

Pre-requisites for migration:

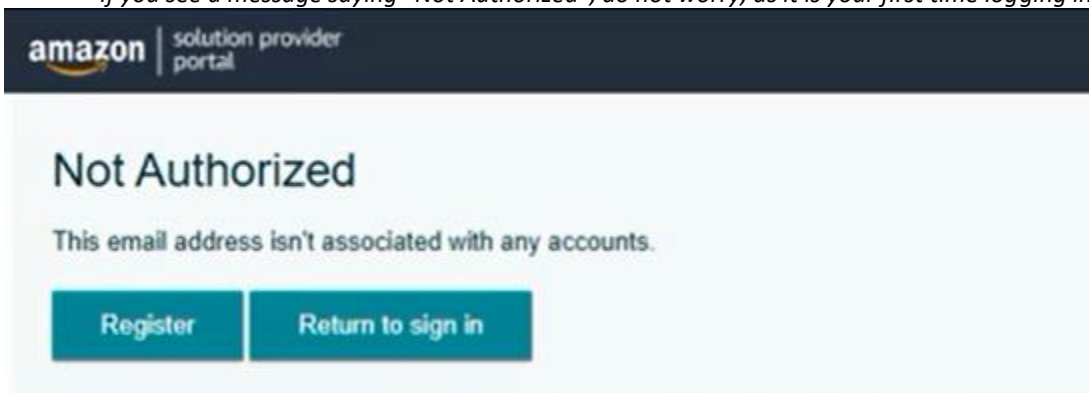
1. SP Central account credentials
2. The phone number linked to the SP Central account to receive OTP while logging in
3. Business owner/legal owner's government-issued ID proof (for identity verification)
4. Business license (to enter the details during identity verification)
5. A bank account statement / credit card statement for the business owner/legal owner to upload as address proof

Steps to migrate your account to Solution Provider Portal:

Please follow the below steps to complete your account migration. You can also download the steps here to check at your convenience.
<Link with a pdf of these steps>

STEP 1: Creation of an account on Solution Provider Portal

- Login on <https://solutionproviderportal.amazon.com/account/guidance> using your **SP Central credentials**.
- If you see a message saying "Not Authorized", do not worry, as it is your first time logging in. Click on **Register**.



- You will be able to see the 'General Guidance' for your account setup. Read this thoroughly and click on **Acknowledge and Continue**.

Solution Provider Portal Account Setup : General Guidance

Welcome to the Solution Provider Portal (SPP) Account Setup process. Before you proceed, here's what you need to know:

- 1. Existing SPP Account Holders**
If you already have an SPP account, simply use your existing credentials and SPP account to access the portal.
- 2. Service Provider Central (SPCentral) Account Holders**
You can use your SPCentral credentials for SPP. We have enabled a seamless transition between the two portals. Make sure you select the account that is used for SPCentral in the 'Program Enrollment' step.
- 3. Solution Provider Employees**
If you are an employee of a Solution Provider and don't have either an SPP or SPCentral account, please follow these steps:
 - Identify the Owner of this solution business in your company
 - Request that they set up the necessary SPP account on behalf of your company
- 4. Companies with Existing Apps or Services**
If your company already has an app listed in the *Selling Partner Appstore* OR a service listed in the *Service Provider Network*, here are the steps:
 - Identify the Owner of the app or service account
 - Request that they initiate the SPP setup process on behalf of your company
- 5. Companies with Both Apps and Services**
If your company owns separate accounts for apps and services, there is no action needed at this moment. You can exit by closing this window.

By adhering to these guidelines, you'll ensure that your SPP account is correctly set up. You will not need to complete vetting steps including identity verification and data qualification separately for your API application and service solutions. That will allow you to maximize the benefits of SPP while maintaining appropriate access controls within your organization. Should you encounter any issues or have questions during the setup process, please reach out to our dedicated support team.

Acknowledge & Continue

- Once you continue, you will be asked to select an account (like below), from a list of all your accounts associated with Amazon.

Program Enrollment

You can use one Global Account to have a single view of your business including your shipments, your pricing, and your payments from Amazon.

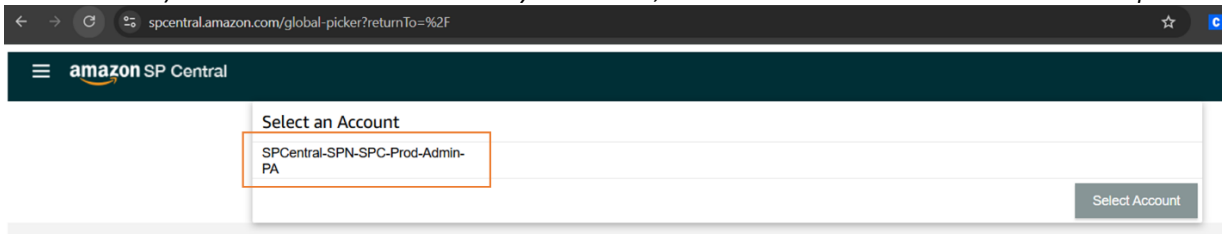
Select a Global Account

Create New Account

By selecting a Global Account you're expanding your existing business relationship with Amazon.

