SECURITY & RECOVERY

Crypto Transaction Successful but Not Received? What to Check

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Your wallet or exchange says the crypto transaction was Successful, completed, or Sent.

You check the receiving wallet or exchange.

Nothing is there.

This is one of the most confusing situations in crypto because a successful transaction sounds as though the entire transfer process should already be finished.

But there is an important distinction:

> A successful blockchain transaction proves that the blockchain processed the transaction. It does not always prove that a wallet app or centralized exchange has already displayed or credited the funds.

The next step depends on what “successful” actually means, where the crypto was sent, and what the blockchain itself shows.

Before contacting support, you should verify the transaction independently, confirm exactly what address received the assets, and determine whether the problem is on-chain or simply with the receiving wallet or exchange.

This guide focuses specifically on that post-transaction situation.

If your transfer is still pending or you are not yet sure whether it reached the blockchain, start with Crypto Deposit Not Showing? Why Your Exchange Deposit Is Missing and How to Fix It instead.

Quick Answer: Transaction Says Successful, but Crypto Is Not Received

Start with the TxID, not the balance displayed by either platform.

What You Find	What It Usually Means
Sender says completed, but blockchain does not show success	The transfer may not actually be finalized on-chain
Explorer shows success to the wrong address	The blockchain delivered the assets somewhere else
Explorer shows success on the wrong network	This is a wrong-network case
Explorer shows tokens at your self-custody address	The wallet may simply not be displaying them
Explorer shows success to an exchange deposit address	The exchange may still need to detect and credit the transaction
Exchange deposit history shows processing	Exchange-side processing is not finished
Exchange deposit history shows on hold/review	The platform requires additional action
Asset is unsupported by the receiving platform	It may not appear in the normal balance
Everything is correct,t but no credit appears	Contact the receiving platform with the TxID

Ethereum's official documentation notes that block explorers can show a transaction's status, sender, recipient, block, transferred tokens, value, and other details.

That makes the blockchain record the best starting point when a platform's status and the recipient's balance appear to disagree.

What Does “Successful” Actually Mean?

This is the most important question in the entire troubleshooting process.

There are two different statuses users often describe as “successful.”

1. The Sending Platform Says Successful

For example:

> Withdrawal Completed

or:

> Transfer Successful

This is a status produced by the wallet, exchange, or service that initiated the transaction.

It is useful, but it should not be your final source of truth.

OKX currently explains that a withdrawal showing as successful on the sending platform does not necessarily mean the receiving exchange has already credited the deposit.

The transaction still has to pass through the blockchain and the receiving platform's own processing system.

2. The Blockchain Explorer Says Success

This is more important.

A blockchain explorer may show:

> Status: Success

along with:

- Sender
- Recipient
- Amount
- Block
- Token transferred
- Transaction fee

- Confirmation information

For Ethereum, for example, official Ethereum documentation says explorers expose whether a transaction is pending, failed, or successful and show the addresses and tokens involved.

Once the blockchain itself shows success, the question changes from:

> “Did the transaction happen?”

to:

> “Where exactly did the assets go, and why aren't they visible?”

Step-by-Step Checks Before Contacting Support

Step 1: Open the Transaction on a Blockchain Explorer

Find the TxID or transaction hash.

Then use the block explorer for the network on which the transaction occurred.

Do not rely only on screenshots from the sending platform.

Check:

- Status
- Recipient address
- Amount
- Asset or token
- Network
- Block
- Confirmations

For token transfers, also check the Tokens Transferred section where available.

Your goal is to independently verify exactly what happened.

Step 2: Confirm That the Blockchain Really Says Success

If the explorer still says:

- Pending
- Processing

then this article is not yet the correct troubleshooting path.

The transaction has not reached the stage we are discussing.

Go back to:

Crypto Deposit Not Showing? Why Your Exchange Deposit Is Missing and How to Fix It

But if the blockchain explorer itself shows:

> Success

continue.

Step 3: Compare the Recipient Address

Compare the receiving address shown by the block explorer with the address that was supposed to receive the funds.

Do not rely only on the first four and last four characters.

Compare the complete address carefully.

If the Addresses Match

Good.

Continue troubleshooting.

If the Addresses Do Not Match

The transaction may be successful, but it was not delivered to the intended recipient.

That is not a display delay.

The blockchain processed the transaction according to the destination address provided.

