



# AWS Marketplace

**Contact Us Support Form**  
**Private Offer Operations**



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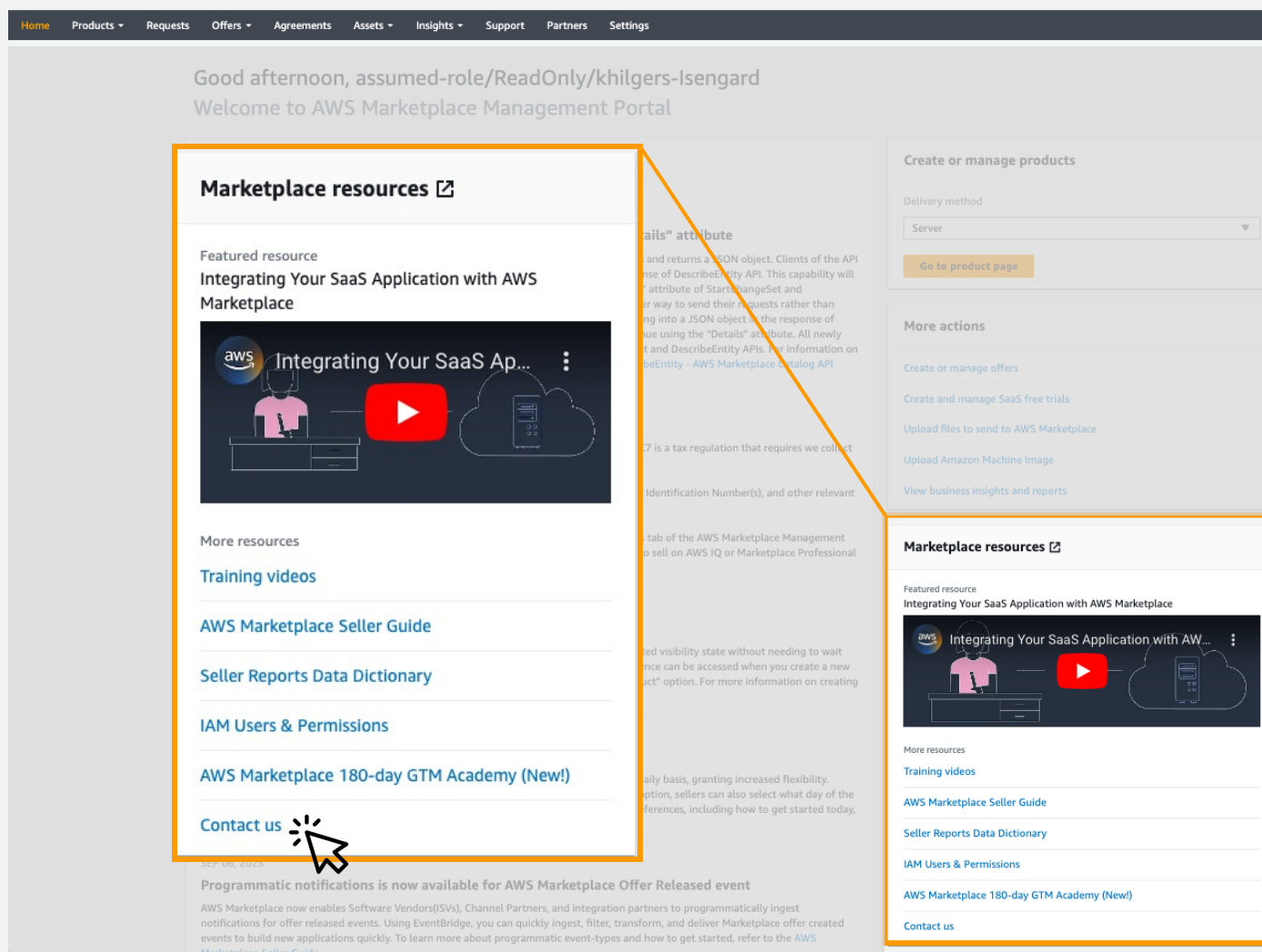
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# Contact Us Support Form Overview

## Contact Us Support Form Location

Navigate to AWS Marketplace Management Portal (AMMP) and click the Contact Us link under the Marketplace Resources box.



