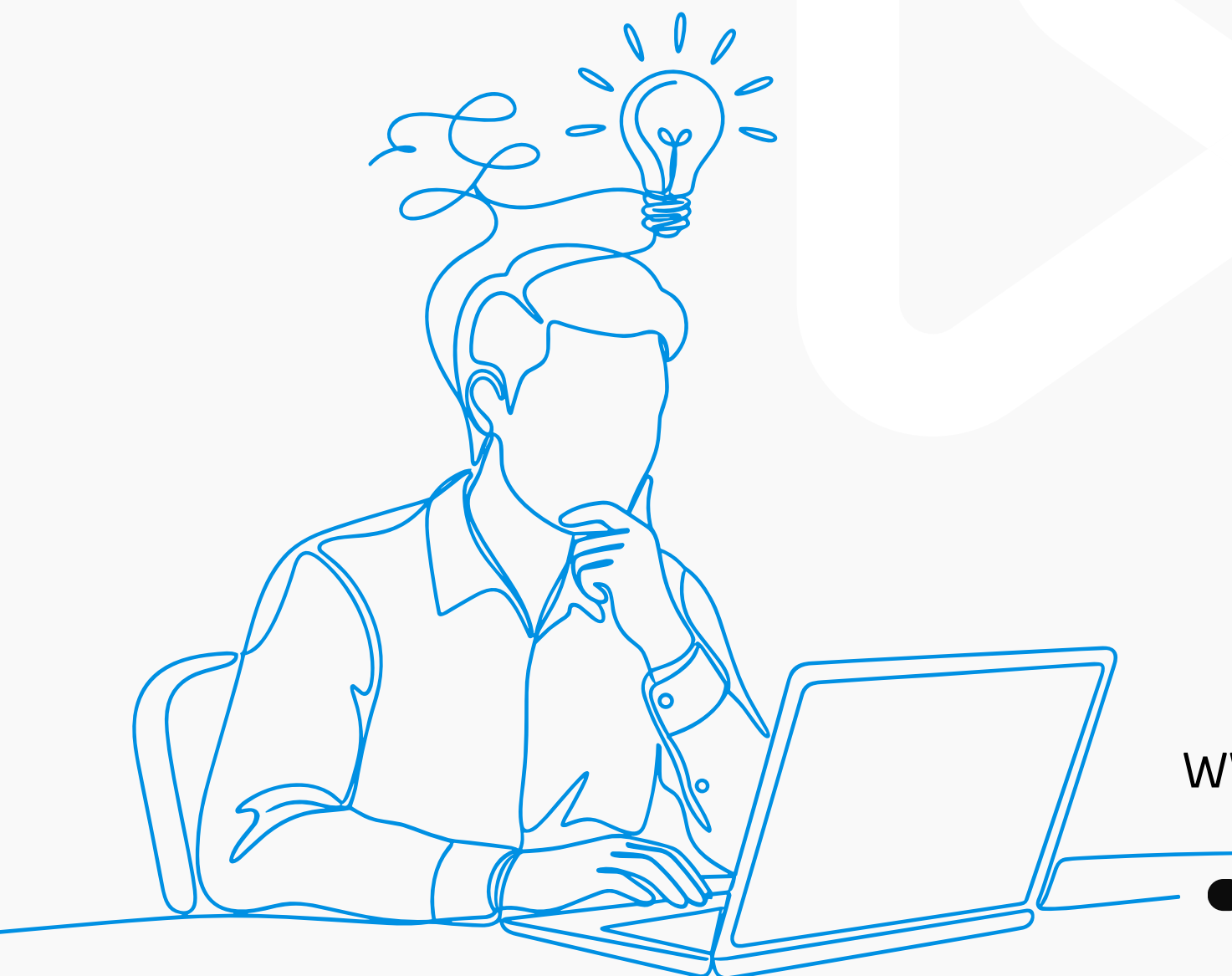




MAKAPAY

HOW TO SOLVE A TOKEN ERROR



WWW.MAKAPAY.IO





MAKAPAY

HOW TO SOLVE A TOKEN ERROR

When your customer sends the wrong token, 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.



