

05.
Searching for
Payments

- Home
- Payouts ^
 - Payouts
 - Batches

Beneficiary

Status

Destination currency

Method

Search by beneficiary name or ID

Please select

All

All

Target delivery date

Funding balance

Destination country

Search

Start date → End date

Please select

All

Enter payout ID or batch ID

Search Results

10 of 345 items

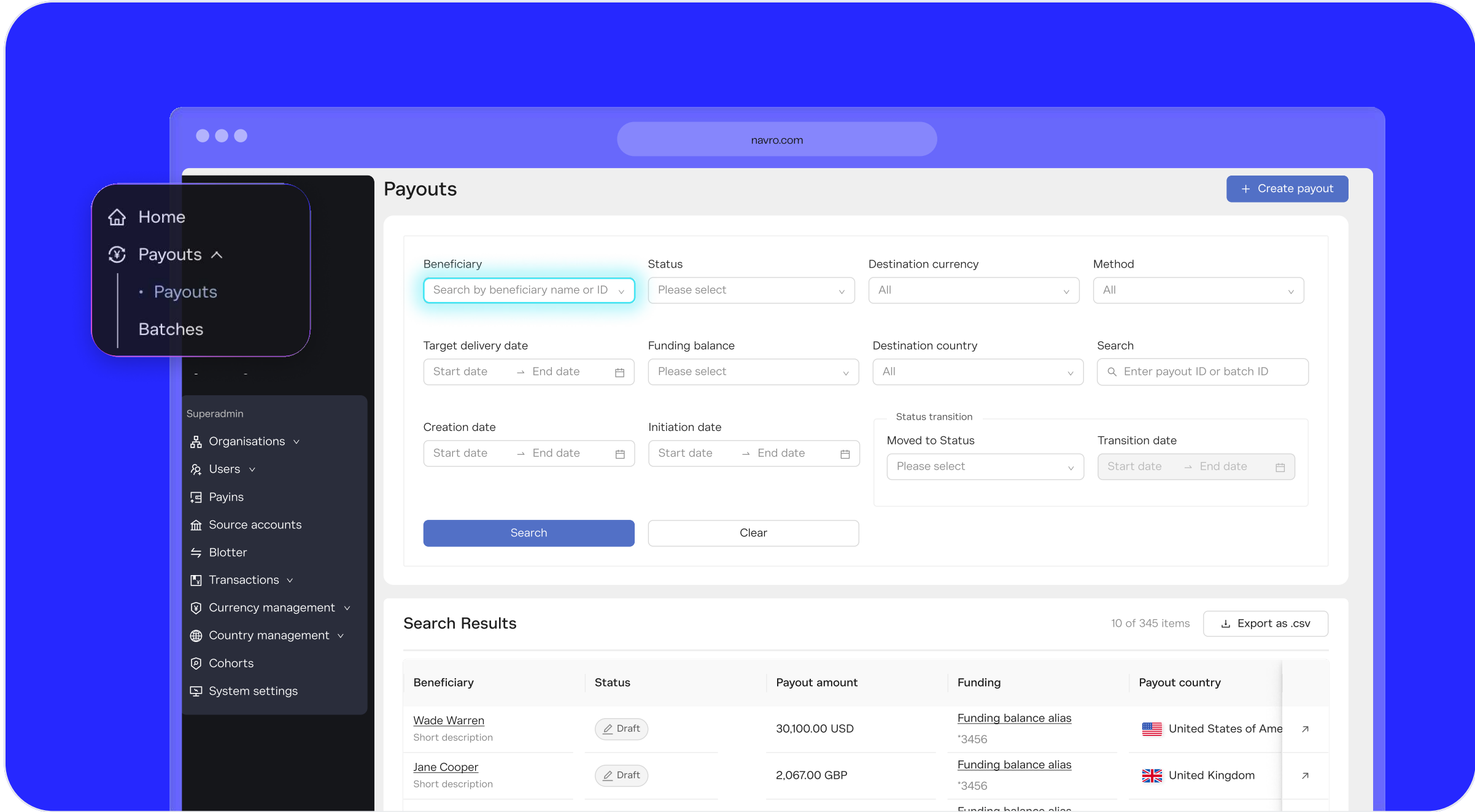
Export as .csv

Beneficiary	End date	Status	Start date	End date	Payout amount	Moved to Status	Funding	Transition date	Payout country
Wade Warren Short description		Draft			30,100.00 USD		Funding balance alias *3456		United States of Ame ↗
Jane Cooper Short description		Draft		Clear	2,067.00 GBP		Funding balance alias *3456		United Kingdom ↗
Robert Fox Short description		Draft			10,450.00 EUR		Funding balance alias *3456		France ↗
Darlene Robertson Short description		Draft			2,000.00 NZD		Funding balance alias *3456		New Zealand ↗
Theresa Webb Short description		Draft			24.00 EUR		Funding balance alias *3456		Germany ↗
Devon Lane Short description		Draft			34.50.00 EUR		Funding balance alias *3456		Belgium ↗
Wade Warren Short description		Draft			30,100.00 USD		Funding balance alias *3456		United States of Ame ↗
Ralph Edwards Short description		Draft			0,000.00 JPY		Funding balance alias *3456		Japan ↗
Jane Cooper Short description		Draft			2,067.00 GBP		Funding balance alias *3456		United Kingdom ↗
Ronald Richards Short description		Draft			0,000.00 GBP		Funding balance alias *3456		United Kingdom ↗

This guide is designed to help you get started using Navro. We hope you find it useful. If you need further support please do not hesitate to reach out to us via email client.operations@navro.com

