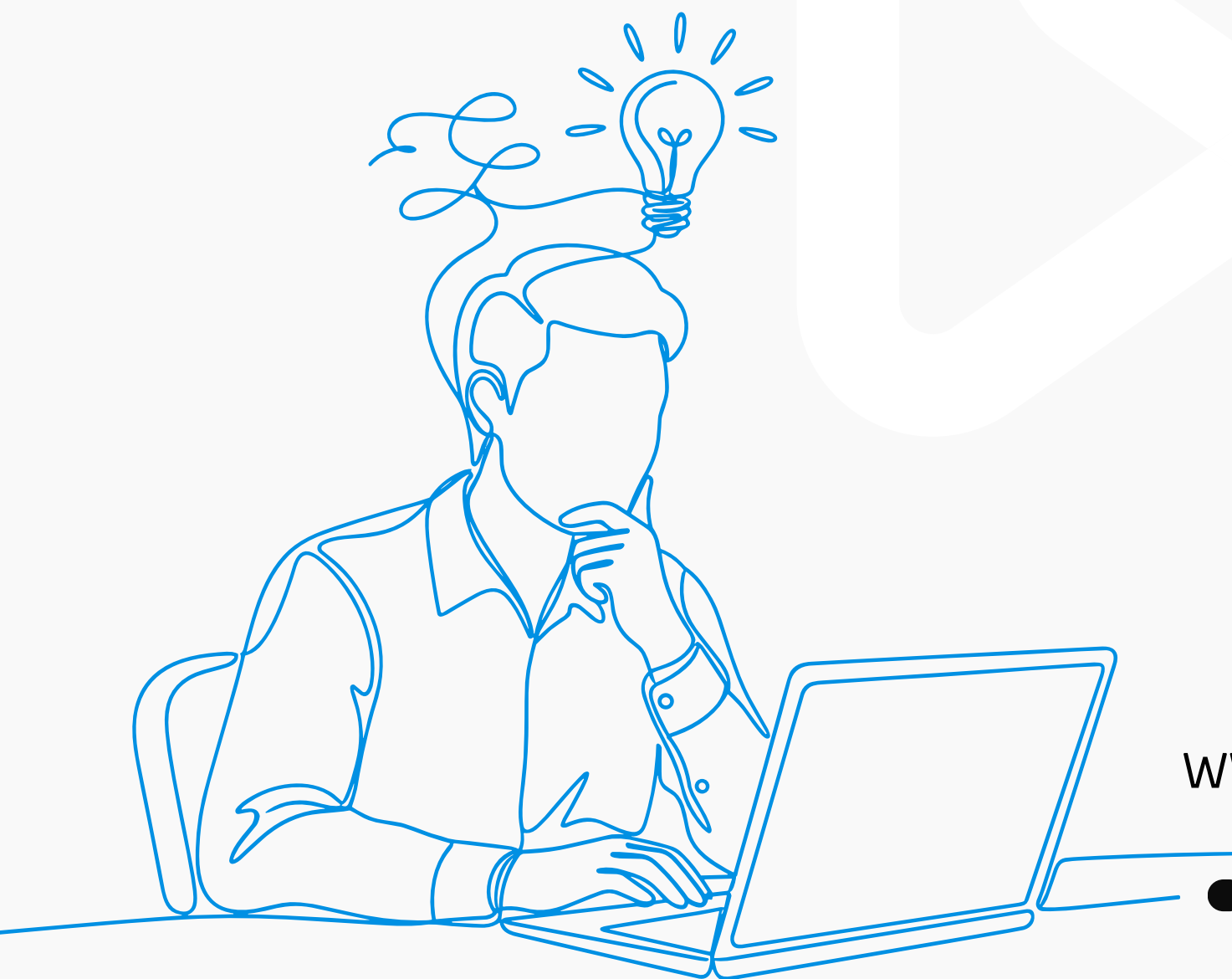




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CÓMO RESOLVER UN PAGO INSUFICIENTE



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Cuando un cliente hace un pago insuficiente, el primer paso es retirarlo.

