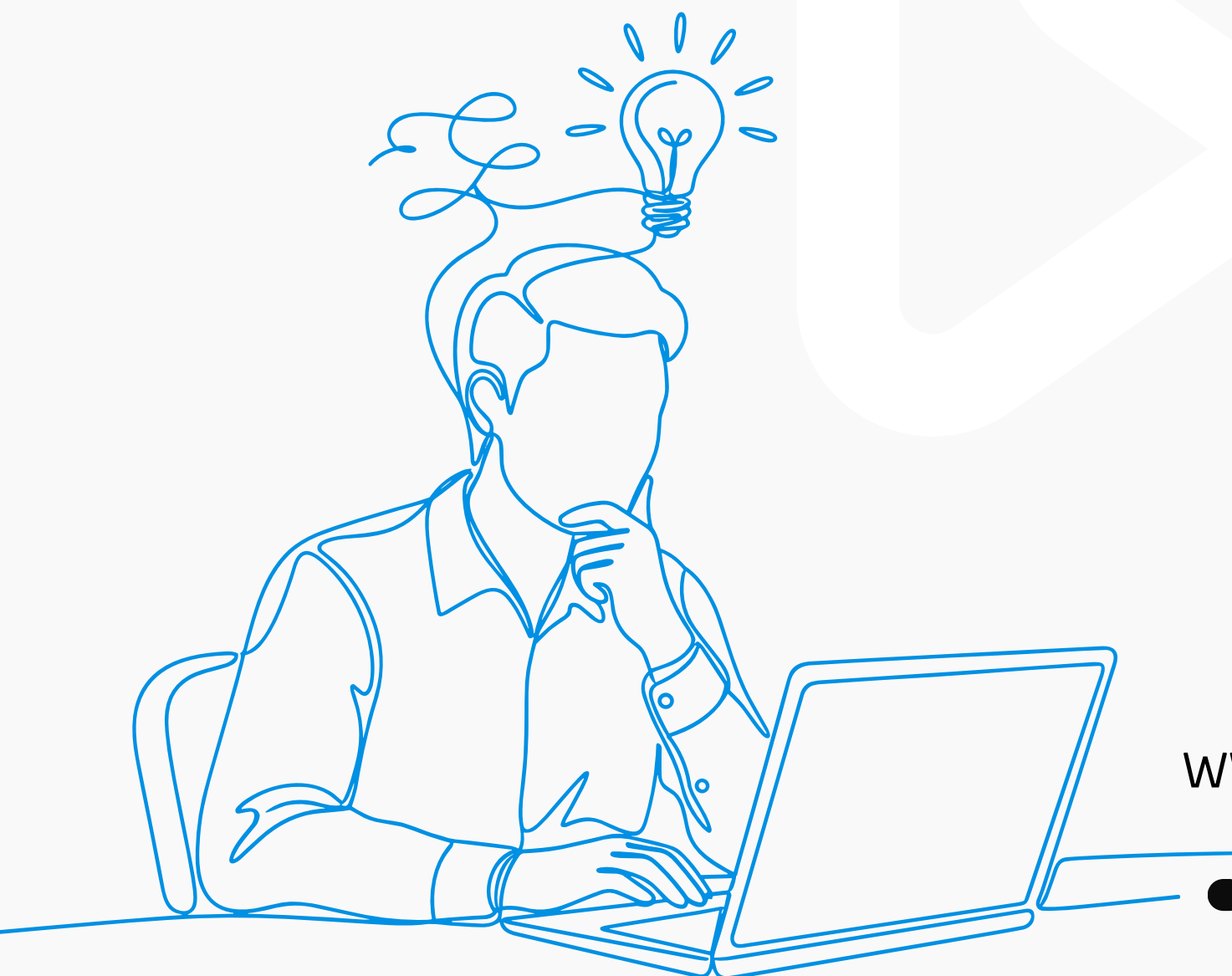




MAKAPAY

HOW TO FIX A PAYMENT SENT TO THE WRONG NETWORK

PAY



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HOW TO FIX A PAYMENT SENT TO THE WRONG NETWORK

When your client pays via the wrong network, the first step is to recover those tokens.

