

# Why have I not received my funds for any Merchandise sold?

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If you have not received your funds for your fulfilled Merchandise orders it is most likely due to the items being read as Outstanding in the console.

To Complete these orders and therefore receive the funds for the Merchandise you have fulfilled, please mark the Orders as Shipped. By marking the items as Shipped the funds will then be released into your account to be settled every Friday.

To do this, simply select the Order that you have fulfilled and change the status from Outstanding to Complete.

You will then receive the funds settled to you the following week.

The settlement period for OST runs Saturday Midnight to Friday 11.59pm with all funds settled for any item you have shipped or cancelled.

You are able to complete orders either individually or in bulk. To follow this process follow the guide: [Updating Order Status](#)

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