



# Billing and payment fundamentals

## Payment options

Payment options are an integral part of the overall campaign process, and our goal is to make them simple, transparent, and tailored to our advertisers' needs.

Advertisers within the US have 3 available options:

- 1. Credit card:** Personal or corporate cards are allowed.
- 2. Invoicing:** Invoicing is an invite-only option limited to vendors who meet specific criteria.
- 3. Deduct From Payment (DFP):** An automated payment method eligible to all direct advertiser accounts, allowing them to pay their advertising costs with their Amazon retail proceeds. DFP is not available to third parties who manage payments for their clients' advertising accounts, or to accounts that haven't experienced retail activity on Amazon within the last 6 months.

You can switch your payment method at any time. Just go to Payment Settings in the AMS UI and select the one that meets your current requirements.

## FAQs

### I'm the campaign manager. How do I make sure my Accounts Payable contact has visibility into the account?

Your Accounts Payable contact should be added as an admin user to the account. To add a new user: in the AMS UI, go to Manage Users and invite your contact by providing their name and email address. Your Accounts Payable contact will be directed to an Amazon page and prompted

to create a log-in and password. Once the log-in is confirmed, they will have access to the account and visibility into invoices.

Also, be sure to capture your contact's name in Payment Settings so that they're emailed invoices directly each month. This helps ensure that all billing-related communications are funneled to the right point of contact.

## FAQs continued

### **What is the default payment method on Amazon Marketing Services?**

Credit card is the default payment method. Note that you can change your default method at any time.

### **If I've been charged once or several times on my credit card in one month, do I receive a credit card statement?**

No, we do not produce credit card statements. You can see your different credit card charges in the Billing History tab of your account.

### **When are invoices issued?**

The first week of every calendar month. Amazon's invoice payment terms are net 30 days.

### **How can invoices be paid?**

By either check or money wire.

### **When are DFP billing statements issued?**

DFP billing statements are issued on a periodic basis once a deduction has been made.

### **What do I do if I need to update my bill-to information?**

You can update your bill-to information at any time within the AMS UI. Go to Payment Settings to edit your details. Any changes made in this section will be reflected in the next month's invoice and are not retroactively applied.

### **How can I view my billing history and accumulating charges for the month?**

Visit the Billing History tab. "Accumulating" in the current invoicing cycle represents spend that has been accrued.

You can also download all billing statements within Billing History.

### **What does a status of "Issued" mean?**

Billing statements show up as "Issued" until they have been paid.



### **"Issued" appears in red on my Billing History. Why is this?**

This happens once an invoice has become delinquent. You will also receive a notification within the AMS UI letting you know an invoice is past due.

### **Why don't I see DFP as an option under payment settings?**

Your account may not be eligible for DFP. This method is not available to third parties who manage payments for their clients' accounts, or to accounts that haven't experienced retail activity on Amazon within the last 6 months.

### **My campaigns have been paused and I can't create a new one. Why?**

Credit card: Your campaigns may be paused because of past-due invoices. The campaigns will reactivate once payment is received.

Invoicing: Campaigns will be paused after multiple communication attempts to inform of past-due invoices. Once the invoices are paid (by either check or money wire), your campaigns will restart.

DFP: If a deduction is unsuccessful, your campaigns will be paused. To clear the charges and reactivate your campaigns, either update your vendor code or enter a credit card as a back-up payment method.