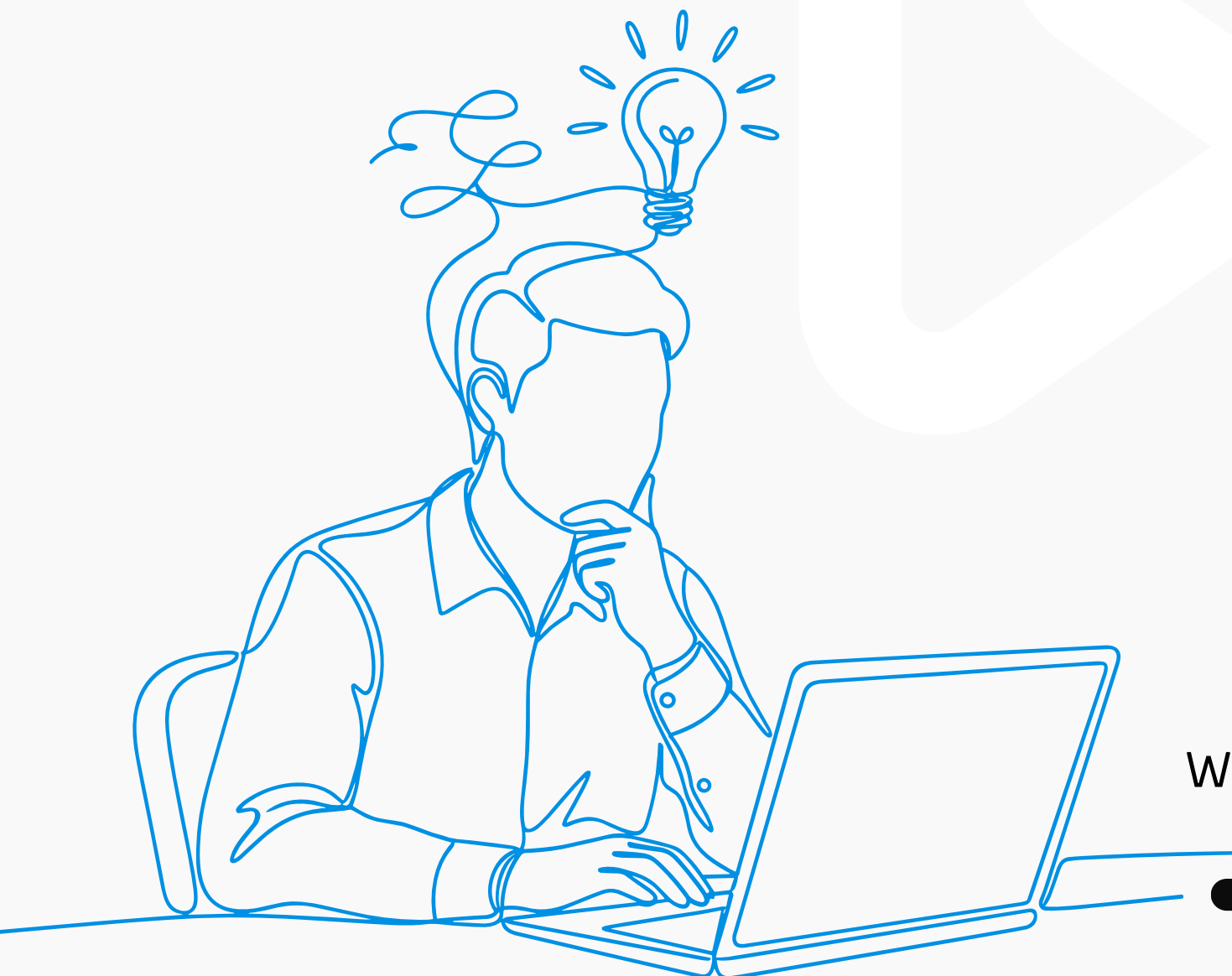




**MAKAPAY**

# HOW TO SOLVE AN UNDERPAYMENT

PAY



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**MAKAPAY**

## **HOW TO SOLVE AN UNDERPAYMENT**

When a customer makes an underpayment, the first step is to withdraw it.

