

Seller Account Verification Tips and Advice

Every seller will be asked to verify their ID at some point. Sometimes this happens right away, as soon as you have registered as a seller.

Don't panic if you get an email from Amazon saying that your selling privileges are suspended pending verification. **This is normal!**

Amazon is committed to keeping the marketplace a trusted place for buyers. They want to validate your identity/address and this is normal practice. Every seller will be asked for documentation at some point. Often this will happen immediately after signing up for an account.

Amazon will give you 30 days to provide the requested document. Usually this is a utility bill or bank statement for address verification. It's important to know that any bank statements must come from a **real** bank account, not a virtual account (like Payoneer for example).

Important: Make sure any scanned documents are in high resolution. If they are not in high resolution, they will not pass the verification. Amazon will not tell you this. They will merely say that your document/s were not accepted.

Please note that until your account is verified, it will be in 'suspended' status and you will not be able to start selling. Therefore it makes sense to respond to Amazon's request and send your document/s as soon as possible.

So what to do if your document/s do not pass the verification?

Make sure they were in high resolution. If not, re-upload them in high resolution and submit again.

Here's a tip from a student who had problems getting his documents verified. This is what worked for him:

[For anyone that is having issues make sure the file you send this is pdf format. It is possible to send them an image you took on your phone however when it's taken the file is "jpg" (therefore you should convert from jpg to PDF) after you have successfully converted it make sure you crop your image to only fit what you are sending. In other words get rid of any background so the image is clearly just the picture you want to send and make sure it's clear]