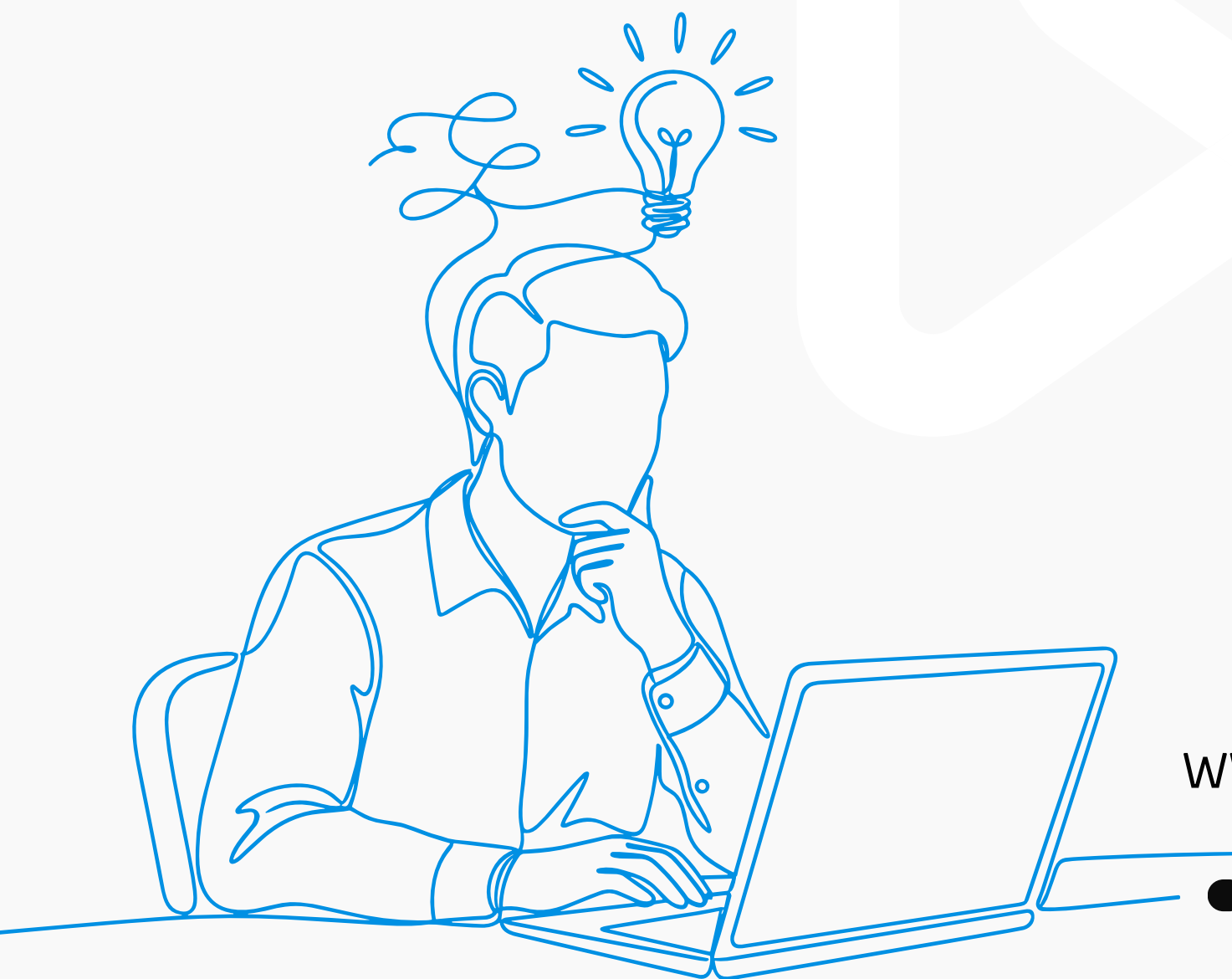




MAKAPAY

COME RISOLVERE UN PAGAMENTO INSUFFICIENTE



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Quando un cliente effettua un pagamento insufficiente, il primo passo è prelevarlo.