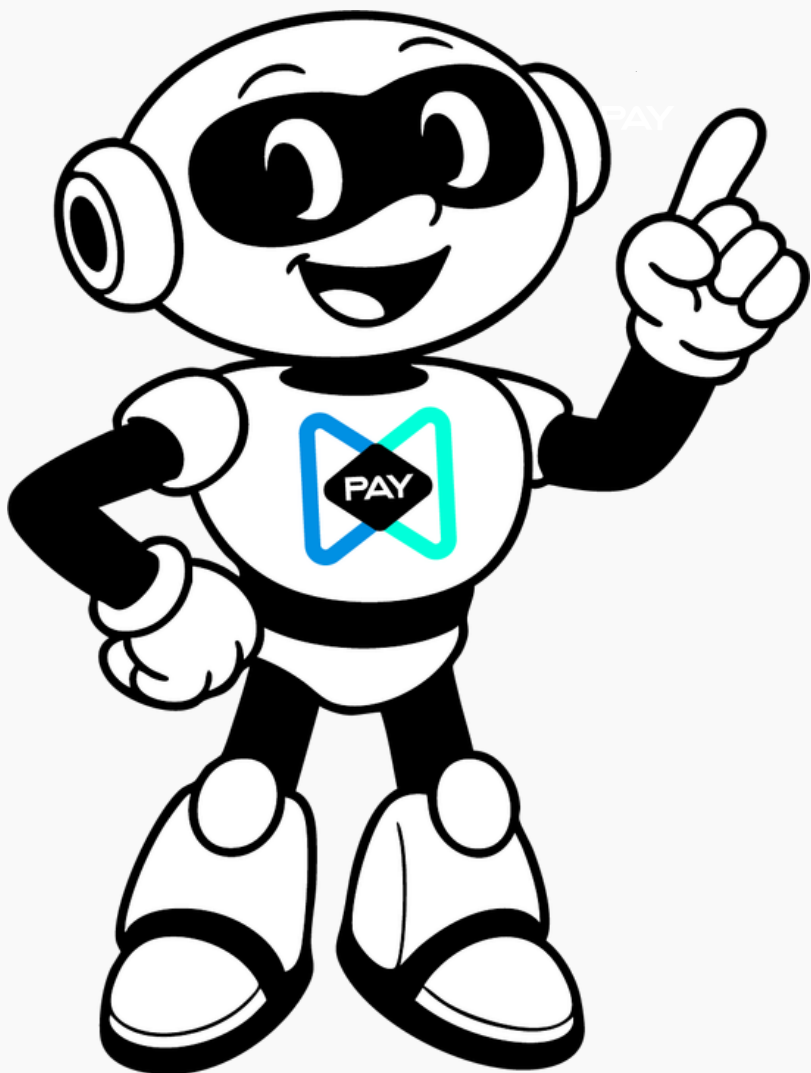
Then, you must make a decision between issuing a refund or marking the transaction as paid.





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# HOW TO SOLVE AN UNDERPAYMENT



## STEP 1

Withdraw the funds





## STEP 1.1

M

## Dashboard

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

Total Payments

6

All time

Total Volume

\$11.00

From recent activity

Gas Tank Balance

\$0.00

Available balance for gas sponsoring

Recent Payments

| Order ID                                                           | Network | Amount | Status    | Date                |
|--------------------------------------------------------------------|---------|--------|-----------|---------------------|
| 0x0000000000000000000000000000000000000000000000000000000000000000 | ETH     | 11.00  | Completed | 2023-09-20 10:30:45 |
| 0x0000000000000000000000000000000000000000000000000000000000000000 | ETH     | 11.00  | Completed | 2023-09-20 10:30:45 |



