



# Panduan Pengguna Pajak Penghasilan (PPH) Indonesia /Indonesia Withholding Tax User Guide

Last updated: July 31, 2025

## Pajak Penghasilan (“PPH”) di Indonesia

Panduan ini hanya berlaku bagi pelanggan PT Amazon Web Services Indonesia (“AWS Indonesia”) dengan akun AWS yang berlokasi di Indonesia. Anda dapat merujuk pada [Tax Help - Account Location](#) untuk informasi lebih lanjut mengenai bagaimana AWS menentukan lokasi akun Anda.

Pelanggan dengan akun AWS yang berlokasi di Indonesia diwajibkan untuk melakukan pembayaran penuh kepada AWS Indonesia, tanpa pengurangan atau pemotongan pajak, kecuali jika pelanggan dapat menyediakan Bukti Potong (“WHT Slip”) yang sah kepada AWS Indonesia dalam periode waktu yang telah ditentukan. Panduan Pengguna ini memberikan rincian cara untuk mengunggah, membatalkan, dan mengunggah ulang Bukti Potong di halaman [Tax Settings](#) (Pengaturan Pajak) dalam Akun AWS Anda. Jika Anda memiliki pertanyaan lebih lanjut mengenai PPH, silakan merujuk ke halaman [AWS Indonesia - FAQ](#).

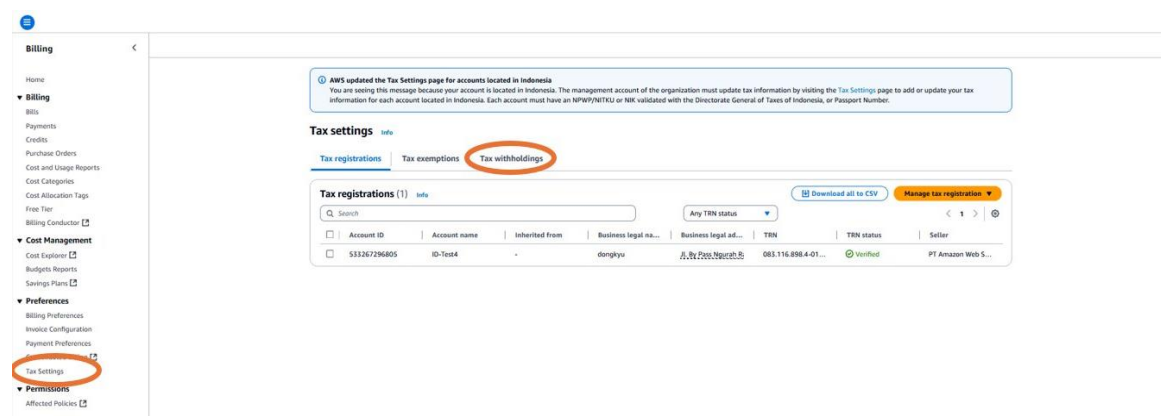
## Cara Mengunggah Bukti Potong (“WHT Slip”)

### Langkah 1: Siapkan Bukti Potong Anda

- Pastikan Anda telah memiliki Bukti Potong (dalam format PDF) yang diperoleh dari Direktorat Jenderal Pajak (“DJP”).

### Langkah 2: Akses Halaman Tax Settings (Pengaturan Pajak)

- Log in ke [akun AWS](#) Anda
- Arahkan ke halaman [Tax Settings](#) (Pengaturan Pajak)
- Pilih "Tax Withholdings" dari opsi yang tersedia



### Langkah 3: Mulai Proses Pengunggahan



- Temukan dan Klik “Upload Slip (X invoice(s) without slip)”. Setelah diklik, Anda akan melihat daftar Faktur AWS yang tersedia untuk pengunggahan Bukti Potong Anda.

**1** AWS updated the Tax Settings page for accounts located in Indonesia  
You are seeing this message because your account is located in Indonesia. The management account of the organization must update tax information by visiting the [Tax Settings](#) page to add or update your tax information for each account located in Indonesia. Each account must have an NPWP/NITKU or NIK validated with the Directorate General of Taxes of Indonesia, or Passport Number.

### Tax settings Info

Tax registrations | Tax exemptions | **Tax withholdings**

**1** Upload a tax withholding slip from an external website to receive a credit for your invoice.  
Uploading a tax withholding slip file must meet the following requirements:

- The slips are for AWS Indonesia.
- Each slip needs to match with one invoice.
- You must pay the withholding tax associated prior to uploading the file.
- You must also cancel an accepted slip if you amend or cancel the associated tax withholding slip submission.

