



PERFORMANCE SUPPLY CO.

Seller Guide · performancesupplyco.shop

Welcome to Performance Supply Co. This guide walks you through everything you need to get set up as a seller — from creating your account to posting your first listing and getting paid.

IN THIS GUIDE

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1. Creating Your Account

- Go to **performancesupplyco.shop** and click **Sign Up**.
- Enter your name, email, and password. Use your school or program email — this helps with verified program badge verification.
- Prefer Google? Click **Sign in with Google** on the signup page.
- Check the box indicating you'd like to sell. This unlocks your seller dashboard and Stripe Connect setup.
- Verify your email by clicking the link in your confirmation email.

Note: If you received a private access token from PSC, you'll be prompted to enter it before completing signup — this grants early access before the public launch.

2. Setting Up Stripe Connect (Getting Paid)

Stripe Connect is how you receive payouts when your gear sells. PSC uses Stripe to hold funds securely and release them to you after the buyer confirms delivery.

You must complete Stripe Connect before your listings can go live.

What You'll Need

- Legal name (individual or organization name)
- Email address and phone number
- Date of birth (for identity verification)
- Social Security Number (SSN) — last 4 digits, or full SSN for higher payout volumes
- Tax ID (EIN) — if connecting a booster club, nonprofit, or school organization
- Bank account — routing/account number, or bank login via Plaid
- Business website — use **performancesupplyco.shop** if your program doesn't have one

Step-by-Step

- Go to your Seller Dashboard and click **Connect with Stripe**. (This button appears after you've checked "I want to sell" during signup.)
- Choose **Individual** or **Business** depending on your situation.
- Enter your details accurately. Stripe verifies identities to protect all parties.
- Connect your bank account via Plaid instant verification or manual entry.
- Once approved, your dashboard will show **Stripe Connected**. You're ready to list.

Common Questions

What if Stripe asks for my website?

Enter **performancesupplyco.shop** — the recommended URL for sellers without a separate program website.



How long does approval take?

Most accounts are approved instantly. In some cases Stripe may request additional documentation, which can take 1–2 business days.

When do I get paid?

Funds are released after the buyer confirms delivery, or automatically after 7 days. Stripe deposits to your bank within 2 business days.

3. Posting a Listing

- Go to **Sell** or **Create Listing** from your dashboard or top navigation.
- Choose a category: Percussion, Color Guard, Brass, Woodwinds, Props & Staging, Apparel & Uniforms, or Accessories & Other.
- Write a specific title with brand, model, and quantity — e.g., "*Pearl Free-Floating Snare — 14×12"*" or "*DCI Silk Flags — Set of 20.*"
- Write an honest description: brand/model, quantity, season of use, known issues, and what's included.
- Select your condition grade (see Section 4) and set your asking price.
- Have a shipping cost estimate ready — what you paid to ship something similar, or a good-faith estimate based on size and weight. Buyers appreciate knowing upfront.
- Upload at least one photo. Good photos sell gear faster — see tips below.
- Click **Publish**. Your listing is live. Buyers may submit offers — you can accept, decline, or counter.

Photo Tips

- Front/main view · Back or underside
- Close-up of any wear, damage, or notable features
- Serial number (if applicable) · Clear, well-lit, neutral background

4. Condition Grading

PSC uses a standardized A–D scale so buyers know exactly what they're getting.

Grade	Label	Description
A	Excellent	Minimal use, no functional issues. May have very light cosmetic wear. Looks and performs like new.
B	Good	Normal wear consistent with regular use. Fully performance-ready. No functional issues.
C	Fair	Visible wear, scuffs, or cosmetic damage. May have minor issues that don't affect core function, or have been repaired.



D	Parts / Project	Significant wear or damage. Sold as-is. Best for parts or a restoration project.
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When in doubt, grade down. A B-graded item that arrives in A condition creates a great experience. The reverse creates disputes.

5. Shipping Your Gear

- Receive sale notification — the buyer's shipping address is in your dashboard.
- Pack carefully. Double-box drums and large equipment with adequate padding. Roll flags and silks where possible.
- Ship with tracking. PSC requires a tracking number to release payment holds.
- Enter your tracking number in your dashboard and click **Mark as Shipped**. The buyer is notified automatically.
- Buyer confirms delivery and funds are released to your Stripe account.

Recommended Carriers

- **UPS** — best for large/heavy items
- **FedEx** — reliable for mid-size equipment
- **USPS Priority Mail** — good for smaller items

Packing Tips

- Photograph your item before and after packing — protects you in a shipping dispute.
- Keep your shipping receipt until the transaction is fully complete.
- If an item is too large to ship, note "local pickup only" in your listing.

6. Getting Paid

- Funds are held by PSC from the moment of purchase.
- After the buyer confirms delivery (or 7 days pass), funds are released to your Stripe balance.
- Stripe deposits to your connected bank account within 2 business days.

Fee Summary

Fee	Amount
PSC Platform Fee	3.5% (0% through July 31, 2026 for founding sellers)
Stripe Processing Fee	2.9% + \$0.30 per transaction

Questions?

Email us at sales@performancesupplyco.shop — we're happy to walk you through anything.