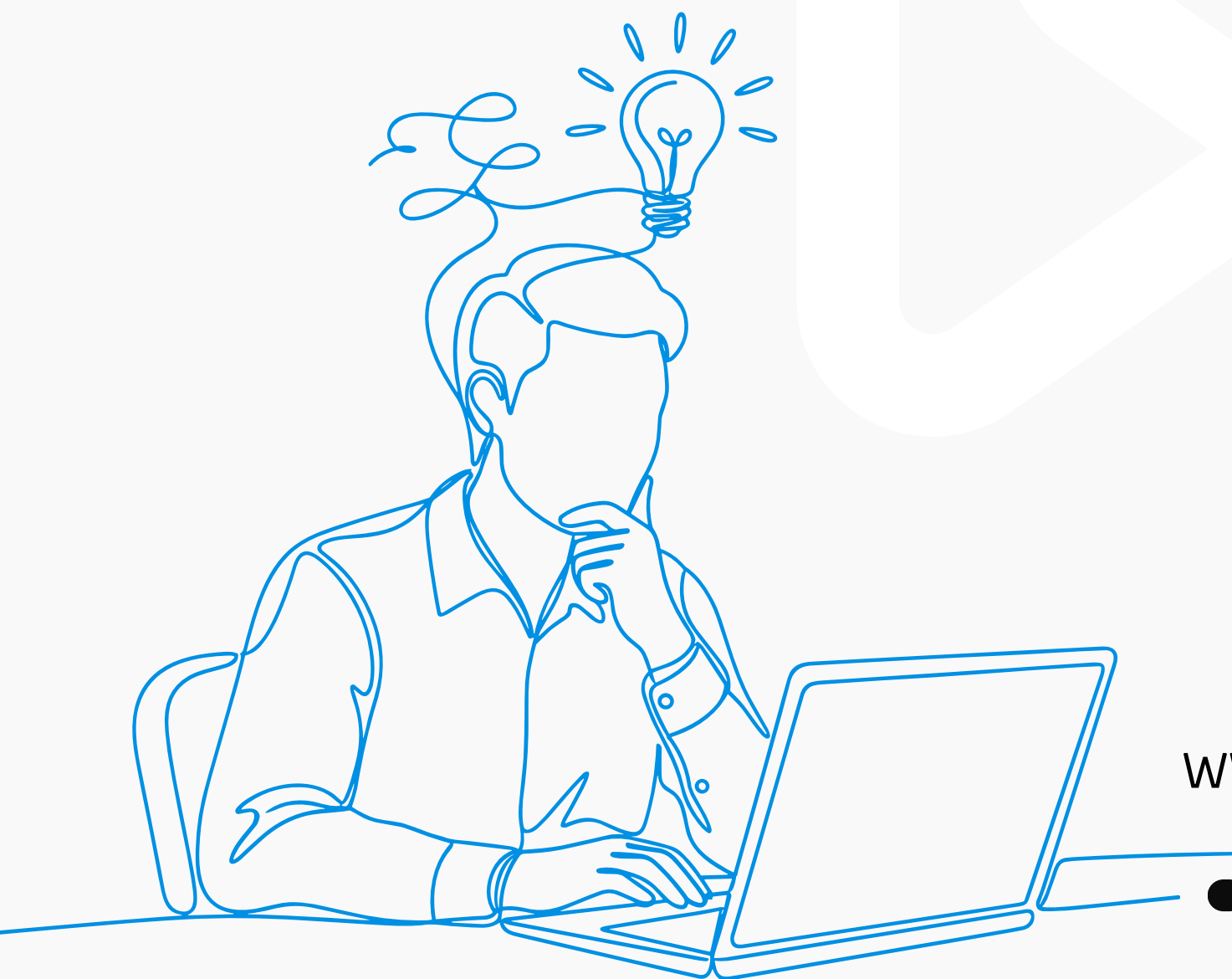




MAKAPAY

如何解决代币错误



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如何解决代币错误

当您的客户发送了错误的代币时，第一步是找回这些代币。

找回代币后，您有两个选择：