Access this information in the info panel after dismissing. [\(AWSIndonesiaLink\)](#) about taxes for AWS Indonesia.

Uploaded tax withholding slips

Cancel accepted slip | View history | **Upload slip (15 invoice(s) without slip)**

Q Filter

Slip file name	Invoice ID	Slip ID	Amount	Tax period	Status	Last updated time
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#### Langkah 4: Unggah Bukti Potong

- Pilih ID Faktur AWS yang ingin Anda lampirkan Bukti Potong.
- Klik “Choose File” untuk membuka browser file Anda. Sebuah jendela pop-up akan muncul.
- Pilih file PDF Bukti Potong yang Anda terima dari DJP. Pastikan berkas tersebut dalam format .pdf.
- Setelah file dipilih, Anda dapat melihatnya di bagian “Tax withholding slip file upload”. Periksa kembali pilihan Anda untuk memastikan Anda memilih file yang tepat.

**Upload and assign tax withholding slips Info**  
Uploading a tax withholding slip file must meet the following requirements:

- The slips are for AWS Indonesia.
- Each slip needs to match with one invoice.
- You must pay the withholding tax associated prior to uploading the file.
- You must also cancel an accepted slip if you amend or cancel the associated tax withholding slip submission.

[\(AWSIndonesiaLink\)](#) about taxes for AWS Indonesia.

**Upload the tax withholding slip Info**  
Tax withholding slip file upload

**Choose file**

200 MB maximum upload. File types accepted: .pdf.

**Assign the tax withholding slip to an invoice (15) Info**

Q Find and filter by invoice ID, status, etc.

Invoice ID	Tax period	Total	Charge type	Seller
<input checked="" type="radio"/> IDIN25-262	2025-06	IDR 931,811.00	Subscription	AWS Indonesia
<input type="radio"/> IDIN25-267	2025-06	IDR 0.00	Subscription	AWS Indonesia
<input type="radio"/> IDIN25-132	2025-06	IDR 955,698.00	Subscription	AWS Indonesia
<input type="radio"/> IDIN25-135	2025-06	IDR 852,826.00	Subscription	AWS Indonesia
<input type="radio"/> IDIN25-170	2025-06	IDR 847,048.00	Subscription	AWS Indonesia
<input type="radio"/> IDIN25-98	2025-06	IDR 1.00	Subscription	AWS Indonesia
<input type="radio"/> IDIN25-99	2025-06	IDR 963,588.00	Subscription	AWS Indonesia
<input type="radio"/> IDIN25-103	2025-06	-IDR 1.00	Subscription	AWS Indonesia
<input type="radio"/> IDIN25-44	2025-06	IDR 2,016.00	Subscription	AWS Indonesia
<input type="radio"/> IDIN25-53	2025-06	IDR 576,919.00	Usage	AWS Indonesia

Cancel **Submit**



- Klik "Submit" untuk menyelesaikan proses pengunggahan. Setelah diklik, Anda akan diarahkan kembali ke halaman utama di mana Anda dapat melihat "Uploaded tax withholding slips".

### Langkah 5: Pantau Status Pengajuan

- Setelah pengajuan, status Bukti Potong akan menampilkan "Pending"
- Mohon tunggu beberapa saat untuk pemrosesan
- Status akan berubah menjadi "Accepted" setelah proses verifikasi selesai

**Tax settings** [Info](#)

Tax registrations | Tax exemptions | **Tax withholdings**

**Upload a tax withholding slip from an external website to receive a credit for your invoice.**  
Uploading a tax withholding slip file must meet the following requirements:

- The slips are for AWS Indonesia.
- Each slip needs to match with one invoice.
- You must pay the withholding tax associated prior to uploading the file.
- You must also cancel an accepted slip if you amend or cancel the associated tax withholding slip submission.

Access this information in the info panel after dismissing. (AWSIndonesiaLink) about taxes for AWS Indonesia.

**Uploaded tax withholding slips (3)** [Info](#) [Cancel accepted slip](#) [View history](#) [Upload slip \(7 invoice\(s\) without slip\)](#)

Filter

Slip file name	Invoice ID	Slip ID	Amount	Tax period	Status	Last updated time
<a href="#">WHT_SLIP_IDIN25-164_Pamela (2).pdf</a>	IDIN25-308	-	-	2025-07	Pending	07/24/25, 06:47:56 PM UTC
<a href="#">verified.pdf</a>	IDIN25-171	SlipT4rk33lyJAIATJ	IDR 16,940.00	2025-05	Accepted	05/14/25, 08:02:18 PM UTC
<a href="#">verified.pdf</a>	IDIN25-78	SlipcuoCT3kKsaCIFc	IDR 16,831.00	2025-03	Accepted	04/30/25, 10:57:15 AM UTC

