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The Payout Reconciler

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The matching prompt, the reconcile sheet, a support-ticket template — and the free fees calculator to check what each order should have cost you.

Why this matters

A payout is a net number: sales, minus fees, minus shipping adjustments, minus returns, minus voucher costs, plus the odd correction. If one line is wrong, the total still looks plausible. So nobody notices.

Reconciling isn't checking that money arrived. It's checking that the **right** money arrived — order by order.

Before you start: get the dates right

A payout usually covers orders **released** in a period (after delivery and the platform's own hold rules), not orders **placed** in it. Match order dates to payout dates and half your "missing" orders are just in next period's payout.

Check your platform's seller centre for its release rules before your first reconcile. Then always export both lists for the same release period.

The method — once a month, about 30 minutes

1. **Export** the platform's income or payout report for the period.
2. **Export** your own order list for the same period.
3. **Match** on order ID.
4. **Sort the gaps** into three buckets: returned, adjusted, missing.
5. **Chase only the missing** — with order IDs ready.

Your own order book is the source of truth. The payout is the thing being checked.

The matching prompt

For when you'd rather paste than use the sheet:

> Here are two lists for the same release period.
>
> List 1 — my shipped orders: order ID, order date, status, expected net amount.
> List 2 — the platform income report: order ID, payout date, amount received.
> (An order may appear on several lines in list 2 — add them up per order.)
>
> Match them on order ID. Give me four lists:
> 1. Paid correctly (within RM[tolerance] of expected)
> 2. Paid a different amount — show expected, received, and the difference
> 3. Marked returned in my list — show what was received, if anything
> 4. In my list but not in the income report at all
>
> Then totals for each list.
>
> Don't guess reasons for any difference. Just list them.
>
> List 1:
> [paste]
>
> List 2:
> [paste]

"Don't guess reasons" matters. You want the gaps, not a story about them.

Anonymise first: order IDs and amounts are fine; buyer names and addresses don't need to go anywhere near this.

The reconcile sheet

`payout-reconcile.xlsx` — download from the pack page, open in Excel or Google Sheets (File → Import).

- **My orders**: paste your order list. Status dropdown: Shipped / Returned / Cancelled.
- **Payout report**: paste the platform's report as-is. Multiple lines per order are fine — they're summed.
- Every order is sorted into **OK, Returned, Adjusted or Missing**.
- **Summary** gives counts and amounts per bucket, and how many orders to raise.
- Tolerance (default RM1.00) stops rounding noise showing as "Adjusted". It's your choice — set it to 0 to see every sen.

What "expected" should be — the fees calculator

The sheet needs an **expected net** per order: what you should have received after the platform's cut. Guessing this is where most reconciles fall apart.

Use the free **Marketplace Fees Calculator** we built at Beaming Bulb:

https://beamingbulb.co/marketplace-fees-calculator/

It works out commission and service fees per order for Shopee, Lazada and TikTok Shop. Run it once per product (or price point) and you have the expected net for every order of that product.

What it covers, and what it doesn't:

- **Covers:** the platform's commission and service fees.
- **Doesn't cover:** vouchers you funded, ad spend, shipping adjustments, campaign-specific fees you opted into. If you ran any of those in the period, expect differences — and check them before calling an order "wrong".

Fee structures change. Check the calculator's rates against your own seller centre if a whole batch of orders looks off by the same amount.

The three buckets

BUCKET	WHAT IT MEANS	WHAT TO DO
Returned	You marked it returned	Check the refund matches your return policy. No ticket.
Adjusted	Paid, but not what you expected	Compare with the fees calculator and any vouchers or shipping lines. Raise only what you can't explain.
Missing	Shipped, no payment line at all	Check next period first. Still missing → support ticket.

The first two explain most gaps. The third is the one worth an email.

Support-ticket template

Subject: Missing payout for [number] orders — [release period]

Hi Seller Support,

The following shipped and delivered orders do not appear in my income report for [start date] – [end date]:

Order ID	Order date	Delivered date	Expected amount (RM)
[ID]	[date]	[date]	[amount]
[ID]	[date]	[date]	[amount]

Total expected: RM[total]

I've checked the following period's report and they don't appear there either. Could you confirm the payout status of these orders?

Thank you,
[Shop name] — [Shop ID]

Keep it to the facts. One ticket per period, all order IDs in one table. It gets answered faster than one ticket per order.

Pairs with Day 29

Reconcile tells you what came in. The Day 29 cash forecast tells you what's coming. The real delay you measure here — order date to money in bank — is the number the cash forecast needs.

Questions? Email hello@jjwong.ai — I read them all. More at @jjwong.ai — one AI play for SEA sellers, daily.