a. 发起退款

或

b. 将交易标记为已支付

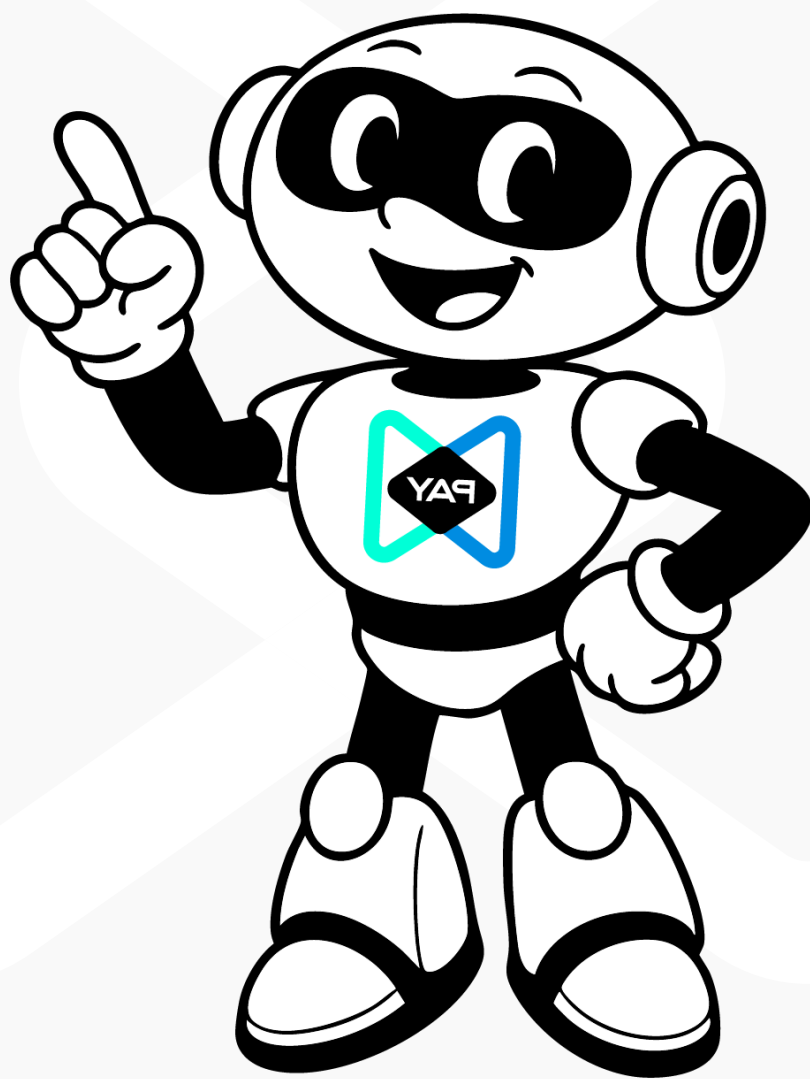




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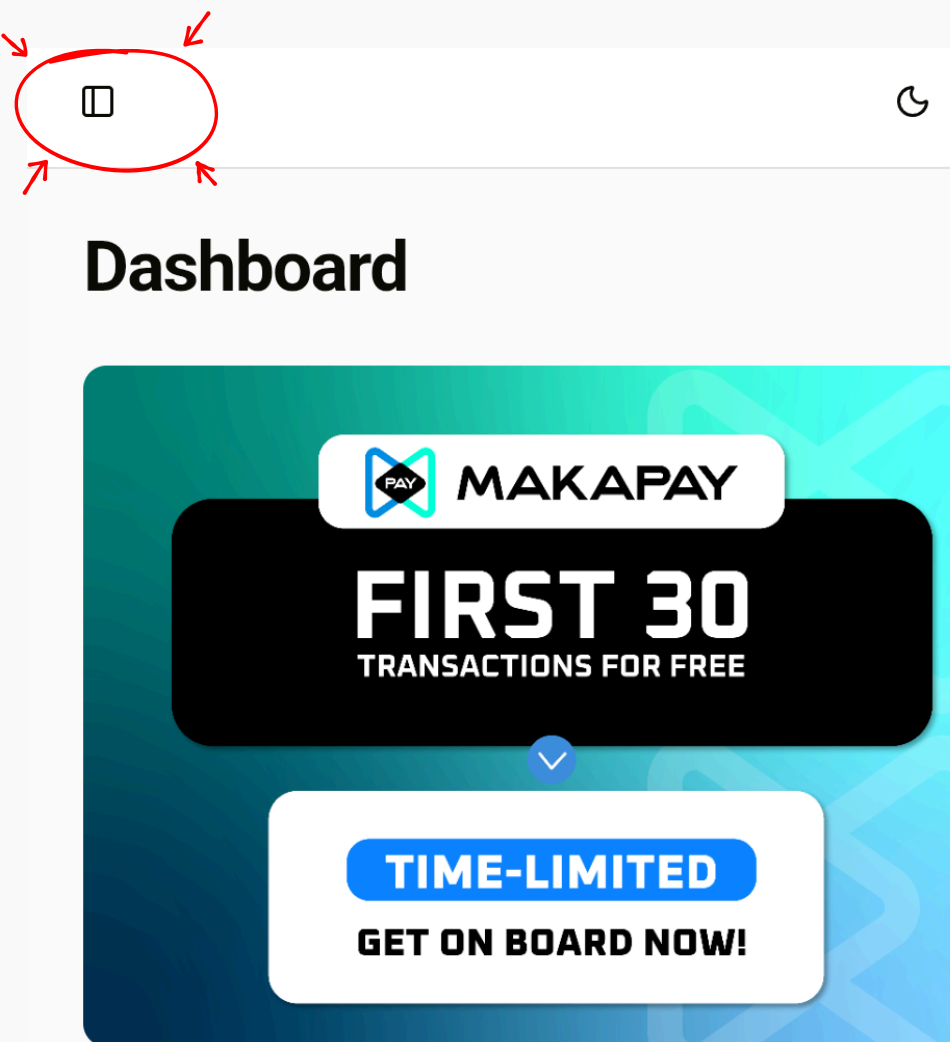
找回代币
步骤 1:





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步骤 1.1

在主页上，点击左上角的图标



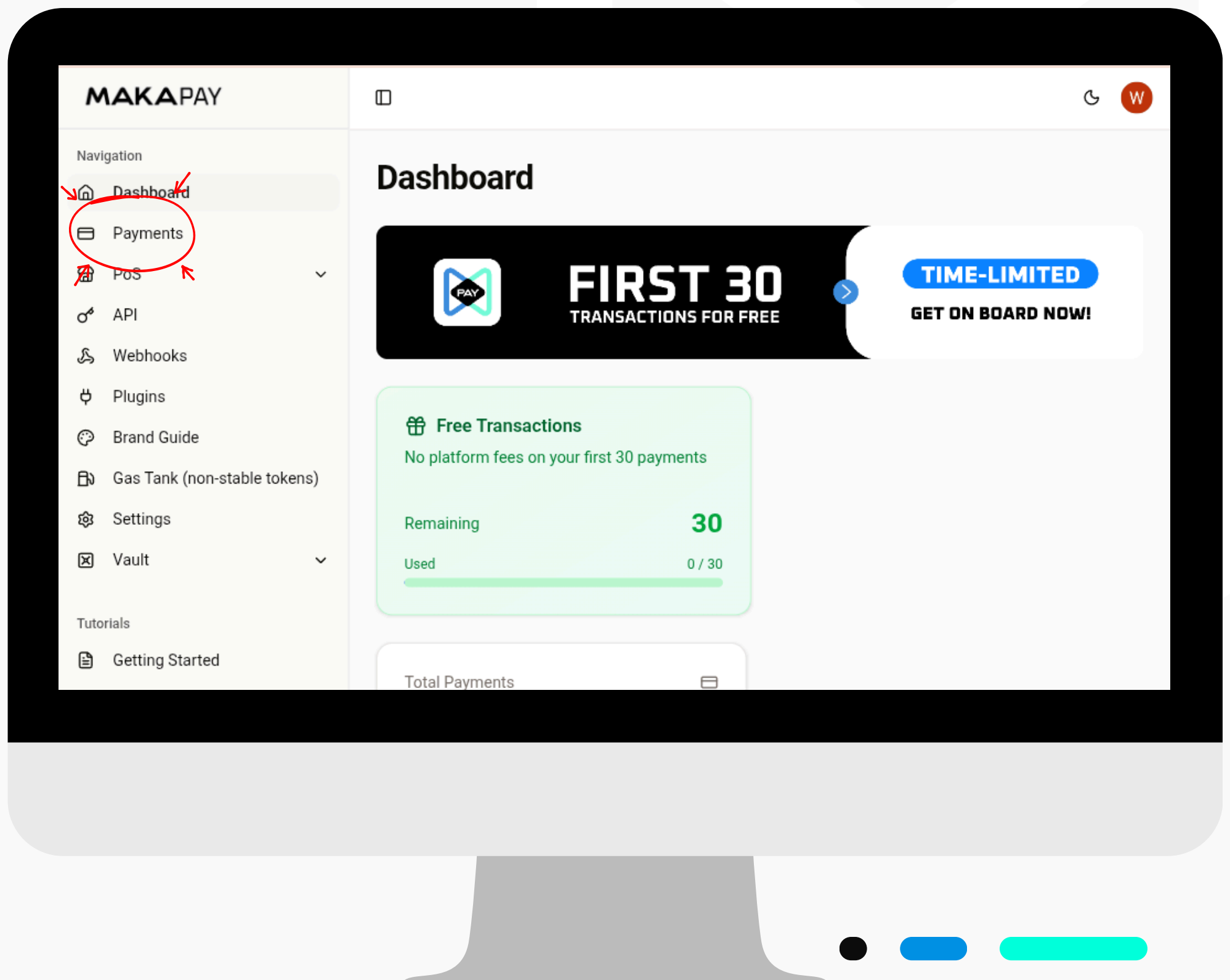


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步骤 1.2

点击 Payments 图标