After that, you can make a decision between issuing a refund or marking the transaction as paid.



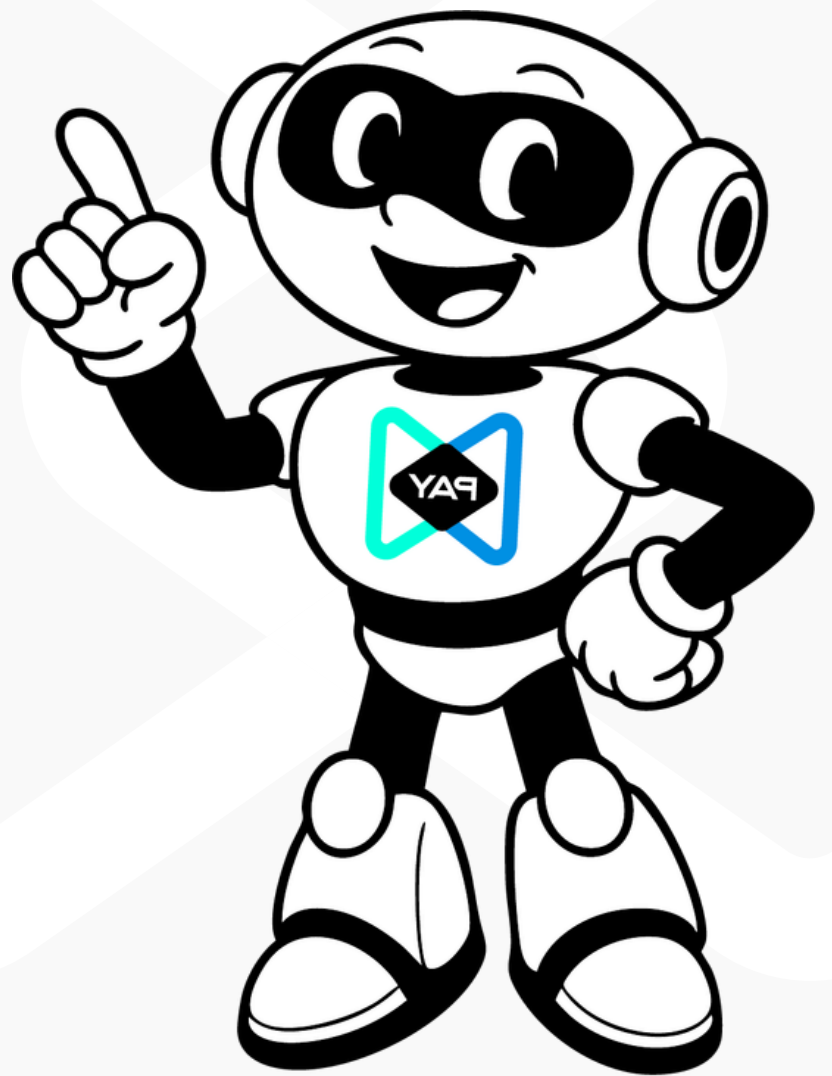


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HOW TO FIX A PAYMENT SENT TO THE WRONG NETWORK

STEP 1

Recover the funds





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STEP 1.1

On the home page, click 'View all' next to Recent Payments.

Dashboard
Welcome back. Here's your payment activity at a glance.