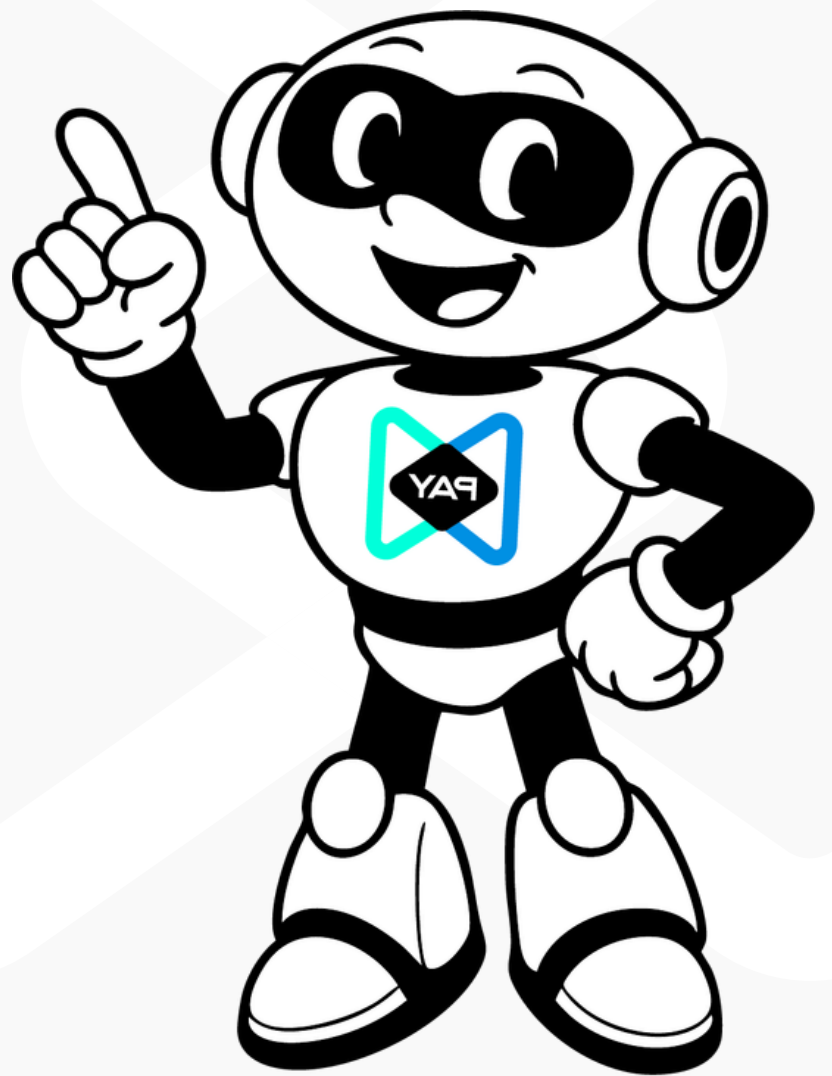


MAKAPAY

HOW TO SOLVE A TOKEN ERROR

STEP 1

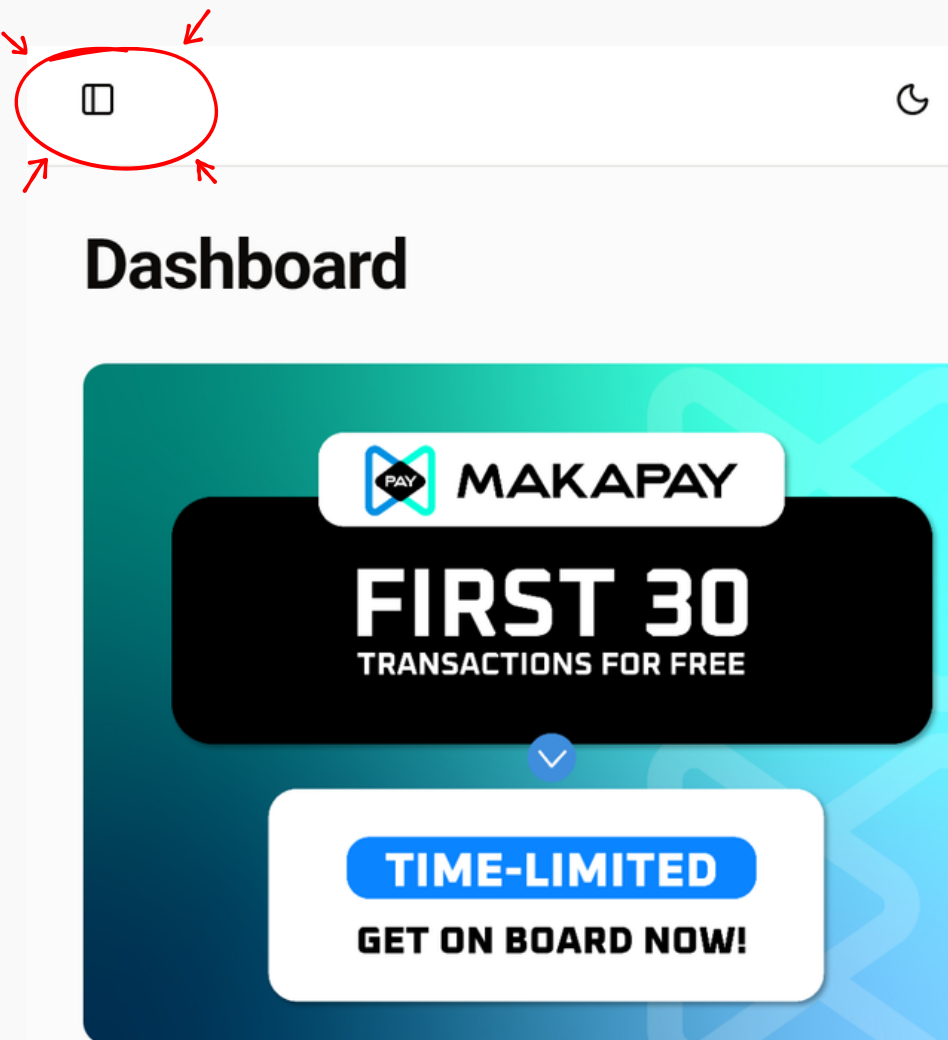
Recover the funds





MAKAPAY

HOW TO SOLVE A TOKEN ERROR



STEP 1.1

On the home page, click on the icon  in the upper left corner.