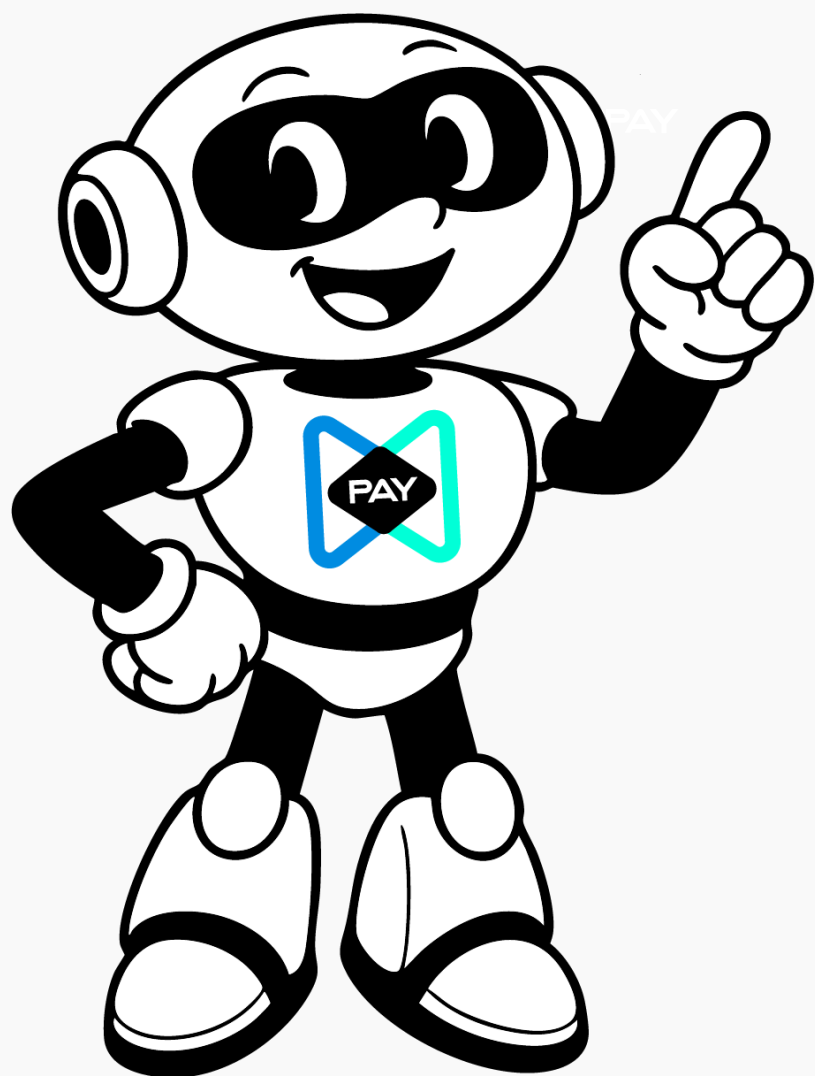
Poi devi decidere se emettere un rimborso o contrassegnare la transazione come pagata.