### Cara Membatalkan Bukti Potong yang Telah Diunggah

**Langkah 1:** Pastikan Anda telah membatalkan Bukti Potong asli di portal DJP

**Langkah 2:** Mulai Pembatalan Bukti Potong di akun AWS:

- Arahkan ke bagian "Bukti Potong yang telah diunggah" / "Tax Withholdings di Halaman Pemotongan Pajak
- Temukan dan pilih faktur dengan Bukti Potong yang ingin Anda batalkan
- Klik tombol "Batalkan Bukti Potong" / "Cancel Slip"

**Tax settings** [Info](#)

Tax registrations | Tax exemptions | **Tax withholdings**

**Upload a tax withholding slip from an external website to receive a credit for your invoice.**  
Uploading a tax withholding slip file must meet the following requirements:

- The slips are for AWS Indonesia.
- Each slip needs to match with one invoice.
- You must pay the withholding tax associated prior to uploading the file.
- You must also cancel an accepted slip if you amend or cancel the associated tax withholding slip submission.

Access this information in the info panel after dismissing. (AWSIndonesiaLink) about taxes for AWS Indonesia.

**Uploaded tax withholding slips (3)** [Info](#) [Cancel accepted slip](#) [View history](#) [Upload slip \(7 invoice\(s\) without slip\)](#)

Filter

Slip file name	Invoice ID	Slip ID	Amount	Tax period	Status	Last updated time
<a href="#">WHT_SLIP_IDIN25-164_Pamela (2).pdf</a>	IDIN25-308	6003ABCD	IDR 16,833.00	2025-06	Accepted	07/24/25, 07:03:06 PM UTC
<a href="#">verified.pdf</a>	IDIN25-171	SlipT4rk33lyJAIATJ	IDR 16,940.00	2025-05	Accepted	05/14/25, 08:02:18 PM UTC
<a href="#">verified.pdf</a>	IDIN25-78	SlipcuoCT3kKsaCIFc	IDR 16,831.00	2025-03	Accepted	04/30/25, 10:57:15 AM UTC



### Langkah 3: Selesaikan Proses Pembatalan

- Centang kotak sertifikasi yang menyatakan bahwa Anda telah membatalkan/mengubah Bukti Potong asli di DJP
- Klik "Batalkan Bukti Potong" untuk menyelesaikan proses

### Cara Mengubah Bukti Potong yang Telah Diunggah Sebelumnya

Step 1: Batalkan Bukti Potong asli di portal DJP

Step 2: Siapkan Bukti Potong yang telah diubah di portal DJP

Step 3: Batalkan Bukti Potong asli di akun AWS

Step 4: Unggah Bukti Potong yang telah diubah di Halaman Pemotongan Pajak AWS

### Kemungkinan Kesalahan saat Mengunggah Bukti Potong

#### 1. PENOLAKAN KODE QR

- a. Kode Bukti Potong QR di e-Bupot tidak dapat diverifikasi

Uploaded tax withholding slips (12+) Info

Cancel accepted slip View history Upload slip (9 invoice(s) without slip)

Filter

Slip file name	Invoice ID	Slip ID	Amount	Tax period	Status	Last updated time
WHT_SLIP_IDIN25-TC2.pdf	IDIN25-95	6003ABCD	IDR 16,833.00	2025-06	Rejected - error detected	07/23/25, 09:51:46 PM UTC
WHT_SLIP_IDIN25-165.pdf	IDIN25-255	6003ABCD	IDR 16,833.00	2025-06	Rejected - error detected	07/23/25, 09:41:27 PM UTC
WHT_SLIP_IDIN25-TC1.pdf	IDIN25-255	6003ABCD	IDR 16,833.00	2025-06	Rejected - error detected	07/23/25, 09:25:11 PM UTC
WHT_SLIP_IDIN25-165.pdf	IDIN25-222	6003ABCD	IDR 16,833.00	2025-06	Rejected - error detected	07/22/25, 11:38:29 PM UTC
WHT_SLIP_IDIN25-214.pdf	IDIN25-221	6003ABCD	IDR 16,833.00	2025-06	Rejected - error detected	07/22/25, 11:38:01 PM UTC
WHT_SLIP_IDIN25-179.pdf	IDIN25-272	-	-	2025-06	Rejected - error detected	07/22/25, 11:23:08 PM UTC
WHT_SLIP_IDIN25-TC2.pdf	IDIN25-118	6003ABCD	IDR 16,833.00	2025-06	Rejected - error detected	07/22/25, 08:01:02 PM UTC
WHT_SLIP_IDIN25-169.pdf	IDIN25-255	6002ABCD	IDR 16,833.00	2025-06	Rejected - error detected	07/09/25, 10:23:56 PM UTC
WHT_SLIP_IDIN25-169.pdf	IDIN25-169	3001ABCD	IDR 16,923.00	2025-05	Rejected - error detected	06/19/25, 08:38:39 PM UTC
WHT_SLIP_IDIN25-169.pdf	IDIN25-169	-	-	2025-05	Canceled by customer	06/19/25, 01:46:42 AM UTC