## Permissions Needed

The "support: CreateCase" permission is required to view the form. View details in the Marketplace Seller Guide.



# Contact Us Support Form Overview

## Private Offer Operational Support Teams



### Private Offer Creation and Acceptance

AWS Marketplace Private Offers provide an opportunity for strategic and systematic growth for your business, allowing you to scale by streamlining procurement and leverage flexible pricing. Better meet the needs of your customers with access to AWS resources to help accelerate your time to close.

If you are new to the private offer process, utilize [this library](#) of videos to help you get started with introductions, overviews, and answers to the most common questions.

This team previously supported the [mpcustdesk@amazon.com](mailto:mpcustdesk@amazon.com) mailer.



### Private Offer Billing & Disbursements

After an offer is accepted by a buyer, there is a sequence of billing and collection mechanisms to facilitate disbursements to partners. **Vendor Finance Success** provides support for your open invoices and disbursements to help you better scale your business in AWS Marketplace. The team helps to improve the seller experience, prioritizing your pain points and helping to reduce the time required to disburse payments.

Find the answers to your questions regarding [buyer invoicing](#), [disbursements](#), or [AWS tax rules](#) in the linked videos or in the [frequently asked questions guide](#).

This was previously the [mpufinquiries@amazon.com](mailto:mpufinquiries@amazon.com) mailer.



### Private Offer Seller Reporting

AWS Marketplace provides notifications and reporting to Sellers and Channel Partners to drive awareness of key actions related to their product usage, sales, customers, billing and payment information to enable day-to-day operations of sales and finance stakeholders.

There are several different notification and reporting mechanisms that enable an a la carte consumption of information depending on seller business needs and technical support. Each mechanism provides a different way to ingest and view the data, requiring varying levels of technical lift from sellers.

Find out which mechanism is best for your organization by visiting the [AWS Seller guide](#) or [Private offers website](#) for Seller reporting FAQ.

This was previously the [mpsellerreporting@amazon.com](mailto:mpsellerreporting@amazon.com) mailer.



# Support Form: Private Offer Creation and Acceptance

- Enter Primary Email Address of Requestor
- Add any additional email addresses to the thread (Colleagues, Channel Partners, Customer, etc.)
- Select “**Commercial Marketplace**” for “Is your question about your listing(s) in the Commercial Marketplace, Intelligence Community Marketplace or AWS Data Exchange?”
- Select “**Private Offers**” for “What do you need help with? Pick a category that best applies.”
- Select “**Getting Started, Offer Creation, Offer Acceptance or Renewals**” for Subcategory

## Support Form View

### Contact Us

**Submit a support request**

Primary email address

Additional email addresses - optional  
Use comma separation when entering multiple email addresses

10 email addresses maximum

Is your question about your listing(s) in the Commercial Marketplace, Intelligence Community Marketplace or AWS Data Exchange?

Commercial Marketplace

What do you need help with? Pick a category that best applies.

Private Offer

Select a subcategory

- ✓ Getting Started
- Offer Creation
- Offer Acceptance
- Cancellation/Refunds
- Renewals
- Disbursements
- Tax
- Invoicing
- Invoice Payment Status

1000 characters maximum

Submit

Choose the most pertinent subcategory that aligns with your inquiry.

In the “Provide more details about your request” box, enter a description of the inquiry, private offer ID, buyer AWS account ID and opportunity ID.

### Provide more details about your request

Hello AWS Marketplace Operations Team, I need assistance with my private offer.

More information about my private offer and the request below:

Private Offer ID [Format will be “offer-xyz”]:

Targeted Buyer AWS account ID (if applicable):

Opportunity ID (if applicable):

Description of the Inquiry:

1000 characters maximum

Submit



# Private Offer Creation and Acceptance: Support Form Subcategory Deep Dive

What do you need help with? Pick a category that best applies.