Ethereum's current wallet guidance states that once a transaction has been confirmed, it cannot simply be cancelled.

Do not keep waiting for the intended recipient's balance to update when the blockchain shows another destination.

Step 4: Verify the Amount and Asset

Next, check what was actually transferred.

This is especially important with tokens.

The explorer should allow you to verify:

- Asset
- Amount
- Token contract, where applicable
- Destination

A transaction can show Success even though the asset involved is not the asset the recipient expected.

For example, two tokens can have similar names or ticker symbols.

For smart-contract tokens, the contract address is a stronger identifier than the ticker alone.

So do not check only:

> “It says USDT.”

Check that the exact token contract is the one the recipient or exchange supports.

Determine the Type of Receiving Wallet

At this point, split the troubleshooting process into two different cases.

Case A

The destination is a self-custody wallet controlled by the recipient.

Case B

The destination is a centralized exchange or another custodial platform.

A successful transaction can appear missing for very different reasons in these two situations.

Case A: Successful Transaction but Not Showing in a Self-Custody Wallet

Suppose the blockchain explorer says:

> Success

The recipient address is correct.

The token transfer is visible.

But MetaMask, another software wallet, or a hardware-wallet interface shows no balance.

This often means the problem is no longer the transaction.

It may simply be the wallet interface.

Step 5: Check the Address Balance on the Explorer

Instead of looking only at the individual transaction, search the recipient's wallet address.

A block explorer can normally show the address's:

- Native coin balance
- Token balances
- Transaction history

Ethereum's official documentation explains that explorers expose account balances, tokens associated with an account, and transaction history.

Now ask:

> Does the explorer show the token at the recipient address?

If yes, that is a very important result.

The blockchain recognizes the asset as belonging to that address even if the wallet interface does not currently display it.

The Blockchain Shows the Token, but My Wallet Does Not

This usually points toward a display problem rather than a missing transfer.

MetaMask's current troubleshooting guidance specifically recommends comparing the balance shown by the wallet with the balance shown by the relevant block explorer.

If the explorer confirms the token exists at the address but MetaMask does not display it, the wallet may simply have failed to detect the token automatically.

This distinction matters.

The crypto is not necessarily “missing.”

The interface may simply not be showing it.

Step 6: Check Whether the Token Needs to Be Added Manually

Some self-custody wallets do not automatically display every token.

This is especially common with:

- New tokens
- Lesser-known tokens
- Recently created assets
- Tokens that are not included in the wallet's default token list

If the explorer confirms the correct token is held by the recipient address, check whether the wallet allows you to add or import the token manually.

For MetaMask, this can involve adding the token using its verified contract address.

MetaMask's current documentation confirms that a token may exist on-chain even when its wallet interface has not automatically detected it.

Important: Use the correct contract address from a trustworthy source.

Do not copy a token contract from a random social-media reply or private message.

Step 7: Refresh or Update the Wallet

Sometimes the blockchain data is correct, but the app is temporarily displaying stale information.

Basic checks include:

- Refresh the balance
- Close and reopen the wallet
- Check your internet connection
- Update the wallet application
- Check the address again

Coinbase similarly recommends refreshing or restarting its app/browser and using the latest version when a received asset does not appear.

Again, this only makes sense after the blockchain confirms the funds actually reached the intended address.

Step 8: Make Sure You Are Viewing the Correct Account

A person may have several addresses inside the same wallet.

For example:

Account 1

```
0x123...
```

Account 2

```
0x456...
```

The transfer may have gone successfully to Account 1 while the wallet interface is currently displaying Account 2.

Compare the complete address shown by the blockchain explorer with the address currently selected in the wallet.

This sounds basic, but it is one of the quickest checks to perform before assuming the transaction disappeared.

What If the Explorer Shows the Correct Balance?

If the correct token and amount appear at the correct self-custody address, then from an on-chain perspective, the recipient has received the asset.

The remaining issue is typically related to how the wallet:

- Detects the token
- Displays the token
- Updates the portfolio
- Maps token metadata

That is an important conclusion because it changes what you should do next.

You generally do not need the sending exchange to resend the transaction.

You need to make the receiving wallet correctly display an asset that already exists at its address.

What If the Explorer Does Not Show the Token at the Recipient Address?

Then do not assume it is merely a wallet display problem.

Return to the transaction itself and verify:

- Recipient
- Token transferred
- Amount
- Network

A status of Success only tells you that the blockchain successfully executed the transaction.