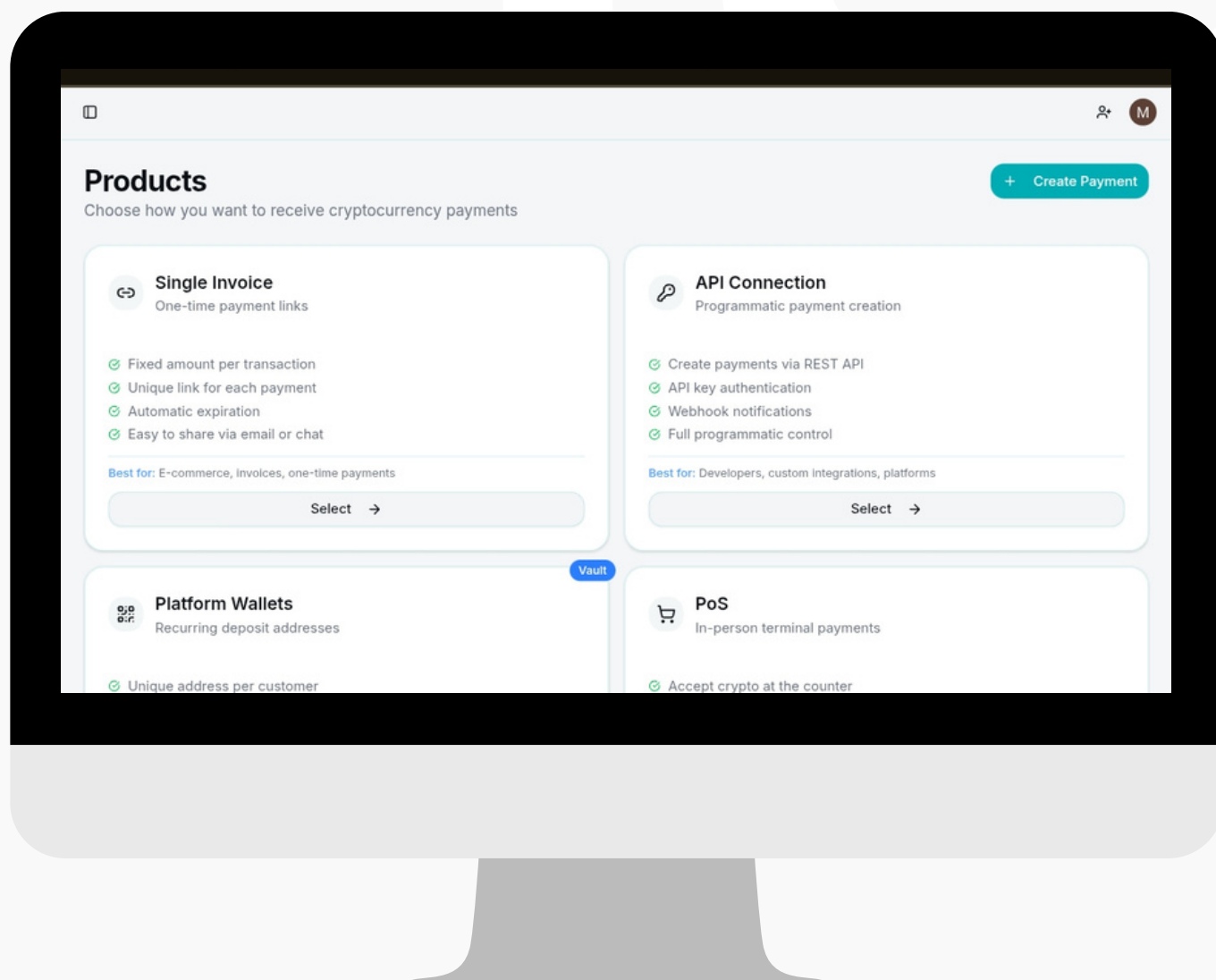


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# HOW TO SOLVE AN UNDERPAYMENT

## STEP 1.2

On this screen, scroll down to view all your transactions, including the one with the underpayment.