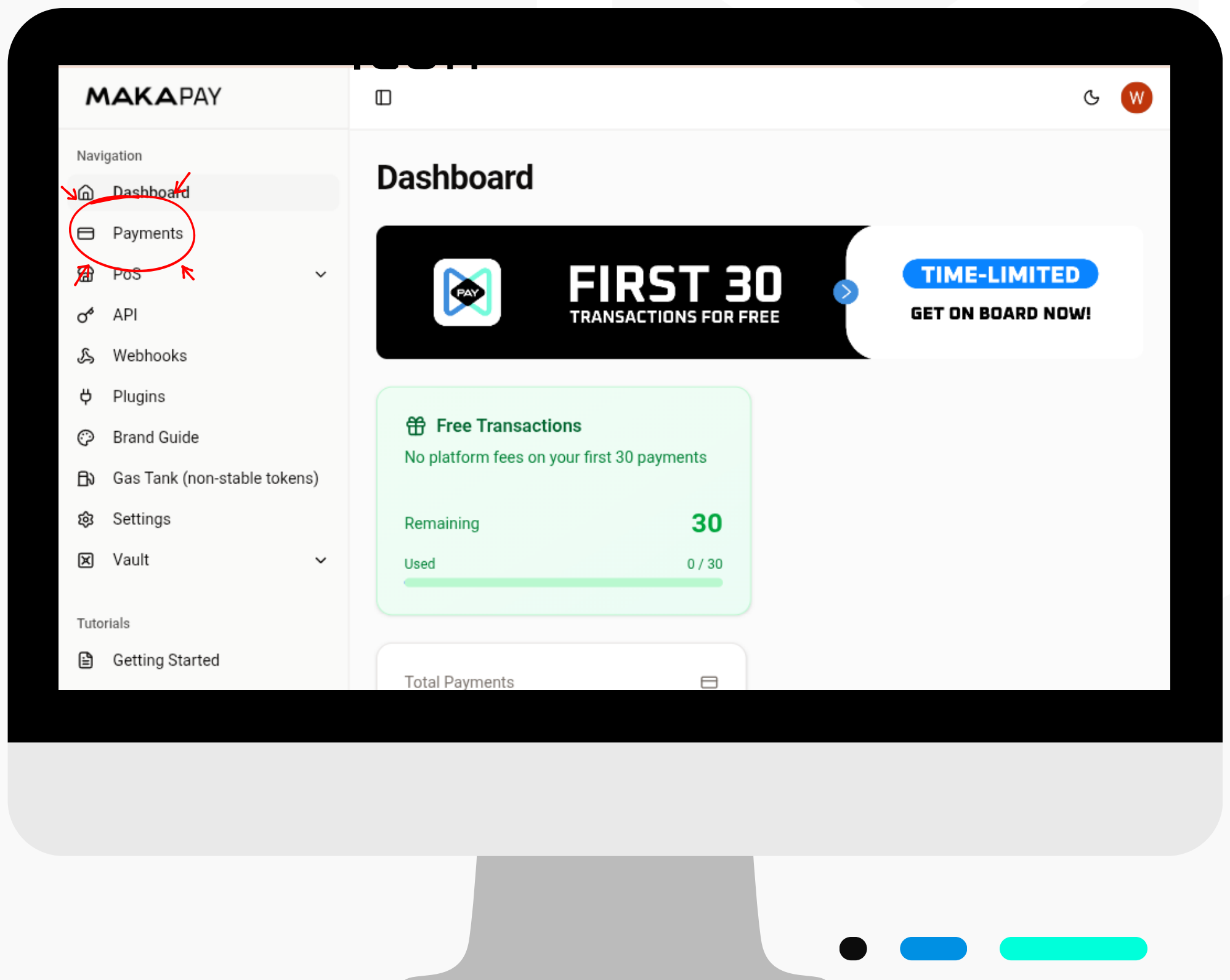


MAKAPAY

HOW TO SOLVE A TOKEN ERROR

STEP 1.2

Click on Payments



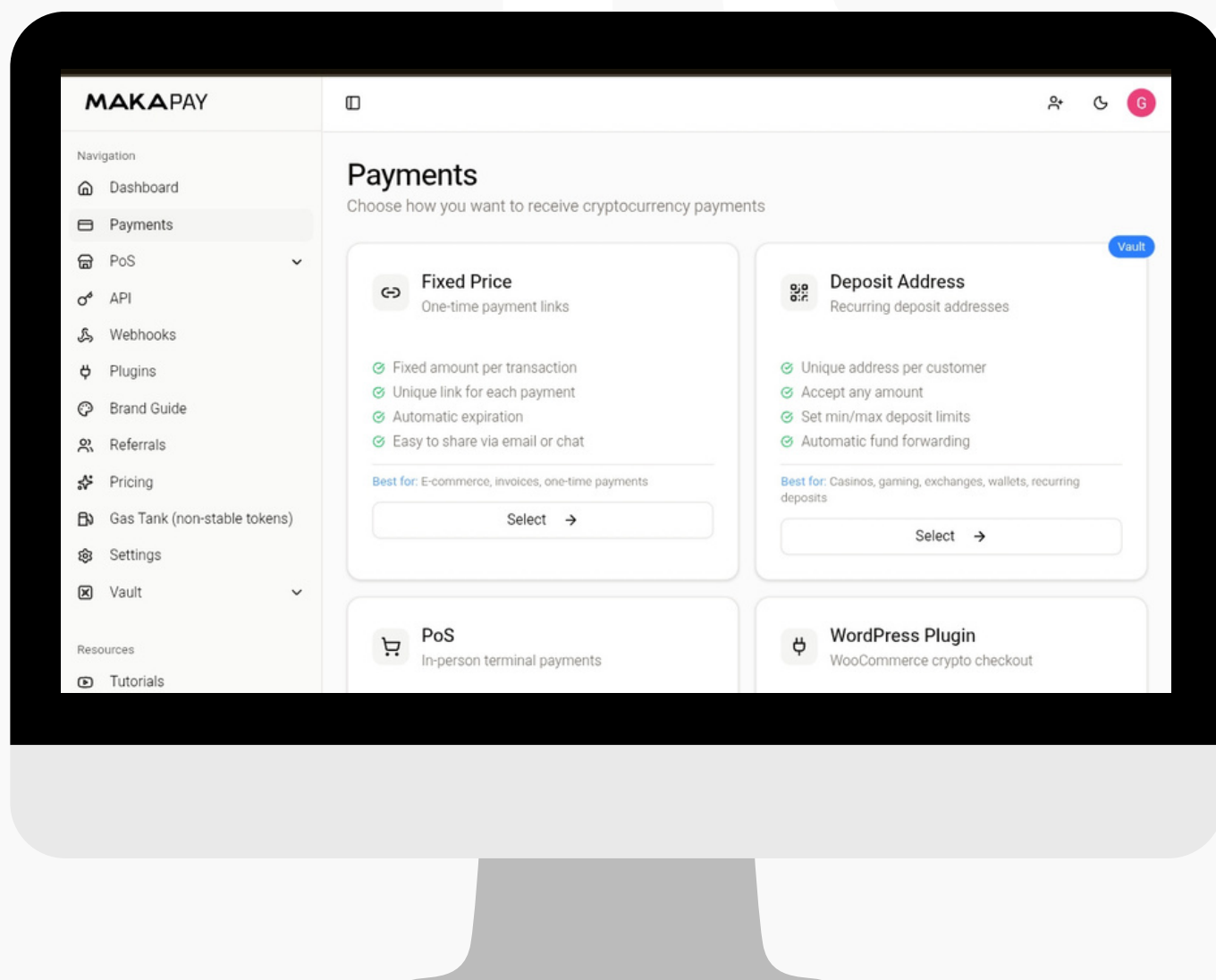


MAKAPAY

HOW TO SOLVE A TOKEN ERROR

STEP 1.3