You still need to confirm that the successful execution produced the transfer you intended.

Ethereum explorers, for example, separately expose the transaction status, destination, and tokens transferred, which is why checking only the word “Success” is insufficient.

Case B: Transaction Successful but Exchange Has Not Credited It

Now consider the more common Brokerage scenario.

You send crypto to a centralized exchange.

The blockchain explorer shows:

> Success

The destination address is the exchange deposit address.

But your exchange account still shows no deposit.

This is different from a self-custody wallet.

Blockchain Receipt and Exchange Credit Are Separate Events

When you deposit crypto into a centralized exchange, two systems are involved.

Blockchain layer

The blockchain delivers the asset to an address controlled or monitored by the exchange.

Exchange account layer

The exchange identifies that deposit and credits the appropriate amount to your internal customer balance.

Those processes do not always happen at the same moment.

OKX currently acknowledges that even when the receiving address, network, and token contract are correct and the transaction is recorded on-chain, the deposit may remain uncredited because the platform's wallet has not yet synchronized the blockchain data.

Therefore:

> Successful on-chain does not always equal credited inside the exchange account.

Step 9: Check the Exchange's Deposit History

Do not look only at your total portfolio.

Open:

- Deposit History

or:

- Transaction History

Look for the TxID.

Possible statuses vary by exchange, but may include:

- Processing
- Confirming
- Credited
- Successful
- On Hold

Kraken's current documentation, updated May 5, 2026, shows exactly this type of distinction.

A deposit can progress through Pending/Processing, Credited, Successful, or On Hold states inside Kraken's own system.

This tells you whether the exchange has detected the transaction at all.

Why Can a Blockchain Transaction Be Successful but Still Need Confirmations?

The word Success can be confusing here.

A transaction can already be included successfully in a block while an exchange still waits for additional blocks before treating the transfer as sufficiently final.

Different exchanges and cryptocurrencies may use different confirmation thresholds.

Kraken distinguishes between a deposit receiving enough confirmations to be credited for trading and reaching its Successful state for full use, depending on the asset.

So check the receiving exchange's current confirmation requirement rather than assuming:

> “Explorer says Success, therefore the exchange must credit it immediately.”

Step 10: Check Whether the Exchange Has Detected the Deposit

There are two important scenarios.

Deposit Appears in History

This generally means the exchange has detected it.

Read the status.

You may simply need to wait for:

- Additional confirmations
- Internal processing
- Wallet synchronization

Deposit Does Not Appear in History

Verify again that:

- TxID is correct
- Recipient address matches
- Exact asset matches
- Required confirmations have been reached

If all of those are correct, the exchange may not have indexed or recognized the deposit yet.

OKX currently states that delayed blockchain-to-platform synchronization can cause a valid on-chain transaction not to appear in the user's account and recommends contacting support when that occurs.

Step 11: Check for Exchange Wallet Synchronization Delays

Centralized exchanges operate their own wallet infrastructure.

Their systems must monitor blockchain activity, detect incoming transactions, and associate them with customer accounts.

Sometimes that process is delayed.

This can happen even when:

- Blockchain = Successful
- Address = Correct
- Asset = Correct

OKX specifically identifies a delay in synchronizing blockchain information with the platform wallet as a reason a technically correct deposit may remain uncredited.

This is one of the clearest examples of why blockchain confirmation and exchange crediting should not be treated as the same event.

Step 12: Check Whether Deposits for That Asset Are Temporarily Closed

A blockchain can continue functioning while an exchange temporarily stops processing deposits for a particular asset or network.

For example, the exchange may be:

- Maintaining wallet infrastructure
- Updating its node
- Supporting a network upgrade
- Temporarily suspending deposits

OKX says that when a token's deposit network is temporarily closed, an on-chain transaction may not immediately appear in the user's exchange balance.

Processing can resume when the network is reopened on the platform.

This is an exchange-side processing issue.

It does not mean the successful blockchain transaction suddenly became unsuccessful.

Step 13: Check Whether the Asset Is Supported by the Receiving Platform

A successful blockchain transaction does not force an exchange to support the token.

An asset can reach an address used by a platform while still being unsupported by that platform's normal deposit system.

OKX's current wallet guidance notes that a successfully transferred asset may fail to appear because the receiving platform does not support the cryptocurrency or because its asset display is delayed.

