



AWS Marketplace

Vendor Finance Success



Table of contents

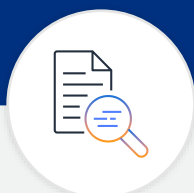
○	What happens after a private offer is accepted?	3
○	Offer acceptance	4-5
○	Invoicing	6-12
	– Customer payment	7
	– Buyer invoicing	8
	– Who pays the invoice?	9
	– Purchase orders and refunds	10
	– How does AWS assess tax?	11
	– How does AWS determine exchange rate?	12
○	Billing	13-18
	– Disbursement timelines overview	14-16
	– CPPO: authorization to invoice	17
	– How to Contact	18



What happens after a private offer is accepted?



Buyer accepts private offer



AWS creates invoice



Buyer pays AWS for invoice



AWS disburses to Seller minus listing fees

AWS Marketplace role



AWS Marketplace acts as the billing and collection mechanism on behalf of the Seller.



AWS Marketplace will not provide physical invoices to Sellers. Instead, AWS Marketplace provides reporting to track offer subscriptions.



Offer acceptance

What is offer acceptance?

Offer acceptance is when a customer completes an offer subscription.

Why should offer acceptance be tracked?



Signals that a customer has completed the sales motion



Software provisioning



Order/revenue booking

Your first indicator of a successful customer subscription will be automated, real-time **email notifications.**



AWS Marketplace <no-reply@marketplace.aws>

MP UF Inquiries

Offers: Customer accepted offer!

Click here to download pictures. To help protect your privacy, Outlook prevented automatic download of some pictures in this message.

Greetings from AWS Marketplace,

An offer has been accepted on August, 02 2022 09:02 PM UTC. Please see the details below:

Customer Details

Customer AWS Account ID: 686609568286

Product Details

Product Name: SaaS Contract with Consumption Product

Product ID: 6218d01f-5421-4e23-8f1f-a44ed35cebae

Offer Details

Offer Name: Offer - 686609568286 - SaaS Contract with Consumption Product-zero

Offer ID: offer-cpt5sv7gvan2o

Agreement ID: agmt-79wm6baumyelr32flghk51pd4

Service Start Date: August, 02 2022 09:02 PM UTC

Service End Date: August, 02 2024 09:02 PM UTC

Purchase Amount: 0 (USD)

The customer will receive entitlements to the product on the specified Service Start Date. Visit [AWS Marketplace Management Portal\(AMMP\)](#) to find additional details.

Invoicing



When is the customer expected to pay?

- Buyer has two options of payment: credit card or invoicing.
- Credit cards are used for immediate payment. For invoicing, standard payment terms are net 30 although 45, 60, etc. are available options.
- The invoice due date will then be determined off payment terms agreed upon between Buyer and AWS.
- Net terms are not the same for each Buyer and are not disclosed to vendors.

Buyer resources

Buyers can access their invoice through the AWS billing console or opt into receiving emailed invoices to a registered point of contact.

[Getting an invoice emailed to you](#) >

OR

Registered points of contact can reach out directly to their account's assigned AR analyst or the Buyer can raise a billing/support case for invoicing issues.

[Submit a support ticket](#) >



Account number:
123456789

Bill to Address:
Amazon.com
ATTN: Amazon Account
1200 12 Avenue
Seattle, WA, 98144, US

Amazon Web Services, Inc. Invoice

Email or talk to us about your AWS account or bill, visit aws.amazon.com/contact-us/

Invoice Summary

Invoice Number: 123456789
 Invoice Date: January 20, 2022
 TOTAL AMOUNT DUE ON February 19, 2022 \$0.10

This invoice is for the billing period January 1 - January 31, 2022

Greetings from Amazon Web Services, we're writing to provide you with an electronic invoice of your transactions on the AWS Marketplace. Additional information about your bill, individual service charge details, and your account history are available on the Account Activity Page.

Summary

AWS Marketplace Charges	\$0.10
Charges	\$0.10
Credits	\$0.00
Tax	\$0.00
Total for this invoice	\$0.10

Detail

[Private] SaaS Contracts Product sold by AWSMP Vendor	\$0.10
Charges	\$0.10
Estimated US sales tax to be collected	\$0.00
Start Date - 01/20/2022; End Date - 06/01/2022	\$0.10

Contact AWS

General support services

Sales support

Submit a sales request or connect with a sales associate.

[Connect with AWS sales support](#)

Compliance support

Request support related to AWS compliance.