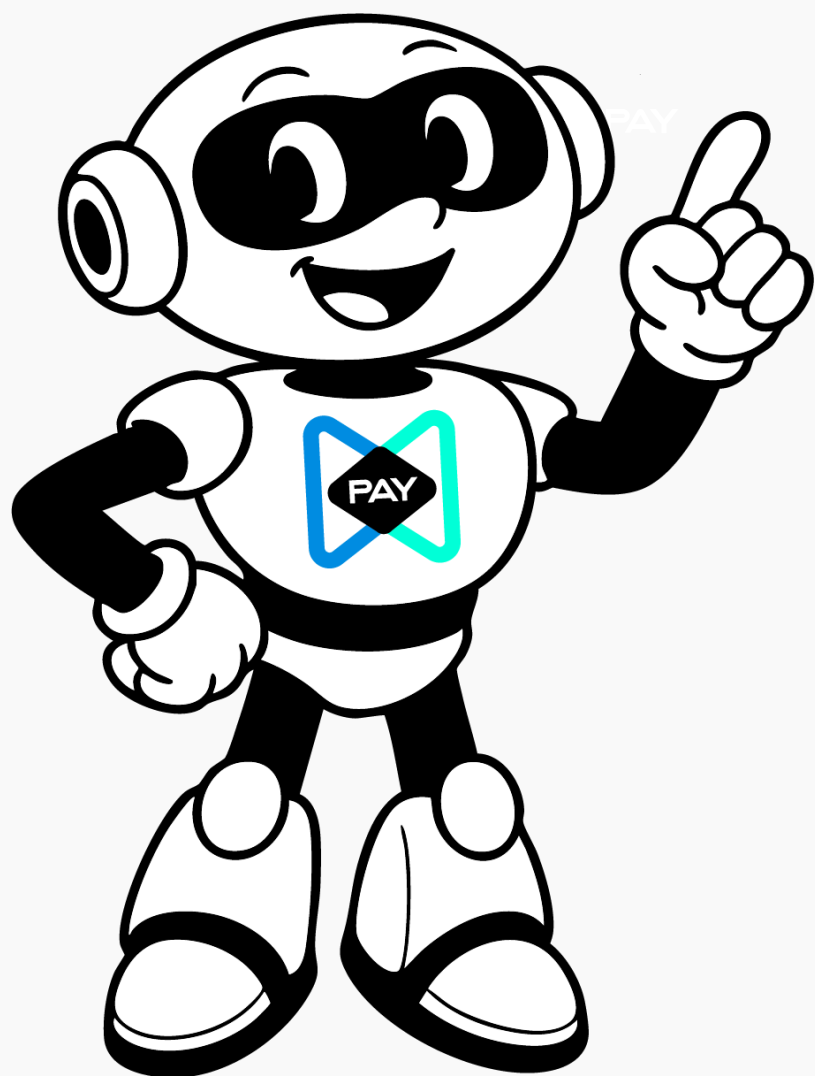
Luego, debes tomar una decisión entre emitir un reembolso o marcar la transacción como pagada.





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PASO 1

Retira los fondos





PASO 1.1

En la página de inicio, toca "View all"
a la derecha de "Recent Payments".





