

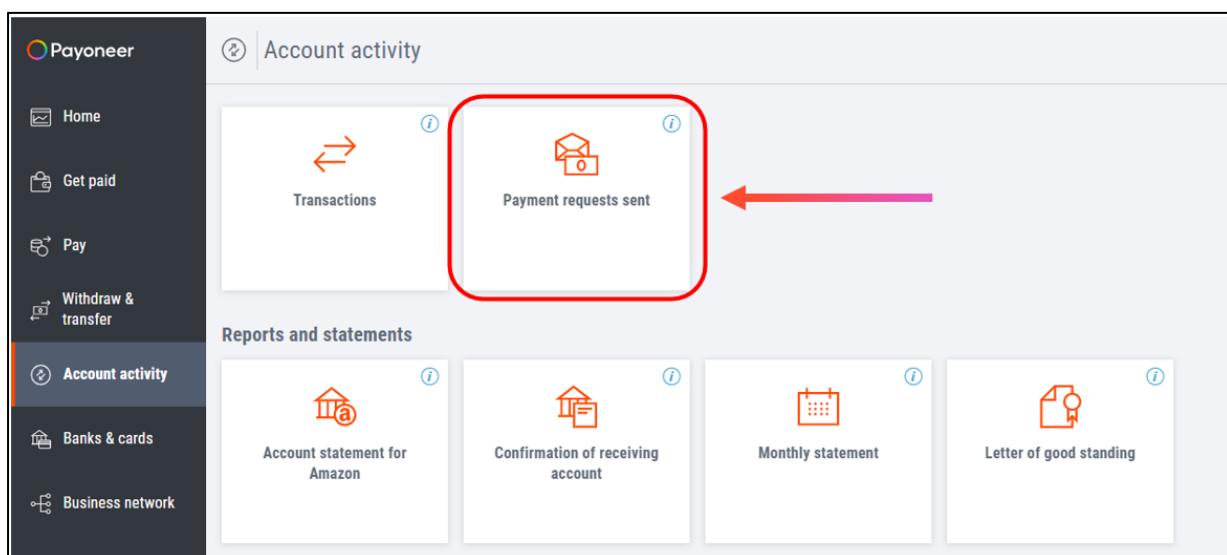
How to track and cancel payment requests

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.

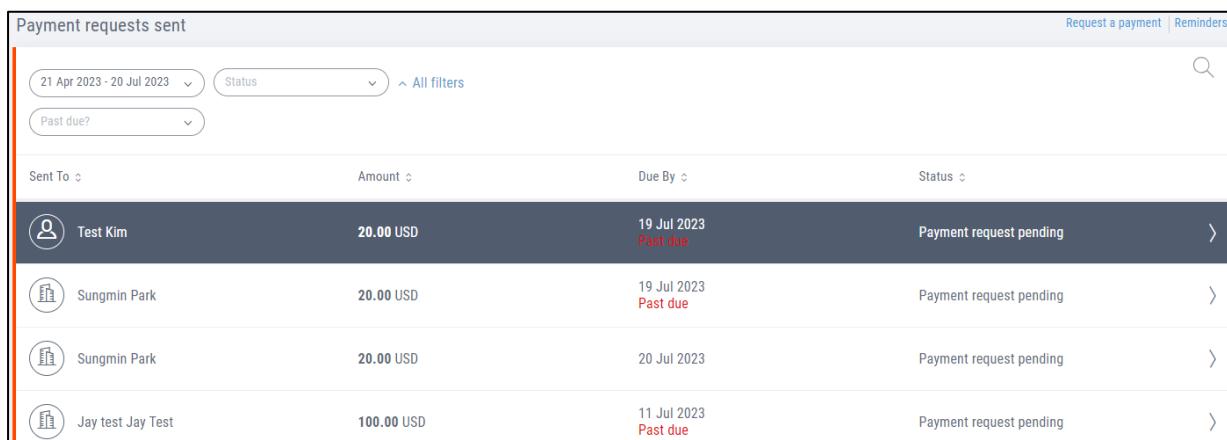
To track and cancel a payment request:

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



The screenshot shows the Payoneer account activity interface. On the left, there's a sidebar with various menu items: Home, Get paid, Pay, Withdraw & transfer, Account activity (which is selected and highlighted in blue), Banks & cards, and Business network. The main area is titled 'Account activity'. It features two main sections: 'Transactions' and 'Payment requests sent'. The 'Payment requests sent' section is highlighted with a large red box and has a red arrow pointing to it from the left. Below these sections is a row of four buttons labeled 'Reports and statements': 'Account statement for Amazon', 'Confirmation of receiving account', 'Monthly statement', and 'Letter of good standing'.