How to search for a payment for a specific member in the Navro Hub

1

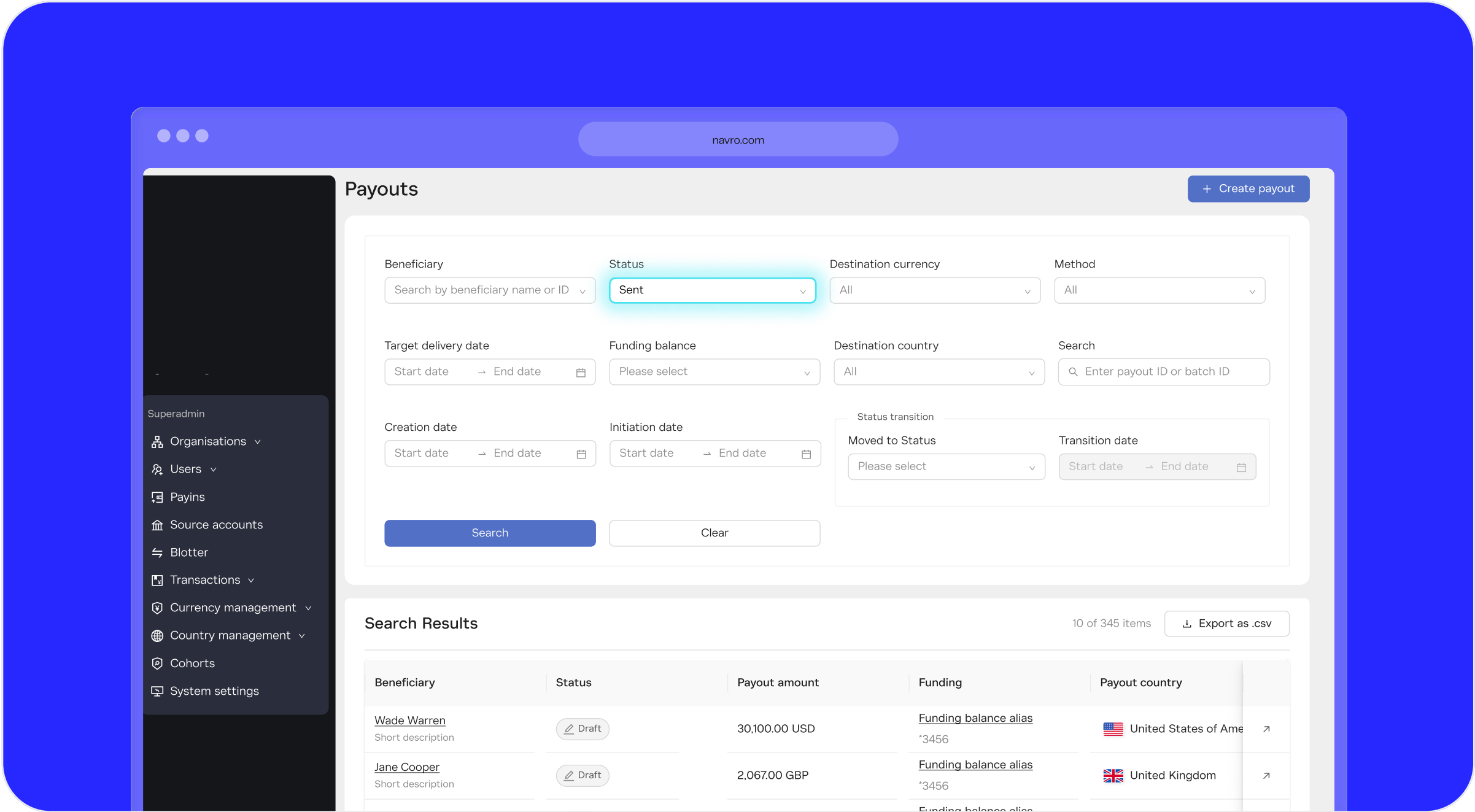


Go to Payouts section in the Navro Hub

Our recommendation for the fastest and easiest way to find payments to a specific beneficiary, is to search in the field **Beneficiary** by the **Beneficiary ID** that you provided to Navro and use to identify your beneficiaries currently.

You can also search in the field **Beneficiary** by the **Persons name**. Note, this currently only supports a single name, if you search the persons full name then no results are returned. This is a feature we will work on as part of the roadmap

