

Shopify Payments Evidence Checklist

Before You Respond to a Shopify Payments Hold

Use this checklist to organise evidence that may be relevant to a Shopify Payments review. You do not necessarily need every item. Start with Shopify's specific request and prioritise the records that directly address what Shopify is asking you to verify.

The goal is not to submit the most documents. The goal is to submit the right evidence, organised around a clear and consistent explanation.

01 Business Identity

- ☐ Business registration documents
- ☐ Certificate of formation or incorporation
- ☐ Business license, if applicable
- ☐ DBA or fictitious-name registration, if applicable
- ☐ Tax identification documentation
- ☐ Government-issued identification, if requested
- ☐ Ownership or beneficial-owner information, if requested
- ☐ Proof of business address
- ☐ Business bank statement

Check for consistency

- ☐ Business name is consistent, or differences are explained
- ☐ Business address is consistent, or differences are explained
- ☐ Shopify account information matches the supporting records
- ☐ The legal entity operating the business is clear

02 What You Sell

- ☐ Website homepage and product or service pages
- ☐ Product descriptions and pricing
- ☐ Customer order records and invoices
- ☐ Shipping policy, refund/return policy, terms and conditions
- ☐ Subscription disclosures, if applicable
- ☐ Contact information

Products or services shown on the website should match actual transactions, and the business model should be explainable simply. The website should not make claims that contradict the evidence.

03 Suppliers and Inventory

For physical-product businesses:

- ☐ Supplier invoices and purchase orders
- ☐ Wholesale account records or distributor agreements
- ☐ Reseller authorisation
- ☐ Inventory receipts
- ☐ Import/customs records, if applicable
- ☐ Fulfilment-provider or warehouse records

Supplier names should be identifiable, invoice dates should make sense relative to customer orders, and quantities should be reasonably explainable against what was sold.

04 Order Fulfilment

- ☐ Order confirmations and fulfilment records
- ☐ Shipping confirmations and tracking numbers
- ☐ Carrier records and proof of delivery
- ☐ Third-party fulfilment records, if applicable
- ☐ Service-completion records for service businesses

Order dates, fulfilment dates, and tracking information should correspond to the correct customer and order, and any delays or unusual events should be explainable.

05 Refunds, Returns, and Chargebacks

- ☐ Refund and return records
- ☐ Chargeback records and customer communications
- ☐ Relevant policies
- ☐ Evidence supporting the original transaction and any resolution

For each disputed transaction

- ☐ Identify the order, transaction date, and product/service
- ☐ Document fulfilment and delivery, where applicable
- ☐ Document any refund and include relevant customer communications
- ☐ Explain any unusual circumstances

06 Transaction Activity

If sales or transaction activity changed significantly, document when it occurred, what changed, and why: product launches, advertising campaigns, seasonal activity, large orders, a new supplier, a new market, or a change in average order value.

For each important explanation, there should be supporting evidence, and the explanation should match the transaction data without contradicting the website or customer-facing information.

07 Shopify Payments and Account History

- ☐ Shopify Payments activation and onboarding information
- ☐ Previous review, verification, or hold history
- ☐ Significant changes to the account, ownership, or products
- ☐ Relevant Shopify communications and previous responses submitted

Major changes should be explainable, and previous statements should be consistent with the current explanation. Identify any material discrepancies before responding.

08 Customer and Business Operations

Where relevant, document how the business actually operates: customer support, order processing, fulfilment process, warehouse or inventory process, and any third-party arrangements.

Could someone unfamiliar with the business understand how a customer goes from purchase to fulfilment? If not, the evidence package may need a clearer explanation.

09 Financial Records

If requested or relevant: business bank statements, profit-and-loss statement, sales reports, accounting records, and payment processor statements.

Do not include financial records simply because they exist. Include them when they help establish a relevant fact or address a specific request.

10 Transaction-Level Reconciliation

For important or unusual transactions, confirm you can connect the complete chain: Customer → Order → Payment → Product/Service → Fulfilment → Delivery → Refund/Dispute.

11 Consistency Review

Before submitting, review the entire package. Business names and addresses match, or differences are explained. Product descriptions, prices, and website information match actual activity. Order, shipping, fulfilment, and refund records are consistent. The written explanation matches the evidence, and no part of it contradicts another part.

12 Evidence Index

Before submitting a large evidence package, create a simple index so a reviewer can see what each document establishes.

Evidence	What it establishes	Period
Business registration	Business identity	Current
Supplier invoices	Product sourcing	Relevant range

Order records	Customer transactions	Relevant range
Tracking records	Fulfilment	Relevant range
Bank statement	Business/payment activity	Relevant range

13 Final Evidence Test

For every major claim in your response, ask what evidence supports it, and whether someone unfamiliar with your business would understand why that evidence supports the claim.

Do not alter documents, manufacture evidence, submit contradictory explanations, hide material discrepancies, or submit irrelevant documents simply to increase volume. A smaller, coherent evidence package is generally more useful than a large collection of unrelated documents.

Does this evidence package tell one clear, truthful, and internally consistent story about the business?

If yes, you are in a much better position to explain the facts of the business. If no, identify the inconsistency before submitting.

Want Casiflo to organise the evidence for you?

Free Evidence Readiness Check: casiflo.com/shopify-evidence-check · Case Preparation, \$149: casiflo.com/#pricing

This checklist is for general information and preparation. It does not guarantee that Shopify will release funds or change a decision.