

## Why haven't I received my Payout yet?

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Payout hasn't arrived yet? Not to worry! In most cases it's just a matter of the payment taking time to be cleared by your financial institute and you can expect to see it soon!

To confirm if a payment was sent:

- Go to your drop-down menu
- Performance Insights
- Hit <View> next to "Payout History"

If no payment was sent, it may be that you didn't set up a payment method yet, or it wasn't set up in time; it could also be that you did not yet hit the [payout minimum](#) for your earnings to be sent. (*Find out how to set-up or update your payment method [here](#).*)

If you confirm the payment was sent, next you'll want to see if you are still within the expect timeframe to receive your payment as per the chart below. *Keep in mind, business days are Monday to Friday, excluding holidays and we send payments on the 1st and 16th of every month. If the 1st or 16th lands on a weekend or holiday, the payment will be sent on the following business day.*

Payment Method	Timeframe
Direct Deposit (Canada, US, Mexico, Panama)	1 - 7 business days
Direct Deposit (all other countries)	3 - 5 business days
Paxum	1 - 3 business days
Cosmo Pay	1 - 3 business days
yoursafe	1 - 3 business days
MassPay	1 - 3 business days

If you have waited longer than the expected timeframe and still have not received the funds, be sure to contact [help@manyvids.com](mailto:help@manyvids.com) with the payout date of the missing payment and we'll gladly look into it for you. Rest assured, we'll make sure you receive your hard-earned money!

For more information on payouts on MV, [click here!](#)