Status Details

Your tax withholding slip was rejected for the following reasons:

- The e-Bupot Bukti Potong QR code cannot be verified.

You must fix all of the reasons listed in the external website to receive a new upload to upload a new replacement tax withholding slip for this invoice.

#### 2. PENOLAKAN TARIF

- a. Bukti Potong harus memiliki tarif PPh sebesar 2% agar dapat diterima oleh AWS Indonesia

Uploaded tax withholding slips (12+) Info

Cancel accepted slip View history Upload slip (9 invoice(s) without slip)

Filter

Slip file name	Invoice ID	Slip ID	Amount	Tax period	Status	Last updated time
WHT_SLIP_IDIN25-TC2.pdf	IDIN25-95	6003ABCD	IDR 16,833.00	2025-06	Rejected - error detected	07/23/25, 09:51:46 PM UTC
WHT_SLIP_IDIN25-165.pdf	IDIN25-255	6003ABCD	IDR 16,833.00	2025-06	Rejected - error detected	07/23/25, 09:41:27 PM UTC
WHT_SLIP_IDIN25-TC1.pdf	IDIN25-255	6003ABCD	IDR 16,833.00	2025-06	Rejected - error detected	07/23/25, 09:25:11 PM UTC
WHT_SLIP_IDIN25-165.pdf	IDIN25-222	6003ABCD	IDR 16,833.00	2025-06	Rejected - error detected	07/22/25, 11:38:29 PM UTC
WHT_SLIP_IDIN25-214.pdf	IDIN25-221	6003ABCD	IDR 16,833.00	2025-06	Rejected - error detected	07/22/25, 11:38:01 PM UTC
WHT_SLIP_IDIN25-179.pdf	IDIN25-272	-	-	2025-06	Rejected - error detected	07/22/25, 11:23:08 PM UTC
WHT_SLIP_IDIN25-TC2.pdf	IDIN25-118	6003ABCD	IDR 16,833.00	2025-06	Rejected - error detected	07/22/25, 08:01:02 PM UTC
WHT_SLIP_IDIN25-169.pdf	IDIN25-255	6002ABCD	IDR 16,833.00	2025-06	Rejected - error detected	07/09/25, 10:23:56 PM UTC
WHT_SLIP_IDIN25-169.pdf	IDIN25-169	3001ABCD	IDR 16,923.00	2025-05	Rejected - error detected	06/19/25, 08:38:39 PM UTC
WHT_SLIP_IDIN25-169.pdf	IDIN25-169	-	-	2025-05	Canceled by customer	06/19/25, 01:46:42 AM UTC

Status Details

Your tax withholding slip was rejected for the following reasons:

- A Bukti Potong must have a withholding tax rate of 2% to be accepted by AWS Indonesia.

You must fix all of the reasons listed in the external website to receive a new upload to upload a new replacement tax withholding slip for this invoice.



### **3. PENOLAKAN KARENA SUDAH DIGUNAKAN**

- a. Bukti Potong yang diunggah telah dikaitkan dengan Faktur AWS lain. Satu Bukti Potong hanya dapat dihubungkan dengan satu faktur AWS.

### **4. PENOLAKAN KARENA KETIDAKSESUAIAN NPWP PELANGGAN**

- a. NPWP pelanggan pada Bukti Potong harus sesuai dengan NPWP pelanggan yang tertera pada Faktur AWS.

### **5. PENOLAKAN KARENA PERIODE PAJAK TIDAK VALID**

- a. Bukti Potong diberikan setelah tanggal penerimaan. Bukti Potong harus diberikan dalam waktu 30 hari sejak tanggal jatuh tempo faktur asli.

### **6. PENOLAKAN KARENA KETIDAKSESUAIAN NPWP PENJUAL**

- a. ID penjual pada Bukti Potong harus sesuai dengan NPWP dalam faktur yang terkait.

### **7. PENOLAKAN KARENA KETIDAKSESUAIAN JUMLAH KOTOR**

- a. Jumlah bersih pada faktur yang terkait tidak boleh lebih kecil dari jumlah kotor yang tercantum pada Bukti Potong.