Total Payments
7
All time

Total Volume
\$10.50
From recent activity

Gas Tank Balance
\$0.10
Available balance for gas sponsoring

Recent Payments

Order ID	Network	Amount	Status	Date
MAKA-1784928393293	Ethereum USDT	\$2	Pending	Jul 24, 2026
MAKA-1784924238365	MakaChain USDT	\$2	Completed	Jul 24, 2026
POS-R3-B1-1784920681097	MakaChain USDT	\$55	Expired	Jul 24, 2026
Go	MakaChain USDT	\$5	Pending	Jul 14, 2026
Invoice 6	MakaChain USDT	\$1	Pending	Jun 30, 2026

[View all →](#)



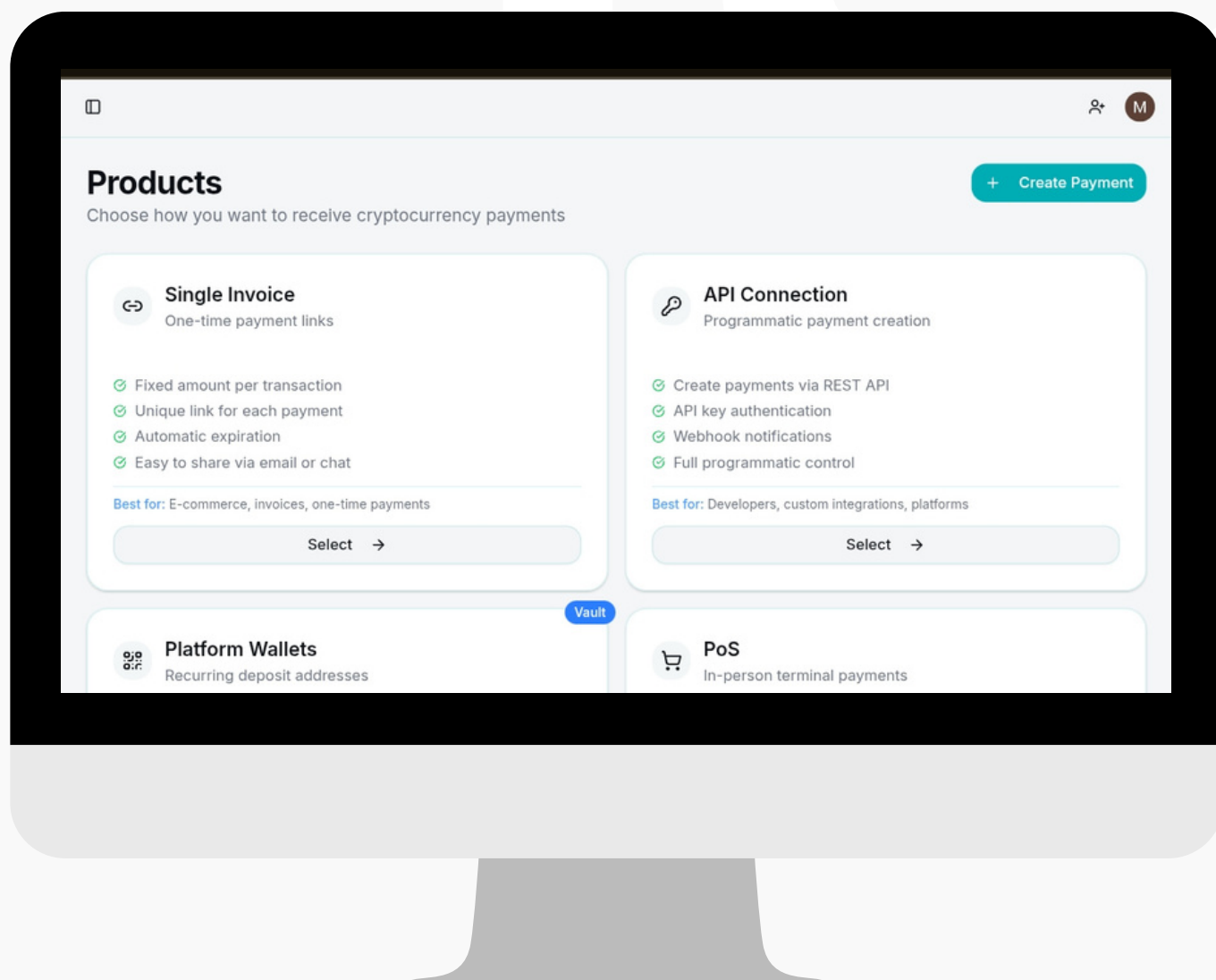


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STEP 1.2

On this screen, scroll down until you see all your transactions, including the one with the wrong Network.