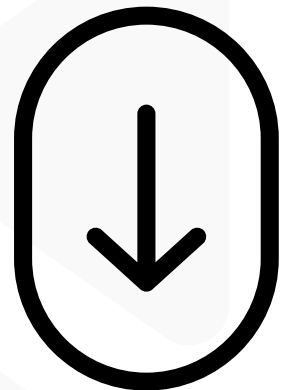
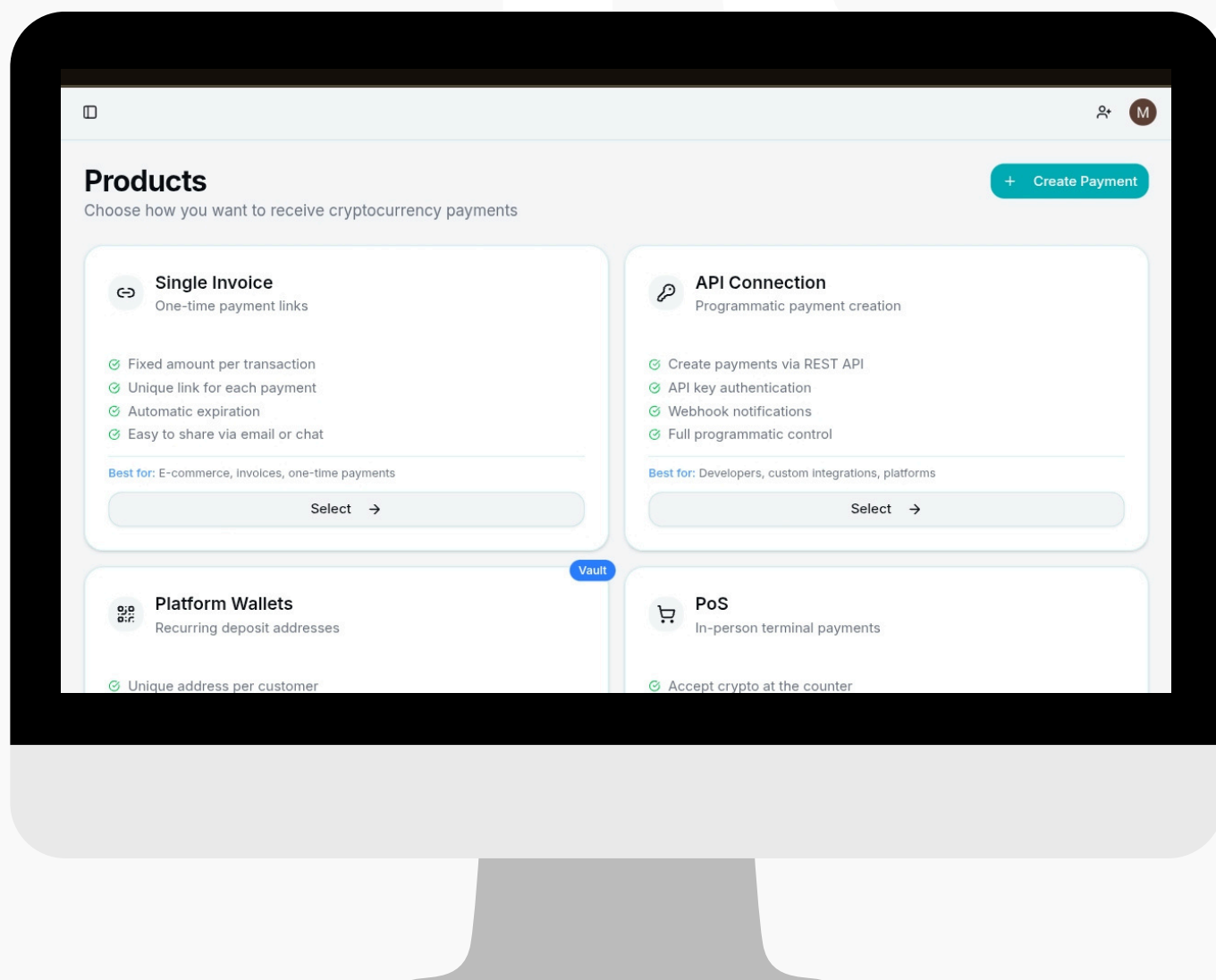
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PASO 1.2

En esta pantalla, desplázate hacia abajo

para ver todas tus transacciones, incluida la del pago insuficiente.