2

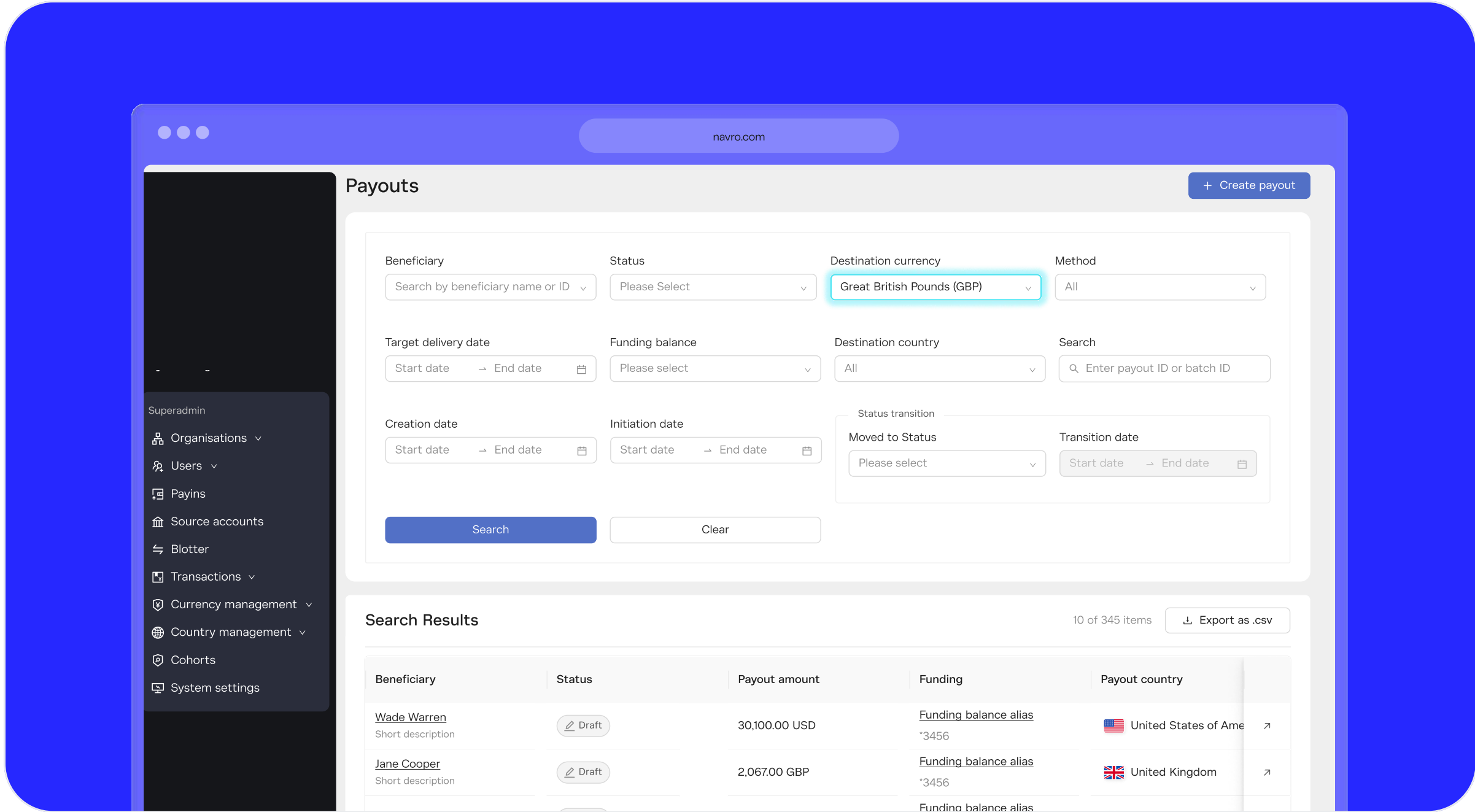


Filter by Payment Status

You can filter by **Status** of a payment, for example if you want to review all payments that have been sent to the banking partner but not yet executed, you would filter on **Sent** as per the example shown here. A breakdown of what each status means can be found in the table in the last page of this guide.*