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



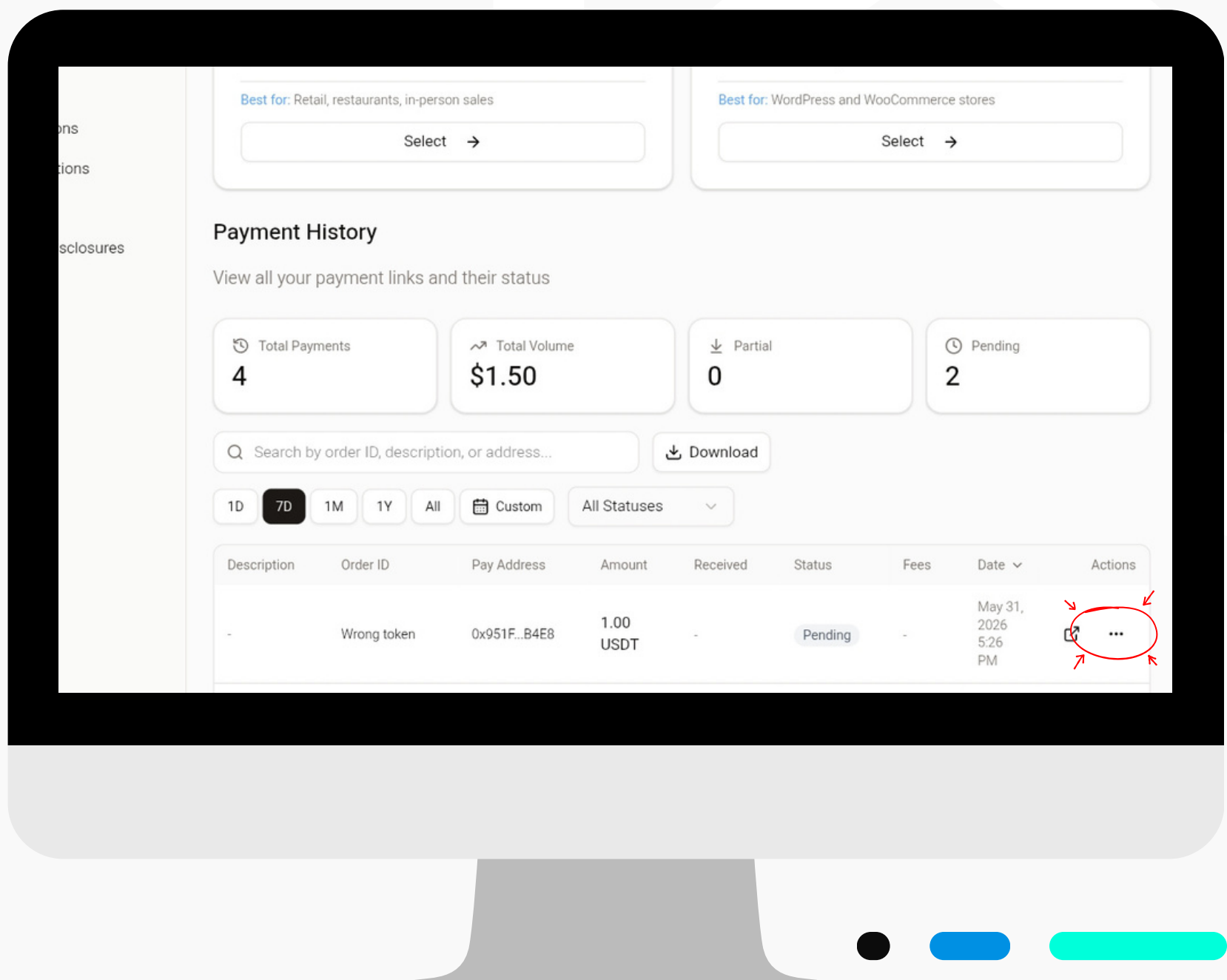


MAKAPAY

HOW TO SOLVE A TOKEN ERROR

STEP 1.4

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