[Connect with AWS compliance support](#)

Subscriber support services

Technical support

Support for service-related technical issues. Unavailable under the Basic Support Plan.

[Sign in and submit AWS support request](#)

[Learn about the AWS Support Plan options](#)

Billing or account support

Assistance with account and billing-related inquiries.

[Sign in and submit AWS billing request](#)

[Get help recovering your AWS account password](#)

Login or access support

See additional resources below if you're unable to sign into the console:

- [Help signing into the Console](#)
- [How to troubleshoot your login issue](#)
- [Help if you have more than one AWS account](#)
- [MFA unable to log into your AWS account](#)



Buyer invoicing

Flexible Payment Scheduler

Payment Schedule
Invoices are generated at 12:00:00AM UTC on the date provided

Payment	\$ <input type="text" value="500"/>	Invoice date	<input type="text" value="06 / 15 / 2020"/> x
Payment	\$ <input type="text" value="500"/>	Invoice date	<input type="text" value="09 / 15 / 2020"/> x

+ Add another payment

Total payment due from buyer: \$1000.00

When a private offer is created with a with a flexible payment schedule, the invoice will be billed on the date provided and the due date will be based off net terms.

When is a Buyer invoiced?

1 Upon acceptance
The invoice is created in the billing console immediately upon subscription.

2 Flexible payment scheduler*
The invoice is based off of a custom payment schedule (weekly, monthly, quarterly, etc.) based off Seller/Buyer negotiation.
**Only available for private offers. Buyer must switch to invoicing to use this feature.*

3 AWS consolidated bill on the 2nd/3rd of the month

- Can include public offer purchases
- Products with metering (private and public)

What steps should a Seller take once an offer is accepted?

- Sellers can track offer acceptance
- **For a finance team:** Standard practice is for Sellers to handle tracking purchases by creating an open payable and suppressing invoice creation to the customer for AWS Marketplace orders.



Who pays the invoice?

Monthly invoices are sent to the account's root user and the alternate billing contact. [AWS organizations](#) help customers centrally manage and govern their environment as they grow and scale their AWS resources.

[Edit root user email address](#) >

[Add/update alternate billing contact](#) >



The 'Payer' account is the account that is issued/delivered AWS invoices.



Customers can set up linked accounts for subsidiaries, divisions, departments, etc. within their org to track purchases or budget by separate P&Ls.



Usage per linked account will be shown on the invoice.

LINKED ACCOUNT ALLOCATION

To learn more about how charges are allocated across linked accounts visit <https://docs.aws.amazon.com/awsaccountbilling/latest/aboutv2/con-bill-blended-rates.html>

Activity By Account	
Linked Account 1 (11111111111)	\$3,381.81
Charges	\$3,182.88
Credits	\$0.00
Estimated US sales tax to be collected	\$198.93
Linked Account 2 (22222222222)	\$9.49
Charges	\$8.93
Credits	\$0.00
Estimated US sales tax to be collected	\$0.56
Linked Account 3 (33333333333)	\$727.26
Charges	\$684.48
Credits	\$0.00
Estimated US sales tax to be collected	\$42.78
Total allocated for this invoice	\$4,118.56



Purchase orders

How can I update purchase orders or assign purchase orders to a future invoice?

To update the purchase order of an invoice, the customer will need to update it in the billing console. The customer will need to submit a ticket with AWS support from their AWS console.

[AWS support ticket](#) >

Buyers can also update their account to assign purchase orders to AWS Marketplace purchases at time of checkout using the following guidance.

[Buyer purchase orders](#) >

Refunds

How a Seller submits a refund request if an incorrect charge is determined: (video of end to end process [here](#))

Sellers can initiate a refund and refunds are only processed at the Seller's discretion. Seller public documentation on refunds can be found [here](#). You can go to [the AWS Marketplace Management Portal](#) to submit the refund request.

You will need the below information for the refund request. Multiple billing dates for the same Buyer can be submitted under one request:

- Buyer account ID: _____
- Seller account ID: _____
- Product ID: _____
- Billing date: _____
- Refund amount: _____
- Additional notes: _____



How does AWS assess tax?

Whether or not AWS Marketplace charges tax is determined by 3 factors



Product subscriber's tax address



Product type



Marketplace Facilitator laws

Marketplace Facilitator

Requires the marketplace operator to charge, collect, and remit tax to taxing authorities.

Non-Marketplace Facilitator

Responsibility falls on the Seller.