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PASSO 1

Preleva i fondi



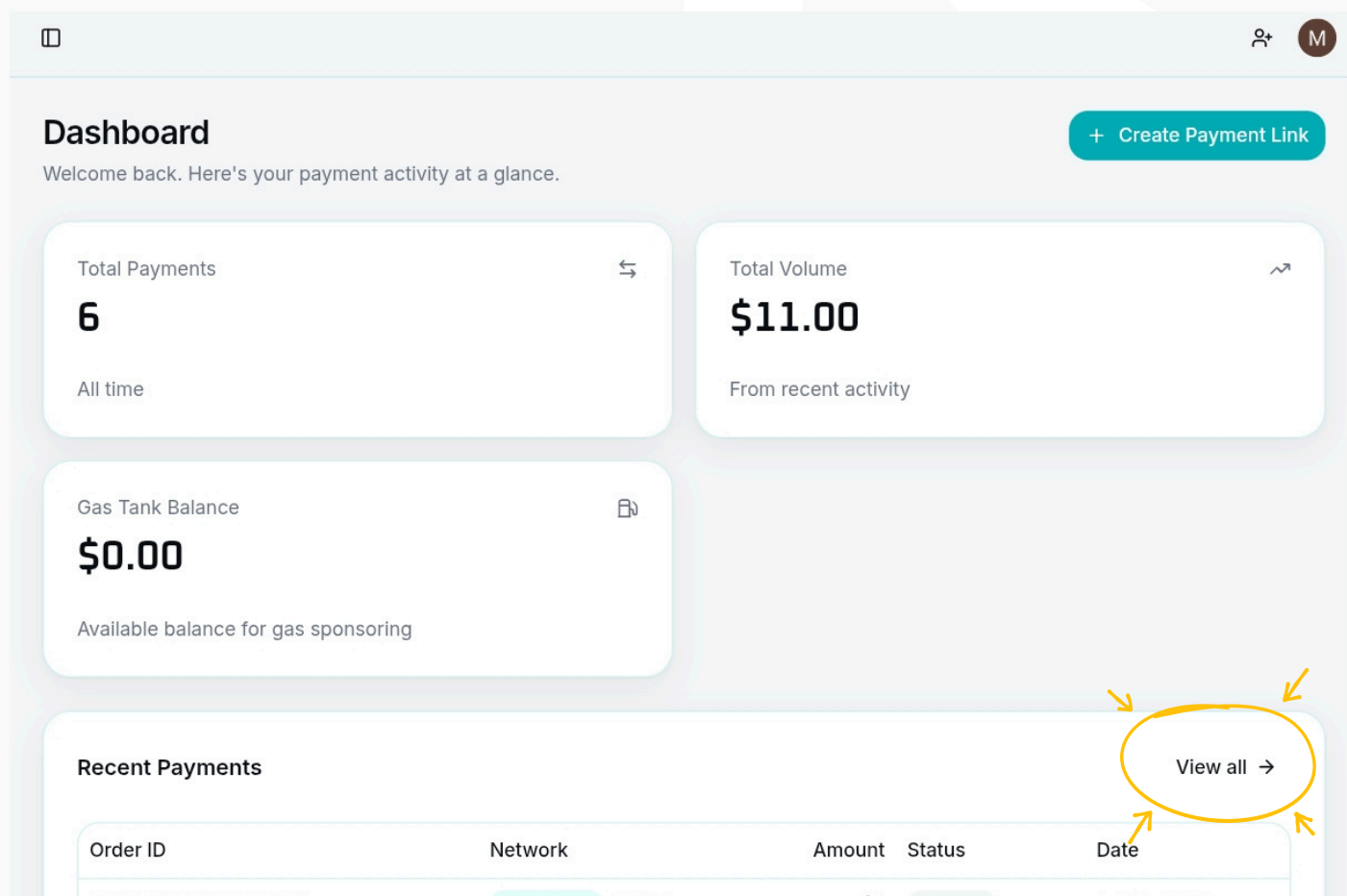


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PASSO 1.1

Nella home page, clicca su "View all"
a destra di "Recent Payments".

