Start with the complete workflow

Company = Buyer; Partner = Seller. This is a user guide, not your signed agreement.

Apply, interview and select

The company contacts applicants directly to arrange the interview, time zone and format, then selects a partner. Same-country parties arrange their own contracts and payments. The following escrow steps apply to cross-border monthly service contracts.

Accounts and verification → signatures → agreement and funding

Each party prepares an Escrow.com account using their contract email and completes required verification. After the company signs, the partner signs in Made It. Agree on Escrow.com, provide requested documents and fund the transaction. External prompts may appear in a different order.

ACTIVE → monthly delivery → receipt and inspection → payout

Start work after both signatures and verified funding. Each month, the partner hands over the work and records delivery; the company receives and inspects it. Escrow.com processes payout, followed by bank arrival. A month passing does not trigger automatic payroll.

Both parties: prepare verified accounts

Made It registration, login and signatures do not create or verify an Escrow.com account.

Use your own contract email

Check the login email in Made It → My Page → International Contracts. Each party signs up for Escrow.com with their own displayed email, or logs in to an existing account with that email. Escrow.com has a separate password.

Complete required verification before proceeding

Both company and partner should prepare identity/business verification and confirm approval as Verified. Submitted or pending review is not approved. Creating a transaction or successfully logging in does not confirm verification.

Account verification and transaction documents differ

Required verification and documents depend on country, account and transaction. A verified account can still receive additional agreement requests. Made It cannot approve or bypass these requirements. Follow the outstanding requests shown on Escrow.com.

How to complete identity or business checks

Use Get Verified / Verify Your Account on Escrow.com, or Made It's verification link.

1. Choose the actual contracting identity

Choose Individual for personal transactions or Company for business transactions. Enter accurate legal details and contact information. Match the contracting, payment and receiving identity; do not choose solely from your Made It membership label.

2. Submit the requested evidence to Escrow.com

Prepare the identity and address evidence requested; company accounts also need business evidence. Follow the official requirements for acceptable documents, translations and file formats. Do not upload identity or banking documents to a public Made It profile.

3. Check approval and any further requests

Check Escrow.com's review result and email, and address any resubmission requests there. Made It's verification button opens the external verification flow; clicking it does not verify your account.

Company: review the quote and sign first

Select a partner and review the international contract in Made It.

1. Check USD amounts, months and inspection days

New Escrow.com contracts use a USD monthly quote converted from the posting currency. Check the original amount, rate date, USD quote, contract months and inspection days. Initial funding covers up to three months, with company-paid provider fees in addition.

2. Save the company signature and ask the partner to sign

Read the contract, complete the canvas signature and acknowledgments, then save. Ask the partner to use Review & Sign for this contract in Made It My Page. The partner can sign before escrow funding.

3. Later posting edits do not change signed amounts

The stored contract and USD amount remain the record. Bank/card conversion rates and charges may differ from the quote. Agree on the appropriate contract-change process with the other party instead of altering a signed agreement unilaterally.

Partner: sign before funding and get the PDF

Sign in Made It. Escrow.com's Agree button is a separate action.

1. My Page → International Contracts → Review & Sign

Log in to Made It as the selected partner. On the company-signed contract, use Review & Sign. Read the English agreement, amounts, term and termination rules, add your canvas signature and choose Save Signature.

2. Download Signed English PDF after both signatures

Either party can download the PDF from that contract card. Signing before funding does not start work. Prepare the agreement PDF while funding is pending. Do not submit this user-guide PDF as the parties' agreement.

3. If unsigned when funding is verified: 48 hours

Sign before the displayed deadline following verified funding. Missing it prevents activation and requires refund processing. If you already signed before funding, no repeat signature is needed; check for ACTIVE after funding is verified.

Company opens the transaction; partner agrees

Made It links open Escrow.com. Opening the page is not payment.

Company: Continue funding on Escrow.com

Check the deposit, inspection period and fees in My Page, then open funding. Sign in with your contract email and compare title, transaction ID, other party and monthly USD items. Landing on a transaction page does not prove a card was charged.

Company sees: The Seller has to sign in…

The transaction is waiting for the partner's agreement. Ask the partner to log in using their own contract email and review the linked transaction. Reopening the buyer's page does not complete the seller's agreement.