Click [here](#) for additional information on your tax obligation.

What features does AWS Marketplace offer to help manage Sellers' indirect tax compliance obligations?

- [Seller Reports](#)
- [Geo-fencing](#)
- [Seller Delivery Data Feeds Service](#)
- [Tax Calculation Service \(U.S. only\)](#)

Where can the customer go to determine the tax status of a given account?

You can view your tax settings in your [AWS Billing Management Console](#). See the documentation below for further information about tax status.

- [Updating and deleting tax registration numbers](#)
- [Turning on tax setting inheritance](#)
- [Managing your US tax exemptions](#)



How does AWS determine exchange rate?

AWS Marketplace invoices are created in US Dollars (USD) unless the Buyer opts in to one of 14 supported Buyer currency conversions linked below.

[Learn more about supported currency conversions](#) >

The Buyer's currency conversion does not impact the way AWS Marketplace pays out to the vendor. AWS Marketplace Sellers will get the full USD amount originally entered as the cost of the product or private offer amount. They are not subject to any foreign exchange risk as a result of the customer paying in a non-USD currency.

AWS uses daily Bloomberg foreign exchange rates to determine the rates used to convert the invoices.



For upfront and scheduled invoices, the Bloomberg market rate at **the time of invoice creation** is used.



For consolidated pay as you go invoices, the Bloomberg market rate of **the last day of the month** is used.



The exact exchange rate is shown on each invoice.



Summary

AWS Marketplace Charges	\$12,144.36
Charges	\$10,120.30
Credits	\$0.00
Tax	\$2,024.06
Total for this invoice in USD	\$12,144.36
Total for this invoice (1 USD = 0.84173400 GBP)	GBP 10,222.32*

Billing



Disbursement timelines overview

How does AWS pay Sellers and Partners?



Disbursements are initiated

only after funds have been successfully collected from subscribers.



Disbursements occur on

the default disbursement cadence is monthly between the 7th and 10th of each month. Alternatively, ISVs/CP can select a disbursement schedule (either Daily or Monthly). If an ISV/CP selects the “Monthly” option, they can select the day of the month they want to receive their disbursements.



Disbursements are deposited

to a US bank account on the ISV/CP’s account minus the listing fees. Funds can take 1-3 business days to land with to general bank ACH SLAs. If you do not have a US bank account, you can use [Hyperwallet](#) to receive disbursements of your Amazon sales into a deposit account and transfer them directly to your local bank in your local currency.

AWS Marketplace acts as the billing mechanism on the ISV / Partner’s behalf

E.g. An invoice is billed on Nov 30th with 30 net terms, **due Dec 30th**. If buyer chooses daily disbursement and customer pays on Dec 31st, AWS disburses to ISV/CP Jan 1st



Partners can confirm what’s been billed to the customer, what’s been collected, and what’s overdue using the provided [AWS Marketplace reporting](#).



Disbursement timeline example (Daily)

	38-41 days	69-72 days	97-100 days
	Net 30 and Buyer pays early	Net 30 and Buyer pays on last due date	Net 60 and Buyer pays on last due date
November 30	Buyer subscribes to private offer for an immediate subscription. Due date is December 30th.	Buyer subscribes to private offer for an immediate subscription. Due date is December 30th.	Buyer subscribes to private offer for an immediate subscription. Due date is January 30th.
December 29	AWS receives payment	↓	↓
December 30	AWS disburses to ISV and/or CP	↓	↓
December 30	↓	AWS receives payment	↓
December 31		AWS disburses to ISV and/or CP	↓
January 30		↓	AWS receives payment
January 30			AWS disburses to ISV and/or CP

