AXIOPRAX FIXES · D22 · PAYOUTS & HOLDS

Shopify Payments reserve checklist

See what is held, note the terms, and know what happens on the expiry date.

- ☐ **See the amount in reserve**
  Finance > Payouts > Reserve
- ☐ **Find the reserve terms email**
  Your Shopify email inbox and spam
- ☐ **Confirm the store owner email**
  Settings > Users and permissions > Store owner
- ☐ **Note the type, period, expiry date and appeal deadline**
  Reserve terms email
- ☐ **Export reserve transactions**
  Finance > Payouts > Reserve > Export reserve transactions
- ☐ **Check Reserved funds in each payout**
  Finance > Payouts > payout date > payout
- ☐ **Review reserves over the month**
  Finance > Documents > Shopify Payments activity report > Reserves & Holds

On the expiry date

- Shopify reviews the reserve first: it can be lifted, kept, reduced or increased.
- Released funds join upcoming payouts and might take several business days.
- To appeal, reply to the reserve email within its timeframe.
- Reserve gone? Filter View transactions by Reserved Funds.

Sources: Shopify Help Center pages listed on the fix page (checked Nov 2026). Full fix: axioprax.com/fixes/payments-reserve-release-shopify