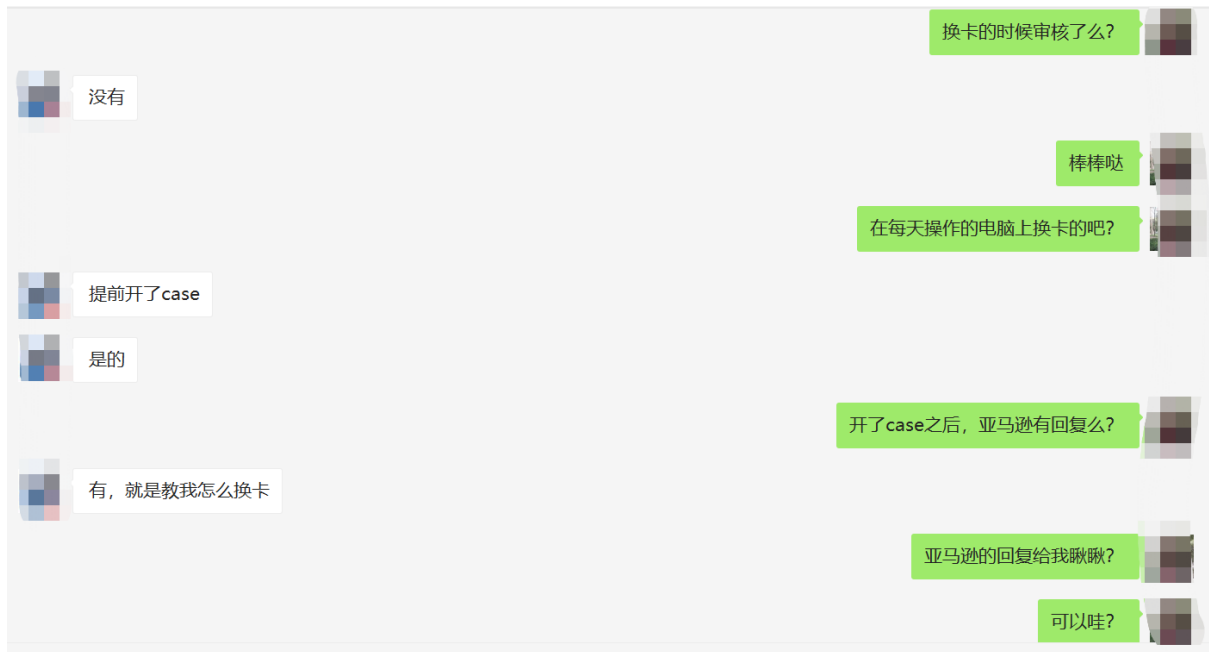




## Amazon 店铺更换收款方式避免触发平台审核指南

如何操作能有效避免因更换收款方式而触发的 Amazon 平台审核，从而享受万里汇 Worldfirst 低至 0 费率的全球收款？

本篇将大多数卖家成功更换收款的经验分享如下。请在更换收款账号前，参考此指引操作，开启轻松跨境收款。



### 一、操作时间

建议您选择在店铺未来 3 天不会发生销售结算的任意时间前进行。

Tips: 在更换收款账号后，Amazon 会有 3 天的审核期，如果审核与账期时间重叠，则结算会往后顺延。

### 二、提早报备

在您准备更换收款账号前，建议您通过 Amazon 亚马逊卖家后台向客服进行报备（俗称开 case），以此消除被误判为他人操作的风险。

报备步骤如下：

#### 第一步：获取支持

1. 登录进 Amazon 亚马逊商家后台，点击页面下方的“获取支持”（如图示例 1）；
2. 选择“需要更多帮助？” → “获得支持”（如图示例 2）



### 第二步：选择“更新账户信息”

点击“我要开店” → 进入“您的账户” → 选择“更新银行账户信息” → 点击“联系我们”