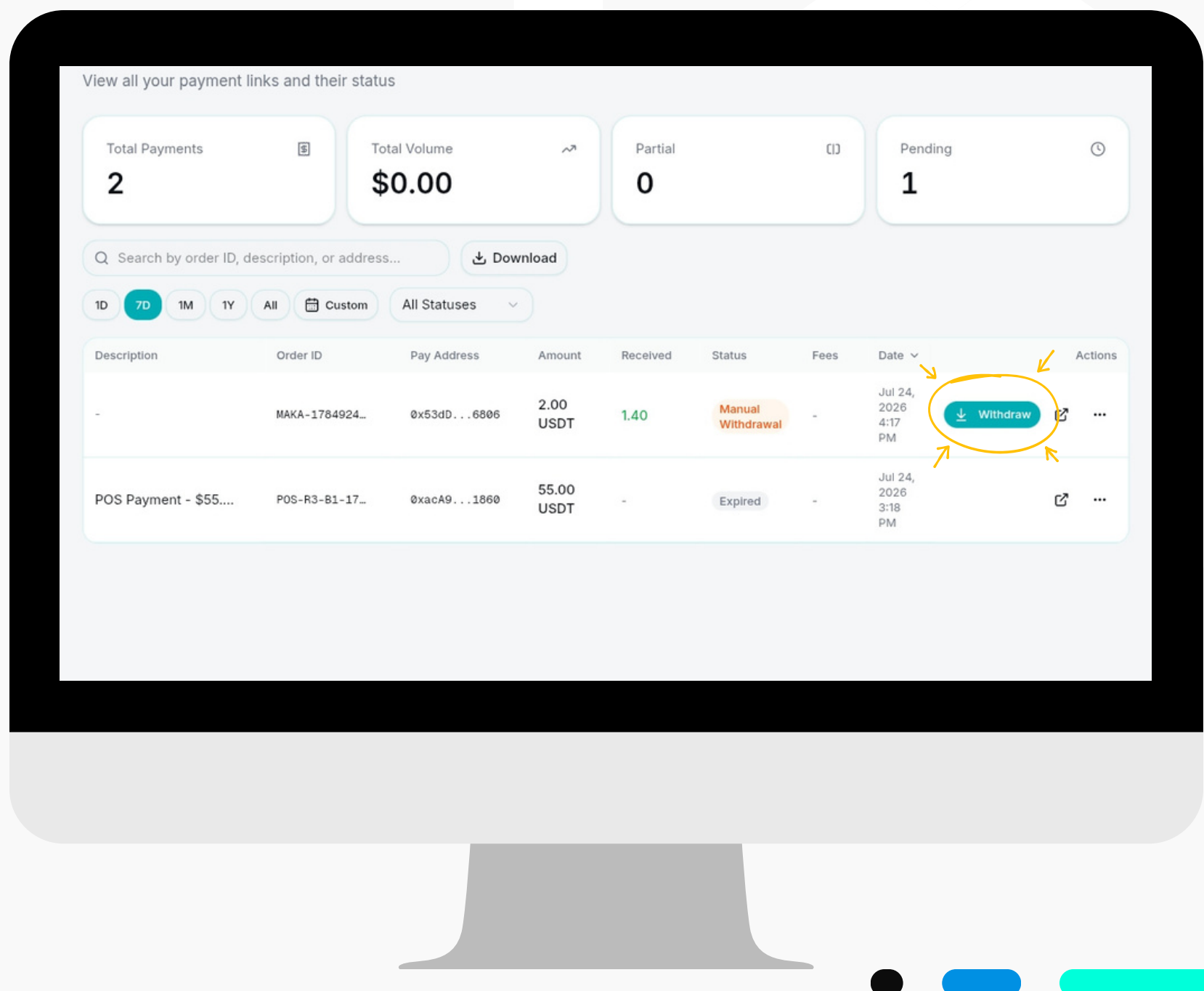


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# HOW TO SOLVE AN UNDERPAYMENT

## STEP 1.3

On the transaction with the underpayment, click on "Withdraw".





