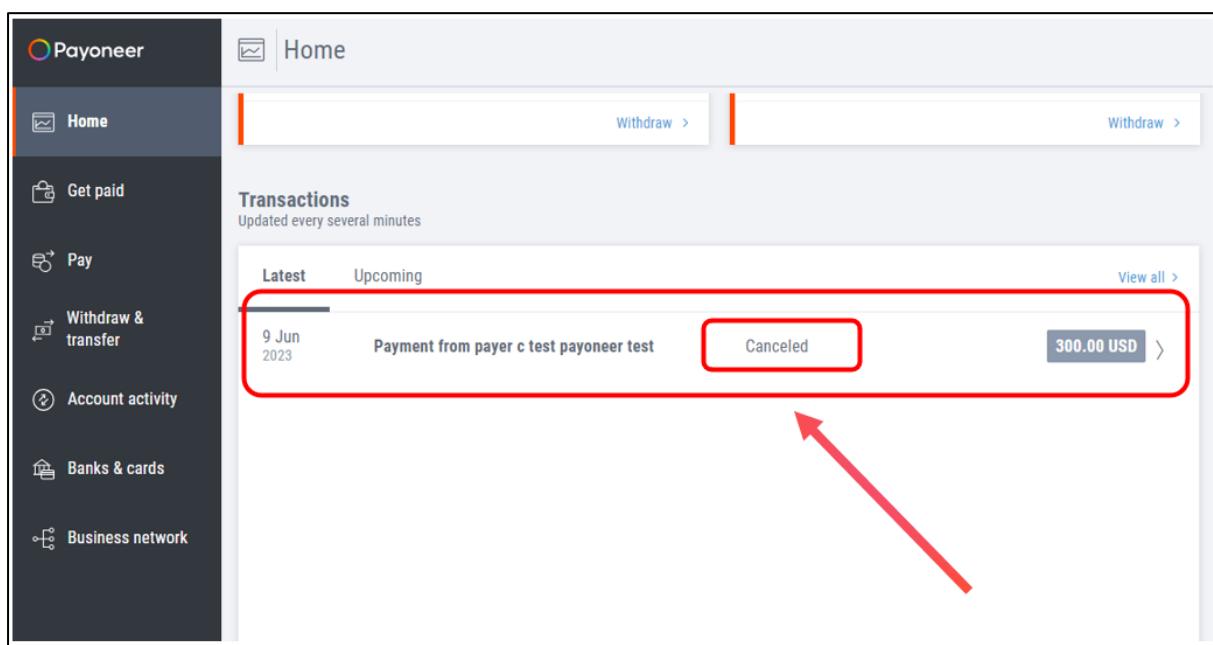


## How to check a payment's status

In your Payoneer Account you can easily check the status of your incoming payments. This makes it simple to stay on top of your finances and get peace of mind.

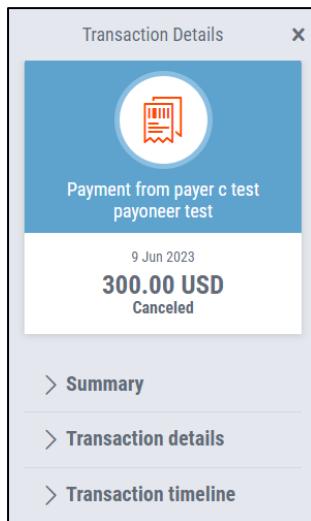
### To check your payment's status:

1. Sign in to your Payoneer Account and go to the **Home** tab.
2. In the **Transactions** section, you can see your incoming payments and the status of each one. You can navigate between the **Latest** and **Upcoming** sub-tabs.



The screenshot shows the Payoneer Home page. On the left is a sidebar with links: Home (selected), Get paid, Pay, Withdraw & transfer, Account activity, Banks & cards, and Business network. The main area is titled 'Home' and shows 'Withdraw >' and 'Withdraw >' buttons. Below is the 'Transactions' section, which is updated every several minutes. It has 'Latest' and 'Upcoming' tabs, with 'Latest' selected. A red box highlights a specific transaction: '9 Jun 2023 Payment from payer c test payoneer test Canceled 300.00 USD'. An arrow points from the text below to this highlighted transaction.

For additional details, click on the payment to reveal the **Transaction Details** pop-up window (right side of the screen), and click on the relevant dropdown.



The screenshot shows the 'Transaction Details' pop-up window. At the top is a close button 'X'. Below it is a circular icon with a document symbol. The transaction summary is: 'Payment from payer c test payoneer test' on '9 Jun 2023' for '300.00 USD' with a status of 'Canceled'. Below this are three dropdown menus: 'Summary', 'Transaction details', and 'Transaction timeline'. The 'Summary' menu is currently selected.

### **Important information about payment statuses:**

- All payments to your balance are reviewed by Payoneer before they are available.
- Receiving accounts are intended to receive payments from companies, marketplaces, and approved initiators only.
- If you are attempting to receive a payment to a receiving account that is not supported, your payment will be returned to its initiator.
- Payments can take up to five business days to arrive.
- Payments from unapproved initiators will be declined and returned to the sender within 7-10 business days from the cancellation date.
- In some cases, additional information might be required in order to have your payment approved.