



Amazon Career Choice: College Voucher Process

February 2022

Amazon Career Choice is an education benefit that empowers employees to learn new skills for career success at Amazon or elsewhere. We meet individual learners where they are on their education journey through a variety of education and upskilling opportunities. We also pay for tuition in advance to remove the financial constraints of going back to school. We work with educational partners to provide high quality education and expect our partners will work with our business processes. This document provides frequently asked questions (FAQs) about our tuition pre-payment **voucher process for colleges**.

OVERVIEW

What is a Career Choice voucher?

The Career Choice voucher is the mechanism that Amazon uses to pre-pay tuition for employees using Career Choice at approved schools. Once our employees generate a voucher and provide it to their school upon enrollment, the school submits the voucher to Amazon for payment. We send electronic payments through our internal Payee Central platform.

How much tuition does Amazon pay?

Full-time employees are eligible for the maximum benefit of \$5,250 per calendar year with no lifetime maximum. Part-time employees are eligible for a benefit of \$2,625 per year with no lifetime maximum. Through Career Choice, Amazon will pre-pay 100% of tuition and fees up to the employee's maximum eligibility. The employee is responsible for any amount exceeding their budget.

How does the Career Choice payment process work?

The process starts once the employee enrolls in a Career Choice-approved school. Then, they apply for their Career Choice voucher on www.AmazonCareerChoice.com. When their application is approved, they receive a voucher that indicates their remaining budget. The employee has two options for submitting the voucher to the school: 1) e-sign the voucher and email it to the school; 2) download the voucher, print it and physically bring it to the school. The school then fills out their section of the voucher and emails it back to our payments team, at which point we process the payment within 2-4 weeks.

PAYEE CENTRAL

What is Payee Central?

Payee Central is our vendor management platform. The externally facing website, [Payee Central](#), provides Corporate Accounts Payable (Corp AP) payees with a secure, self-service means of managing their banking, contact information, purchase order email addresses, and tax information for use in the Corp AP Procure-to-Pay cycle. Once Payee Setup is completed, Payee Central provides payees with ways to search invoices and payment statuses, and contact Amazon Accounts Payable for assistance.

How do we sign in to Payee Central?

Please use the following link: <https://payeecentral.amazon.com>. Your school's Payment Point of Contact will have access to Payee Central as they set up the account.

Can multiple individuals have access?

Yes, your school's Payment Point of Contact is able to log into Payee Central and allow additional users/viewers of the account. Unfortunately, we are unable to add additional individuals, and the requests need to be managed by your school's Payee Central administrator.

Can you review your paid invoices from Amazon in your Payee Central account?

Yes, please, sign in to your Payee Central account on <https://payeecentral.amazon.com>, on the upper ribbon click on "invoices" and select "search invoices". By default, the invoice management tool displays the list of your vouchers

received and processed in the last three months. You can also use the quick search function at the top of the Invoices page. To quickly find an invoice, enter the voucher number in the search box, and click the Search button.

Can we submit invoices through Payee Central?

No, invoices must be submitted following the instructions on page 2 of the voucher. This includes emailing the completed voucher to career-choice-vouchers-eng@amazon.com with the voucher number in the subject line. Please note, because this is an automated process, vouchers need to be sent individually to process payment.

What are some common issues with Payee Central?

Common issues experienced with Payee Central include: password assistance, being locked out of your account, or adding additional administrators. If you need assistance with your Payee Central account, please contact the Payee Central team directly. This will likely require opening a ticket. Please log in to the website and select the “help” tab.

VOUCHER PAYMENT PROCESS

How long does it take to receive payment once we've returned the voucher to Amazon?

You should receive payment within 2-4 weeks of submitting the voucher.

Can a school e-sign the voucher?

Yes, e-signatures are accepted. Suggested software for e-signing include: DocuSign, HelloSign, Dochub, and Quicklook.

Am I able to edit the degree type listed on the voucher?

Unfortunately, no. The degree type is static. If the degree is incorrect, this will not affect the payment process.

What if another school is listed on the voucher?

Employees can only attend the school that is listed on their voucher. Advise the employee to cancel their current voucher and reapply for a voucher indicating your school. We are only able to pay the school noted on the voucher.

Does the dollar amount listed on the voucher change?

Yes, the voucher is a snapshot in time of the student's remaining budget within the calendar year once the voucher is generated. This will change as funds are used.

What is the date eligibility listed on the voucher?

The eligibility date refers to the date the student is able to receive the Career Choice benefit, which is 90 days after their hire date. We will only pay for courses with start dates on or after the eligibility date.

When can a student apply for the voucher?

Students can apply for the voucher up to 90 days before the class start date.

Can students generate a voucher after the course start date?

No, students need to apply for the voucher prior to the course start date. The date of application is listed on the top right corner of the voucher. If a student applies for the voucher after the course already started, the voucher will not be paid.

Does the program cover all student fees, including student service fees?

Career Choice covers mandatory fees associated with tuition. Additional fees can be added to the cost per course.

Can the fees be assessed as a line item rather than rolling them into individual courses?

Yes, if you add fees as an additional line item on the voucher, please only insert the information in the “Tuition and Fees” section of the voucher. This is the column the furthest to the right. Feel free to add a description and the amount into the same cell.



What are some common reasons why a voucher would not be paid?

Reasons why a voucher would not be paid include: multiple vouchers were sent in one email, vouchers were sent to the incorrect email address, the school or employee did not sign the voucher, and the application date was after the first day of class.

Are we able to submit vouchers with the courses attached in a separate document?

No, we ask all partner schools to completely fill out the voucher in order to process payment. Mandatory input fields include: Course Name, Course ID, Number of Credit, Start Date (MM/DD/YYYY), End Data (MM/DD/YYYY), and Tuition & Fees Cost. Each course will need to be written on a separate line with all the mandatory information completed. The completed voucher is then auto-transcribed and informs the data on the school portal. For this reason, each course line needs to be complete.

When should the voucher be submitted?

It is recommended to submit the voucher within 45 days after the course start date but, after the withdrawal period for your school. This process will minimize refunds and voucher updates which can delay payments.

What is the process for issuing a refund to Amazon?

If you need to issue a refund, please email career-choice-na@amazon.com to receive the instructions for a wire refund. Once you have the wire transfer confirmation, we will need the following information: Voucher Number, Student Name, Refund Amount, and a copy (or screen shot) of the wire transfer confirmation. Once we have this information, we will apply the refund to the student's account.

How can a student initiate a refund request?

Students can request a refund on their application via www.amazoncareerchoice.com. Students will then receive email instructions to contact the school regarding the refund process. The school can then contact us via career-choice-na@amazon.com to receive the instructions for a wire transfer.

How will we know if the voucher is not paid?

Our payments team will respond to the email address that sent the voucher, indicating why a voucher was not paid.

QUESTIONS?

If you have any additional questions, please contact us at: career-choice-na@amazon.com.