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# HOW TO SOLVE AN UNDERPAYMENT

## STEP 1.4

Click on  
"Confirm withdrawal".

Confirm Withdrawal

Review the fee breakdown before withdrawing

Requested2.00 USDT

Received1.40 USDT

Shortfall-0.60 USDT

Fee Breakdown

MakaPay Base Fee (0.5%) (from Gas Tank)0.007 USDT

Agent Markup (0.25%) (from Gas Tank)0.0035 USDT

Gas Fee (from Gas Tank)0.00 USDT

Processing Fee (from Gas Tank)0.10 USDT

Gas Tank Deduction0.1105 USDT

On-chain Fees\$0.00

You Receive1.40 USDT

Gas Tank Balance Required

Early withdrawals (underpayments, wrong tokens) require sufficient Gas Tank balance. All fees are deducted from your MakaChain Gas Tank.

Gas Tank Balance

Your balance:0.90 USDT

Required: 0.1105 USDT

Merchant Type

Agent-Referral

Cancel

Confirm Withdrawal



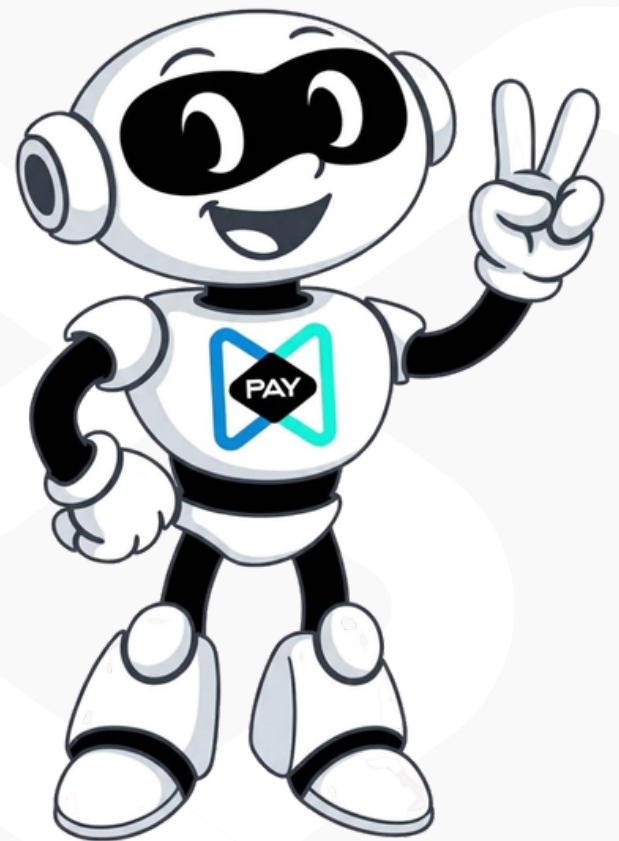


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# HOW TO SOLVE AN UNDERPAYMENT

## STEP 2

Now you must make a decision between issuing a refund to your customer or marking the transaction as paid.