Private Offer

Select a subcategory

- ✓ Getting Started
- Offer Creation
- Offer Acceptance
- Cancellation/Refunds
- Renewals
- Disbursements
- Tax
- Invoicing
- Invoice Payment Status

**Getting Started**

**Offer Creation**

**Offer Acceptance**

**Renewals**

## When do I select each subcategory?

### Getting Started

Any questions or issues related to:

- [Private Offer 101 Questions](#)
- Private Offer Training

### Offer Creation

Any questions or issues related to:

- [Direct and Channel Partner Private Offer \(CPPO\) Creation](#)
- Channel Partner Authorization Opportunity Creation
- [Flexible Payment Scheduler \(FPS\)](#)

### Offer Acceptance

Any questions or issues related to:

- [Offer Acceptance and Subscription](#)
- [404 Errors](#)
- [Switch to Invoicing Requests](#)

### Renewals

Any questions or issues related to:

- Renewals, Upgrades, Upsells via a Net New or [Agreements Based Offer](#)



# Support Form: Private Offer Billing & Disbursements

- Enter Primary Email Address of Requestor
- Add any additional email addresses to the thread (Colleagues, Channel Partners, Customer, etc.)
- Select **"Commercial Marketplace"** for "Is your question about your listing(s) in the Commercial Marketplace, Intelligence Community Marketplace or AWS Data Exchange?"
- Select **"Private Offers"** for "What do you need help with? Pick a category that best applies."
- Select **"Disbursements, Tax, Invoicing, Invoice Payment Status "** for Subcategory

## Support Form View

### Contact Us

**Submit a support request**

Primary email address

Additional email addresses - optional  
Use comma separation when entering multiple email addresses

10 email addresses maximum

Is your question about your listing(s) in the Commercial Marketplace, Intelligence Community Marketplace or AWS Data Exchange?

Commercial Marketplace

What do you need help with? Pick a category that best applies.

Private Offer

Select a subcategory

- ✓ Getting Started
- Offer Creation
- Offer Acceptance
- Cancellation/Refunds
- Renewals
- Disbursements
- Tax
- Invoicing
- Invoice Payment Status

1000 characters maximum

Submit

Choose the most pertinent subcategory that aligns with your inquiry.

In the "Provide more details about your request" box, enter a description of the inquiry, private offer ID and invoice ID.

Provide more details about your request

Hello AWS Vendor Finance Success team, I need assistance with an open invoice related to my private offer.

More information about my private offer and the request below:  
Private Offer ID [Format will be "offer-xyz"]:  
AWS Invoice ID:

Description of the Inquiry:

1000 characters maximum

Submit



# Private Offer Billing & Disbursements : Support Form Subcategory Deep Dive

What do you need help with? Pick a category that best applies.

Private Offer

Select a subcategory

- ✓ Getting Started
- Offer Creation
- Offer Acceptance
- Cancellation/Refunds
- Renewals
- Disbursements
- Tax
- Invoicing
- Invoice Payment Status

**Disbursements**

**Tax**

**Invoicing**

**Invoice Payment Status**

## When do I select each subcategory?

### Disbursements

- I received a disbursement, how do I find out which Marketplace invoices this is for?
- Why have I not received a disbursement?

### Tax

- How is tax assessed? Is AWSMP liable for tax collection?
- Does AWS Marketplace report taxes on a partner's behalf?
- Why is there a listing fee tax charge?

### Invoicing

- When and how will my customer be invoiced?
- What billing entity will the buyer be invoiced from?

### Invoice Payment Status

- My invoice is past due. When should I expect payment?
- Why is my payment late?
- How can I best track open invoices?



#### **UNSUPPORTED REQUESTS:**

Audit Forms | Requests for Customer Invoices  
Extending Invoicing Terms | Refund Issues & Buyer Disputes





# Support Form: Private Offer Seller Reporting

- Enter Primary Email Address of Requestor
- Add any additional email addresses to the thread (Colleagues, Channel Partners, Customer, etc.)
- Select **"Commercial Marketplace"** for "Is your question about your listing(s) in the Commercial Marketplace, Intelligence Community Marketplace or AWS Data Exchange?"
- Select **"Reporting"** for "What do you need help with? Pick a category that best applies."
- Select **"Data Feeds (SDDS)"** for Subcategory

## Support Form View

### Contact Us

#### Submit a support request

Primary email address

Additional email addresses - optional

Use comma separation when entering multiple email addresses

10 email addresses maximum

Is your question about your listing(s) in the Commercial Marketplace, Intelligence Community Marketplace or AWS Data Exchange?