### 第三步：邮件进行报备

您可以参照以下模板：

## 获取支持

买家订单或非亚马逊物流订单 ▶

商品、商品信息或库存 ▶

卖家自配送 Prime 和当日达 ▶

亚马逊商城网络服务 (亚马逊 MWS) ▶

Amazon Business (B2B) ▶

您的账户

更改销售计划或关闭账户

恢复您的账户

更新信用卡信息

更新银行账户信息

"支付和付款"

其他账户问题



### 更新银行账户信息

如果您收到关于银行账户存在错误的通知, 请务必尽快更新您登记的银行账户信息。如果您的银行账户有问题, 亚马逊就无法对您的账户进行结算。

导致银行账户信息被拒绝的原因很多。最常见的原因是输入的信息有误, 或者您的银行不接受电子转账。

注意: 只有主要账户持有人才能做出与付款信息相关的更改。

更新银行账户

银行账户信息遭到拒绝的常见原因, 了解有关更新银行账户的更多信息。

需要有关此问题的更多帮助? 联系我们

## 获取支持

- 买家订单或非亚马逊物流订单 ▶
- 商品、商品信息或库存 ▶
- 卖家自配送 Prime 和当日达 ▶
- Amazon Business (B2B) ▶
- 您的账户 ▼
  - 更改销售计划或关闭账户
  - 更新信用卡信息
  - 更新银行账户信息
  - "支付和付款"
  - 其他账户问题
- 亚马逊物流 ▶
- 增值税和税费 ▶
- 其他问题 ▶



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更新银行账户

请从下拉列表中选择一种语言

English ▼

E-mail

Phone

Chat

#### Contact Reason

Other account issues

Please describe your issue. *Required*

Add attachment

Your e-mail address

Add CC

Call-back number (optional, but *recommended*)

+86

Ext.

China ▼

+ This issue is urgent and requires immediate attention.

Send

Contact Reason: Update Bank Account Request

邮件正文模板:

Dear Amazon Seller Support Team,

I would like to notify you of a change in my bank account information for my store on amazon.xx (地区NA/EU/JP等) : XXXXXX (店铺名+店铺链接)

Current Bank Account Number is: XXXXXXXXXXXXX(旧银行行行帐号) Bank Location: xxx

New Bank Account Number: XXXXXXXXXXXXX(新银行行行帐号) Bank Location: xxx (银行相关信息可以在万里汇Worldfirst后台查看)

Please let me know if you have any questions.

Regards.

备注: **Amazon 欧洲站**卖家请注意! 发送报备邮件的同时, 建议附上**万里汇Worldfirst英镑欧元收款账户后台提供的“账户证明信”** 作为附件, 随邮件一同发送。

### 三、等待回复

Amazon亚马逊客服一般会在1-2天内回复确认, 并对您的店铺进行相关备案。

Amazon

Jun 12, 2020 04:02 AM

Hello from Amazon Selling Partner Support.

As I have reviewed your email and understand that you want to update bank account information, I will assist you with the same.

I would like to inform you that whenever you add or change your bank account information, a three-day security hold goes into effect. Fund transfers cannot be initiated until the hold expires. Only the primary account owner can make changes related to payment information.

If you need to update your bank account information please follow the below mentioned steps to add new bank account information to your seller account:

- Go to Settings, and click Account Info.
- On the Seller Account Information page, under Payment Information, click Deposit Methods.
- Click Add new deposit method.
- Select the appropriate marketplace.
- Use the drop-down list to select your Bank Location Country.
- Enter the information requested in Where You Will Be Paid.
- If you selected a country with a currency other than the marketplace you are selling in, go to Currency Conversion Payment Agreement, click «Agreement, and read the agreement.
- Check the Currency Conversion Payment Agreement box to accept the terms of the agreement.
- Click Submit.

Please know that if you get an error while updating bank account information then please follow these instructions to initiate the phone verification process:

1. Sign in to Seller Central.
2. Click "Help" in the upper right hand corner of the page.
3. Click "Contact Us" at the bottom of the window.
4. Click "My issue isn't listed: contact support."
5. Click the "Your account" drop-down menu.
6. Click "Make changes to your account."
7. Select "Get help with a different account question."
8. Select the "Phone" tab and fill in the provided information (Input Case ID: 6125771641 into the description).
9. You will receive a call from Seller Support to address your issue.

