



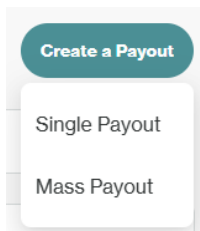
ECOMMERCE

How to Send a Mass Payout

A Mass Payout enables you to make payouts to multiple beneficiaries in one convenient place, rather than having to create multiple manual payouts.

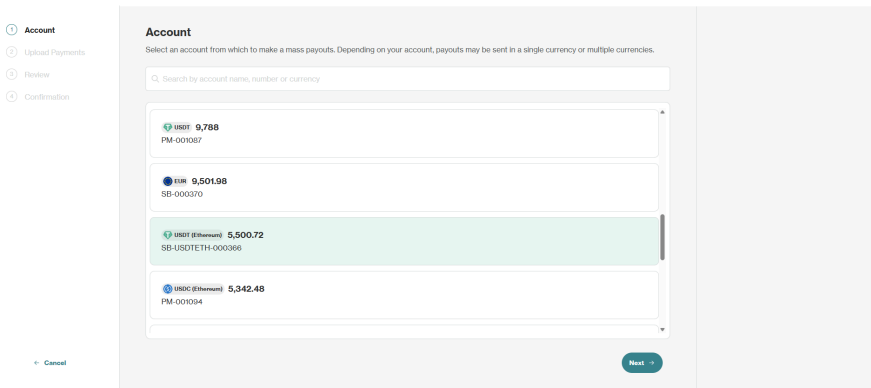
Initiating a Mass Payout

1. From the left-hand navigation menu, go to **eCommerce** → **Pay Outs**.
2. Click **Create Payout** → **Mass Payout**.

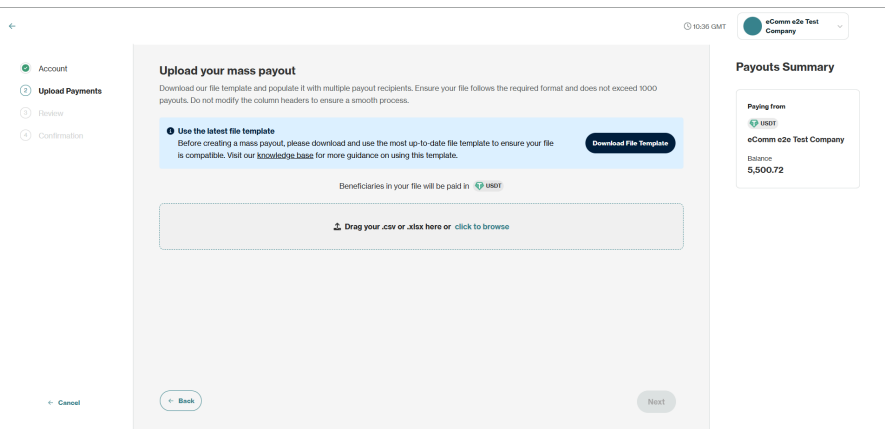


3. Select the funding account/PMID and click **next**.
- Note: Auto-conversion is only available for fiat PMIDs. If using a crypto PMID, all payouts must match the PMID's

currency (and network for USDT/USDC).



4. Download the CSV template specific to your selected PMID. Headers must remain unchanged or the file will be rejected.



5. Open the template in your chosen software and fill out the template according to the guidance in [filling your template](#).

	A	B	C	D	E	F	G	H	I	J	K
1	Amount	Description	Currency	Network	BeneficiaryType	BusinessRegisteredName	IndividualFirstName	IndividualLastName	WalletAddress	CompanyRegistrationNumber	DateOfBirth
2	100	Vendor Payment	USDT	ETH	B	Finance Tech Corp			0xA8457065C7...	987654321	
3	45	Consulting Fee	USDT	ETH	I		David	Lopez	0xA8457065C7...		22/03/1995
4	15	Test Transfer	USDT	ETH	I		Emma	Stone	0xA8457065C7...		13/04/2001

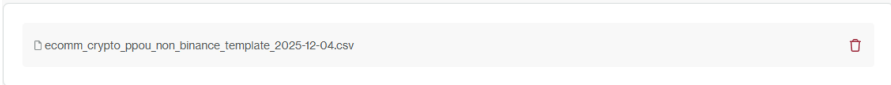
An example of 3 valid payouts in the Crypto PPOU PMID template

A	B	C	D	E	F	G	H	I	J	K	
1	Amount	Description	Currency	Network	BeneficiaryType	BusinessRegisteredName	IndividualFirstName	IndividualLastName	WalletAddress	CompanyRegistrationNumber	DateOfBirth
2	100	Vendor Payment	USDT	ETH	B	Finance Tech Corp			0x48457065C7		987654321
3	45	Consulting Fee	USDT	ETH	I		David		0x48457065C7		22/03/1995
4	13	Test Transfer	USDT	ETH	I		Emma	Stone	0x48457065C7		13 April