Enroll and Finish

- From the dropdown, select the name of your account associated with SP Central and click on Enroll and Finish.
- **Note:** If you are not sure which account to select, you can go to [this URL](#) and see your account name (similar to the sample below). Select the same account name you see here, on the Solution Provider Portal Account Dropdown:

A screenshot of a web browser showing the Amazon SP Central account selection interface. The browser's address bar displays 'spcentral.amazon.com/global-picker?returnTo=%2F'. The page header includes the Amazon logo and 'amazon SP Central'. A dropdown menu titled 'Select an Account' is open, showing a list of accounts. The first account, 'SPCentral-SPN-SPC-Prod-Admin-PA', is highlighted with an orange border. A 'Select Account' button is visible at the bottom right of the dropdown.

Please note that it's important you select the right SP Central Account Name in this step. If you select a different account, your clients and order data from SP Central will not be migrated automatically, and you will have to take additional steps to migrate them manually.

STEP 2: Successful completion of Identity Verification

Please note that this step needs to be completed by the business owner/legal owner of your entity.

- Click on "Get Started" in the Verify your Identity section.
- Complete Basic Information on the Identity Verification page. (Tip: Have personal identity and business license documents ready.)
- Enter your business information on the Identity Verification page.
- Provide primary contact information (business owner/legal representative details) on the Identity Verification page.
- Double-check all information and upload the identity document (Use the same document type selected earlier) on the Identity Verification page, and the address proof.
- Complete the video verification.

If you need more assistance, you can watch this video guide <LINK>.

STEP 3: Qualification submission of at least one service category

Once your identity verification is approved, follow the below steps:

- Click on "Get Started" under "Provide business and contact information"
- Fill in business and contact details on the Business and Contact Information Page
- Go back to Home Page. You will be able to see a list of services that you are registered on SPN with their status as "Unqualified".
- Click on "Edit Service" beside your service. It will lead you to a questionnaire to assess your business qualification.
- Complete the "Use Cases" section on the Service Permissions Page:
 - First two questions: Briefly describe your planned services.
 - Last two questions: Describe your data sharing practices (If not applicable, state accordingly).
- Select the permissions you need from your sellers to access relevant pages in their seller central accounts. Select 'None' for all, if no seller permissions are needed. Please only request for the permissions you need for providing your service, and no more than that.
- Click on "Submit" when the confirmation popup appears.
- If you are registered in multiple services, please Edit each of them one-by-one from the Home Page.

Important Clarifications:

- This deadline of MONTH DATE applies only to Service Providers who received this specific email.
- Your existing client data and seller authorizations will not be impacted.
- Your Service Provider Category must be submitted to Amazon before MONTH DATE. While Amazon may take up to ten business days to process your submission, you only need to ensure you've submitted before MONTH DATE.

TROUBLESHOOTING STEPS

Case 1: If you do not see the option to Verify your Identity (Step 2):

It can happen if your developer account was already setup on SPP.

1. You can go to Settings button on top bar → Solution Type Setup
2. You should be seeing a link to verify your identity there. Click on the link to complete it.
3. If you still don't see it – you can manually access it via this link:
<https://solutionproviderportal.amazon.com/mario/spectrum/account-verification/global/node/welcome/render>
4. Once you submit the identity verification form, you can go back to Solution Type Setup and click the checkbox for “Offer Services”. This will ensure that once your identity verification is approved, all your services are migrated and you can complete Step 3.

Case 2: If you do not see your existing services listed on Solution Provider Portal after Identity Verification completion:

1. Go to Settings button on top bar → Solution Type Setup. Check if the checkbox for “Offer Services” is selected or not. If not, select it.
2. If it is already selected, and you still cannot see your existing services on the home page, you can
 - a. click on Services on the top bar → click on “Global Accounts”
 - b. you will be able to see a list of all your partner accounts with Amazon along with the program they are a part of
 - c. Find the SPN account and click on Merge Accounts
 - d. You will be able to see all your existing services.
3. If you still face issues, please raise a support request by clicking on the Support button on top right corner.

Case 3: If you are seeing an error “No Accounts Found” during registration step:

Please visit this link- <https://solutionproviderportal.amazon.com/account/guidance> and try again. If the issue persists, please raise a support request by clicking on the Support button on top right corner.

Frequently Asked Questions

1. Why do I need to migrate my account?

Through Solution Provider Portal, we aim to increase security and improve the ability for third-party service providers to effectively manage all their solutions (apps or services) at one place. In the coming months, Solution Provider Portal will replace SP Central.

- Solution Provider Portal supports all the tools and functionalities that are available to you on SP Central. This includes request and order management, bulk upload/download of leads, global user permissions, performance/feedback reports, pricing update etc.
- It also supports FC Appointment Booking tool for Domestic Shipping service providers in India.
- In addition, it will also have the functionality for you to raise support cases with the SPN team for profile updates or other issues that you face, without having to use Zendesk.
- Solution Provider Portal also enables you to accept the updated SPN Terms of Agreement.

Once you migrate your account, you will not need to use SP Central or Zendesk at all, as all the tools you need will be available on Solution Provider Portal.

2. What will happen to your client data on SP Central?

You will not lose any client data. All your data will be migrated once you complete the steps described further in this email.

3. What happens to my account if I do not complete the migration steps by MONTH DATE?

You need to complete these steps and submit at least service category by MONTH DATE, in order to comply with the updated SPN Terms of Agreement. If you do not complete the steps within this time, it will lead to your profile getting delisted and your SP Central access getting restricted after the deadline.

For more information and support:

- Solution Provider Support FAQs [<https://developer-docs.amazon.com/sp-api/docs/spp-faq>]
- Identity Verification Assistance [<https://developer-docs.amazon.com/sp-api/docs/developer-identity-verificationv>]