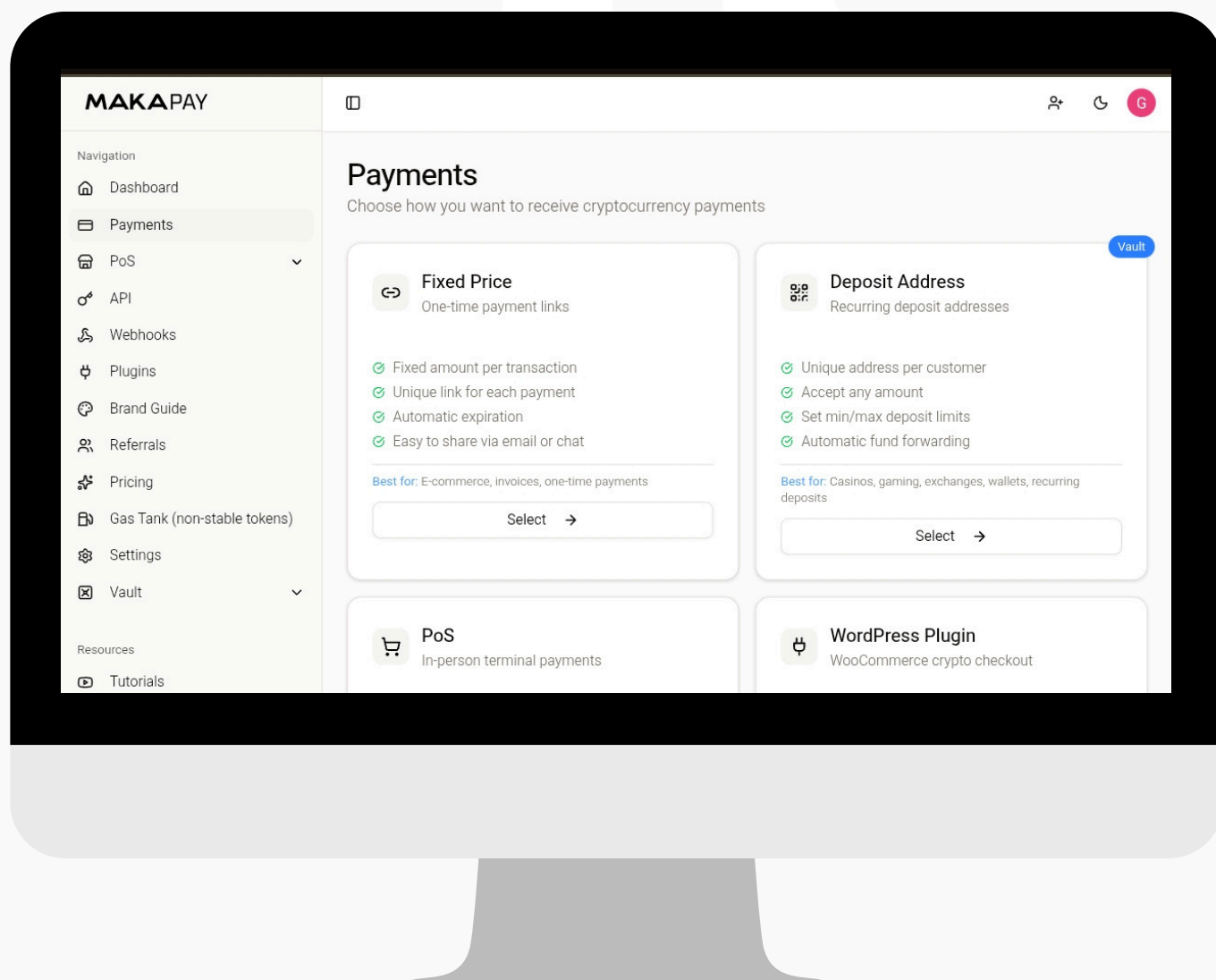


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步骤 1.3

在此界面向下滚动，直到看到您的所有交易，包括使用错误代币的那笔交易。

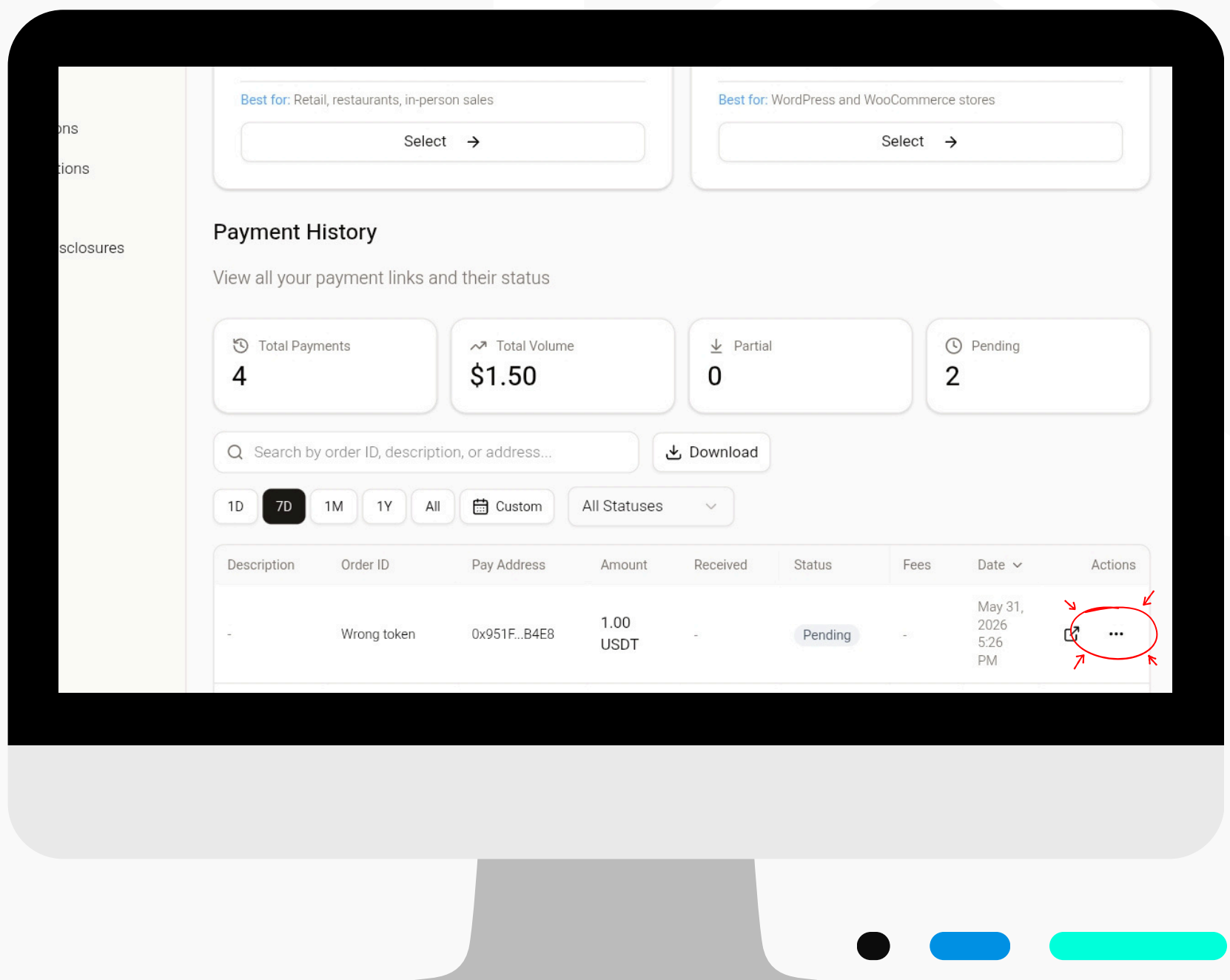