An example of invalid payouts in the Crypto PPOU PMID template (Row 3 - Missing IndividualLastName, Row 4 - Invalid DateOfBirth)

6. Save as .csv or .xlsx and upload to the Client Portal.

Uploaded files



- Any critical errors will appear at this point:
 - Invalid Balance:** Insufficient account balance. Delete payouts from your file and reupload to reduce the total or select an account with more funds.
 - Too Many Payouts:** Maximum 1,000 payouts per file. Split your data into multiple files if needed.
 - Invalid Input in Amount Field:** Use only alphanumeric characters and separators (. ,). Remove symbols like currency signs (\$).

7. Click **next** to proceed to the **review screen**.

8. Click individual payments to inspect specific errors. Correct your file and reupload if necessary.

Review payouts

To make adjustments to the payouts, you will need to re-upload the file in the previous step or create a single payout.

2 transactions requires attention before payouts can be processed

Check the highlighted transactions below for errors to resolve and reupload the file.

Search for a payment

2	USDT (Ethereum)	100	Finance Tech Corp	0x48457065C7	Wallet Address
3	USDT (Ethereum)	45	David	0x48457065C7	Wallet Address
4	USDT (Ethereum)	13	Emma Stone	0x48457065C7	Wallet Address

← Cancel **Back** Fix errors to proceed

Payouts Summary

Payout Currency: USDT (Ethereum)

Number of payments: 3

Paying from: USDT (Ethereum) eComm e2e Test Company

Balance: 5,500.72

The uploaded file has errors in Row 3 and Row 4

Transaction details - Row 3

Make amendments to the highlighted fields in your file
1 validation error found. Hover over the highlighted fields to see error details.

Beneficiary type
Individual

First name
David

Last name
Empty
Last name is required for individual recipients

Business name
Empty

Date of birth
22/03/1995

Close

Transaction details - Row 4

Make amendments to the highlighted fields in your file
1 validation error found. Hover over the highlighted fields to see error details.

Beneficiary type
Individual

First name
Emma

Last name
Stone

Business name
Empty

Date of birth
13 April
Date of birth must be in the format DD/MM/YYYY

Close

- To fix the error, you will need to edit your file accordingly and reupload it on the **upload** page. For more guidance, refer to [filling_your_template](#).

9. Once error-free, click **next** to proceed to the **confirmation** page - review the total amount and any applicable fees.

10. Click **Confirm Mass Payout**.

Account

Upload Payments

Review

Confirmation

Confirm payouts

Verify that the total amount and number of payments is correct. Based on your transaction approval settings, these payments may require approval before processing. Payouts to new beneficiaries may take longer than usual.

Sending 3 payments

USD\$ (Estimated) 158

* Additional fees will be calculated and settled after your mass payout submission is processed.

From

eComm eCo Test Company
SB-USDTET1+000366

Current balance
USD\$ 6500.72

Balance after payment
USD\$ 6342.72

Execution Date: 04/12/2025

Cancel

Back

Confirm Mass Payment

Viewing a Mass Payout

Once a Mass Payout has been submitted, the individual payouts proceed to **eCommerce → Pay Outs → Payments Generating** tab. Payouts in this table are being requested in the Orbital system, and once they have been successfully created they move to the **eCommerce → Pay Outs → All Payouts** tab, where they will follow the process of a regular payout (including the [regular statuses](#)).

If you click onto a payout, you will find its BatchID, which identifies the Mass Payout it is a part of. You can use this BatchID to search for all payments from that batch.

All Payouts Payouts Generating						
Execution Date	External ID	Receiving address	Transaction Hash	Source Currency Amount	Target Currency Amount	Status
04/12/2025	6aa4da9c-5785-445...	OxA845706f3C761Ea...		USD 13,000...	USD 13,000,000	Awaiting Approval
04/12/2025	abca7a3e-4981-45bb...	OxA845706f3C761Ea...		USD 45,00...	USD 45,000,000	Awaiting Approval
04/12/2025	624065d8-7bc5-497...	OxA845706f3C761Ea...		USD 100,00...	USD 100,000,000	Awaiting Approval

Approving a Mass Payout

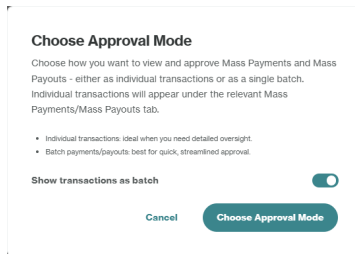
If you have approval rules enabled for eCommerce payouts, an eCommerce Mass Payout will join the approval queue. There are two options for how to approve a Mass Payout:

- **Batch Approval Mode:** A Mass Payout will appear as a single 'batch' in the approval queue and you will approve the entire batch as a single action.
- **Individual Approval Mode:** Each individual payout within the Mass Payout will appear in the approval queue. You will approve/reject each individual payout separately.