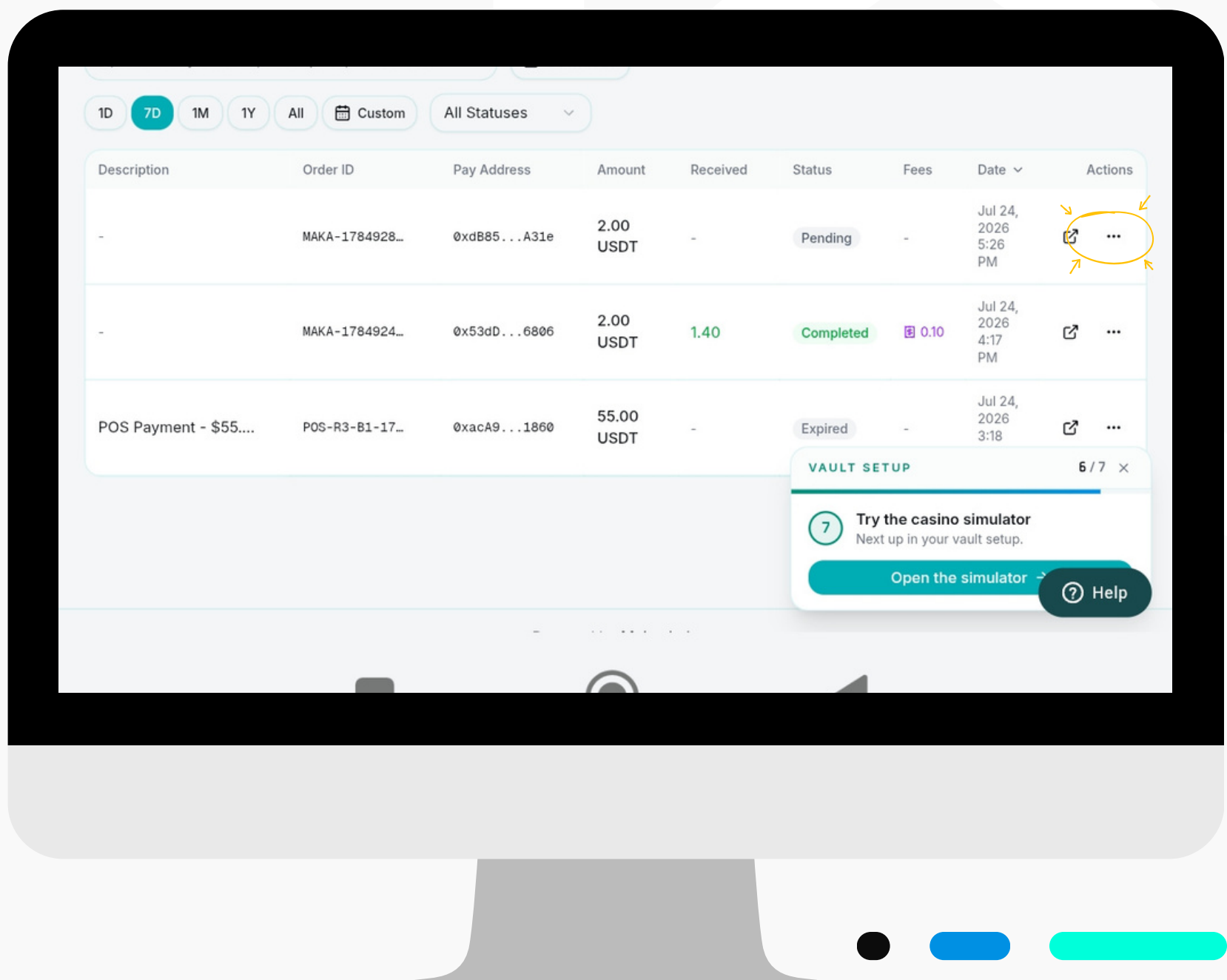


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HOW TO FIX A PAYMENT SENT TO THE WRONG NETWORK

STEP 1.3

Click on the 3 dots next to the transaction with the Wrong Network.