### **8. PENOLAKAN KARENA FAKTUR TIDAK VALID**

- a. Faktur yang terkait telah dibatalkan atau digantikan, dan tidak tersedia untuk proses unggah Bukti Potong.

## Withholding Tax (“WHT”) in Indonesia

This User Guide is applicable only for customers of PT Amazon Web Services Indonesia (“AWS Indonesia”) with AWS accounts located in Indonesia. You can refer to this [Tax Help - Account Location](#) for more information on how AWS determines the location of your account.

Customers with AWS accounts located in Indonesia are required to pay AWS Indonesia in full, without deducting or withholding of taxes, except if customers are able to provide AWS Indonesia with a valid Withholding Tax Slip (“WHT Slip” or “Bukti Potong”) within the specified timeline. This User Guide provides details for you to upload, cancel, and re-upload the WHT Slip in the [Tax Settings page](#) in your AWS Account. If you have more questions about WHT, please refer to [AWS Indonesia - FAQ page](#).

## How to Upload a WHT Slip

### **Step 1: Prepare Your WHT Slip**

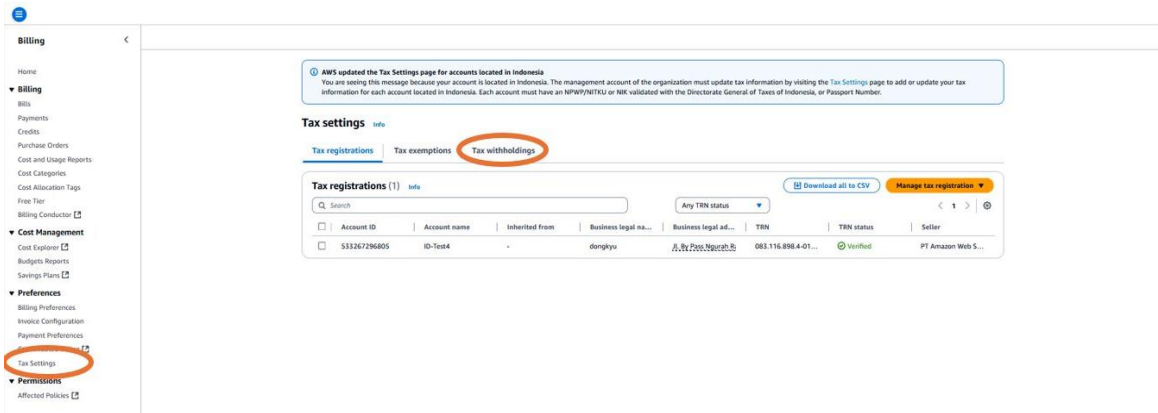
- Ensure you have your WHT Slip (in PDF format) that you obtained from Directorate General of Taxes (“DGT”) ready.

### **Step 2: Access Tax Settings**

- Log in to your [AWS account](#)
- Navigate to the [Tax Settings](#) page

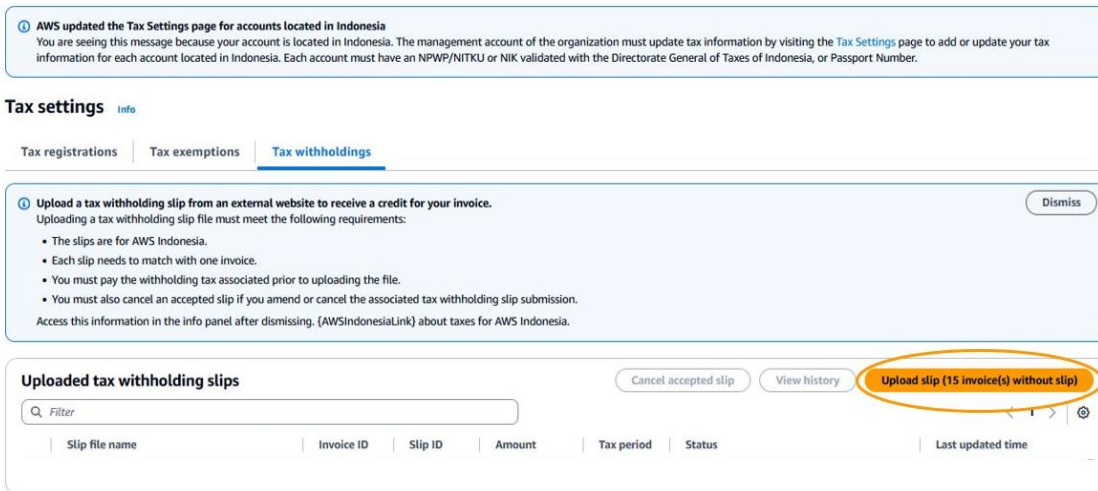


- Select "Tax Withholdings" from the available options



### Step 3: Initiate Upload Process

- Locate and click on "Upload Slip (X invoice(s) without slip)". Once clicked, you will see the list of available AWS Invoices which you can upload your WHT Slip to.