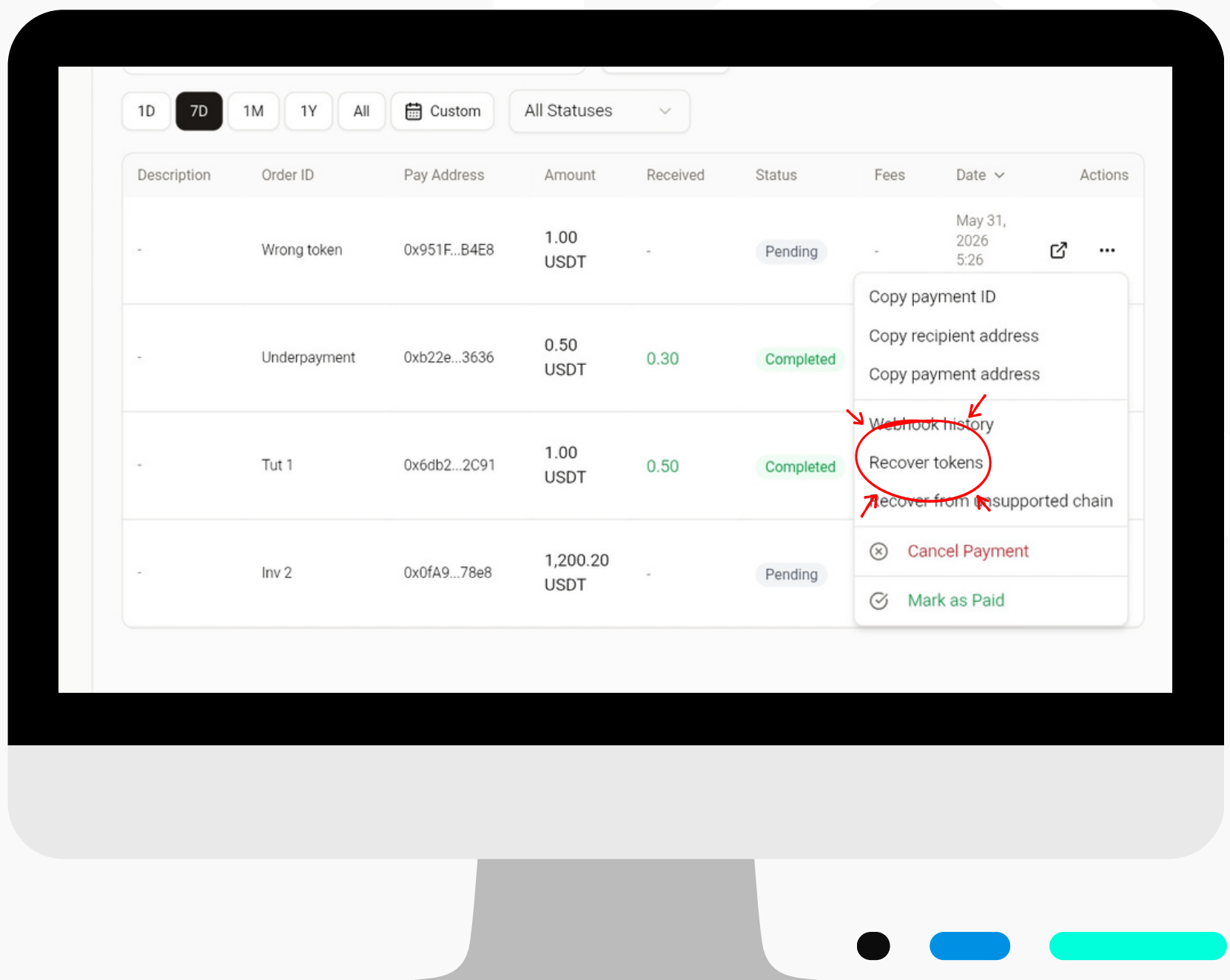


MAKAPAY

HOW TO SOLVE A TOKEN ERROR

STEP 1.5

Click on "Recover Tokens".





MAKAPAY

HOW TO SOLVE A TOKEN ERROR

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: 0x951F...B4E8

Merchant Address: 0xD437...6582

Original Chain: MakaChain

 **Gas Tank Balance** 0.43 USDT

Used to cover recovery gas fees 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)

🔍

Found 1 recoverable token:

