LULU STEP-BY-STEP GUIDE

Sell packages, deliver on time, get paid

For onboarding partners: send offers to merchants, deliver on time, handle revisions and extensions, and track what you've earned — including how and when the platform pays you by bank transfer.

For: Onboarding partners · About 9 minutes · 9 steps · Updated November 20, 2026

Before you start You need an active partner account. Bank details for payouts are stored encrypted and require your current password to change. Money only moves for live (non-test) orders — a test order (paid with a test or sandbox card) is flagged and never counted in your earnings or paid out.

Steps at a glance

1. Send an offer
2. Deliver the work
3. Ask for more time if you need it
4. Handle a revision request
5. Check your earnings
6. Add your payout bank details
7. How and when you're paid
8. Advances and clawbacks, in plain words
9. Never take payment off-platform

STEP 1

Send an offer

From a conversation with a merchant, click "Send an offer". Base it on one of your active packages (you can only discount its price, as an amount or a percentage) or choose "Custom offer" to set your own price and currency. Set the delivery time (1–90 days), the number of included revisions (0–10), and how long the offer stays open (1–30 days). "Save draft" keeps it private to you; "Send offer" puts it in front of the merchant. Sending a new offer automatically supersedes any other offer you'd sent this merchant for the same request.

- The delivery clock starts when the merchant pays, not when you send the offer.
- The platform sets a minimum offer price — you'll see a validation message if you go below it.
- You can keep up to 5 drafts per conversation.

STEP 2

Deliver the work

Once an order is paid, work from the merchant's brief in the conversation. When you're done, open the order and use the delivery form: write a note describing what you delivered, and add up to 5 links. Click "Mark delivered" (or "Deliver revision" if this follows a revision request). The merchant is notified and their review window opens — if they don't act, the order accepts itself automatically after 7 days.

- If you deliver after the due date, the order still records it as "Delivered late", but delivering is always possible.

STEP 3

Ask for more time if you need it

You can request one extension per order. On the order's action bar, click "Request extension", propose a new delivery date and explain why. The merchant decides — the original due date keeps counting down (and can still go late) until they approve or decline. You can't ask for a second extension on the same order.

STEP 4

Handle a revision request

If the merchant asks for a revision, the order moves to "In revision" and their note appears at the top of the order page. Make the change and deliver again the same way as your first delivery — the revision count on the order goes down by one each time. Once all revisions are used, the merchant can only accept the delivery or dispute it; they can no longer request another revision.

STEP 5

Check your earnings

Open Partners → Earnings for a breakdown by currency: what's Held (delivered but not yet accepted), Due to you (accepted and waiting for a payout), what's already In an open payout, and what's been Paid out to date. If you owe the platform money — for example a clawback from a refund after you were already paid — it shows as Outstanding debt, which the next payout automatically deducts.

- Test orders are listed separately, with no totals — they're never paid out.
- Commission is taken from the price the merchant actually pays, after any refund, and is fixed at the rate in effect when the order was approved — it never changes on an existing order even if the platform's rate changes later.

STEP 6

Add your payout bank details

On the Earnings page, click "Add bank details" (or "Change details" if you've already added them). Enter your bank name, account holder name, account number, and optionally the branch and SWIFT/BIC code, plus your country. Confirm with your current password — this is required every time these details change, and you'll get an email confirming the change. Your details are stored encrypted; nobody can see them again except the platform administrator actively transferring you a payout, and only for as long as that transfer is in progress.

- If you see "Bank details can't be saved right now", the platform hasn't finished setting up secure storage for them yet — contact support.

STEP 7

How and when you're paid

The platform doesn't pay you automatically the moment an order is accepted — a platform administrator prepares a payout covering everything you're due in one currency, approves it, and then sends the bank transfer themselves, recording the reference once it's done. This can take a little while, especially for your first payout. You'll see the amount move from "Due to you" to "In an open payout", then to "Paid out" once the transfer is recorded.

- A payout nets out any open clawbacks or advances against what's due, so what actually gets transferred can be less than your raw "Due to you" total.

STEP 8

Advances and clawbacks, in plain words

A clawback happens when a merchant is refunded for an order after you'd already been paid for it — the amount is taken from your next payout rather than asked back directly. An advance is money the platform already sent you outside a normal payout (for example, evidence of a bank transfer that arrived after a payout was canceled) — it's netted the same way against what you're due next. Either can be waived by a platform administrator, which means the platform absorbs it and you keep the money; you'll see this reflected as your debt going away.

STEP 9

Never take payment off-platform

Always send offers and get paid through the platform. Don't ask a merchant for bank details, a payment link, or to pay you directly — messages that look like they're steering payment off-platform show a warning, and off-platform payments have no escrow, refund or dispute protection for either side.

Check your work

- A sent offer appears in the merchant's conversation with delivery days, revisions and price.
- Marking an order delivered notifies the merchant and starts their review window.
- The Earnings page shows the order's amount under Held right after you deliver, then Due to you once accepted.
- Payout bank details are saved and show under Payout bank details with a "Last changed" date.
- A paid-out order shows a payout date on its order page under Price and payout.

Troubleshooting

I can't send an offer below a certain price.

The platform sets a minimum offer price (shown in the validation message). Raise your price to at least that amount, or ask the merchant to consider a different package.

My extension request is still pending after a long time.

Extensions are decided by the merchant, not automatically. The order's original due date keeps running (and can go late) until they approve or decline — message them if it's urgent.

An order shows in Test orders and isn't counted anywhere else.

That order was paid with a test or sandbox card. Test orders run through the same order page but never generate real earnings or a real payout.

I can't save my payout bank details.

Check that you entered your current account password correctly. If the page says bank details can't be saved right now, the platform's secure storage for them isn't set up yet — contact support.

My earnings show a debt I don't understand.

It's most likely a clawback from a refund on an order you were already paid for, or an advance recorded against you. Check the order's Price and payout section, or ask support to explain a specific entry.

Need a hand? Contact support at https://lulu.us.com/contact. Screenshots use demonstration accounts; personal details were replaced.