Check:

- Exact token
- Token contract
- Receiving exchange's supported assets

Do not assume that because an exchange supports the blockchain, it automatically supports every token issued on that blockchain.

Step 14: Look for an “Untradable” or Unsupported Assets Section

Some exchanges do not place every received asset into the normal trading balance.

They may have a separate area for unsupported or non-tradable assets.

For example, OKX currently tells users whose successfully sent assets do not appear normally to check its Untradable assets section.

Therefore, check more than:

> Spot balance = $0

Look through:

- Deposit history
- Funding account
- Unsupported/untradable assets

- Relevant asset-management sections

The exact interface differs by exchange.

Step 15: Check for Account Messages Requiring Action

Some receiving platforms may display an alert or request that must be completed before incoming assets are credited or fully available.

Coinbase's current send-and-receive troubleshooting guidance tells users to review account messages and alerts for missing requirements or necessary actions.

This article does not go into the reasons for those reviews.

If your exchange explicitly says your account or deposit is:

> Under Review

or requests compliance-related information, continue with the dedicated guide:

Why Is My Crypto Exchange Account Under Review? AML, Risk Checks & How Long Reviews Take

That avoids mixing account-review troubleshooting into a transaction-crediting article.

Special Cases That Require a Different Recovery Process

What About a Wrong Network?

Check the network because it is part of verifying that the successful transaction went where intended.

But do not attempt recovery here.

If you discover:

> The blockchain transaction succeeded, but I selected the wrong network.

continue with:

Sent Crypto on the Wrong Network? Recovery Options for ERC20, TRC20 & BEP20 Transfers

That article covers the recovery process in detail.

What About a Missing Memo or Destination Tag?

During verification, check whether the receiving platform required a:

- Memo
- Destination Tag
- Similar account identifier

If one was required and was missing or incorrect, stop the normal post-confirmation troubleshooting process.

Continue with:

Forgot the Memo or Destination Tag? How to Recover XRP, XLM, ATOM and Other Crypto Deposits

A successful on-chain transaction with a missing memo is a different recovery scenario and should not be duplicated here.

What If the Sender Says “Completed,” but the Explorer Doesn't?

This deserves special attention.

Imagine:

Sending exchange: Completed
Receiving exchange: Nothing received
Blockchain explorer: Transaction still not sufficiently confirmed

The sender's status does not override the blockchain.

OKX explains that crypto deposits effectively pass through three stages:

1. The sender initiates the withdrawal.
2. The blockchain confirms the transaction.
3. The receiving exchange credits the account.

A sender showing a successful withdrawal therefore does not guarantee that all three stages are complete.

Always check the blockchain directly.

Who Should You Contact: Sender or Receiver?

Once the transaction is successful on-chain, deciding which support team to contact becomes much easier.

Contact the Sending Platform When

Its system says the transaction completed, but:

- No valid TxID can be verified
- The transaction was not actually broadcast as expected
- The sender provided inconsistent transaction information

Contact the Receiving Platform When

The blockchain shows:

- Success
- Correct destination address
- Correct asset
- Correct network

but the recipient platform has not credited the funds.

OKX's current withdrawal troubleshooting guidance similarly tells users that once the blockchain transaction is successful and the correct address and network were used, an uncredited transfer should generally be investigated with the receiving platform.

This is an important rule:

> Once the blockchain shows successful delivery to the intended receiving platform, repeatedly contacting the sending exchange usually does not solve an exchange-side crediting delay.

What Should You Check Before Contacting Support?

Do not contact support with only:

> “My money isn't there.”

Collect evidence first.

Pre-Support Checklist

Transaction status

Does the blockchain explorer say Success?

TxID

Copy the complete transaction hash.

Recipient address

Does it exactly match the intended destination?

Asset

Is the correct cryptocurrency shown?

Amount

Does the explorer show the expected amount?

Network

Was the intended blockchain used?

Confirmations

Has the receiving platform's requirement been reached?

Exchange deposit history

Does the transaction appear there?

Exchange service status

Are deposits currently operating normally?

Wallet balance

For self-custody, does the explorer show the asset at the recipient's address?

After these checks, your support request becomes much more precise.

What Information Should You Send to Support?