▼ MakaChain Original 1 token

USDC

0.90 USDC

0x1C97...82A6

 **Recover**

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



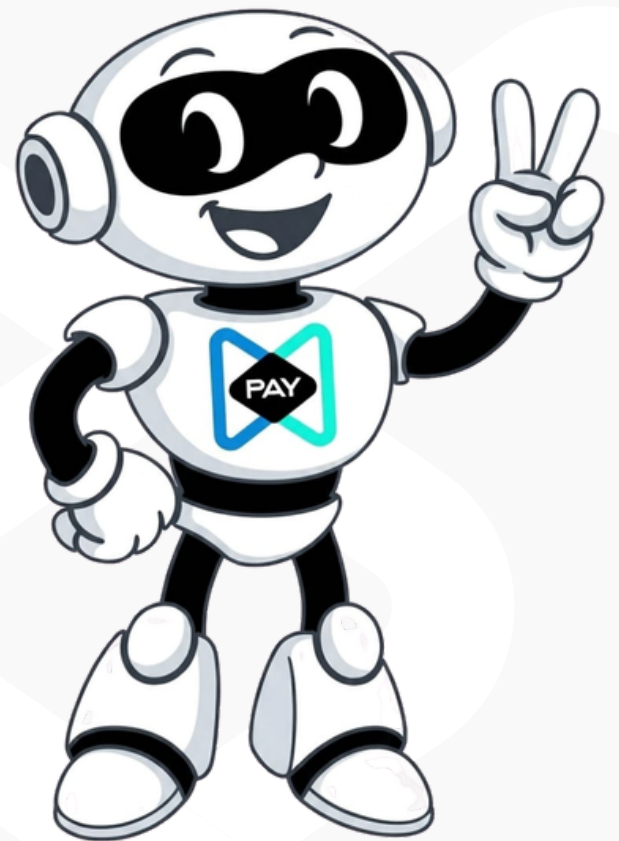


MAKAPAY

HOW TO SOLVE A TOKEN ERROR

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



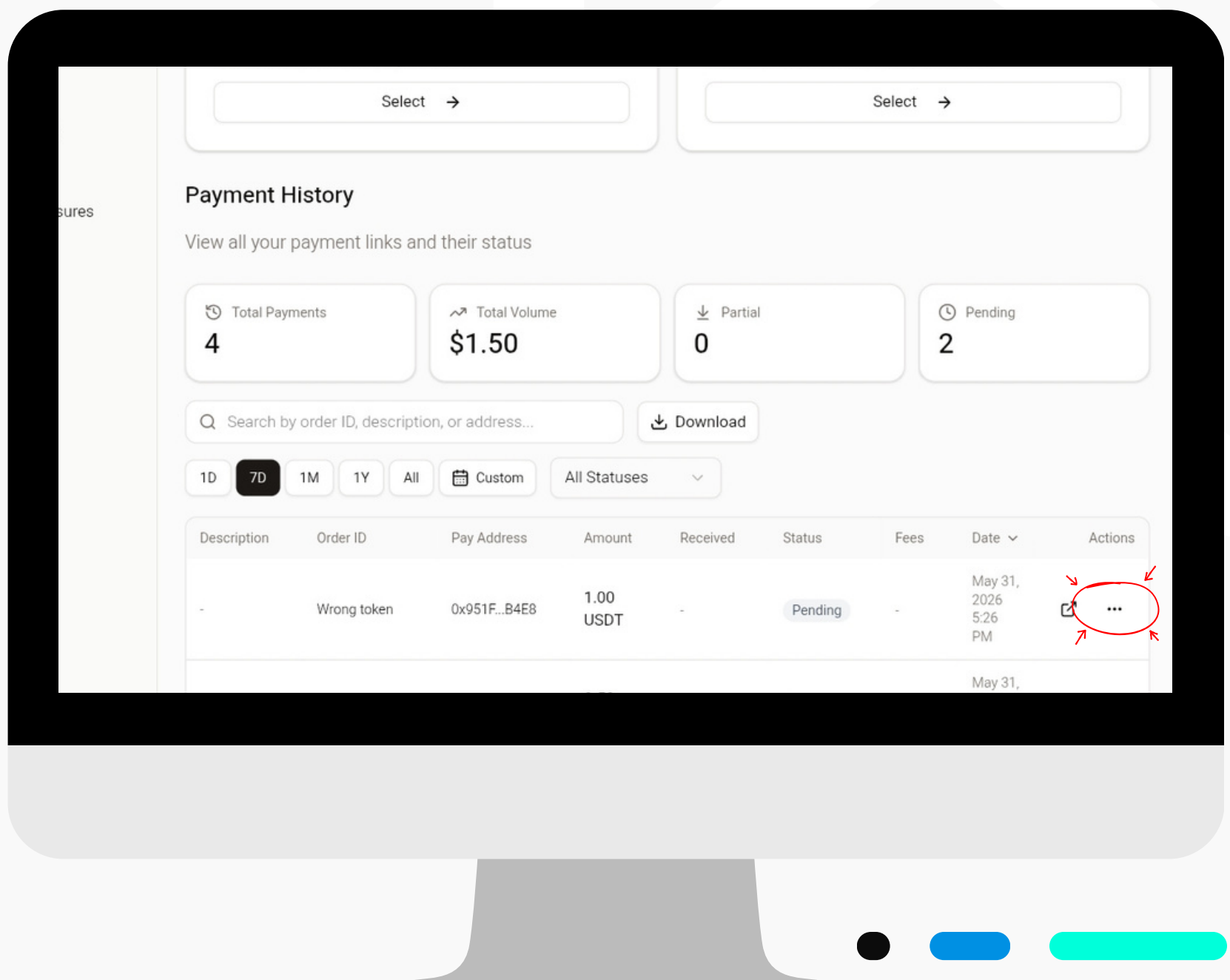


MAKAPAY

HOW TO SOLVE A TOKEN ERROR

STEP 2.1

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



