AXIOPRAX FIXES · D7 · PAYOUTS & HOLDS

# Payout matching checklist

One row per payout. These are your sheet's columns, in order.

- ☐ **Payout date**
  Finance, Payouts (payouts are grouped by payout date)
- ☐ **Payout ID and status**
  Click the payout date, then the payout
- ☐ **Charges, refunds, adjustments, fees**
  Payout breakdown on the payout page
- ☐ **Reserved funds**
  Payout breakdown, or Finance, Payouts, Reserve
- ☐ **Payout amount and bank reference number**
  Payout page
- ☐ **Transactions CSV saved by payout ID**
  Export icon, Export payout transactions (emailed to you)
- ☐ **Bank deposit date and amount**
  Your bank statement, 1 to 3 business days after Deposited
- ☐ **Difference and matched tick**
  Payout amount minus bank amount should be zero

## If a deposit does not match

- Check Finance, Payouts, Pending: amounts and dates there are estimates.
- Look for a refund, chargeback or adjustment in the payout breakdown.
- Status Deposited but nothing in the bank after 3 business days: give your bank the bank reference number.
- Status Failed: follow the prompts in your admin and check your bank details.
- Monthly: Finance, Documents, Shopify Payments activity report.

Sources: Shopify Help Center pages listed on the fix page (checked Oct 2026). Full fix: axioprax.com/fixes/match-shopify-payouts-to-bank-deposits