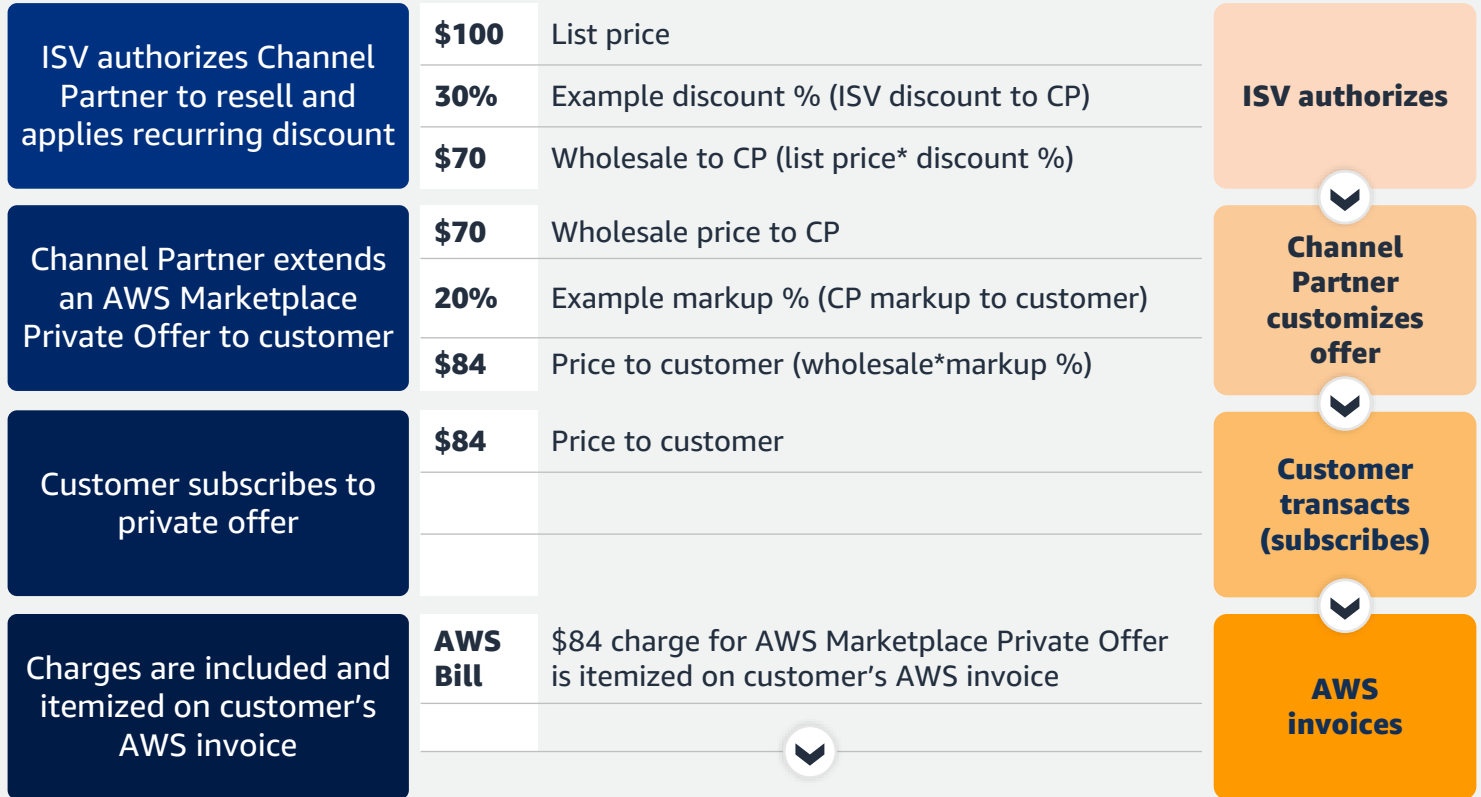


Disbursement timeline (Monthly on 11th)

	38-41 days	69-72 days	97-100 days
	Net 30 and Buyer pays early	Net 30 and Buyer pays 30 days late	Net 60 and Buyer pays late
November 30	Buyer subscribes to private offer for an immediate subscription. Due date is December 30th.	Buyer subscribes to private offer for an immediate subscription. Due date is December 30th.	Buyer subscribes to private offer for an immediate subscription. Due date is January 30th.
December 20	AWS receives payment	↓	↓
January 11	AWS disburses to ISV and/or CP	↓	↓
January 30	↓	AWS receives payment	↓
February 11		AWS disburses to ISV and/or CP	↓
February 15		↓	AWS receives payment
March 11			AWS disburses to ISV and/or CP



CPPO: authorization to invoice



AWS disburses payment to the CP and ISV according to their payment schedule once collected in full from the Buyer.

Additional questions on these topics?

Please file a case on [Contact Us](#) for invoicing and disbursement questions.

For late payments, our team will escalate to AWS Accounts Receivable to provide you visibility into any payment blockers and an expected remittance date. AWS AR uses a combination of manual and automated processes to chase payment. VFS will work with all relevant parties such as AR, account management, tax, etc. to influence a timely payment whenever possible and ensure customers understand AWS Marketplace guidelines.

To expedite with research, please provide the Seller account ID, Buyer account ID, and private offer ID.