Commercial Marketplace

What do you need help with? Pick a category that best applies.

Reporting

Select a subcategory

- ✓ Disbursements
- Understanding Reports
- Understanding Dashboards
- Uncollected Funds
- Commerce Analytics Service (CAS)
- Data Feeds (SDDS)**

1000 characters maximum

Submit

Choose the most pertinent subcategory that aligns with your inquiry.

In the "Provide more details about your request" box, enter a description of the inquiry.

#### Provide more details about your request

Hello AWS Seller Insights team, I need assistance with seller delivery data feed service.

Please indicate if you need support subscribing and setting up data feeds OR if you need enablement on use cases and best practices.

Description of the Inquiry:

1000 characters maximum

Submit



# Private Offer Seller Reporting: Support Form Subcategory Deep Dive

What do you need help with? Pick a category that best applies.

Reporting

Select a subcategory

- ✓ Disbursements
- Understanding Reports
- Understanding Dashboards
- Uncollected Funds
- Commerce Analytics Service (CAS)
- Data Feeds (SDDS)**

## Data Feeds (SDDS)

### When do I select each subcategory?

#### Data Feeds (SDDS)

- I need help subscribing to receive data feeds
- Can a Terraform be used to subscribe to data feeds?
- I want to know the data models supported by data feeds?
- Best practices to create SQL queries to develop reports from raw data in the feeds



# Support Form: Frequently Asked Questions

## **Once I submit a case, how do I communicate with the team?**

Upon case submission, you'll receive a confirmation email. All future communication from the team will be via email; only the intake method is changing.

## **Will I get a case number associated with the request?**

Yes. Once a case is submitted, the email addresses outlined in the Support Form will get a confirmation email that includes the teams' SLAs as well as the case number.

## **Are the SLAs changing?**

The response times across the teams will NOT be impacted by this change.

## **Can I reply to the confirmation email?**

Yes. If an additional information is needed to be added to the case, you can respond directly to the confirmation message and the teams will receive it.

## **How do I add attachments?**

Reply directly to the Support Form submission confirmation email with the necessary attachments or at any point when corresponding with the teams via email.

## **What if I want to add someone to the request?**

Leverage the "Additional email addresses" category in the Support Form to add colleagues, Channel Partners, Customers and/or AWS Marketplace members.

The form allows for up to 10 email addresses to be added. If you'd like additional emails in the thread then add them to the open text box.

## **What permissions do I need to view the Support Form?**

The "support: CreateCase" permission is required. View details in the [Marketplace Seller Guide](#).



# Support Form: Frequently Asked Questions

## **What happens if I email the teams' email addresses (mpcustdesk@amazon.com, mpufinquiries@amazon.com, mp sellerreporting@amazon.com) after November 16<sup>th</sup>?**

After the changes occur, we will discontinue new inquiry support for our mailers and strictly monitor for any high-severity issues.

## **Where can I get help configuring my IAM permissions to prepare for this change?**

Per the [Shared Responsibility Model](#), customers and sellers are responsible for AWS identity and access management. If you have trouble accessing your account or have questions related to their access, their first point of contact is your internal AWS admin. If you're unable to resolve access issue via their AWS admin, you can reach out to AWS Customer Service using the relevant resources below:

- [Recover AWS Password](#)
- [Forgot AWS Sign-in Credentials](#)
- [Customer unable to recover/access their account](#)
- [IAM Permissions - "support: CreateCase"](#)

To create a support case with Customer Service, go to [www.aws.amazon.com/support](http://www.aws.amazon.com/support). Click the orange 'Create Case' button.

## **Why is this change important?**

Streamlining communications through our Contact Us Form establishes a centralized hub for all external teams, fostering seamless interactions and improving efficiency across teams like Private Offer Success Team, Vendor Finance Success, Seller Reporting, and Seller Operations/MCO ensuring your inquiries get resolved-through a single channel. Moreover, the authentication of external email addresses to your AWS account ID adds a crucial layer of security, safeguarding your sensitive data and ensuring secure correspondence.