

# How to tackle questions about your payout



So you've listed your items correctly, made successful sales and received your Stripe payout. But what if the payout seems a little different from what you expected? Here are a couple of things you can do to verify these numbers.



## Review your order and return details

Your weekly Financial Reconciliation Report is a primary way to keep track of your sales. By downloading this report, you can see itemized details for all of your orders and returns. This makes it easier to look back and make sure your payout is accurate. There's also a notes column within the report that may contain additional details about the specific order payout.

## Here are a few things to remember:



- Orders shipped by 2 pm CST the Thursday before a payout should be reflected the following Tuesday.  
Orders after the cutoff may take another week to be paid.

All returns processed before Thursday at 2 pm CST are deducted from the following Tuesday's payout.



- Guests receive free shipping when using a RedCard or spending over \$35, and no shipping charges will be paid to you for these orders.

All orders paid with a RedCard receive a 5% discount, which will be deducted from the unit price of each item.



- If your account has more returns than sales in a given week, your Stripe account balance will remain negative and Target will hold future sales funds until the balance is positive again. We do not pull back funds from your bank account to cover the negative balance.

# Double-check your shipment information

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As you know, we keep track of your shipment via the tracking information you provide to your integrator partner or via direct API integration. To make sure there are no errors on this front, it's best to double check that your information is logged in successfully and that it's accurate. Remember to verify and re-verify that:



You're using an approved Target Plus carrier method



The carrier method and SCAC code you've sent are correct



Your tracking number is correctly formatted and valid for the carrier you chose

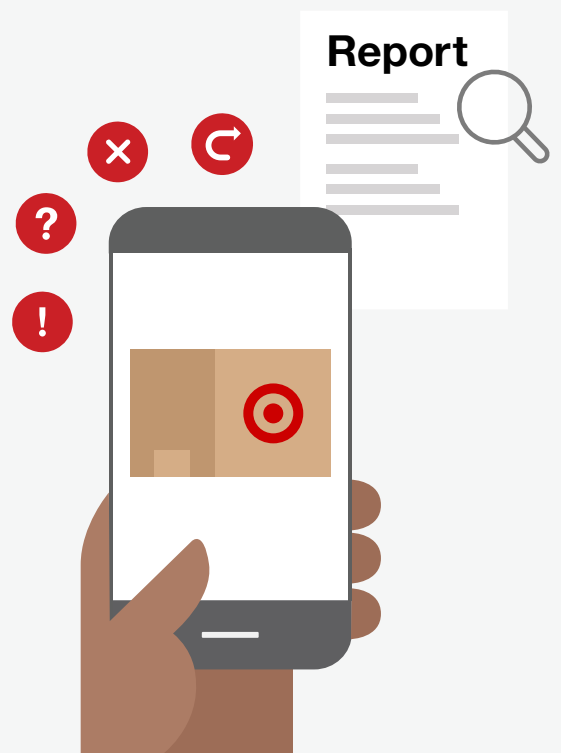
If your shipment information isn't correct, the order may remain in an unshipped status in the Marketplace Portal despite having been shipped on time. This is important because orders will not be paid out until they are shipped and marked as such.

## Report your missing, damaged, or fraudulent returns

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We actively work to make sure all return deductions are transparent and fair. So if you notice that a return was deducted but you haven't received the item, or you did receive it but it was damaged, or maybe a wrong item was returned, make sure you report the issue by opening a case in the Marketplace Portal. Check out our additional help content for details of our return dispute policy.

Once you've submitted return disputes and our Support team approves them, they will be paid back within 14 days and appear as an additional line item in your regular weekly payout.



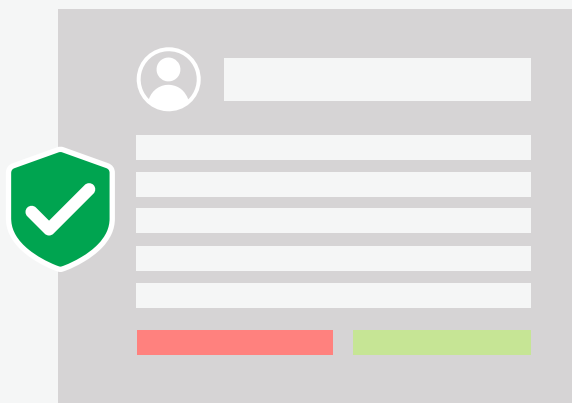
# Check your Stripe account authorization

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As you know, Stripe is the third-party payment processing system used for all Target Plus payouts. You can access it via the Marketplace Portal.

After you activate Stripe for the first time, monitor your account so all necessary business information is up to date—things like tax IDs, admin users, business addresses and bank info often change. Log in to Stripe via the Marketplace Portal Finances tab to ensure all data is correctly synced between Stripe, Target and your systems.

We care about your security, which is why we can't access or update your Stripe account. If you need help accessing or updating your info, you can contact [support@stripe.com](mailto:support@stripe.com).



# Keep an eye on your Marketplace Portal Account and inbox

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If we happen to learn of issues that might impact your payouts – like Stripe system issues or delays in shipment processing – we'll let you know via a **Marketplace Portal banner message** or a **direct email**.

While these issues are rare, our goal is to always keep you informed. So be sure to watch out for these important communications.



*Hope this troubleshooting checklist helps! If you need further assistance accessing Financial Reconciliation Reports, shipment information, or other Marketplace Portal questions, you can create a case within the Marketplace Portal.*