

卖家身份验证失败后的自助申诉流程

在您完成身份验证之后，如果您收到如下邮件，则表示您的身份验证未通过。

Unable to verify your Selling on Amazon account. ☆

a Amazon Services 发给 我

 邮件可翻译为中文 [立即翻译](#)

selling on 

Please do not reply to this email. Replies are routed to an account that is used only for sending emails and is not monitored

Hello,

We have reviewed the documents that you provided but were unable to complete the identity verification process for your seller account. As a result,

- If you are registering as a new seller, your case will be closed and your account will not be activated.
- If you are an existing seller who has already been selling on Amazon, your seller account will not be immediately impacted.

If you believe that there has been an error, you can contact [Selling Partner Support](#).

The Seller Identity Verification team

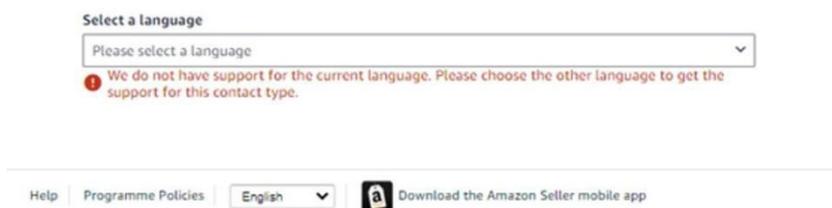
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如果您对身份验证的结果有异议，请点击邮件里的“Selling Partner Support” (SPS) 链接，联系亚马逊的“卖家支持”提出申诉请求。

申诉流程

1. 点击“Selling Partner Support”链接后，您会进入“卖家支持”平台，通过选择“邮件”或者“聊天”的方式和 亚马逊“卖家支持”团队进行沟通。
2. 进入 SPS platform，选择语言。您可能会遇到无法选择“中文（简体）”的情况，请选择“English”继续申诉。

Contact us



Select a language

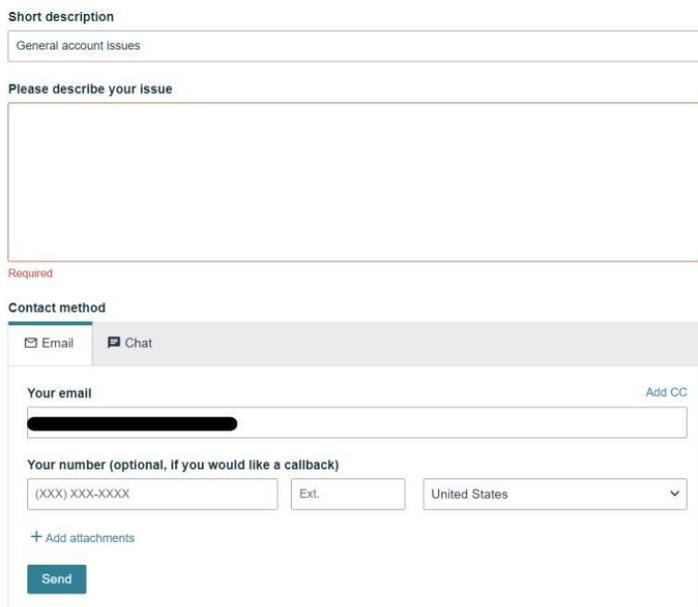
Please select a language

i We do not have support for the current language. Please choose the other language to get the support for this contact type.

Help Programme Policies English  Download the Amazon Seller mobile app

3. 在“Please describe your issue”的文字框里，请清楚地描述您想要对“身份验证审核结果”进行申诉的请求。比如：“您好，我在注册亚马逊卖家账号时，收到了身份验证失败的邮件，但是我对结果有异议，希望通过申诉获得再次验证的机会。以下是我的注册邮箱 xxxx, 企业信息 xxxx, 营业执照 xxxx, 法定代表人信息 xxxx 等。如果需要我补充资料，请通过邮件或者电话的方式联系我。”

联系我们



Short description

General account issues

Please describe your issue

Required

Contact method

Email Chat

Your email Add CC

Your number (optional, if you would like a callback)