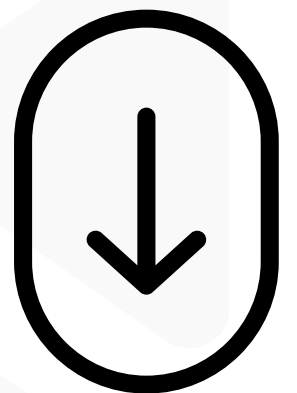
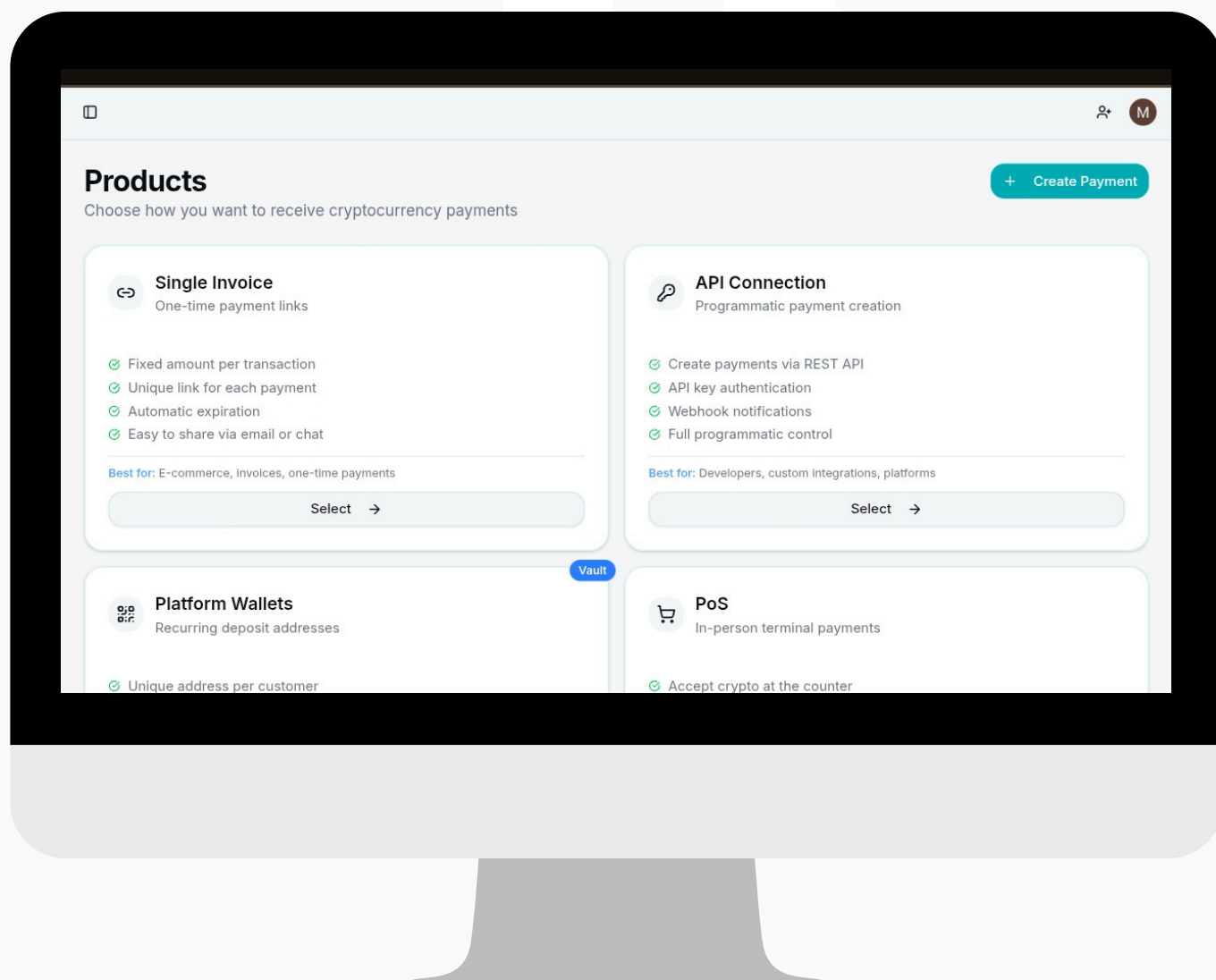




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COME RISOLVERE UN PAGAMENTO INSUFFICIENTE

PASSO 1.2 In questa schermata, scorri verso il basso per vedere tutte le tue transazioni, inclusa quella con il pagamento insufficiente.

