AXIOPRAX FIXES · D2 · PAYOUTS & HOLDS

Shopify payout on hold: what to prepare

Work through this as the store owner before you reply to Shopify.

- ☐ **Read the hold or reserve notice in full**
  Merchant Alerts in your admin, and the store owner's email (check spam)
- ☐ **Confirm who the store owner is**
  Settings > Users and permissions
- ☐ **Check Pending and Reserve balances**
  Finance > Payout balance > View payouts
- ☐ **Export reserve transactions**
  Finance > Payouts > Reserve > export icon > Export reserve transactions
- ☐ **Match bank details and legal business details**
  Your admin vs your bank, and Shopify's requirements page for your country
- ☐ **Save order records for any named orders**
  Receipt, carrier, tracking number, delivery status, proof of delivery, customer emails
- ☐ **Reply directly to Shopify's email**
  Send only what it asks for. High-value goods: complete the review in admin before the required date

If it happens again

- Fulfil orders within the timeframes you promise.
- Keep product descriptions and business claims accurate.
- Answer customer disputes quickly.
- Remember: Shopify decides on every hold and reserve. No step guarantees a release.

Sources: Shopify Help Center pages listed on the fix page (checked Oct 2026). Full fix: axioprax.com/fixes/shopify-payout-on-hold-what-to-prepare