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步骤 1.4 点击使用错误代币的那笔交易旁边的三个点。



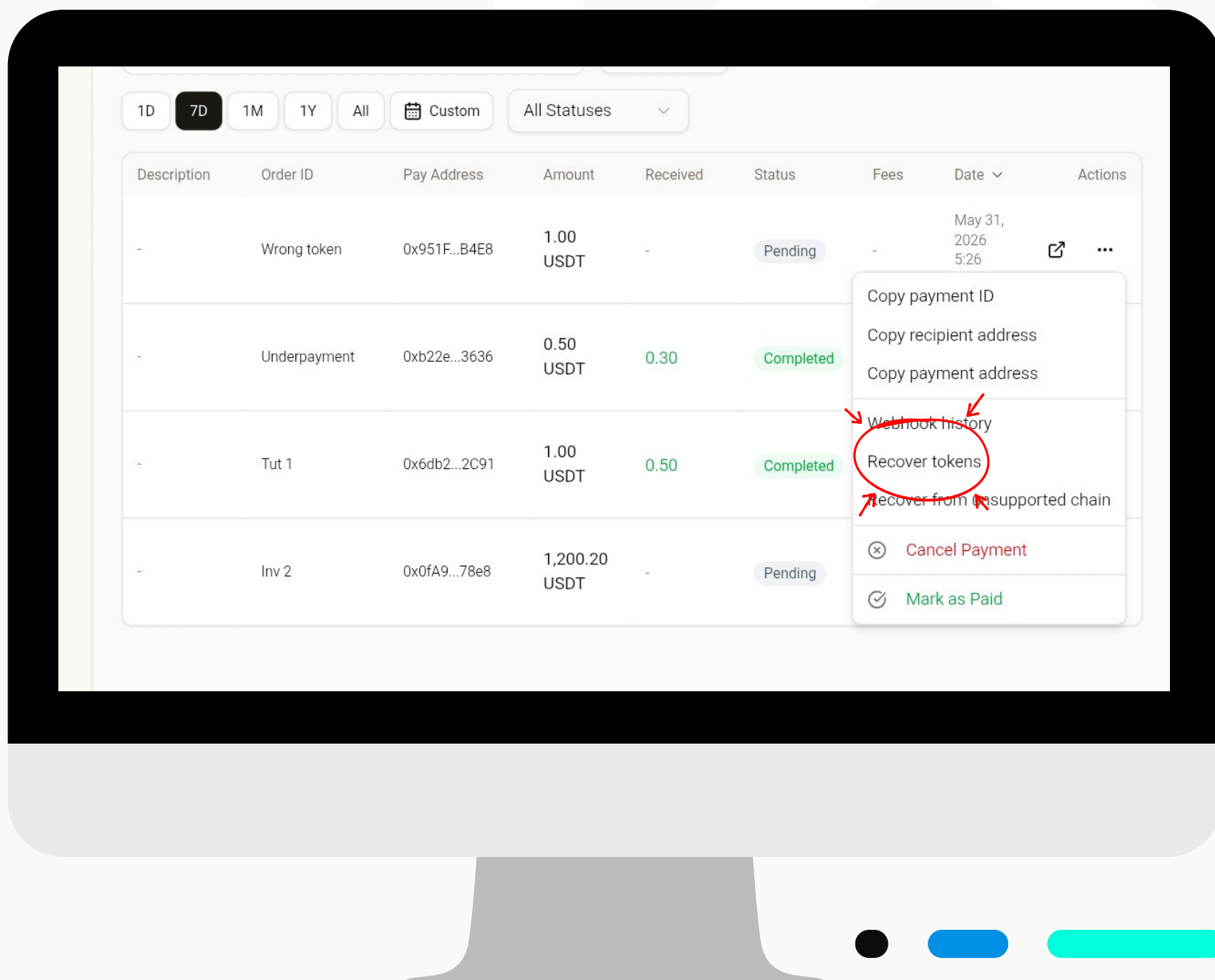


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步骤 1.5

点击 "Recover Tokens"。





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步骤 1.6

在此界面，您会看到错误详情；查看后，点击“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)

0x... token contract address

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.