### Step 4: Upload WHT Slip

- Choose the AWS Invoice ID which you want to upload the WHT Slip to.
- Click on "Choose File" to open your file browser. A pop-up window will appear.
- Select the WHT Slip PDF you received from the DGT. Ensure the file is in .pdf format.



- Once a file is selected, you can see it under the "Tax withholding slip file upload". Review your selection to ensure accuracy.

#### Upload and assign tax withholding slips Info

Uploading a tax withholding slip file must meet the following requirements:

- The slips are for AWS Indonesia.
- Each slip needs to match with one invoice.
- You must pay the withholding tax associated prior to uploading the file.
- You must also cancel an accepted slip if you amend or cancel the associated tax withholding slip submission.

[\[AWSIndonesiaLink\]](#) about taxes for AWS Indonesia.

#### Upload the tax withholding slip Info

Tax withholding slip file upload

[Choose file](#)

200 MB maximum size per file. File types accepted: .pdf.

#### Assign the tax withholding slip to an invoice (15) Info

Find and filter by Invoice ID, status, etc.

Invoice ID	Tax period	Total	Charge type	Seller
<input checked="" type="radio"/> IDIN25-262	2025-06	IDR 931,811.00	Subscription	AWS Indonesia
<input type="radio"/> IDIN25-267	2025-06	IDR 0.00	Subscription	AWS Indonesia
<input type="radio"/> IDIN25-132	2025-06	IDR 955,698.00	Subscription	AWS Indonesia
<input type="radio"/> IDIN25-135	2025-06	IDR 852,826.00	Subscription	AWS Indonesia
<input type="radio"/> IDIN25-170	2025-06	IDR 847,048.00	Subscription	AWS Indonesia
<input type="radio"/> IDIN25-98	2025-06	IDR 1.00	Subscription	AWS Indonesia
<input type="radio"/> IDIN25-99	2025-06	IDR 963,588.00	Subscription	AWS Indonesia
<input type="radio"/> IDIN25-103	2025-06	-IDR 1.00	Subscription	AWS Indonesia
<input type="radio"/> IDIN25-44	2025-06	IDR 2,016.00	Subscription	AWS Indonesia
<input type="radio"/> IDIN25-53	2025-06	IDR 576,919.00	Usage	AWS Indonesia

[Cancel](#) [Submit](#)

- Click "Submit" to complete the upload. Once clicked, you will be directed back to the main page where you can see the "Uploaded tax withholding slips".

### Step 5: Track Submission Status

- After submission, the WHT Slip status will initially show as "Pending"
- Allow some time for processing
- The status will update to "Accepted" once verified

#### Tax settings Info

Tax registrations | Tax exemptions | **Tax withholdings**

**Upload a tax withholding slip from an external website to receive a credit for your invoice.**

Uploading a tax withholding slip file must meet the following requirements:

- The slips are for AWS Indonesia.
- Each slip needs to match with one invoice.
- You must pay the withholding tax associated prior to uploading the file.
- You must also cancel an accepted slip if you amend or cancel the associated tax withholding slip submission.

Access this information in the info panel after dismissing. [\[AWSIndonesiaLink\]](#) about taxes for AWS Indonesia.

[Dismiss](#)

#### Uploaded tax withholding slips (3) Info

[Cancel accepted slip](#) [View history](#) [Upload slip \(7 invoice\(s\) without slip\)](#)

Filter

Slip file name	Invoice ID	Slip ID	Amount	Tax period	Status	Last updated time
<a href="#">WHT_SLIP_IDIN25-164_Pamela (2).pdf</a>	IDIN25-308	-	-	2025-07	<span>Pending</span>	07/24/25, 06:47:56 PM UTC
<a href="#">verified.pdf</a>	IDIN25-171	SlipT4rk33lyJAIATJ	IDR 16,940.00	2025-05	<span>Accepted</span>	05/14/25, 08:02:18 PM UTC
<a href="#">verified.pdf</a>	IDIN25-78	SlipcuocT3kKsaCfC	IDR 16,831.00	2025-03	<span>Accepted</span>	04/30/25, 10:57:15 AM UTC