(XXX) XXX-XXXX Ext. United States

+ Add attachments

Send

4. 在“Contact method”处，您可以选择“Email”方式，留下您的邮箱（必要信息）和手机号码（可选信息，如果您接受“卖家支持”团队在需要您补充资料时，通过电话的方式联系您，请留下有效的手机号）；您也可以选择“Chat”方式，和“卖家支持”团队进行实时线上对话。
- i. 如果您选择“Email”方式，在“+ Add attachments”处，您可以附上真实且有效的商业文件、身份证件、证明文件等资料或信息以便高效的沟通。

Contact method

Email Chat

Your email Add CC

Your number (optional, if you would like a callback)

(XXX) XXX-XXXX Ext. United States

+ Add attachments

Send

- ii. 如果您选择“Chat”方式，请留下您的姓名，然后点击“Chat now”开始和“卖家支持”团队对话。

Contact method

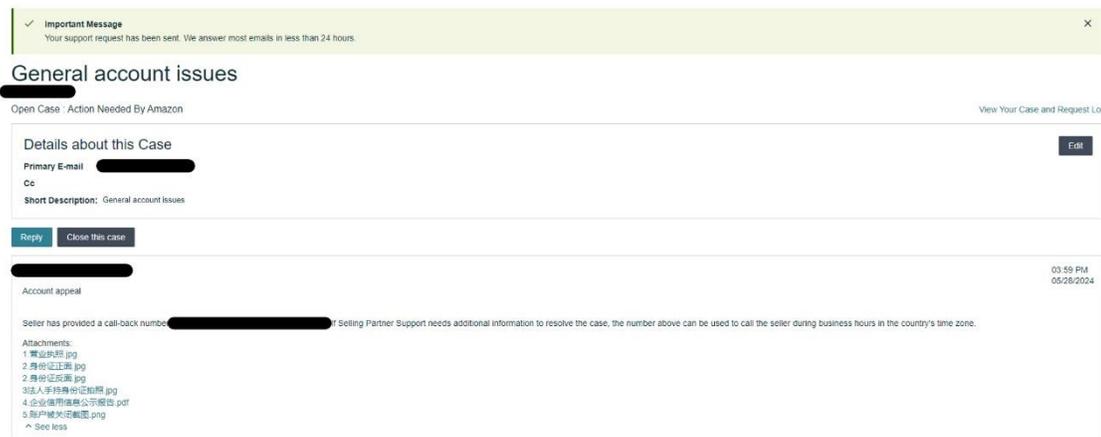
Email Chat

Your name

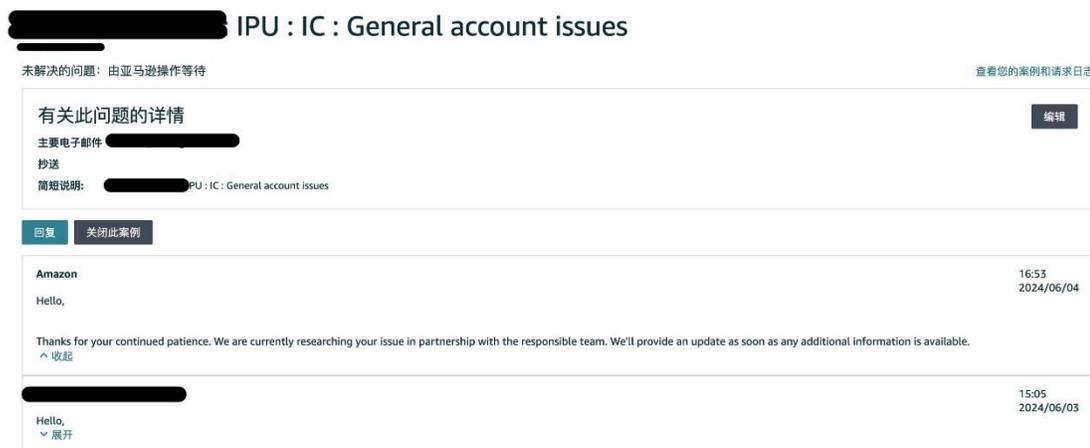
Chat now

如果您选择“Email”方式

1. 在您点击“Send”之后，页面会更新为如下界面，请确认您是否留下正确的邮箱，是否描述清楚您的申诉请求，是否上传了正确的文件。



2. 在您成功发送申诉请求之后，您可以重新登录此平台，检查是否收到来自“卖家支持”团队的回复。



3. 或者，检查您的邮箱是否收到来自“卖家支持”团队的回复。
 - i. 如果您的申诉请求被接受，您可能会收到一封来自亚马逊的邮件，邀请您与亚马逊工作人员进行视频通话，以便完成身份验证的审查。请您按照邮件里的指导进行视频通话的预约，并准时参加视频通话。当您完成视频通话之后，您可以通过“卖家平台”或者“邮件”的方式检查身份验证的结果。