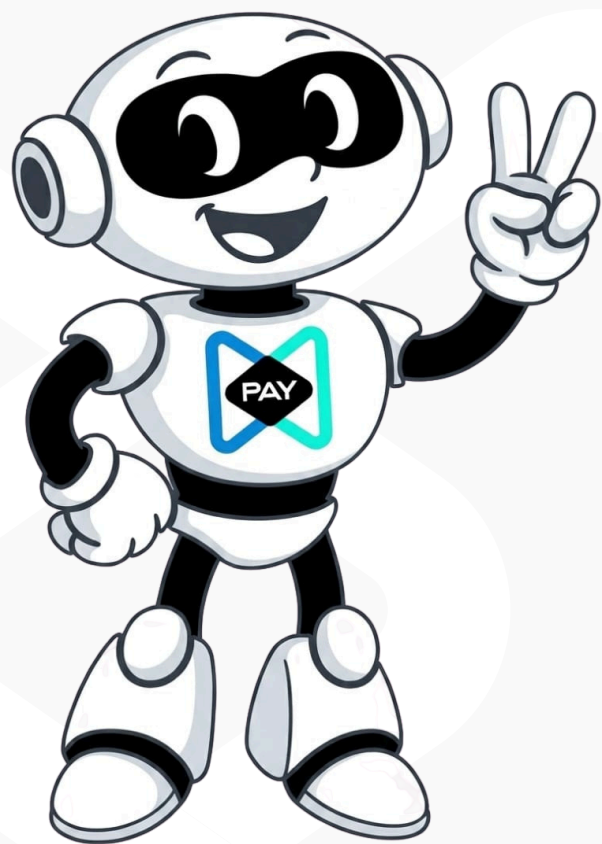


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步骤 2

您的代币现已找回。您必须
选择向客户退款，或将交易
标记为已支付。



要将交易标记为已支付，请执
行以下操作

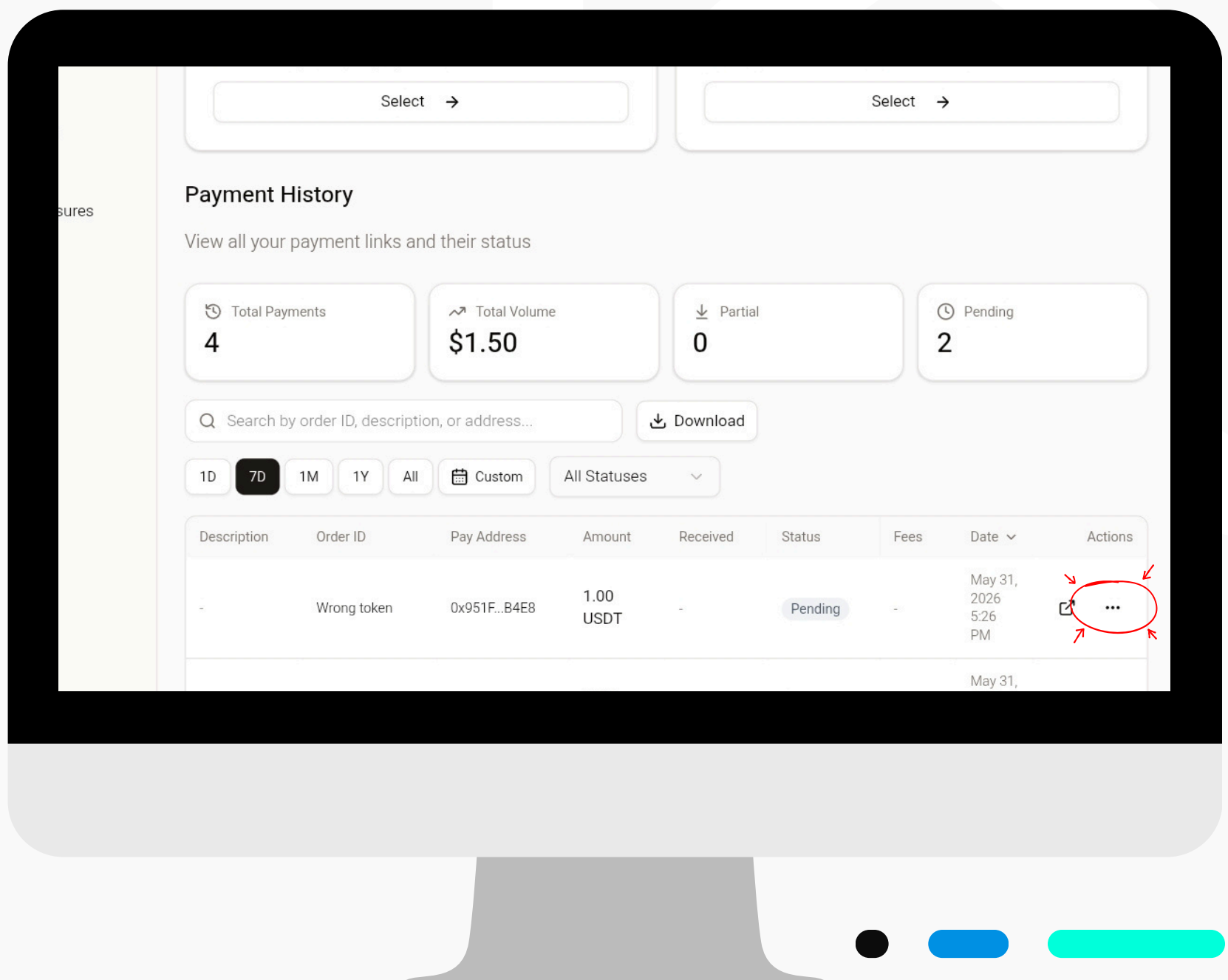




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如何解决代币错误

步骤 2.1 点击存在支付不足的那笔交易旁边的三个点。



