

# Request Overview

## Overview

This is where you are able to get a complete overview of your Request, including all of the applicable field values:

- Recipient name
- Recipient email address
- Amount
- Expiry Date
- Secret Hint and Secret Answer
- Invoice Label and Value
- Description Label and Value
- Request Message
- Customer pays a processing fee
- Next automatic email reminder

## Actions

You can **Modify & Resend**, and **Cancel** the Request using the applicable buttons.

## Status

<b>Payment</b>	Signifies that this request is a Payment Request (as opposed to a Refund)
<b>Refund</b>	Signifies that this request is a Refund Request (as opposed to a Payment)
<b>Outstanding</b>	A request that has <u>not</u> been paid or claimed
<b>Paid</b>	A request that has been paid or claimed - it is completed.
<b>Cancelled</b>	A request that has been cancelled and has not been paid/claimed.
<b>Expired</b>	A request that has expired. You will need to either Cancel the request or select Modify & Resend in order to change the Expiry Date and have a new link sent to the Recipient.
<b>Security</b>	A status applicable only to Refund Requests, and it occurs when the Recipient has entered in the wrong Security Answer three times. You will need to either Cancel the request or select Modify & Resend in order to reset the request.

## Activity Log

View the entire history of the request under Activity Log. All significant activity related to the request will be date and time-stamped here, along with a brief description.

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Revision #16

Created 4 January 2024 17:39:17 by Caitlin Costain

Updated 10 March 2026 14:49:14 by Leorah Jacobson