Partner: Agree · deliver · payout details → Agree

On Review and agree to terms, check amounts, inspection days and the other party, then choose Agree if you accept. This is separate from the Made It canvas signature. The button does not depend on the company merely opening its own page.

Partner: set up your payout method

Please Select a Settlement Option asks how you want to receive money.

Distinguish wire transfer from ACH

For a Korean or other non-US bank, review the available Wire/Bank Transfer process. ACH / Electronic Check requires an eligible US bank account. Follow the available options, charges and bank instructions shown for your account.

Enter accurate beneficiary and bank details

Confirm the requested beneficiary, account number, bank and SWIFT details with your bank. Verification may appear before payout setup. Saving bank details does not complete funding or a monthly payout.

Review carefully before final submission

Changing the selected payout method later may be restricted. Check all details before submitting. Transfers and intermediary banks may charge fees for individual monthly payouts. Buyer payment selection and seller payout setup are different screens.

Additional documents: written agreement

Party's Written Agreement requests the parties' contract, even if account checks are complete.

1. Complete both signatures in Made It first

Prepare the signed English contract PDF before funding if needed. Use Download Signed English PDF on the matching My Page contract. Confirm its ID, parties, amounts and both signatures match this transaction.

2. Upload Documents → Choose file → Submit Document

Select the requested document type, attach the signed agreement and submit it. Choosing a file alone is not submission. Follow the displayed file and size limits, and check the submission result and any further requests.

3. Submission is separate from approval

Do not substitute this guide, an unsigned agreement or another transaction's contract. Escrow.com decides whether documents are accepted. If funding or submission remains blocked, contact its support with the transaction ID and requested document type.

Company: use Pay Now, then verify funding

A deposit-request email is not document approval. Payment and secured funds are separate.

1. Deposit-request email → Pay Now

When Escrow.com sends ‘A transaction requires your deposit’, click Pay Now and sign in with your contract email. Match the transaction ID, parties and amount to Made It, then follow the offered payment method. View Progress opens progress details. This requests funding after both parties agree; it does not confirm document approval.

2. A debit can still be awaiting approval

Buyer paid by PayPal, awaiting Escrow.com approval means payment awaits approval. Funds not secured means funding is unconfirmed. A debit is not secured funding. Payment may be available during document review. If already paid, do not pay again; check approval and further requests.

3. Refresh the matching transaction in Made It

Match transaction IDs, then refresh Made It. Confirmed payment-sent/received records appear as pending funding approval. Secured funds and both signatures are required for ACTIVE. Check provider and payment fees. An email click or card debit alone does not authorize work or delivery.

Troubleshooting: what to check on screen

Do not fix linking problems by using the other party's account or creating a separate transaction.

No transactions / wrong account screen

Compare your signed-in email with your stored contract email. Switching company and partner in one browser can leave the other account's session active. Sign out, use your own account, then reopen the Made It transaction link.

Partner signature / PDF button missing

Open the matching International Contracts card in My Page, not just the project-details popup. Check that the company signed and you are the selected partner. If both signed but download is blocked, send Made It the contract ID and error message.

Unsure what an external button completed

Check Escrow.com's transaction status, History and outstanding requests, then refresh Made It. Ask Escrow.com about verification, documents, payments or transfers; ask Made It about links, display or signing controls. Do not send passwords or full card numbers.

When is the monthly payment made?

Sign → fund → work → deliver → receive and inspect → payout.

Signing does not start an automatic monthly payout

Both signatures and verified initial funding allow the contract to start. Made It does not transfer money simply because one month has passed since signing. Each monthly payment follows delivery and inspection of that month's work.

Funding and payout are separate steps

The company's deposit is held by Escrow.com. Funded does not mean the partner has received money. Escrow.com processes payout after acceptance; arrival in the partner's bank account must be checked separately.

Agree on the monthly schedule first

Agree directly on scope, delivery dates, delivery method, inspection criteria and contacts. Made It does not currently assign a fixed payday or delivery date. This guide explains monthly service payments.

Read the contract amounts and periods

Contract months, monthly rate and inspection days mean different things.