For more information regarding bank accounts see the help page below:

[https://sellercentral.amazon.com/gp/help/G851?referral=AEYEF2RG9KDO\\_A1E0968HUTGDBJ](https://sellercentral.amazon.com/gp/help/G851?referral=AEYEF2RG9KDO_A1E0968HUTGDBJ)

To help us continually improve, we ask that you take a moment to complete our survey below to tell us about your experience with this specific interaction.

Were you satisfied with the support provided?

Click here for yes:

<https://sellercentral.amazon.com/hz/case-dashboard/hmd?p=A27D9JUM3SOS8W&c=7091513671&k=hy>

Click here for no:

<https://sellercentral.amazon.com/hz/case-dashboard/hmd?p=A27D9JUM3SOS8W&c=7091513671&k=hn>

Thank you!

To view your case details, or respond, please click [http://sellercentral.amazon.com/gp/case-dashboard/view-case.html/ref=sc\\_cd\\_lobby\\_vc?caseId=7091513671](http://sellercentral.amazon.com/gp/case-dashboard/view-case.html/ref=sc_cd_lobby_vc?caseId=7091513671)

Please note: this e-mail was sent from an address that cannot accept incoming e-mail. If you require additional support please contact us <https://sellercentral.amazon.com/hz/contact-us>

Thank you for selling with Amazon.

Rajat K.

Amazon.com Seller Support

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MORE WAYS TO GET HELP:

Visit our Seller Forums for help from other sellers: <http://sellercentral.amazon.com/forums>

Browse all Seller Help topics: <http://sellercentral.amazon.com/gp/help>

To contact us again about this issue, please use the Contact Us form in Seller Central using the following link:

#### 四、更换收款账户

在您收到Amazon回复确认信息之后，留存相关截图，即可进行收款账户更换操作了。

#### 温馨提示：

如果您在更换账户的过程中触发了账户安全验证，怎么办？

您可以通过如下步骤解除账户锁定：

- 首先，您需要找到 Amazon 亚马逊验证账户安全的通知邮件：Review of your Amazon.com seller Account。该邮件为 Amazon 亚马逊确保更新账户行为是您个人操作而进行的验证；
- 其次，请您根据邮件提示完成以下相关步骤：

第一步：在登录页面点击“Forgot your password”修改密码，等待亚马逊发送邮件确认您的密码修改成功后再进行第二步；

第二步：重新添加您要绑定的收款账户；

第三步：再次设置两步验证；

第四步：通过点击卖家中心中的“Performance Notifications”页面上此消息旁边的“Appeal”按钮向亚马逊发送确认电子邮件。您也可以通过卖方中心帮助中的“Contact Us”页面发送确认电子邮件。

Amazon 亚马逊在收到您的确认邮件之后，会进行 1-3 个工作日的相关审查。审查完成后，账户即可恢复正常使用，请您耐心等待。

### **备注：**

如果以上操作完成后，您的账户仍然不能恢复，我们建议您向您所在地的 Amazon 亚马逊绩效团队发送邮件，说明您的收款账户更换情况。

### 亚马逊卖家服务电话支持：

US seller support phone:+1-888-280-4331

UK seller support phone:+44-2070-8479-11

以上是亚马逊所在国的服务支持联系方式，并非中国电话。美英等地区需要在中国时间夜晚拨打，其它国家的支持电话可通过亚马逊官网查询。

### Amazon 全球各地绩效团队邮箱地址：

US: seller-performance@amazon.com

UK: seller-performance@amazon.co.uk

FR: performance-vendeur@amazon.fr

DE: verkaeufer-performance@amazon.de

JP: alliance@amazon.co.jp

ES: performance-vendedor@amazon.es

IT: performance-venditore@amazon.it