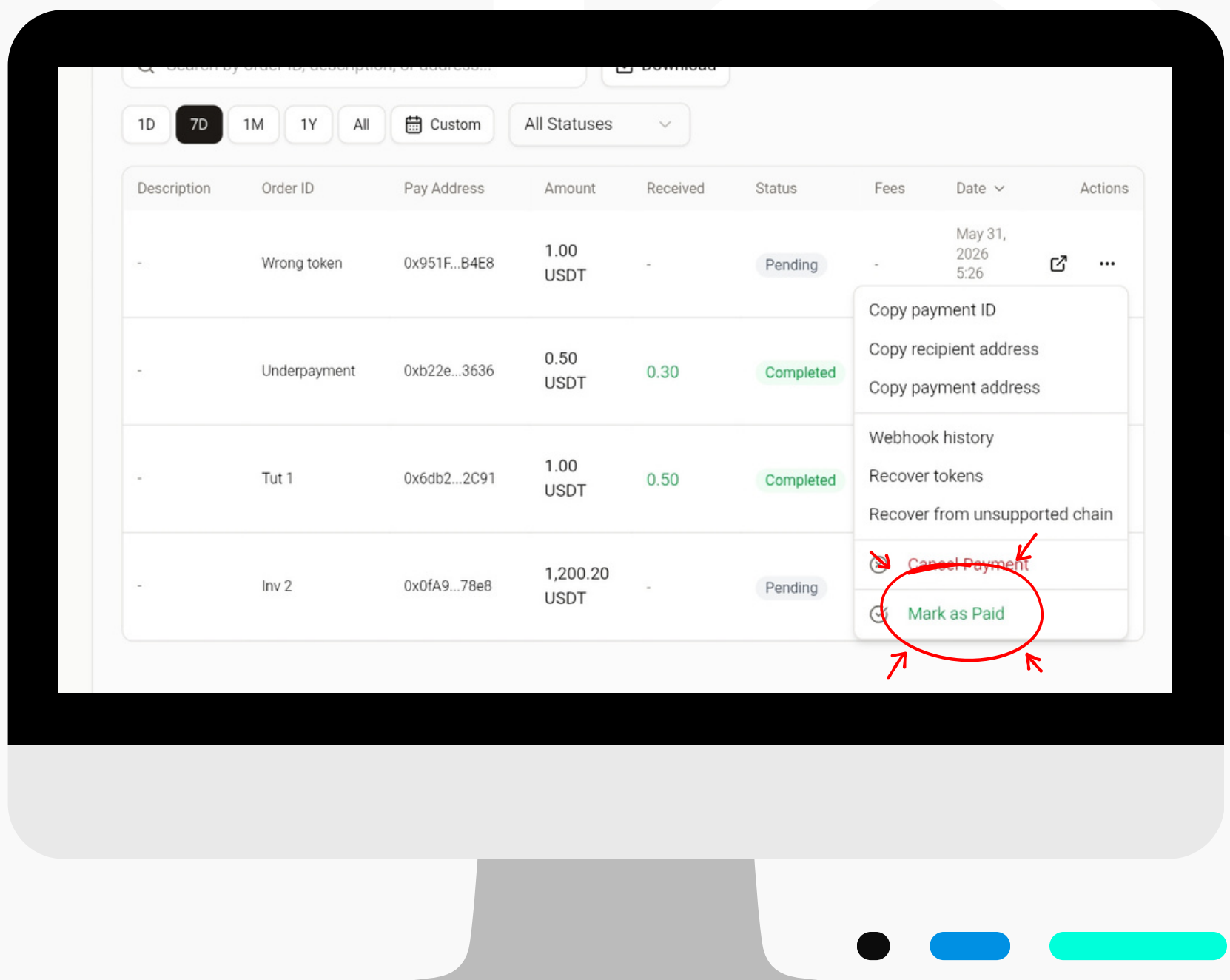


MAKAPAY

HOW TO SOLVE A TOKEN ERROR

STEP 2.2

Click on "Mark as paid".





MAKAPAY

HOW TO SOLVE A TOKEN ERROR

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	019e7fed-f39...
Order ID	Wrong token
Amount	1 USDT
Current Status	Pending

Note (optional)

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

Cancel

 **Mark as Paid**





MAKAPAY

WWW.MAKAPAY.IO