Monthly Rate / Contract term

Monthly Rate is service principal per month. USD 100 x 3 months means USD 300 principal + an estimated Standard fee of USD 50 (minimum) = USD 350 for the Company before payment-method charges. Confirm the final total on Escrow.com.

Inspection period per monthly delivery

This is the time to inspect each monthly deliverable. 3 day(s) does not mean a 3-month contract. Use the days in your contract; 3 days is an example. Inspection starts on receipt confirmation or Escrow.com's delivery confirmation.

Initial escrow / maximum 3

Initial service principal covers up to three months. The Company pays escrow fees on top; the Partner pays charges per disbursement. Each later funding cycle is a separate transaction with its own fee. A 100% allocation is the principal before payout deductions.

What do the My Page buttons do?

Log in → My Page → Contracts → the contract's escrow section.

Partner: Confirm Delivery & Request Payment

Once the month is funded and the contract ACTIVE, confirm completed delivery in Made It after handing over the actual work. Made It sends the record to Escrow.com and verifies it before updating the status. This is not an immediate payout. Check directly on Escrow.com opens the external transaction.

Company: Review & Approve Payment on Escrow.com

After funding and delivery are verified, use the monthly guidance to open the existing Escrow.com transaction. Confirm receipt and acceptance using the company's own account. Escrow.com does not permit a platform to accept on the buyer's behalf, so Made It cannot complete final payment approval internally.

If the button is missing or login is required

The button is available for a created, linked funding cycle. Check the contract, transaction number and participant account. After external login, locate that transaction. Contact Made It if the transaction link reports an error.

Partner steps: deliver and record delivery

Hand over the actual work and record delivery on Escrow.com.

1. Complete the work and hand it over

Check ACTIVE and funding for that month. Send code, files and access instructions through the agreed repository, file service or email. Made It records delivery status; it does not transfer the work files. Keep delivery links, versions and timestamps.

2. Confirm Delivery & Request Payment in Made It

Choose the correct month in My Page and confirm the work was delivered. The server checks funding, contract and access before recording only that month's delivery on Escrow.com. Verified delivery moves to receipt/inspection. Existing delivery records are not sent again.

3. Confirm the result and continue inspection

If delegated access is denied, use Check directly on Escrow.com. An uncertain response is not shown as success; repeat submissions are blocked until resolved. Refresh status or check the existing transaction. Tell the company where to find the work for receipt and inspection. Escrow.com handles the actual payout.

Company steps: receive, inspect, accept

Receipt means the work arrived; acceptance means you approve it after review.

1. Check the delivered work and monthly item

After the partner requests delivery in Made It, verified monthly progress is displayed. Check the actual files, then use Review & Approve Payment on Escrow.com. Sign in with your contract email and match the contract, month and amount. Opening this link does not approve payment.

2. Confirm receipt and inspect within the period

Follow receipt confirmation on Escrow.com. Check agreed outputs, operation and access rights. Receipt confirmation or Escrow.com's delivery confirmation starts inspection; check the deadline shown in the transaction.

3. Accept or raise an issue based on your review

If satisfied, the buyer personally accepts the monthly item on Escrow.com. Made It cannot perform this final approval on the buyer's behalf. Raise issues within the inspection deadline. Afterwards, refresh the status in Made It. Acceptance, completed payout and bank credit are separate stages.

Inspection days and automatic acceptance

Use the period in your contract. Three days is the example used here.

Inspection does not start on the signing date

Do not count three days automatically from signing, a planned payday or a click on Made It's link. Inspection starts after receipt or provider delivery confirmation for that item. Check the actual start and deadline in the transaction.

No response may lead to automatic acceptance

Escrow.com may treat the item as accepted if it is neither accepted nor rejected within the inspection period. If there is a problem, use the required external transaction process before the deadline; do not rely only on a message to the partner.

Automatic acceptance is not automatic payroll

This handles inspection expiry for a delivered item. It does not schedule a transfer on a fixed monthly date. Provider payout and bank processing still follow, so do not promise the inspection end date as the bank arrival date.

Understand the status on My Page

Made It displays monthly results verified with Escrow.com.

