Stuck during registration?

Don't know how to proceed?

Here is a quick registration guide to help you launch & kick-start your business on Amazon.
**Step-by-step guide**

Want to sell to potential millions of customers now?

**STEP ONE:** Start by visiting https://sellercentral.amazon.co.za/ or clicking here

![Amazon Seller Central](amazon-seller-central.png)

**STEP TWO:** Click on “Create your Amazon account”

*If you already have an account and are struggling to log in – skip to the technical issues section of this guide*
**STEP THREE**: Enter your name, email and password

It is important to use your legal name as reflecting on your identity documents, as this information will be verified in future steps.

![Amazon Seller Central Create Account Form](image1)

**STEP FOUR**: Enter the OTP

At this point you will receive an OTP (one time pin) to the email address provided in the steps above – enter this OTP and click on “Create your Amazon account”

![Amazon Seller Central Verify Email Address Form](image2)
STEP FIVE: Click on 'Begin' at the bottom of the page to start the Selling Partner Registration process which consists of five steps.

1. Business information
2. Selling Partner information
3. Billing
4. Store
5. Verification

After submitting documents for step 5, the verification process may require you to join a video call. This call can be conducted instantly or scheduled. We will email you about the progress once verification is complete, and/or if we need more documents.

STEP SIX: Fill in requested Business information

1. Business information
2. Selling Partner information
3. Billing
4. Store
5. Verification

Ensure that all information you provide is accurate, and the same as reflected on your official documentation that you will be providing for verification. This information cannot be changed later on and may affect the status of your Selling Account. The name that customers will see as your Store name can be customised later on in step 4.
**STEP SEVEN:** Fill in requested Selling Partner information

- Business information
- Selling Partner information
- Billing
- Store
- Verification

**STEP EIGHT:** Fill in requested Billing information

- Business information
- Selling Partner information
- Billing
- Store
- Verification

If you are signing up for a **Selling Plan** that requires a fee or payment, you will be charged upon registration to your credit or debit card.

**Tip:**
In order to receive your payments from Amazon, you will need to add your bank account details after registration in Seller Central.

Sign up
**STEP NINE:** Fill in requested Store and Product information

The information provided here will be used so that we can best assist you during your onboarding.

**STEP TEN:** Complete Seller Identity Verification

After you upload the requested documents, they can take up to 2 business days to be verified and you will receive an email upon completion. You will also have to go through an “in person” verification which requires you to book a video call and show your identification documents.

**Tip:**
Documents must be less than 10MB in size and must be in one of these formats: *.png, *.tiff, *.tif, *.jpg, *.jpeg, and *.pdf. Do not include special characters in the file name (examples: $, &, or #)
**STEP ELEVEN:** When you log in to your Seller Central account, you will have the option to enable Two-Step Verification. Click on “Enable Two Step Verification”

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**Congratulations! You have now successfully completed the registration process and can start exploring Seller Central.**
We recommend you start with exploring the resources available to you on [Seller University](#).

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**Technical Issues**

**ISSUE ONE: I am not able to create a new Seller Central account**

1) I am seeing the error "Mobile number already in use"

   This could be because your phone number is already linked to an Amazon account (which could be your Amazon customer account / already existing Seller Account)

   **Resolutions:**
   a) If you have a customer using the same phone number, 'Sign In' with your customer account password to begin selling with the same account.
   b) Choose 'Forgot Password' if you have forgotten your password.
   c) Choose 'Create account with a different mobile number if wish to use a different mobile number for your Selling Account.
ISSUE ONE (continued): I am not able to create a new Seller Central account

2) I am seeing the error “Email has already been used”
   This could be because your email is already linked to an Amazon account
   (which could be your Amazon customer account / already existing Seller Account)
   Resolutions:
   a) If you have a customer using the same email, 'Sign In' with your customer account password
      to begin selling with the same account.
   b) Choose 'Forgot Password' if you have forgotten your password.
   c) Change the email address if wish to use a different email for your Selling Account.

ISSUE TWO: I cannot log in to the account – try these steps in sequence to resolve sign-in issues

1) Verify that you are using the correct email and password combination.
2) Ensure that there are no extra spaces in your password. This can happen when you copy and paste
   your password from somewhere else.
3) Verify that you entered the most recent Two-Step Verification code you have received, if you are
   prompted to enter one. Older codes won't work.
4) Check the spam folder in your email if you did not receive an OTP code.
5) Clear your browser cookies and cache or try logging in with a different browser or device.
6) Try changing your password by clicking the "Forgot your password? " button on the login page
5) Log on to Seller Central using your new e-mail/password combination.

Tip:
If these steps do not resolve the sign-in issue, it is likely that your email and password combination is not
associated with an active Seller Central account. If you did not deactivate your account, click on the button below to
tell us more and we will get back to you!

Contact Us
ISSUE THREE: I do not know how to access my company's Seller Central account
If the company has already registered with Seller Central, your company's account administrator can set up a user account for you.

ISSUE FOUR: I am facing problems with Two-Step Verification
1) How do I enable Two-Step Verification?
   Resolution:
   a) If you are an existing Seller Central user who has not enabled Two-Step Verification, you will be prompted to activate Two-Step Verification the next time you log in.
   b) You can also access the Advanced Security Settings page from the Amazon website, which will take you through an identical experience.
2) I did not receive my code via text message on my cell phone
   Resolution:
   a) Click the “Didn’t receive the code?” link on the webpage where it asks you to enter your code.
   b) If you do not receive the SMS text, you can opt for a voice call to your registered cell phone number.
   c) If you do not receive a code during registration, check that the provided phone number has no typos and that your cell phone is able to receive SMS text messages.

Sell your products to millions of customers now
Whether you are already a successful business person or have a great idea and a passion to sell, you are just a few steps away from selling with Amazon South Africa. Amazon offers secure, regular payments; fulfilment options that allow for stress free shipments, and support to help you learn grow and scale.