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.

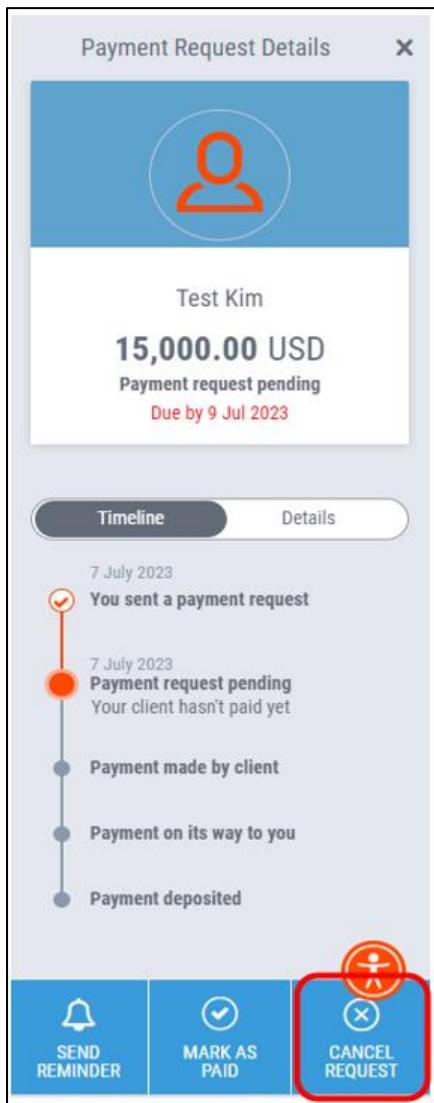


The screenshot shows the 'Payment requests sent' list page. At the top, there are search filters: '21 Apr 2023 - 20 Jul 2023', 'Status', 'All filters', and 'Past due?'. The main table lists four payment requests:

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

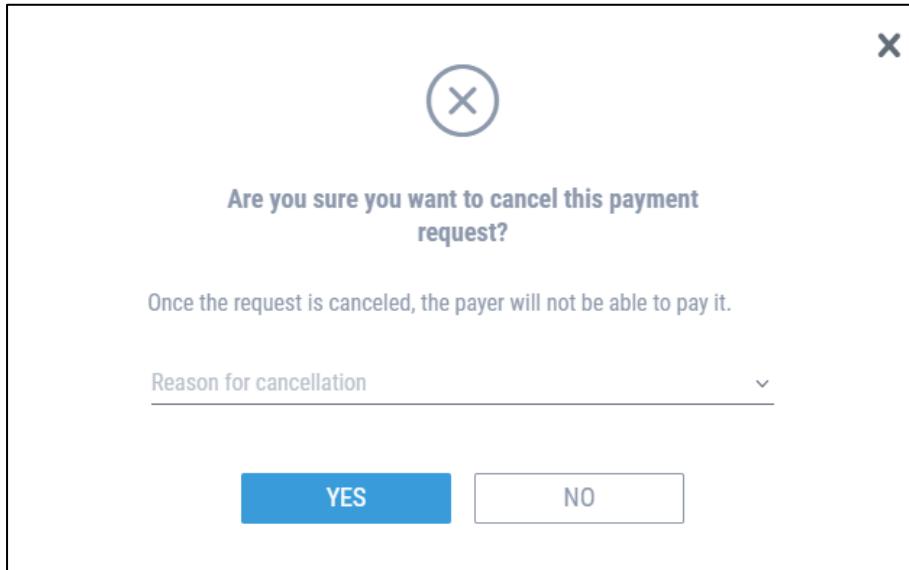
Click on the payment request you want to track and / or cancel to reveal the **Payment Request Details** pop-up window (on the right side of the screen).

3. 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.)



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