Funded / awaiting delivery → Delivered / awaiting receipt

‘Funded / awaiting delivery’ confirms escrow funding but not delivery. ‘Delivered / awaiting receipt’ confirms the delivery state. Neither status means the partner has been paid.

Inspecting → Accepted / awaiting payout → Paid

‘Inspecting’ follows receipt; ‘Accepted / awaiting payout’ confirms acceptance. ‘Paid’ means Escrow.com reports disbursement to the beneficiary. Made It does not read the partner's bank balance; also check the actual bank credit.

Use ‘Refresh status’ after external processing

Return to Made It after processing on Escrow.com. Provider notifications or manual refresh trigger a transaction check. Review ‘Last checked’. Errors or delays may leave the previous state visible. Refreshing status does not send money.

Example: first and later monthly payments

Illustrative amounts only. Check your actual currency, rate and term.

Example: 100 USD/month, 3 months, 3-day inspection

The company funds 300 USD in service amounts and both parties sign before work starts. On the agreed first delivery date, the partner hands over the work and records delivery of that item. The full 300 USD is not paid to the partner on funding day.

First month: receipt and inspection precede payout

The company confirms receipt and accepts within the 3-day inspection period; payout processing for the first 100 USD item follows. Expiry may also lead to acceptance, but does not guarantee a bank arrival date. Payout fees can affect the net amount.

Repeat the monthly steps for months two and three

Deliver and inspect each month's work. For longer contracts, the company proceeds with the next funding cycle after all months in the current cycle show paid. Subsequent funding currently requires company action; it is not an automatic charge.

Accepted, but no payment in the bank?

Check acceptance, provider payout and bank arrival separately.

Partner: check payout setup and outstanding requests

Sign in to Escrow.com and review payout details, identity/business verification and document requests. Required payout steps may remain after acceptance. Bank, transfer method and processing schedules can affect arrival time.

Company: check acceptance of the correct month

Confirm that you completed acceptance, rather than only receipt, and selected the correct monthly item. Return to Made It and refresh status. Do not describe ‘Accepted / awaiting payout’ as a completed payment.

Where to ask and what to prepare

Ask Escrow.com about transfers, payout details and bank arrival. Ask Made It about linking or display errors. Provide the contract ID, transaction number, month, action time and error details. Never send passwords or API keys.

Issues, refunds and reference material

This user guide explains the workflow; it does not amend the signed English contract.

Distinguish inspection issues from contract termination

For problems with delivered work, review Escrow.com's process within the inspection deadline and communicate with the other party. Consult your signed contract for termination and settlement. Made It does not judge work quality, completion or fault.

Request records, refund approval and refunds differ

Made It's ‘Record cancellation / refund request’ records a request and stops the contract workflow. Actual transfers or refunds require Escrow.com processing. ‘Refund approved / awaiting transfer’ does not confirm money has arrived in the bank.

Official process references · checked 2026-10-05

Identity verification: https://www.escrow.com/support/identity-verification
Payment options: https://www.escrow.com/support/payment-options
Milestone workflow: https://www.escrow.com/milestones/how-it-works

Cancellation and refunds: where to start

A request recorded in Made It is separate from submitting it to Escrow.com.

1. Before agreement or payment

Before both parties agree, check Cancel in the Escrow.com transaction. After agreement, if funds have not been received, email support@escrow.com with the transaction ID and reason. Where available, use Record cancellation / refund request in Made It to record why work is being stopped.

2. Paid, but funding is not yet approved

A card or PayPal debit must not be treated as unpaid. Give Escrow.com support the existing transaction ID, payment time, amount and method to check receipt and cancellation or refund options. Document review does not automatically cancel or refund a payment. Do not pay again.

3. After funds are secured or work has begun

After funding is secured, Escrow.com handles cancellation following notification from both parties. For ACTIVE contracts, record termination in Made It, then arrange external settlement. Raise delivery issues through Escrow.com's rejection or dispute process within the inspection deadline. Released funds are not automatically recovered.

Refund amounts, company fees and progress

A 100% company refund describes the service-fund allocation, not a refund of all fees.

1. The company (buyer) pays transaction fees

The company pays Escrow.com escrow fees and processing costs for its chosen payment method in addition to the service amount. Official guidance says the original escrow fee is non-refundable; refund transfer charges may also apply. Partner payout and intermediary-bank charges are separate: check the transaction details.