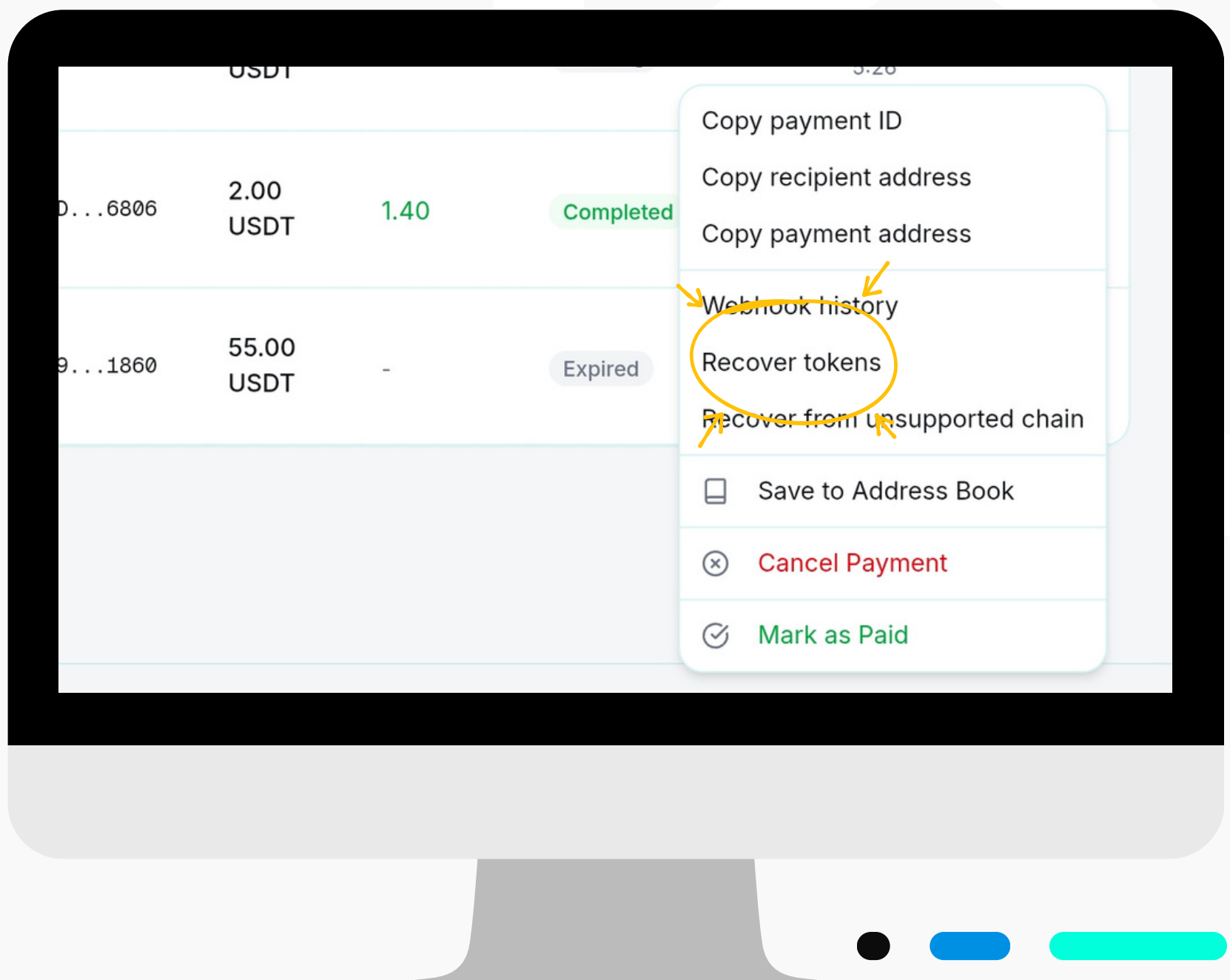


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STEP 1.4

Click on "Recover Tokens".