收件人 [REDACTED] 您的 Amazon.com 销售帐户

请勿回复此电子邮件，回复将发送到仅用于发送电子邮件且无人查看的帐户。

您好！

感谢您选择亚马逊作为销售平台。

根据《亚马逊服务商业解决方案协议》第 1 节的规定，我们需要您与亚马逊工作人员进行视频通话，以便完成额外的身份验证事宜。这是一项增强安全性的措施，让您能够访问您的亚马逊帐户并在亚马逊商城销售商品。要完成身份验证，请按照此封电子邮件中的说明安排视频通话预约。

在非查询期间，我们会要求您出示您在注册帐户时使用的身份证件原件。我们不接受任何复印件。

视频通话大约需要 15 分钟，如果您未在接下来的 14 天内安排预约，或者没有向我们出示您在注册帐户时使用的证件，您将没有资格在亚马逊商城销售商品。

要详细了解这一要求，请参阅《亚马逊服务商业解决方案协议》，
<https://sellercentral.amazon.com/help/hub/reference/1791>

请预约视频通话，以完成验证流程。

1. 单击以下链接：
https://amazonxten.qualtrics.com/jfe/form/SV_43bxcsh7rg71Y31
2. 在三个不同的日期选择最多三个所需时间段，点击“提交”完成预约。
3. 若您无法查看您的卖家帐户标志，请将此卖家帐户标志(A338EZF90LH13C)为凭据在预约页面中填写。

重要注册事项

- 我们将在 2 个工作日内从 seller-identityverification-cn@amazon.com 向您发送一封确认电子邮件，其中将包含视频通话的其他详细信息。
- 如果您的首选时间段不可用，我们会选择一个最近的时间段。
- 请勿多次重新提交期望时间段，因为这可能会导致您的视频通话预约无效。

我们随时为您提供帮助
如有任何疑问，请联系销售伙伴支持团队：
<https://sellercentral.amazon.com/cu/contact-us>

卖家身份验证团队

此致

卖家绩效团队
Amazon.com

- ii. 如果您的申诉请求未被接受，您可能会收到一封来自亚马逊的邮件，告知您“申诉失败”以及“作为下一步，您需要使用新的邮箱重新开始注册”。如果您依旧对结果有异议，亚马逊强烈建议您咨询您的“客户拓展及运营经理”，请不要直接用新的邮箱重新开始注册，以免后续的注册流程受到影响。

Hello from Amazon Selling Partner Support,

From your email, we understand that you contacted us in regards to your Amazon account registration. We truly understand how important the issue is for you as it impacts on your business. We certainly do not want our selling partners to experience such issue.

We will definitely look into your concern and help you with the resolution you are looking for.

Thank you for uploading your documents for seller identify verification.

We understand that the documents that you shared did not meet our policy requirements. To learn more about our requirements, go to "Global seller identity verification":

<https://sellercentral.amazon.com/help/hub/reference/GQRP483PDN88Q3M9>

As a next step, you must restart the application process with a new account and email ID.

We appreciate your cooperation and understanding in this regard.

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?

Yes

No

Thank you for selling with Amazon,

Anik W.
Amazon.com Seller Support
=====

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:

<https://sellercentral.amazon.com/cu/case-dashboard/view-case?caseID=15347202291>

Please note: this e-mail was sent from a notification-only address that cannot accept incoming e-mail. Please do not reply to this message.

AS

Amazon Seller Support <merch.service05@amazon.com>

收件人: 你

Hello from Amazon Selling Partner Support,

From your e-mail, we do understand that you are registering your store on Amazon, you have done the certification through video recording and now you need another review of the material.

Please note that upon checking from our side we get to know that your Seller Identity Verification is failed.