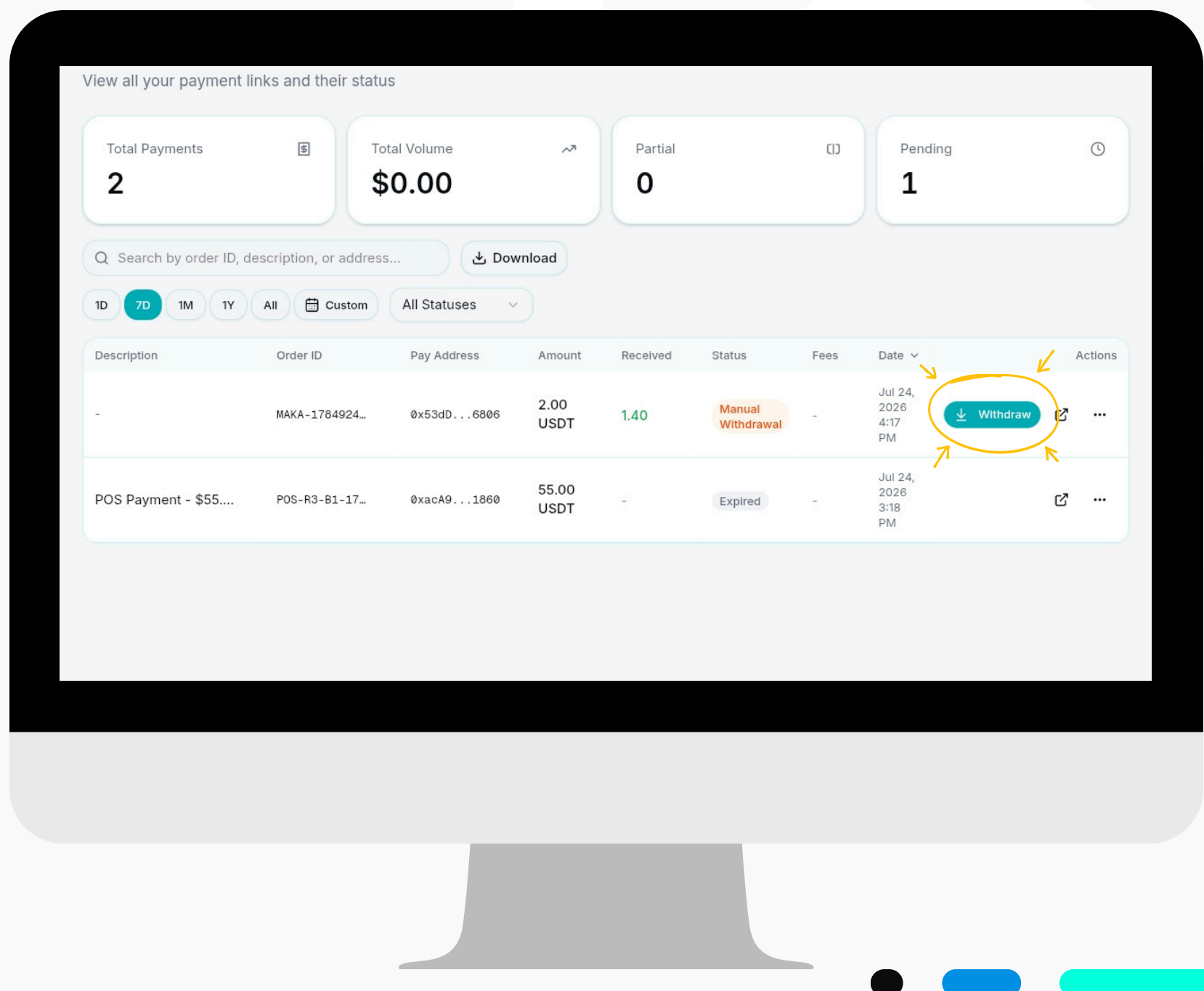




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COME RISOLVERE UN PAGAMENTO INSUFFICIENTE

PASSO 1.3 Sulla transazione con il pagamento insufficiente, clicca su "Withdraw".





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COME RISOLVERE UN PAGAMENTO INSUFFICIENTE

PASSO 1.4

Clicca su
"Confirm withdrawal".

Confirm Withdrawal ×

Review the fee breakdown before withdrawing

Requested	2.00 USDT
Received	1.40 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 Deduction	0.1105 USDT
On-chain Fees	\$0.00
→ You Receive	1.40 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

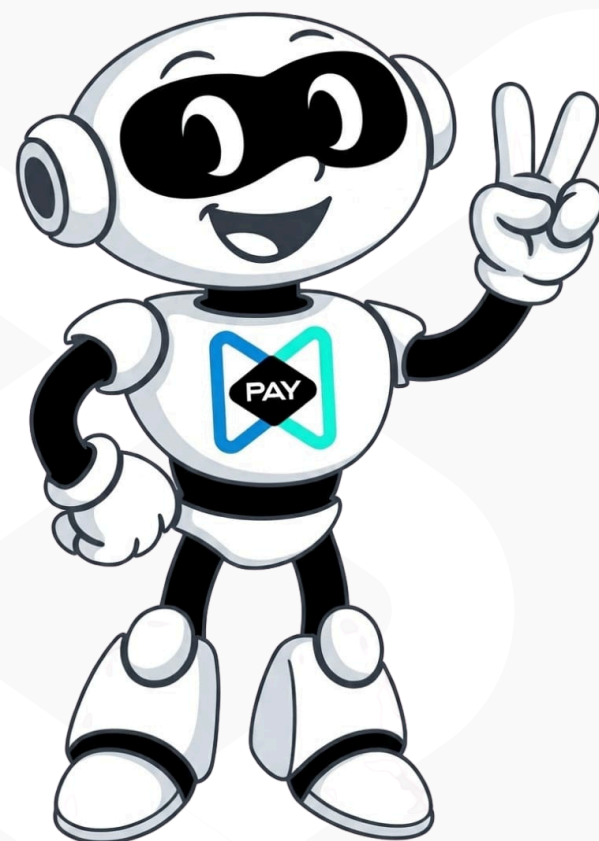


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COME RISOLVERE UN PAGAMENTO INSUFFICIENTE

PASSO 2

Ora devi decidere se
emettere un rimborso al
cliente o contrassegnare
la transazione come
pagata.