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HOW TO FIX A PAYMENT SENT TO THE WRONG NETWORK

STEP 1.6

PAY

On this screen, you will see the error details; once reviewed, click "Recover."

Token Recovery

Check for and recover tokens that were accidentally sent using the wrong token or on the wrong network.

Payment Address:

0xdB85...A31e

Merchant Address:

0xD437...6582

Original Chain:

Ethereum

Gas Tank Balance

Used to cover recovery gas fees

0.80 USD

Top up →

Check all supported chains & tokens

Refresh

USDT USDC ETH EURC MAKA RALLY XRP TRX

BNB USDT0 MATIC ARSe

Token contract address (for unsupported tokens)

0x... token contract address

Found 1 recoverable token:

▼ MakaChain Wrong Chain 1 token

USDT

1.40 USD

0x30C2...d8A5

Recover

Checks all supported chains: Ethereum, Polygon, BSC, Base, MakaChain.
Recovered tokens will be sent to your merchant address.



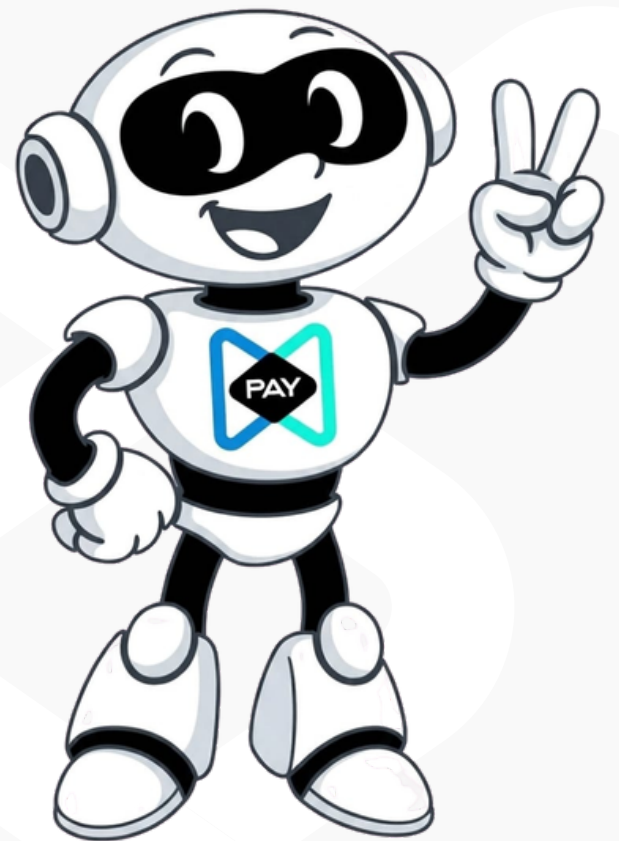


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STEP 2

Your tokens have now been recovered. You must choose whether to refund your client or mark the transaction as paid.