To mark the transaction as paid, do the following



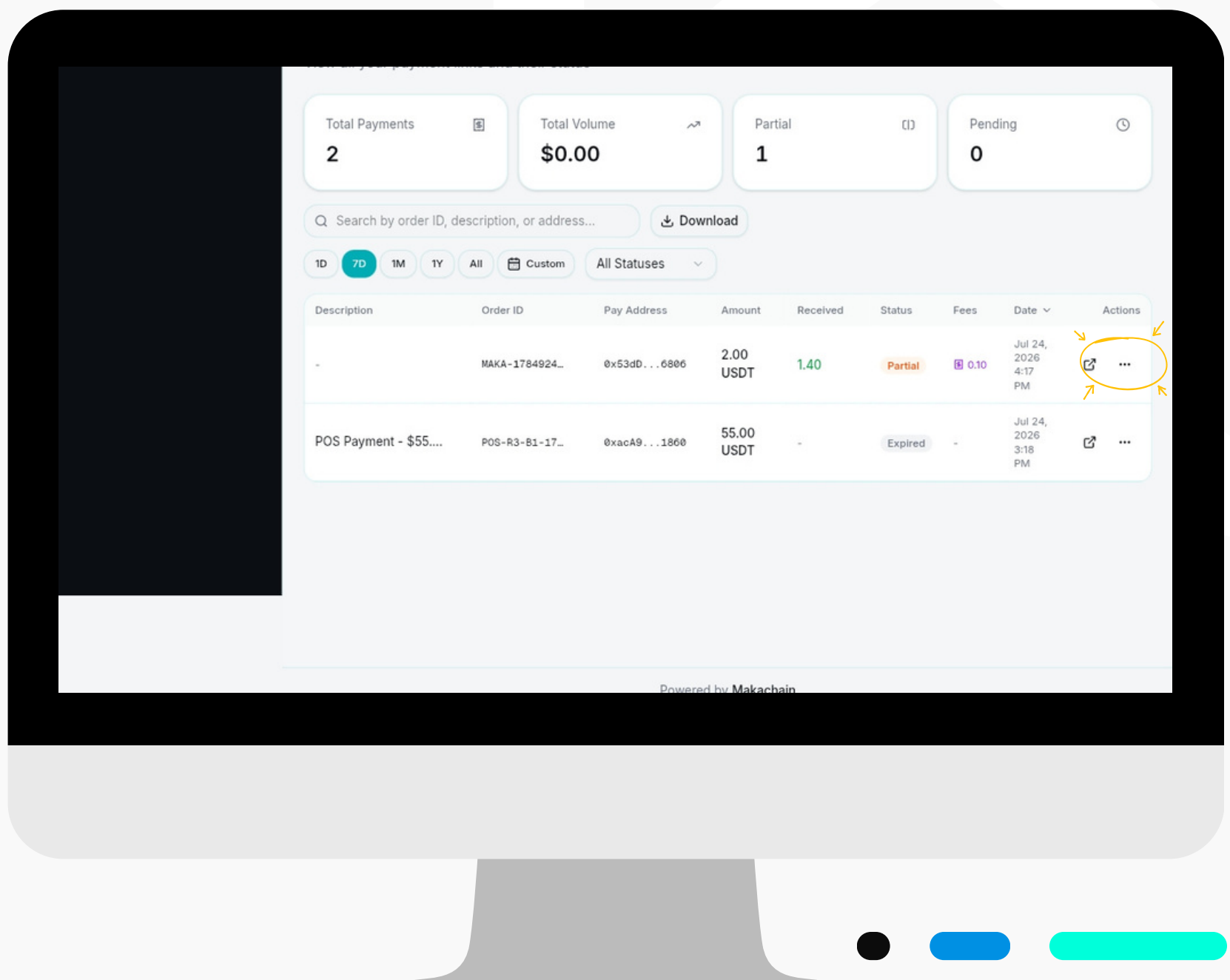


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# HOW TO SOLVE AN UNDERPAYMENT