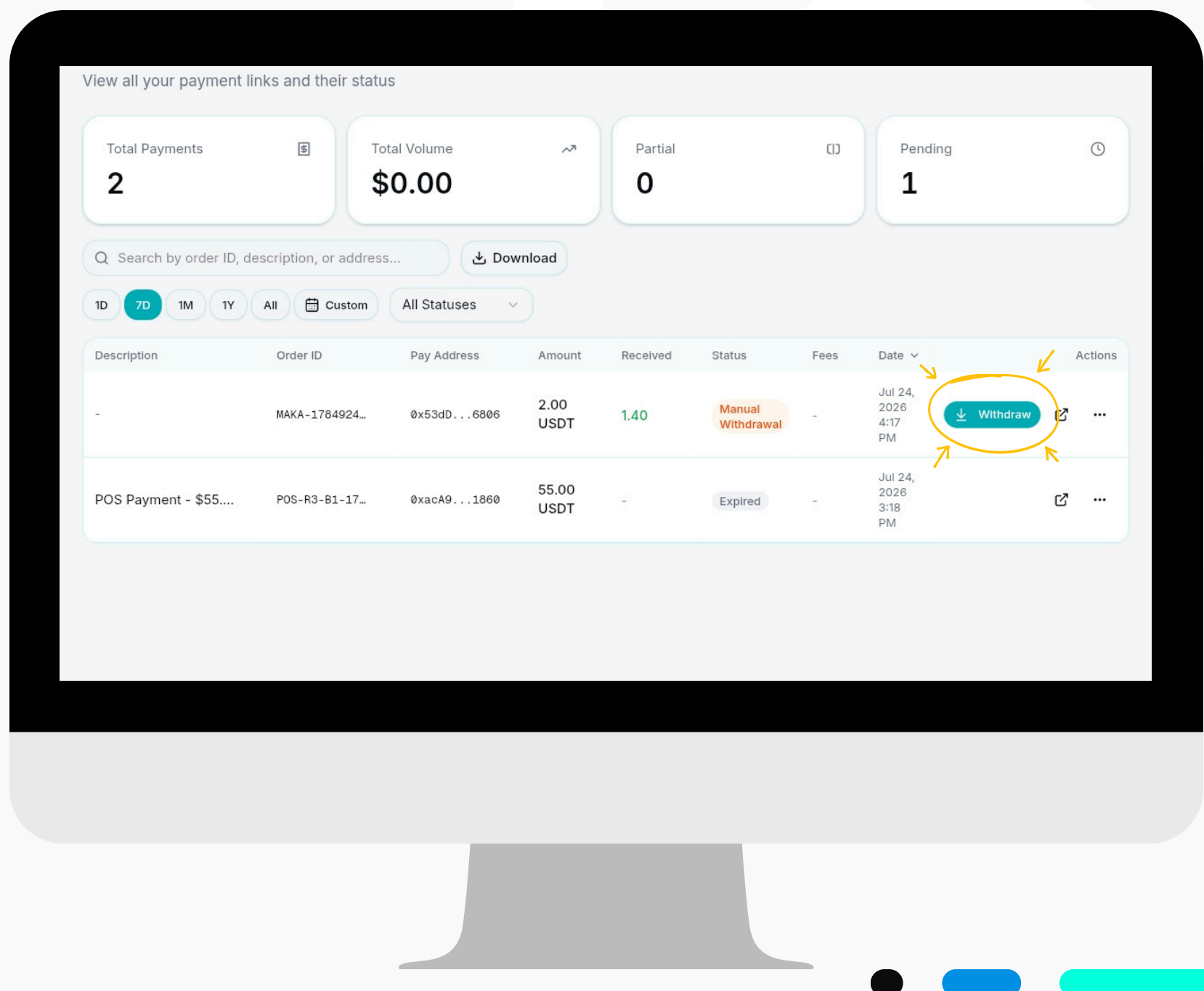




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PASO 1.3 En la transacción con el pago insuficiente, toca "Withdraw".





PASO 1.4

Toca

Confirm Withdrawal

X

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-Referred

CancelConfirm Withdrawal



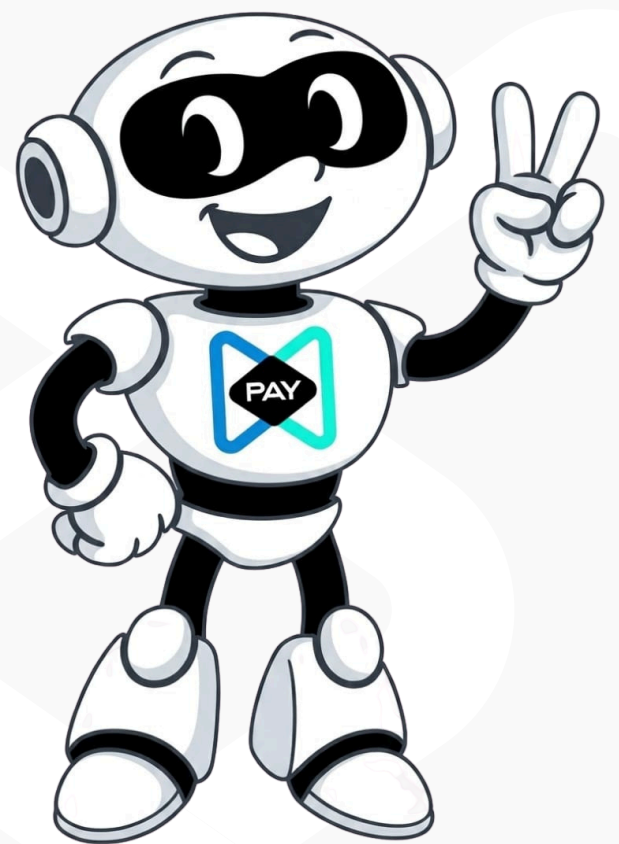


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PASO 2

Ahora debes tomar una decisión entre emitir un reembolso a tu cliente o marcar la transacción como pagada.