Per contrassegnare la
transazione come pagata,
procedi come segue



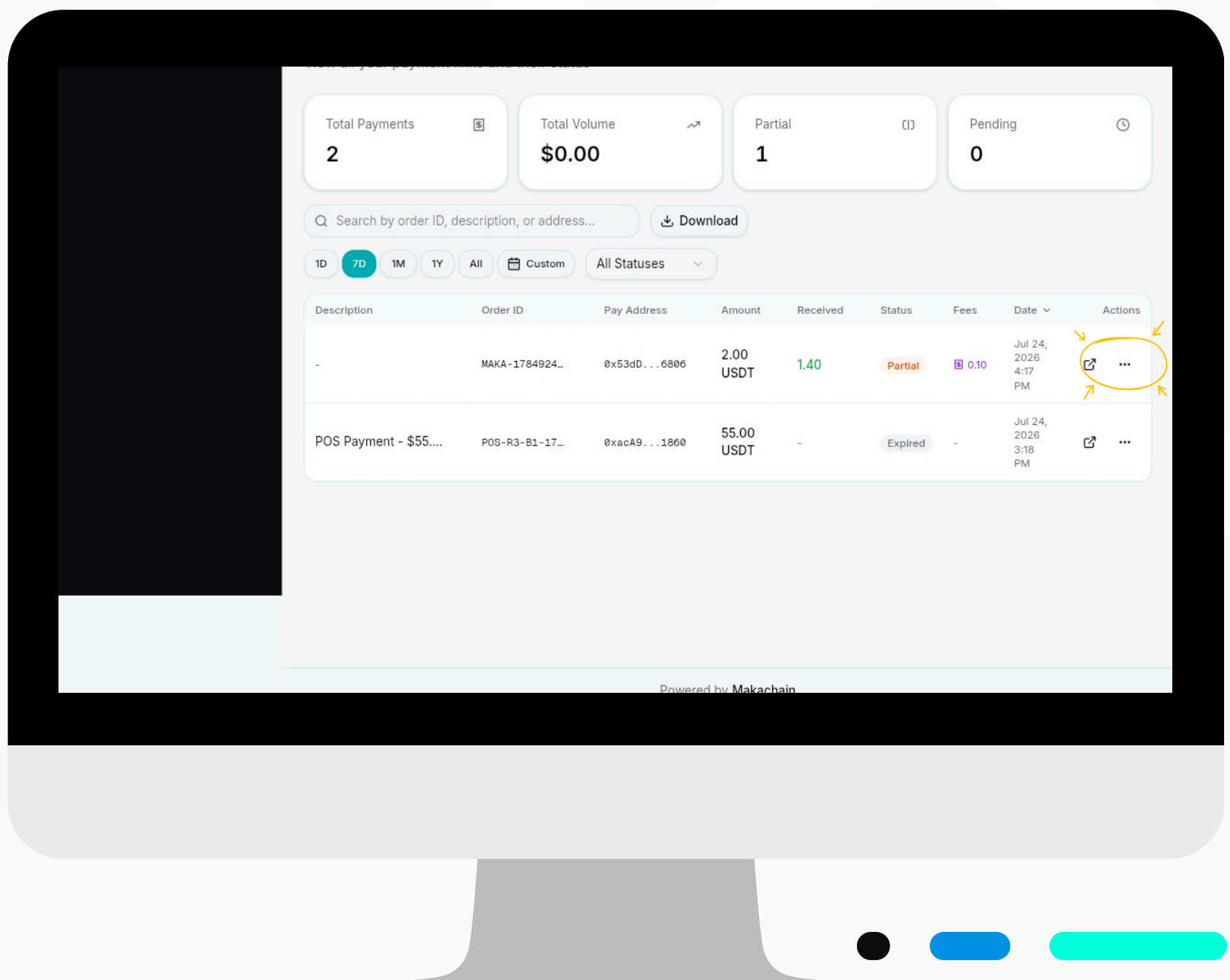


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COME RISOLVERE UN PAGAMENTO INSUFFICIENTE

PASSO 2.1

Clicca sui 3 puntini accanto alla transazione con il pagamento insufficiente.