## How to Cancel Previously Uploaded WHT Slip

**Step 1: Please ensure you have canceled the original WHT Slip in DGT portal**

**Step 2: Initiate WHT Slip Cancellation in AWS account**

- Navigate to your “Uploaded tax withholding slips” section of the Tax Withholdings Page
- Locate and select the invoice with the WHT Slip you wish to cancel
- Click the "Cancel Accepted Slip" button

**Tax settings** [Info](#)

Tax registrations | Tax exemptions | **Tax withholdings**

**Upload a tax withholding slip from an external website to receive a credit for your invoice.** [Dismiss](#)

Uploading a tax withholding slip file must meet the following requirements:

- The slips are for AWS Indonesia.
- Each slip needs to match with one invoice.
- You must pay the withholding tax associated prior to uploading the file.
- You must also cancel an accepted slip if you amend or cancel the associated tax withholding slip submission.

Access this information in the info panel after dismissing. (AWSIndonesiaLink) about taxes for AWS Indonesia.

**Uploaded tax withholding slips (3)** [Info](#) [Cancel accepted slips](#) [View history](#) [Upload slip \(7 invoice\(s\) without slip\)](#)

Slip file name	Invoice ID	Slip ID	Amount	Tax period	Status	Last updated time
<input checked="" type="radio"/> WHT_SLIP_IDIN25-164_Pamela (2).pdf <a href="#">🔗</a>	IDIN25-308	6003ABCD	IDR 16,833.00	2025-06	Accepted	07/24/25, 07:03:06 PM UTC
<input type="radio"/> verified.pdf <a href="#">🔗</a>	IDIN25-171	SlipT4rk33lyJAIATJ	IDR 16,940.00	2025-05	Accepted	05/14/25, 08:02:18 PM UTC
<input type="radio"/> verified.pdf <a href="#">🔗</a>	IDIN25-78	SlipcuocT3kKsaCIfc	IDR 16,831.00	2025-03	Accepted	04/30/25, 10:57:15 AM UTC

**Step 3: Complete Cancellation Process**

- Check the certification box confirming that you have canceled/amended the original WHT Slip in DGT
- Click "Cancel Slip" to finalize the process

## How to Amend a Previously Uploaded WHT Slip

Step 1: Cancel the original WHT Slip in DGT portal

Step 2: Prepare amended WHT Slip in DGT portal

Step 3: Cancel the original WHT Slip Cancellation in AWS account

Step 4: Upload amended WHT Slip in AWS Tax Withholding Page

## Possible WHT Slip Upload Errors

### 1. QR CODE REJECTION

- a. The e-Bupot Bukti Potong QR code cannot be verified



Uploaded tax withholding slips (12+) Info Cancel accepted slip View history Upload slip (9 invoice(s) without slip)

Q Filter

Slip file name	Invoice ID	Slip ID	Amount	Tax period	Status	Last updated time
<a href="#">WHT_SLIP_IDIN25-TC2.pdf</a>	IDIN25-95	6003ABCD	IDR 16,833.00	2025-06	⊗ Rejected - error detected	07/23/25, 09:51:46 PM UTC
<a href="#">WHT_SLIP_IDIN25-165.pdf</a>	IDIN25-255	6003ABCD	IDR 16,833.00	2025-06	⊗ Rejected - error detected	07/23/25, 09:41:27 PM UTC
<a href="#">WHT_SLIP_IDIN25-TC1.pdf</a>	IDIN25-255	6003ABCD	IDR 16,833.00	2025-06	⊗ Rejected - error detected	07/23/25, 09:25:11 PM UTC
<a href="#">WHT_SLIP_IDIN25-165.pdf</a>	IDIN25-222	6003ABCD	IDR 16,833.00	2025-06	⊗ Rejected - error detected	07/22/25, 11:38:29 PM UTC
<a href="#">WHT_SLIP_IDIN25-214.pdf</a>	IDIN25-221	6003ABCD	IDR 16,833.00	2025-06	⊗ Rejected - error detected	07/22/25, 11:38:01 PM UTC
<a href="#">WHT_SLIP_IDIN25-179.pdf</a>	IDIN25-272	-	-	2025-06	⊗ Rejected - error detected	07/22/25, 11:23:08 PM UTC
<a href="#">WHT_SLIP_IDIN25-TC2.pdf</a>	IDIN25-118	6003ABCD	IDR 16,833.00	2025-06	⊗ Rejected - error detected	07/22/25, 08:01:02 PM UTC
<a href="#">WHT_SLIP_IDIN25-169.pdf</a>	IDIN25-255	6002ABCD	IDR 16,833.00	2025-06	⊗ Rejected - error detected	07/09/25, 10:23:56 PM UTC
<a href="#">WHT_SLIP_IDIN25-169.pdf</a>	IDIN25-169	3001ABCD	IDR 16,923.00	2025-05	⊗ Rejected - error detected	06/19/25, 08:38:39 PM UTC
<a href="#">WHT_SLIP_IDIN25-169.pdf</a>	IDIN25-169	-	-	2025-05	⊗ Canceled by customer	06/19/25, 01:46:42 AM UTC

**Status Details**

⚠ Your tax withholding slip was rejected for the following reasons:

- The e-Bupot Bukti Potong QR code cannot be verified.