For an exchange transfer, prepare:

Asset:

Example: USDT

Amount:

Example: 500 USDT

TxID:

Complete transaction hash

Network:

The blockchain used

Receiving address:

Complete destination address

Sending platform or wallet:

Where the crypto came from

Date and time:

Include timezone if useful

Blockchain status:

Successful

Confirmation count:

When relevant

Exchange deposit status:

Not detected / Processing / another displayed status

OKX currently recommends giving the receiving platform information including the TxID, asset, amount, destination address, time of withdrawal, and relevant screenshots when a successful transfer still has not appeared.

Example Support Message

Instead of:

> My crypto hasn't arrived. Please fix it.

Write:

> I sent 500 USDT to my exchange deposit address. The blockchain explorer shows the transaction as successful, and the destination address matches the deposit address in my account. The transaction has reached the required confirmations, but it does not appear in my deposit history. The TxID is [TxID]. Could you check whether the deposit has been detected by your wallet system?

This immediately tells the support agent:

- The blockchain step has been checked.
- The address has been checked.
- The confirmation requirement has been checked.
- The likely problem is now on the receiving side.

Important Safety Precautions

Do Not Send Another Transaction Yet

A successful transaction does not become more successful because you repeat it.

If the first transfer is confirmed to the correct address, sending another transaction may simply create:

> Two transfers instead of one.

Before sending additional funds, determine why the first transaction has not appeared.

A small test transaction is useful before a large transfer.

It is not automatically a solution after a successful transaction appears missing.

Never Give Support Your Seed Phrase or Private Key

A legitimate support team does not need your seed phrase to investigate a transaction that already exists publicly on a blockchain.

You may safely need to provide information such as:

- TxID
- Public receiving address
- Asset
- Amount

But never provide:

- Seed phrase
- Secret Recovery Phrase
- Private key
- Wallet backup
- Authentication code to an unsolicited person

The blockchain transaction can be investigated without giving anyone control of your wallet.

Successful Transaction but Not Received: Self-Custody vs Exchange

The difference can be summarized like this:

Blockchain Shows Success	Self-Custody Wallet	Centralized Exchange
Correct recipient	Check address balance directly	Check deposit history
Explorer shows asset	Usually a wallet-display issue	Does not automatically mean user account is credited
Token not displayed	Add/enable correct token if appropriate	Check supported/untradable assets
Platform sync delay	Wallet UI may need refreshing	Exchange wallet/indexer may be delayed
Who can resolve display/credit issue?	Wallet owner/provider	Receiving exchange
When to contact sender?	Usually unnecessary after valid success	Usually unnecessary once delivery is verified

The blockchain evidence is the same, but the next step depends on who controls the receiving address.

A Simple Decision Tree

Use this process before contacting anyone.

1. Does the Sender Only Say “Completed”?

Yes: Check the TxID yourself.

↓

2. Does the Blockchain Explorer Say Success?

No: Use the general missing-deposit troubleshooting process.

Yes: Continue.

↓

3. Does the Recipient Address Match?

No: The transaction did not reach the intended address.

Yes: Continue.

↓

4. Is the Network Correct?

No: Use the wrong-network recovery guide.

Yes: Continue.

↓

5. Is the Exact Asset Correct?

No: Investigate the unsupported or wrong asset.

Yes: Continue.

↓

6. Is the Destination a Self-Custody Wallet?

Yes: Search the address itself on the explorer.

Explorer Shows the Token

The wallet likely has a display or detection issue.

Explorer Does Not Show the Token

Recheck the transaction details.

↓

7. Is the Destination a Centralized Exchange?

Yes: Check its required confirmations and deposit history.

↓

8. Has the Exchange Detected It?

Yes: Follow the displayed processing status.

No: Continue.

↓

9. Are the Address, Asset, Network, and Confirmations All Correct?

Yes: Check maintenance/support status and contact the receiving exchange.

Common Mistakes After Seeing “Successful”

Assuming the Sender's Status Is the Blockchain Status

A platform saying Completed and a block explorer saying Success are not necessarily the same thing.

Always verify the TxID yourself.

Checking Only the Recipient's App

A wallet app or exchange dashboard is an interface.

The blockchain explorer provides independent on-chain evidence.

Use both.

Looking Only at the Word “Success”

Do not stop there.

Check:

> Success to whom?

and:

> Success transferring what?

The recipient and token transfer details matter.

Immediately Blaming the Sending Exchange

Once a valid blockchain transaction is successfully delivered to the intended receiving address, the sender may have completed its part of the transfer.