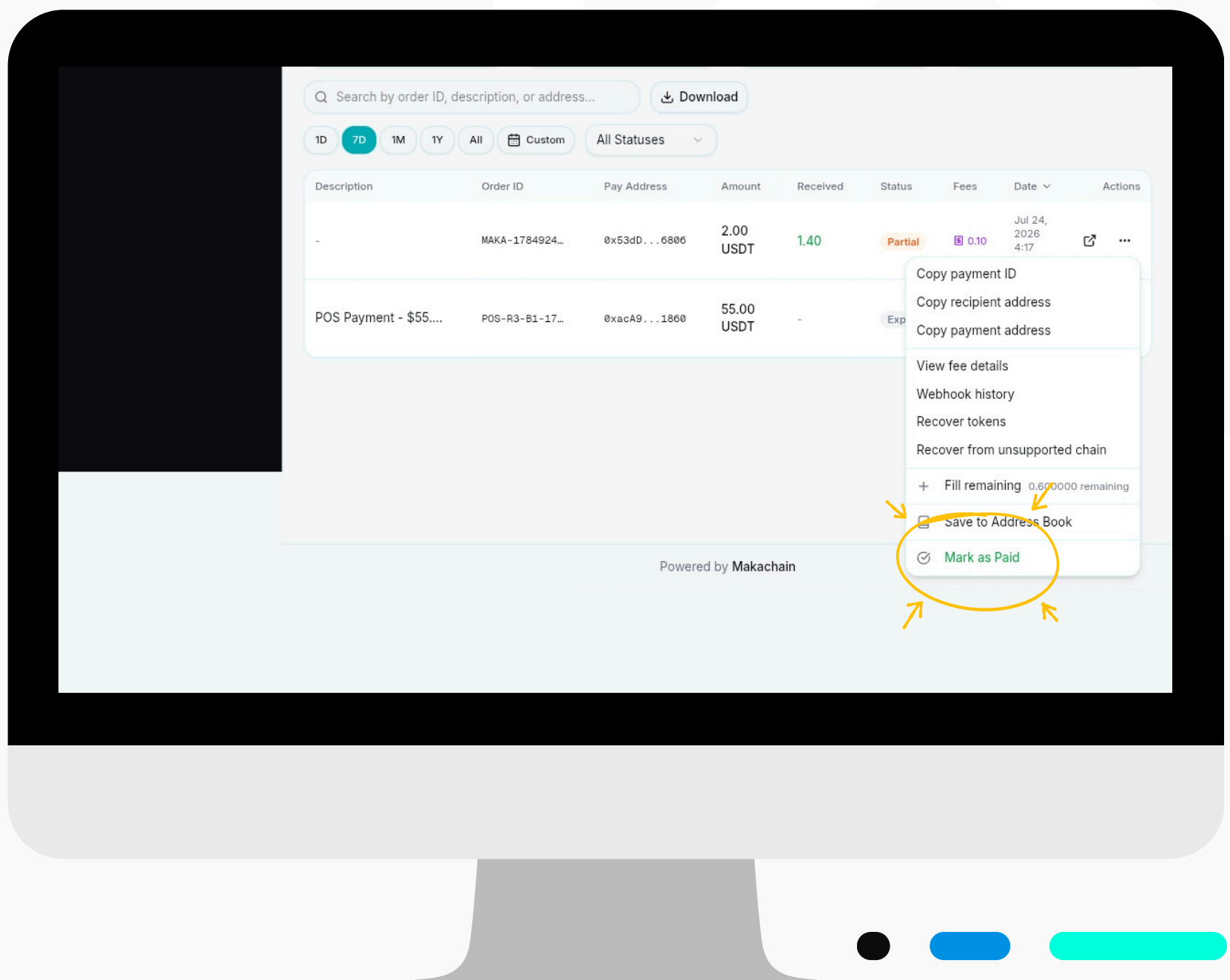


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COME RISOLVERE UN PAGAMENTO INSUFFICIENTE

PASSO 2.2

Clicca su "Mark as paid".





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COME RISOLVERE UN PAGAMENTO INSUFFICIENTE

PASSO 2.3

In questa schermata puoi aggiungere una nota, se vuoi. Poi, Clicca su "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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