Para marcar la transacción como pagada, haz lo siguiente →



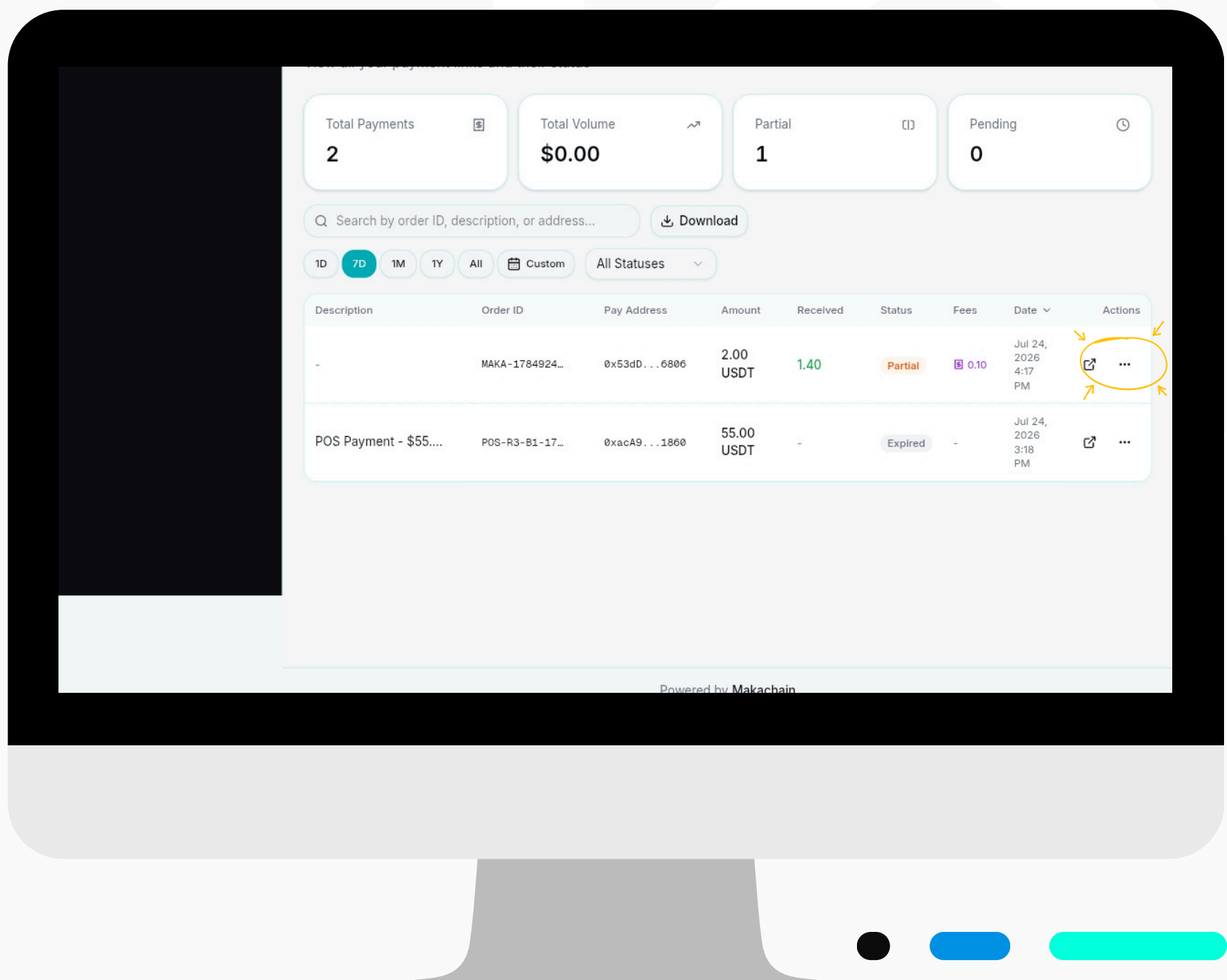


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PASO 2.1

Toca los 3 puntos junto a la transacción con el pago insuficiente.