If you do not have approval rules enabled for eCommerce payouts, any Mass Payout will not be held for approval and will proceed like a regular eCommerce payout.

Selecting your Approval Mode

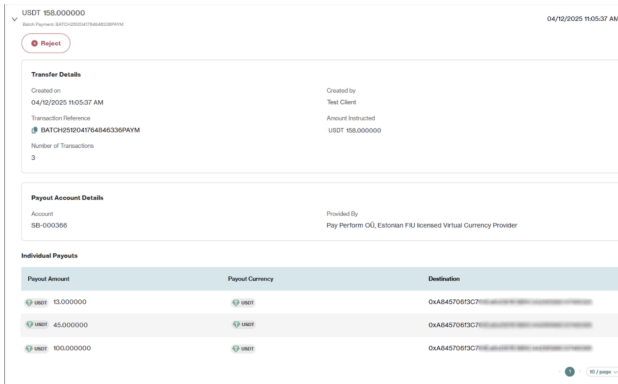
1. Navigate to **Approval Queue → Mass Payouts** tab.
2. Select 'Choose Approval Mode' button and toggle Batch Approval Mode on/off.



Note: You will not be able to change the Approval Mode while there are payouts pending in the Approval Queue - ensure you have selected the correct Approval Mode for your business before you make any Mass Payouts.

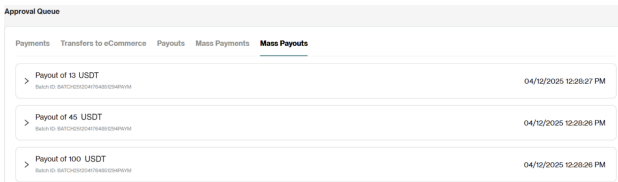
Approving a Mass Payout using Batch Approval Mode

A Mass Payout will appear in the **Approval Queue** under the **Mass Payouts** tab. Review the total amount instructed, creator of the Mass Payout, individual transactions, and **Batch ID**. If you **approve** the Mass Payout, all individual payouts within the batch will proceed to processing. Due to the instantaneous nature of **crypto payouts**, it is virtually impossible to stop or cancel a transaction once the process has started. **Please verify carefully before approving.**



Approving a Mass Payout using Individual Approval Mode

All individual payouts from the Mass Payout will appear in the **Approval Queue** under the **Mass Payouts** tab. Follow the [regular approval process](#) to approve or reject each payout from the Mass Payout.



Reporting

Individual payouts from a Mass Payout are visible in your reports (see the [Reporting section](#) for instructions on how to generate an eCommerce report). Look for the dedicated **BatchID** field. You can use this unique ID to filter and reconcile all payments associated with a specific Mass Payout, including each individual payout's status.

Filling your template

! Ensure you download a new Mass Payout template every time you initiate a Mass Payout, as the precise data required is dependent on the PMID/account used to fund the transaction.

Refer to the below guidance on the **formatting and requirements** of the fields for either a **crypto PMID** or **fiat PMID** template, but if in doubt, check your template to see which fields are present.

>  Fiat PMID Template

>  Crypto PMID Template

>  Binance Pay Template

Errors

Invalid Format: In most cases, the error will notify you of the supported format, so you can edit the payout in your file and reupload. You can also refer to the [template guides](#) to check the valid format for each field.

Missing Data: If you have missed a mandatory data field for a payout, you will see an error in the Review page when you click into the flagged payout. You will need to return to your file and add this data before reuploading.

Data is not required for Business/Individual beneficiary:

Payouts are flagged if they contain fields that do not match the selected Beneficiary Type. Return to your file to validate whether the Beneficiary Type is correct and ensure the correct information has been added for either a Business or Individual.

FAQs

> ⓘ Why does a payout from a Mass Payout have a failed status?

> ⓘ Why does this field have an error displaying for my input?

> ⓘ Why is my Mass Payout not in the approval queue yet?

> ⓘ Why can I not payout in this currency?

> ⓘ Can I cancel my Mass Payout?

 Updated 3 months ago

[← How to Send a Single Manual Payout](#)

[How to View Payout Transaction Summary →](#)

Did this page help you?  **Yes**  **No**