There are multiple reasons why you can be denied at SIV. Since we are selling partner support, we don't have the rights to disclose any specific reason behind your issue but we do have the rights to deny the SIV when we can't verify the submitted documents or when they don't meet our criteria.

As a next step, you must restart the application process with by creating a new account with new email ID and phone number.

Before submitting relevant documentation to activate your seller account, you must sign in to Seller Central and complete the registration process:

- 1) Update the business information,
- 2) Seller information
- 3) Billing,
- 4) Store
- 5) Verification.

You will have to confirm your details under Identity and Address Verification and upload the required documents as per the instructions on this page. The Verification page will display customized options based on your business type and the country, state, or region in which your business is located or where you reside.

Amazon will need to verify the identity of the legal representative or beneficial owner registering the account. The person registering the account, also known as primary contact person, will need to provide two documents - an identity document and an additional document.

We require at least two documents in order to verify your identity:

-Identity document - A government-issued photo identity document that is used to confirm one's identity, such as a passport or national ID. This document must match the proof of identity information selected under Identity data.

-Additional document

--Business Licenses: We require a document that proves that your business is valid, such as a business license or equivalent business document. This is a government issued statement displaying information on your business.

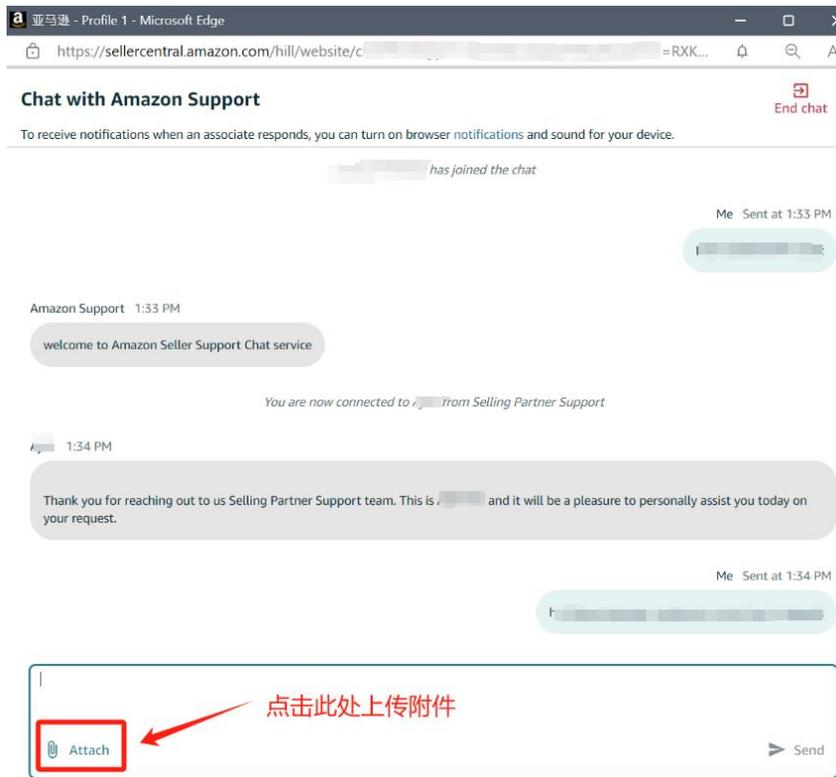
--Proof of address: We collect a proof of address document, such as bank statement or credit card statement. A bank statement is an official document issued by your bank or other financial institution that summarizes your account activity over a certain period of time - typically one month.

---Additional documents for legal and compliance obligations. Based on your business' physical location or the store(s) in which you operate, we may request additional documents and information about your business.

In order to ensure your documents are not rejected, make sure that they meet the following requirements:

如果您选择“Chat”方式

1. 在您点击“Chat Now”之后，您会和“卖家支持”团队开始线上实时对话，请将您的情况以及诉求描述清楚。在聊天的过程中，您可以在对话框的左下角点击“Attach”，附上真实且有效的商业文件、身份证件、证明文件等资料或信息以便高效的沟通。



2. 如果“卖家支持”团队指导您“作为下一步，您需要使用新的邮箱重新开始注册”，但您依旧对结果有异议，亚马逊强烈建议您咨询您的“客户拓展及运营经理”，请不要直接用新的邮箱重新开始注册，以免后续的注册流程受到影响。