To mark the transaction as paid, do the following



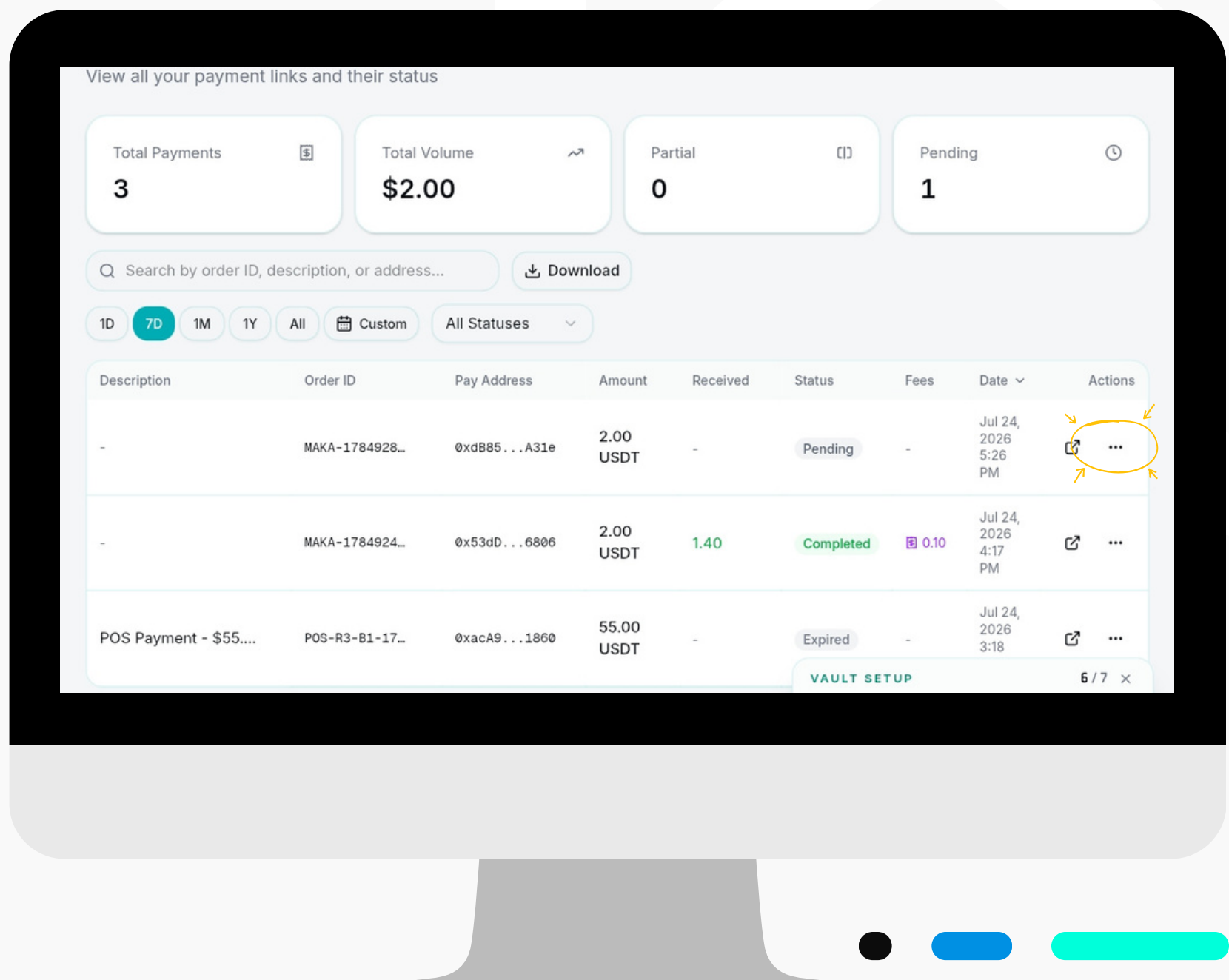


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HOW TO FIX A PAYMENT SENT TO THE WRONG NETWORK

STEP 2.1

Click on the 3 dots next to the transaction with the underpayment.



