

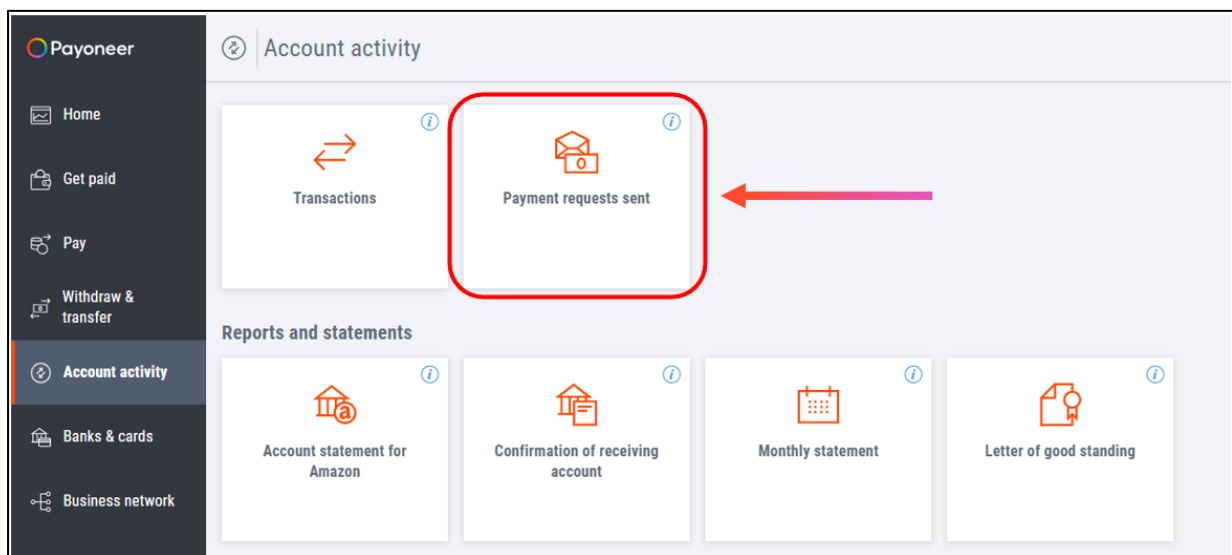
How to track and cancel payment requests

You can effortlessly track your payments and cancel any if necessary, ensuring that you have full control over your financial transactions. You might need to cancel a payment request if:






- The service or goods were not rendered, so the payment is no longer relevant.
- The payee wants to be paid via a different method.
- You sent a payment request by accident or as a test.

To track and cancel a payment request:

1. Sign in to your Payoneer Account, go to the **Account activity** tab, and then click **Payment requests sent**.

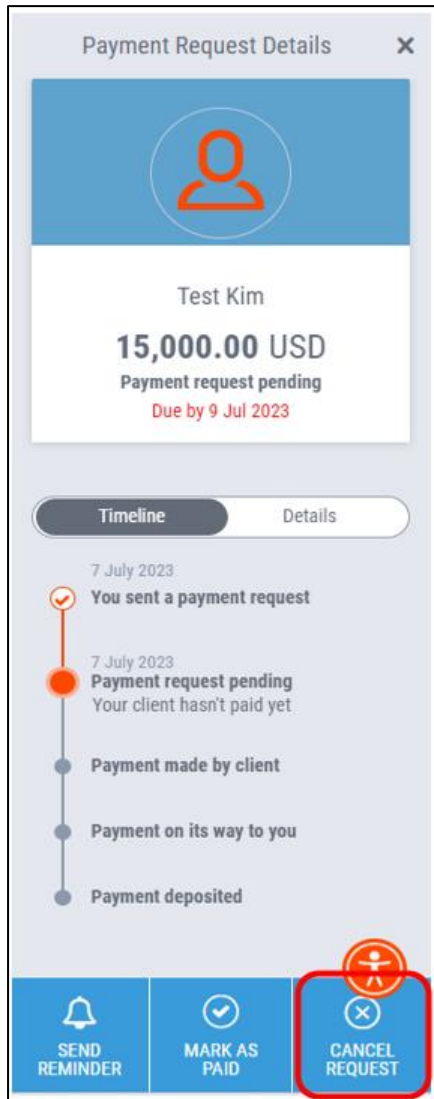


2. Here you can see all your sent payment requests. To find a particular payment, you can manually scroll or you can filter this list by date and status.

Payment requests sent				Request a payment	Reminders
<div>21 Apr 2023 - 20 Jul 2023</div> <div>Status</div> <div>~ All filters</div>					
<div>Past due?</div>					
Sent To	Amount	Due By	Status		
 Test Kim	20.00 USD	19 Jul 2023 Past due	Payment request pending	>	
 Sungmin Park	20.00 USD	19 Jul 2023 Past due	Payment request pending	>	
 Sungmin Park	20.00 USD	20 Jul 2023	Payment request pending	>	
 Jay test Jay Test	100.00 USD	11 Jul 2023 Past due	Payment request pending	>	

Click on the payment request you want to track and / or cancel to reveal the **Payment Request Details** pop-up window (on the right side of the screen).

- Here you can see detailed information about a specific payment request that enables you to closely track it. To cancel the payment request, click **CANCEL REQUEST**.



(You can click **SEND REMINDER** to send a reminder to the company informing them that they still have an outstanding payment to you. You can also click **MARK AS PAID** if you have already received the payment.)

4. Select the reason for cancelling the payment in the **Reason for cancellation** dropdown menu. (Alternatively, if none of the reasons in the dropdown menu are appropriate for your situation, select **Other**, and then specify the reason in the **Describe reason** field.)

Are you sure you want to cancel this payment request?

Once the request is canceled, the payer will not be able to pay it.

Reason for cancellation

YES

NO

Click **NEXT** to finalize the cancellation of the payment request.