

# Amazon Seller Performance Review (SPR) Guide

## Step 1: Prepare all necessary documents for submission

Document	Requirements
<b>Utility Bill</b> (Electricity/Water/Gas/Fixed Line Broadband)	<ol style="list-style-type: none"> <li>1. Clear and coloured scanned copy</li> <li>2. Include <b>ALL pages</b></li> <li>3. Must be in <b>English/ Chinese/ French/ German/ Italian/ Japanese/ Portuguese/ Spanish</b></li> <li>4. Must be issued within the past <b>90 days</b></li> </ol>
If your utility bill is under <b>another person/ entity name</b> , do submit additional documents to prove the relationship	<ul style="list-style-type: none"> <li>✓ If your utility bill is under <b>your parents' name</b>, you will need to submit <b>your parents' passport details</b> and <b>your Birth Certificate</b> to prove the relationship.</li> <li>✓ If your utility bill is under <b>your spouse's name</b>, you will need to submit <b>your spouse's passport details</b> and <b>your Marriage Certificate</b> to prove the relationship.</li> <li>✓ If your utility bill is under <b>your landlord's name</b>, you will need to submit <b>your landlord's passport details</b> and <b>your Landlord-Tenant Agreement</b> to prove the relationship.</li> <li>✓ If your utility bill is under <b>your corporation's name</b>, you will need to submit your <b>Business License</b> to prove the relationship.</li> </ul>

## Step 2: Make sure that your Name and Address on Utility Bill matches word for word with your Name and Address on Amazon Business Address and Legal Business Name

*From Seller Central: Click on setting (Top right corner) > Account Info > Business Address/ Legal Entity*

### Business Address

Current Business Address

John Doe  
123 George Street  
#01-01  
Singapore 123456

### Legal Entity

Legal business name

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✓ Ensure that Business Address in Seller Central and Utility Bill is an **exact match**

### Step 3: Submit your appeal form in seller central

Prepare all request documents, ensure that it meets all requirements as above and appeal via the link here:

>> <https://sellercentral.amazon.sg/performance/notifications> <<

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### Commonly asked questions

**1. My name has a “@” or “()” and I cannot type these in seller central. What do I do?**

You do not have to include these punctuations. Please see the following example,

Seller's Name	Input in Seller Central
John Doe @ Jon Do	John Doe Jon Do
John Doe (Jon Do)	John Doe Jon Do

**2. Can I submit bank statement instead of utilities bill?**

No, only utility bills (Electricity/Water/Gas/Fixed Line Broadband) are accepted for Seller Performance Review.

**3. My utility bill is not in any of the approved language. Can I still submit?**

Only submit utility bills in the following approved languages: Arabic, Simplified Chinese, Dutch, English, French, German, Italian, Japanese, Korean, Portuguese, Spanish, Polish and Turkish.

Please request for your utility company to provide the bill in approved languages. Alternatively, you can get it translated and notarized.

**4. I have tried appealing multiple attempts but all my appeals were rejected. Why is this so?**

Please check that all your documents meet the requirements and you have submitted all additional supporting documents as stated in the ‘Step 1’ above.

Example of documents required:

*If the utility bill is under your spouse name, please submit (1) the utility bill, (2) your marriage certificate (3) your spouse's passport.*

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