How to search for a payment for a specific member in the Navro Hub

3

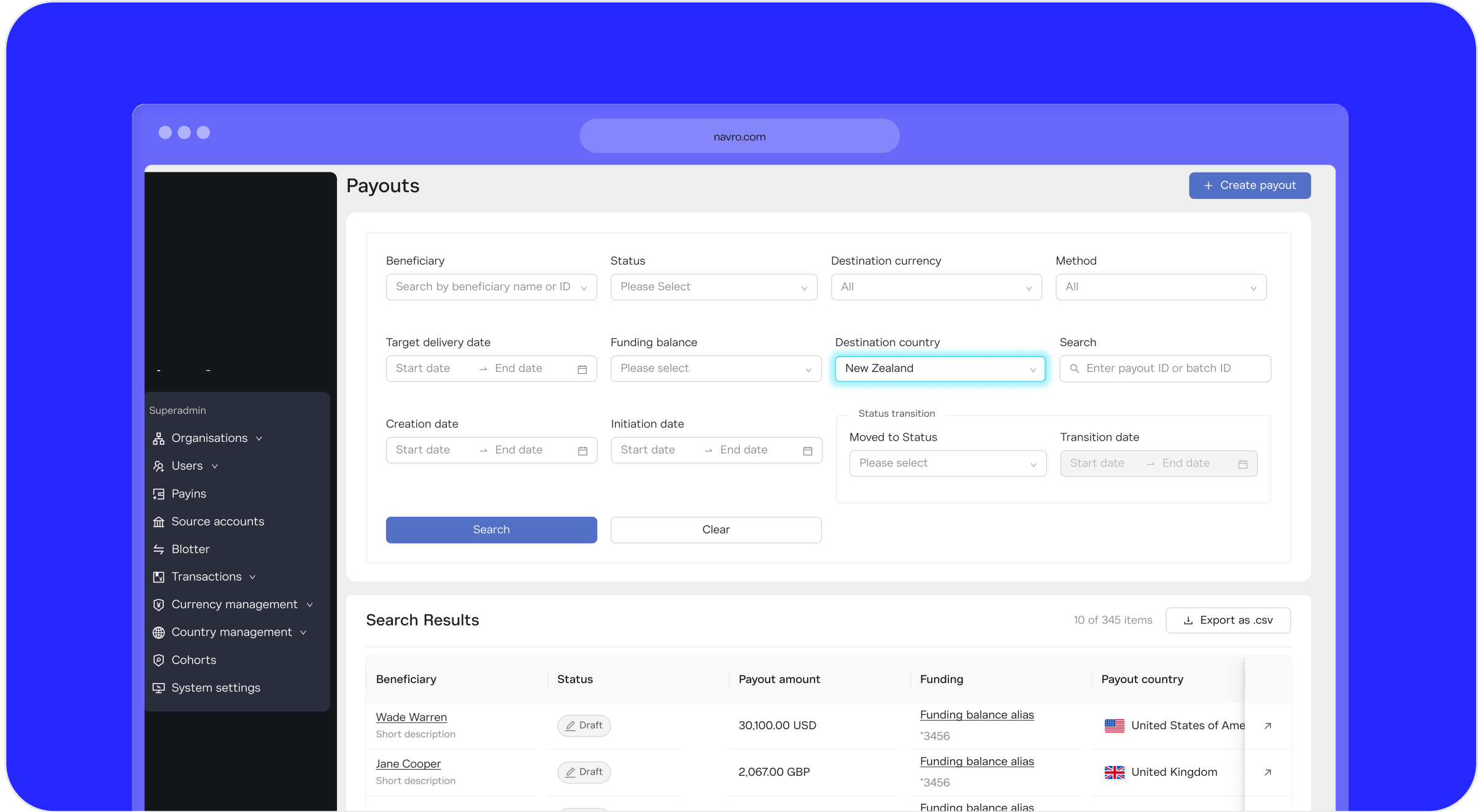


Filter by Destination Currency

You can also filter by **Destination Currency**, this is what currency you are sending to the end beneficiary i.e. you sending them GBP (even if they may be in New Zealand).

You can also search in the field **Beneficiary** by the **Persons name**. Note, this currently only supports a single name, if you search the persons full name then no results are returned. This is a feature we will work on as part of the roadmap

4



Filter by Payment Status

If you wanted to find a payment that you know is being sent to New Zealand (and you're sending GBP for example), you can use the filter **Destination country** to search for this.

Payout Filter Breakdown

The remaining filters are less commonly used and so a brief explanation is provided below:

Funding balance

This will only ever have one option for you if you've already filtered for Organisation to be a specific scheme as we only have one account per scheme.

Target Delivery

Payments are created with a target delivery date for when we aim to deliver the payment to the beneficiary. This differs from payment created date as some currencies take time for the payment to process - whats commonly known as T+1 or T+2 where **T= 'Today'** and **+1 means 'add one business day'**.

Method

Payments can be sent via different methods (commonly called **rails**) i.e. ACH, WIRE, INSTANT etc. Different currencies and countries support different options.