## STEP 2.1

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



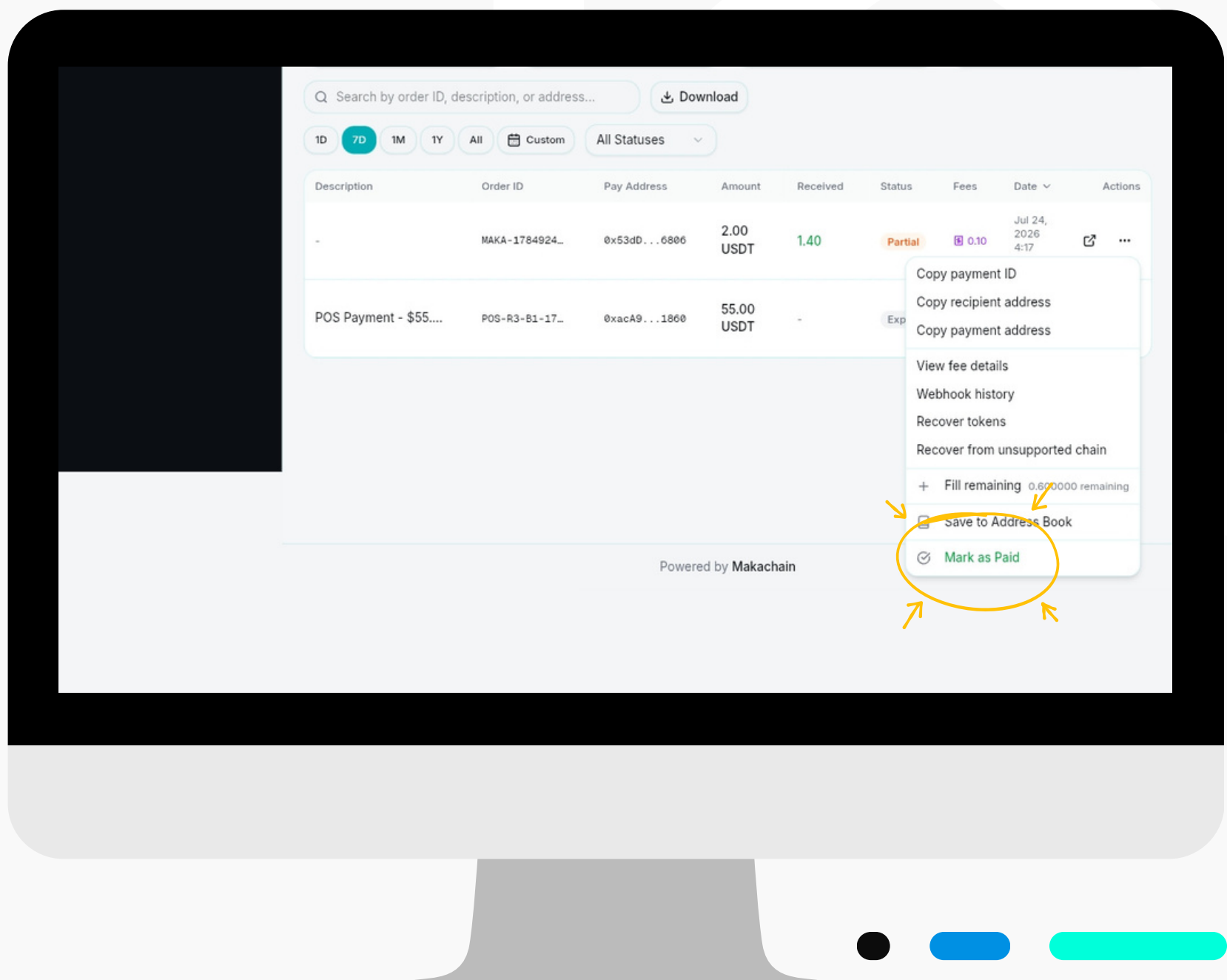


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# HOW TO SOLVE AN UNDERPAYMENT

## STEP 2.2

Click on "Mark as paid".





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# HOW TO SOLVE AN UNDERPAYMENT

## 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

019f95c6-79f...

Order ID

MAKA-1784924238365

Amount

2 USDT

Current Status

Withdrawn

Note (optional)

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

Cancel

✔ Mark as Paid



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