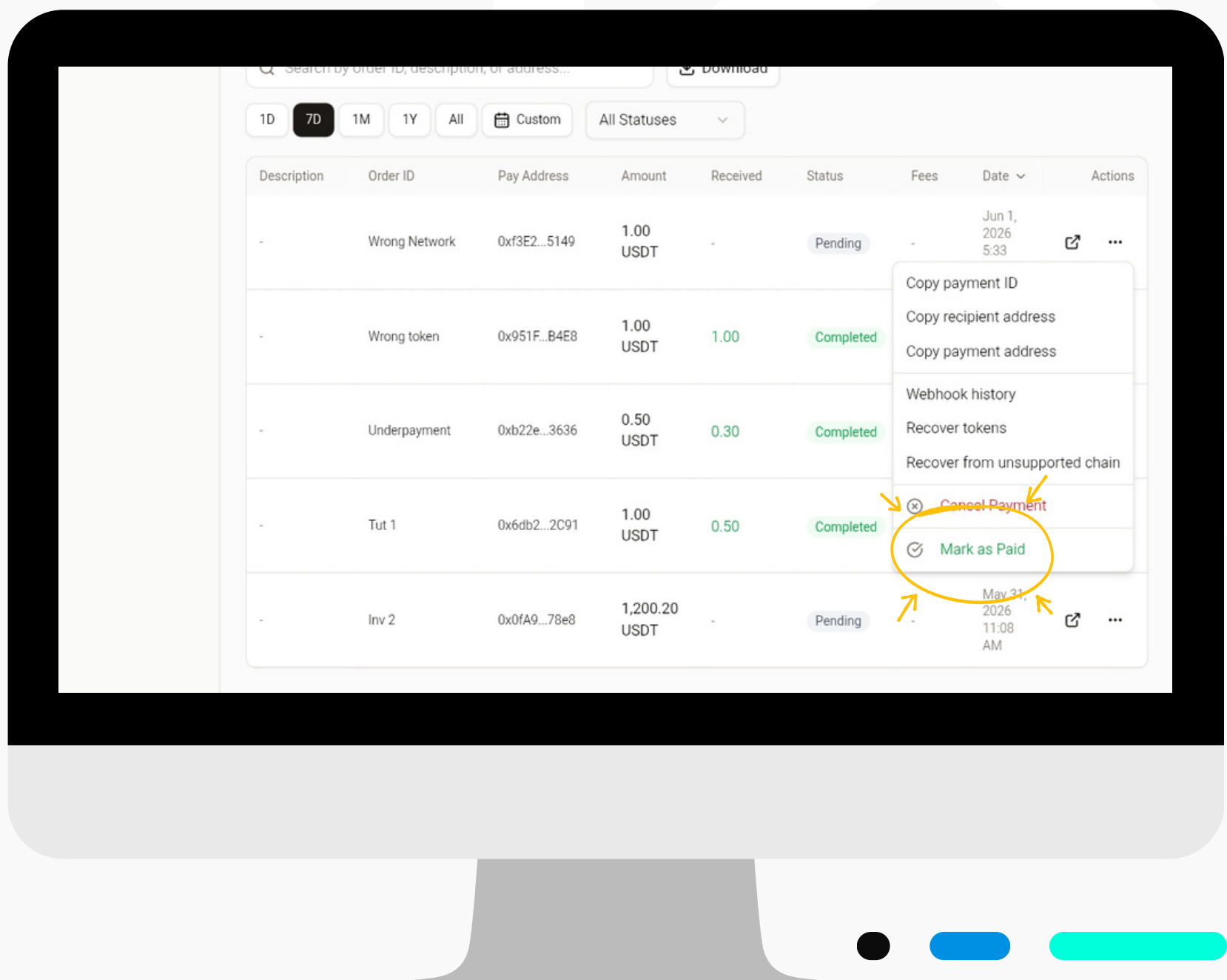


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STEP 2.2

Click on "Mark as paid".





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HOW TO FIX A PAYMENT SENT TO THE WRONG NETWORK

STEP 2.3

PAY

On this screen, you can optionally add a note.
Then,
Click on "Mark as paid".

✔ Mark as Paid

Mark this payment as completed manually.

✔ This will mark the payment as completed

Use this when payment was received through other means (e.g., different currency recovered, bank transfer).

Payment ID

019f9605-df0...

Order ID

MAKA-1784928393293

Amount

2 USDT

Current Status

Pending

Note (optional)

e.g., Recovered via Token Recovery, received via bank transfer...

Cancel

✔ Mark as Paid





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