You must fix all of the reasons listed in the external website to receive a new upload to upload a new replacement tax withholding slip for this invoice.

## 2. RATE REJECTION

- A Bukti Potong must have a withholding tax rate of 2% to be accepted by AWS Indonesia

Uploaded tax withholding slips (12+) Info Cancel accepted slip View history Upload slip (9 invoice(s) without slip)

Q Filter

Slip file name	Invoice ID	Slip ID	Amount	Tax period	Status	Last updated time
<a href="#">WHT_SLIP_IDIN25-TC2.pdf</a>	IDIN25-95	6003ABCD	IDR 16,833.00	2025-06	⊗ Rejected - error detected	07/23/25, 09:51:46 PM UTC
<a href="#">WHT_SLIP_IDIN25-165.pdf</a>	IDIN25-255	6003ABCD	IDR 16,833.00	2025-06	⊗ Rejected - error detected	07/23/25, 09:41:27 PM UTC
<a href="#">WHT_SLIP_IDIN25-TC1.pdf</a>	IDIN25-255	6003ABCD	IDR 16,833.00	2025-06	⊗ Rejected - error detected	07/23/25, 09:25:11 PM UTC
<a href="#">WHT_SLIP_IDIN25-165.pdf</a>	IDIN25-222	6003ABCD	IDR 16,833.00	2025-06	⊗ Rejected - error detected	07/22/25, 11:38:29 PM UTC
<a href="#">WHT_SLIP_IDIN25-214.pdf</a>	IDIN25-221	6003ABCD	IDR 16,833.00	2025-06	⊗ Rejected - error detected	07/22/25, 11:38:01 PM UTC
<a href="#">WHT_SLIP_IDIN25-179.pdf</a>	IDIN25-272	-	-	2025-06	⊗ Rejected - error detected	07/22/25, 11:23:08 PM UTC
<a href="#">WHT_SLIP_IDIN25-TC2.pdf</a>	IDIN25-118	6003ABCD	IDR 16,833.00	2025-06	⊗ Rejected - error detected	07/22/25, 08:01:02 PM UTC
<a href="#">WHT_SLIP_IDIN25-169.pdf</a>	IDIN25-255	6002ABCD	IDR 16,833.00	2025-06	⊗ Rejected - error detected	07/09/25, 10:23:56 PM UTC
<a href="#">WHT_SLIP_IDIN25-169.pdf</a>	IDIN25-169	3001ABCD	IDR 16,923.00	2025-05	⊗ Rejected - error detected	06/19/25, 08:38:39 PM UTC
<a href="#">WHT_SLIP_IDIN25-169.pdf</a>	IDIN25-169	-	-	2025-05	⊗ Canceled by customer	06/19/25, 01:46:42 AM UTC

**Status Details**

⚠ Your tax withholding slip was rejected for the following reasons:

- A Bukti Potong must have a withholding tax rate of 2% to be accepted by AWS Indonesia.

You must fix all of the reasons listed in the external website to receive a new upload to upload a new replacement tax withholding slip for this invoice.

## 3. ALREADY IN USE REJECTION

- The uploaded Bukti Potong has been linked to another AWS Invoice. A WHT Slip can be linked to only one AWS invoice.

## 4. MISMATCHED CUSTOMER TRN REJECTION

- The Bukti Potong customer's NPWP must match the customer NPWP displayed on the AWS Invoice.

## 5. INVALID TAX PERIOD REJECTION

- The Bukti Potong was provided after the acceptance date. The Bukti Potong must be provided within 30 days of the original invoice due date.

## 6. MISMATCHED MERCHANT TRN REJECTION

- The Bukti Potong merchant ID must match the NPWP on the linked invoice.



**7. MISMATCHED GROSS AMOUNT REJECTION**

- a. The net charges on a linked invoice cannot be less than the Bukti Potong gross amount.

**8. INVALID INVOICE REJECTION**

- a. The linked invoice has been canceled or replaced and is not available for a Bukti Potong upload.