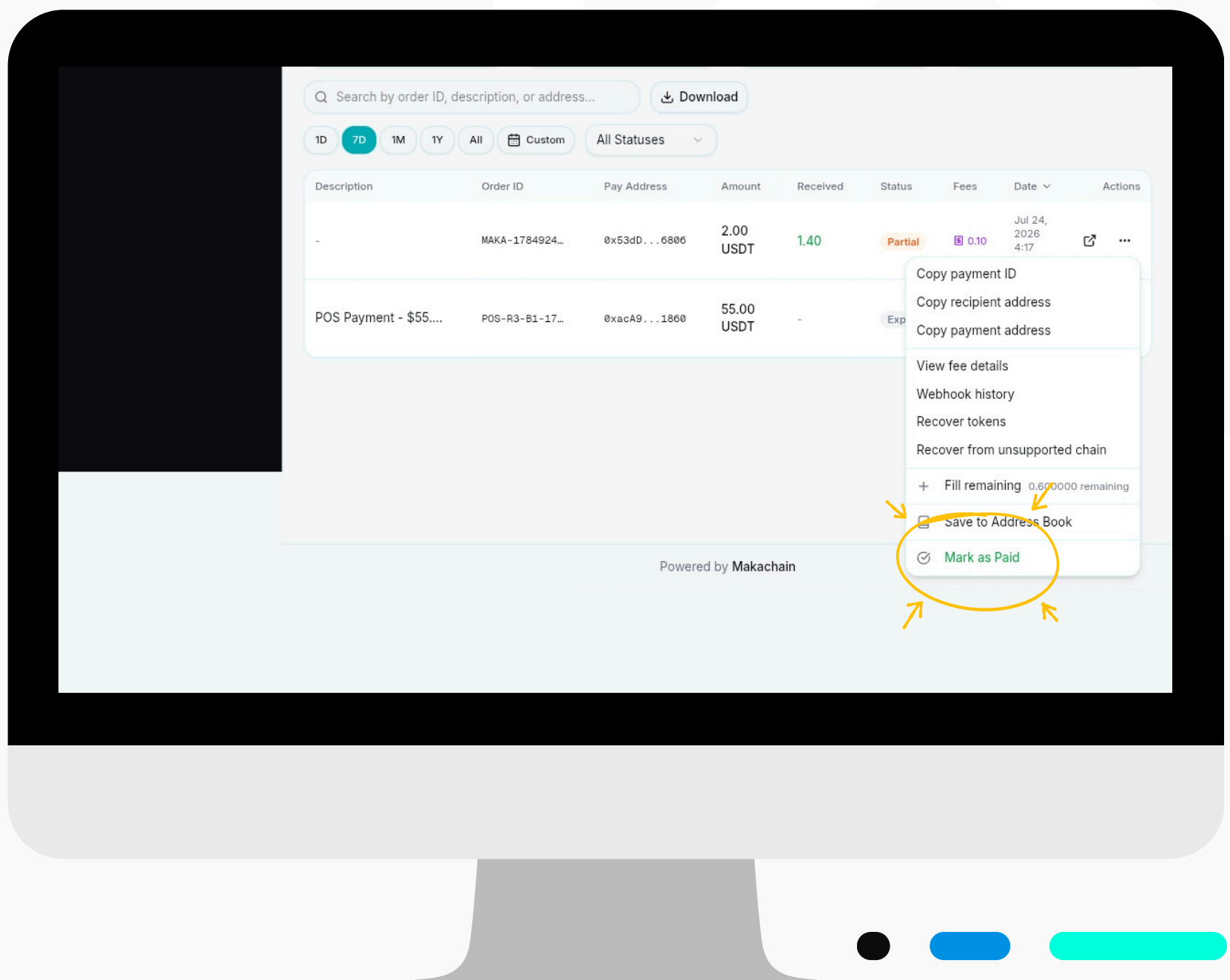


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PASO 2.2

Toca "Mark as paid".





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PASO 2.3

En esta pantalla, puedes agregar una nota si lo deseas. Luego, Toca "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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