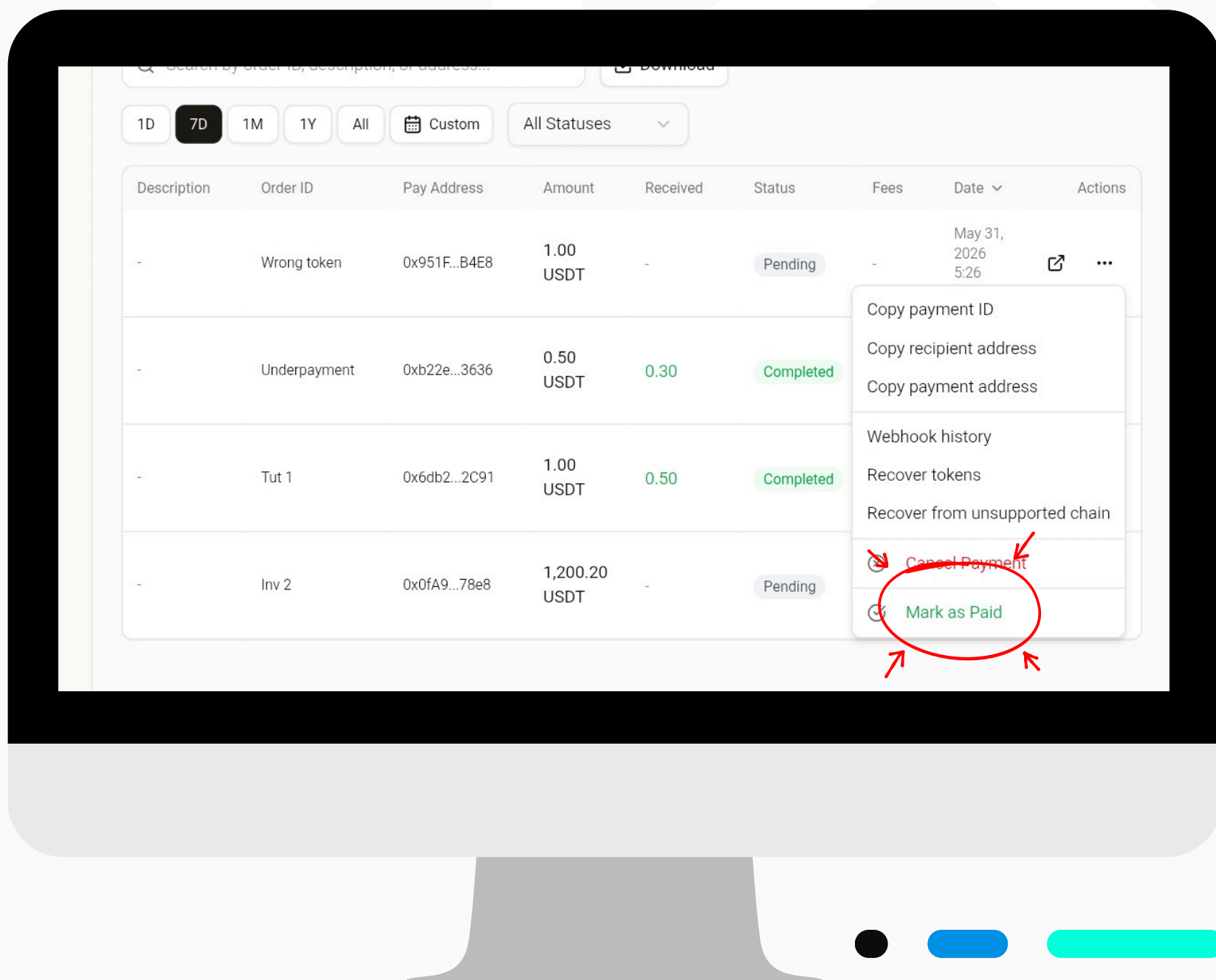


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步骤 2.2

点击 "Mark as paid".





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步骤 2.3

在此界面，您可以选择添加备注。然后，
点击 "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





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