Payout ID

This is a Navro generated reference for each payment

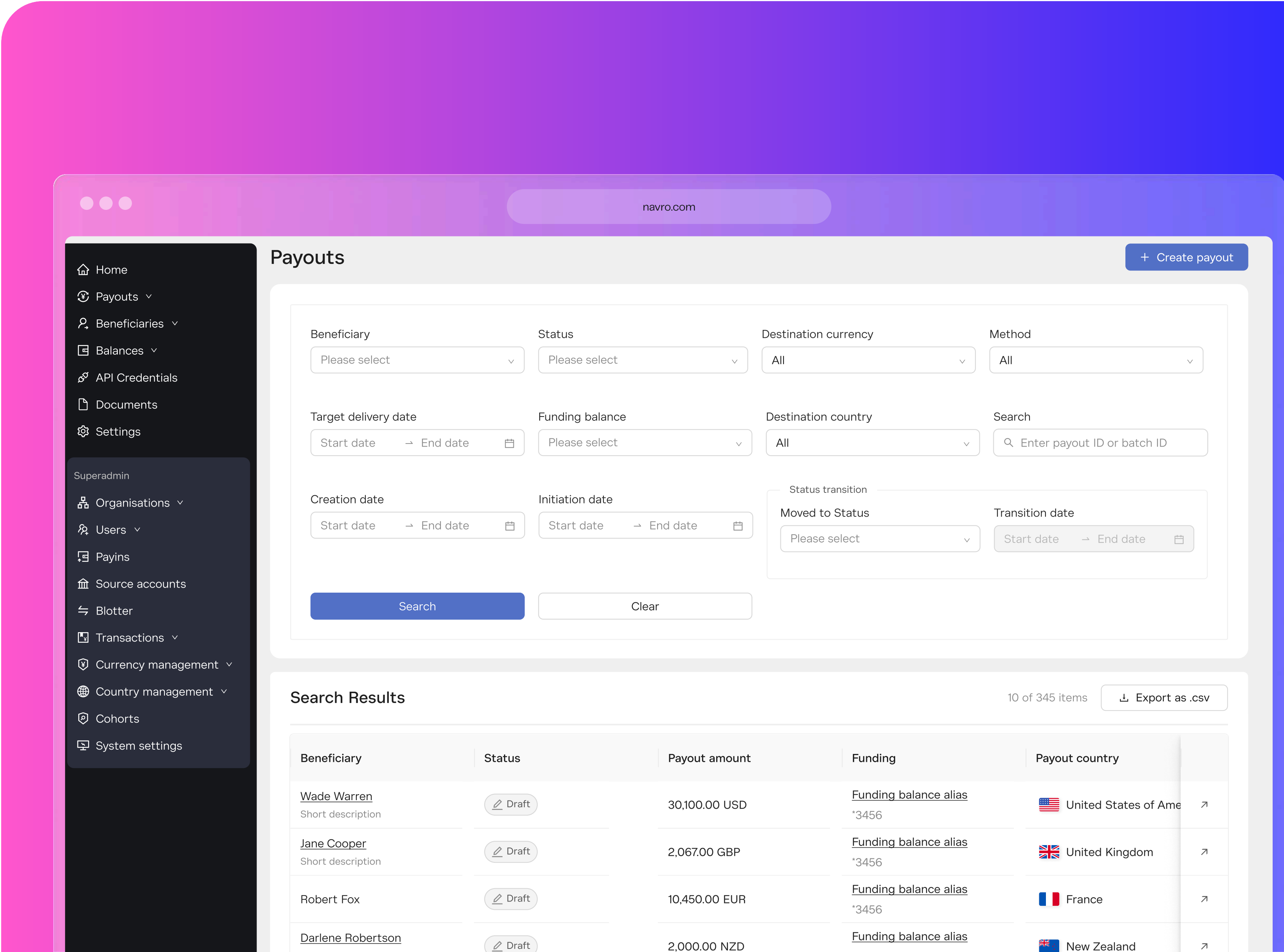
Creation Date

This is when the payment itself was generated in the system.

Status Transition (Moved to)

Status Transition (Transition date)

These are used in tandem to narrow down the timeframe of when a payment transitioned into a certain status, i.e. all payments that moved to **sent** between 23 July 2025 and 24 July 2025 would show all payments that were sent to our banking partner between those dates.



Appendix

Payment Status Breakdown

STATUS	DESCRIPTION	REASONS
Draft	You have created the payout, but taken no further action. Once a payout enters draft, you can no longer edit the details of the payout. If a payout needs approval in the Hub, it moves to the Pending booking status. Payouts made through the API go straight to the Requested status.	N/A
Pending booking (Hub only)	The payout needs approval before it can proceed.	• Pending approval: The payout needs approval. • Book failed: The payout failed previously and returned to this status.
Committed	The payout process has started and further checks such as anti-money laundering measures are underway. Your account balance may change as the transaction is pending.	• Held: The payout is held, for example due to insufficient funds. • Reviewing: The payout is under review by Navro. • Pending: The payout is awaiting further input such as documents or approvals.
Processing	A temporary status while Navro complete final checks (such as verifying account details).	N/A
Sent	Navro have sent the payout to our payout partner. If you need to recall a payout in this status, contact client support: client.support@navro.com	N/A
Accepted	Our payout partner has validated the payout and will send it to the beneficiary on your specified execution date.; beneficiary will receive funds on the execution date. If you need to recall a payout in this status, contact client support.	N/A
Completed	A terminal status that means the payout has either succeeded or failed.	• Paid: The beneficiary successfully received the payout. • Rejected: The payout was rejected by our payout partner, or the intermediary or beneficiary banks. To find out why, you need to contact client support. • Cancelled: The payout was either cancelled by approver, or Navro or a partner, due to incorrect beneficiary bank details. • Failed: The payout failed due to a general error, such as network issues or an expired transfer. • Reversed: The payout was reversed by the beneficiary bank. For example, due to the beneficiary account no longer being valid.



Get in Touch

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HOW-TO-GUIDES