2. Made It does not split funds 80/20

80/20, the 14-day hold and future refunds are contract terms, not transfer instructions. Escrow.com reviews each case under its procedures and handles payments and partial refunds. PDF submission does not guarantee execution. See the next two pages. USD refunds normally return to the original payment source.

3. Request record → approval → refund processing

Refresh status in Made It after external processing. Approval does not confirm bank credit: check your card, PayPal or bank account. Give Escrow.com the transaction ID, contract ID, month, amount and reason. Provide error details to Made It for display problems. Never send passwords or full card numbers.

80/20 settlement: Made It does not split funds

Contract allocations and money movement are separate. Escrow.com handles payments and refunds.

1. Made It records terms, requests and expected amounts

For company termination, the current-month 80% company / 20% partner allocation, 14-day hold and future-month refunds are signed contract terms. Made It does not hold, split, pay or refund funds. A termination click or displayed estimate is not an Escrow.com approval or transfer instruction.

2. Escrow.com reviews the case and applicable procedures

Escrow.com reviews the submitted contract and termination evidence, transaction status, party agreements and escrow terms to determine available processing and required steps. It handles payments and partial refunds under those procedures. Disagreements may require joint instructions, arbitration or a court order under the dispute process.

3. PDF submission does not approve the 80/20 allocation

PDF receipt or document review approval does not approve execution of every clause. Supplemental escrow instructions require agreement including Escrow.com, which may reject them. Passing 14 days does not guarantee payment or refund. Confirm actual amounts and timing from the processing outcome.

Termination and partial refunds: the process

The parties must submit their case to Escrow.com and complete its required steps.

1. Submit the signed contract and settlement request

Record the reason in Made It, then contact Escrow.com via the transaction or support@escrow.com. Provide transaction/contract IDs, month, signed PDF, termination notice, amounts and reason. For USD 1,000, the USD 800 company / USD 200 partner split is a contract-based request before fees, not an approved payment.

2. Complete required consent, documents and dispute steps

Made It records are not sent to Escrow.com automatically. Both parties must supply required consent, joint instructions and documents, and confirm whether the 80/20 split and 14-day hold can be applied. Partial refunds are supported, but our split is not guaranteed. If disputed, follow the required process and deadlines.

3. Check the outcome and actual receipt of money

Submission, review, approval, transfer and bank credit are separate; review and additional steps can take time. Refresh Made It and check your card, PayPal or bank account. Original escrow fees are non-refundable; refund transfer charges may apply. Official instructions, sections 1 and 10: https://www.escrow.com/escrow-101/general-escrow-instructions

Contract and funding fees

The Company pays service principal plus escrow fees · Checked 2026-10-30

Calculate per funding cycle

Public USD Standard rates: up to 5,000, 2.6% (minimum 50); up to 50,000, 2.4% (minimum 130); up to 200,000, 1.9% (minimum 1,200). See the official schedule for larger amounts. Each cycle of up to three months is a separate transaction.

Example: USD 1,000 per month, three months

Service principal 3,000 + estimated escrow fee 78 = USD 3,078. International wire funding by a buyer outside the US adds USD 25: USD 3,103 total. Fees apply again to the next cycle.

Estimate versus final payment

Eligible card/PayPal payments carry a separate 3.05% processing charge. Actual fees depend on payment method and account terms. Confirm the final total on Escrow.com: https://www.escrow.com/fee-calculator

Settlement versus net receipts

The Partner’s 100% allocation is before payout deductions

Who pays what

The Company pays escrow and payment costs in addition to service funds. The Partner pays payout charges. Made It charges no platform transaction commission. Escrow fees are not added to service principal a second time.

Charges per USD disbursement

US ACH is free; US wire costs USD 10; international wire costs USD 20. One international wire for a USD 1,000 month yields an estimated USD 980 before additional bank or conversion charges. Costs depend on the number of disbursements.

Verify receipts and refunds

Intermediary/receiving-bank and conversion costs are separate. Paid status does not establish net bank credit. Refund allocations of 80%/100% apply to service principal: original escrow fees are non-refundable and refund transfer charges may apply.