The next investigation usually moves toward the recipient or receiving platform.

Sending the Transaction Again

This can double the transfer without solving the original problem.

Treating a Display Problem as Lost Funds

If a block explorer shows the correct token balance at your self-custody address, the asset may already be there even though your wallet UI does not show it.

Assuming Every Successful Exchange Deposit Appears Instantly

Centralized exchanges must detect and credit incoming blockchain activity through their own systems.

A delay between on-chain success and account credit can occur.

How Long Should You Wait After a Transaction Shows Successful?

There is no universal waiting period.

Instead of asking:

> “Has it been 30 minutes?”

check the objective status.

For a Self-Custody Wallet

If the blockchain already shows the asset at the correct address, waiting for additional hours may not solve a token-display problem.

Investigate the wallet interface.

For a Centralized Exchange

Check:

- Required confirmations
- Deposit history
- Deposit service status
- Platform announcements

If the platform's requirements have all been satisfied and the transaction still does not appear, contact the receiving exchange.

This is more useful than choosing an arbitrary number of hours.

When Should You Contact Support?

Contact support after you can clearly say:

> The blockchain shows success, the destination is correct, the expected network and asset were used, and the receiving platform still has not recognized or displayed the transfer.

For self-custody wallets, support is mainly useful when the explorer proves that the token exists at your address but the wallet application cannot display or interact with it correctly.

For centralized exchanges, contact the receiving exchange when its own deposit requirements have been met, but the transaction is still not credited.

What Support Cannot Change

Support cannot rewrite an immutable blockchain record just because the transaction was successful.

For example, support generally cannot change:

> Recipient A

into:

> Recipient B

after confirmation.

Likewise, the sending platform cannot simply pull a successfully delivered transaction back from the blockchain.

Support is most useful when the blockchain transfer itself is correct,t but the receiving service has not:

- Detected it
- Displayed it
- Indexed it
- Credited it properly

Is the Crypto Lost If the Transaction Says Successful?

Not necessarily.

A successful transaction is actually useful information because it means you can trace exactly what happened.

There are three broad outcomes.

Successful and Delivered to the Correct Self-Custody Address

The asset may already be owned by the recipient even if the wallet interface does not display it.

Successful and Delivered to the Correct Exchange Address

The receiving exchange may still need to recognize and credit the transaction.

Successful but Delivered Somewhere Other Than Intended

The blockchain executed the transaction, but the intended recipient did not receive it.

The word Successful therefore describes the blockchain execution—not necessarily whether the user's intended outcome was achieved.

Brokerate Assessment

When a crypto transaction says Successful but the funds appear missing, the most important mistake users make is continuing to treat it like an unknown transaction.

Once the blockchain has confirmed the transaction, much of the uncertainty is already gone.

The blockchain can tell you:

> what moved → how much moved → where it went → on which network → whether the transfer succeeded

From that point, the investigation should move toward the receiving side.

For a self-custody wallet, a token shown at the correct address on a block explorer is strong evidence that the recipient already controls the asset and the problem may simply be wallet display or token detection.

For a centralized exchange, successful on-chain delivery does not automatically equal customer-account credit.

The exchange still has to detect the transaction and reflect it in its internal system.

That gives users a simple rule:

> After blockchain success, verify the destination first. Then investigate the receiver—not the sender.

Separate recovery situations should also stay separate.

A wrong-network transfer needs the wrong-network recovery process; a missing memo requires memo/tag recovery; and an exchange account explicitly placed under review should be investigated as an account-review issue.

Final Verdict

If your crypto transaction says Successful but the recipient cannot see the funds, do not immediately send another transaction or assume the crypto disappeared.

Start with the TxID and independently verify:

> Blockchain Success → Recipient Address → Asset → Amount → Network

Then identify the type of recipient.

For a self-custody wallet, search the receiving address directly on the blockchain.

If the token is already there, the problem may simply be the wallet interface failing to display it.

For a centralized exchange, check the exchange's confirmation requirement, deposit history, service status, and asset support.

A blockchain transaction can be completed while the exchange's internal crediting process is still unfinished.

When all transaction detailscorrectre,ct but the receiving platform still does not show the funds, contact the receiving platform with the TxID and complete transaction details.

The key principle is:

> “Successful” tells you the blockchain processed the transaction. Your next job is to prove exactly where the assets went.