us a direct message on our **Amazon Singapore Facebook Page** with your email address used to register for Amazon Singapore selling account.

Create Account

Enter Business & Seller Info

Upload Documents

Schedule Video Call

Enter Postcard OTP

Review by Amazon

My account is deactivated

In some cases, Amazon may suspend some Seller accounts and request for more information at any time after seller's registration completion, in order to maintain a trustworthy Store for buyers and Sellers.

Reactivate your account

If you believe there has been an error, you may refer to this [Account Reactivation Guide](#) to appeal and reactivate your account.

Create Account

Enter Business & Seller Info

Upload Documents

Schedule Video Call

Enter Postcard OTP

Review by Amazon

FAQs

Amazon Southeast Asia Seller Summit 2022



My documents were declined, what should I do?

Step 1) Ensure documents criteria are met

Step 2) Resubmit your documents in Seller Central

- For security reasons, we only accept documents uploaded to this page. It has been designed to help protect the information we need for verification.

If you are unable to resubmit, please appeal with your documents:

Step 1) Resubmit your documents via 'Get Support'.

- Our Selling Partner Support team will raise your appeal request to an internal Review team who will respond to you via email.

My passport has no signature, can it be accepted?

No, it is not acceptable. All passports across the world has a signature section. For some countries it is on a different page (e.g. Singapore) – **please check other pages in your passport for the bearer's signature page.**

What can I do if my documents are not supported within the list of acceptable languages?

Please submit notarized translations (must be accompanied with stamp and signature on document). Acceptable document languages: Arabic, Chinese, Dutch, English, French, German, Hindi, Italian, Japanese, Polish, Portuguese, Spanish, Swedish, Tamil, Thai, Turkish, Viet.

Can I create multiple selling accounts on Singapore store, or across different Amazon stores?

You may only maintain one Seller Central account for each region in which you sell unless you have a legitimate business need to open a second account and all of your accounts are in good standing. If you have a legitimate business need, provide below information via '[Get Support](#)' to appeal:

- 1) Business justification for registering multiple accounts on Amazon stores.
- 2) Provide a list of Amazon accounts and email addresses currently registered

How can I expand to other Marketplaces

Step 1) Select your marketplace of interest from the drop down list located at Home Page

Your current marketplace

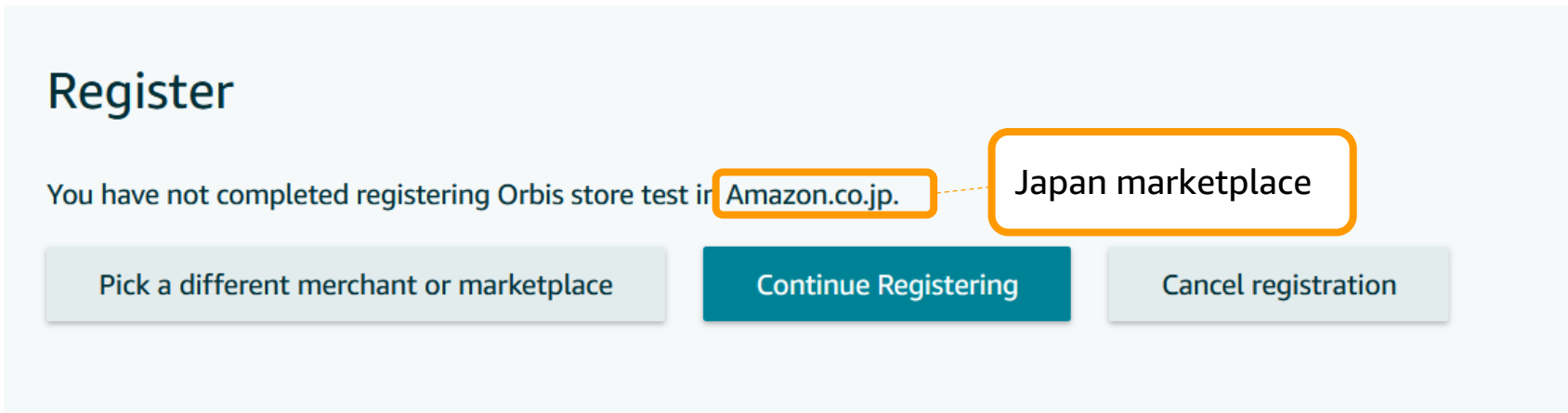
The screenshot displays the Amazon Seller Central interface. At the top, the header includes the 'amazon seller central' logo, a navigation bar with links like 'Catalogue', 'Inventory', 'Pricing', 'Orders', 'Advertising', 'Stores', 'Reports', and 'Performance'. Below this, a summary dashboard shows metrics for 'MARKETPLACES' (1), 'OPEN ORDERS' (0), 'TODAY'S SALES' (\$0.00), 'GLOBAL PROMOTIONAL SALES' (--), 'TOTAL BALANCE' (\$0.00), and 'TOTAL WINS'. A dropdown menu for marketplace selection is open, showing a list of countries: 'United Arab Emirates (pending registration)', 'Japan (pending registration)', 'United States (pending registration)', 'Singapore', and 'United Kingdom (pending registration)'. The 'Singapore' option is highlighted. A callout box points to the 'Singapore' option in the dropdown, stating: 'Select any marketplace with 'pending registration' to continue registering into new marketplaces'. Another callout box points to the 'Singapore' option in the dropdown, stating: 'Your current marketplace'.

Select any marketplace with 'pending registration' to continue registering into new marketplaces

Registration references are from Amazon Seller Central demo account for the purpose of this presentation only.

How can I expand to other Marketplaces

Step 2) Select 'Continue Registering' and you can start listing in the new marketplace



The screenshot shows the 'Register' page in Amazon Seller Central. The text 'You have not completed registering Orbis store test in' is followed by a text input field containing 'Amazon.co.jp.'. An orange box highlights this field, and a dashed line points from it to another orange box labeled 'Japan marketplace'. Below the text are three buttons: 'Pick a different merchant or marketplace' (light gray), 'Continue Registering' (teal), and 'Cancel registration' (light gray).

! **Do not choose 'cancel registration'** if you wish to return to previous page as it would terminate your accounts. Click "Pick a different merchant or marketplace" instead if you wish to return to previous page.

Registration references are from Amazon Seller Central demo account for the purpose of this presentation only.

Need more support?

**Step-by-step
Registration Guide**



**Direct Message
Amazon Singapore
Facebook Page**



The background is a dark purple gradient. It features several faint, light purple icons: a smartphone with an Amazon logo, a handbag, a t-shirt, a lightbulb, and a small rectangular object. These icons are connected by thin, dotted lines that form a network-like pattern. There are also small, faint plus and cross symbols scattered throughout the background.

Thank you