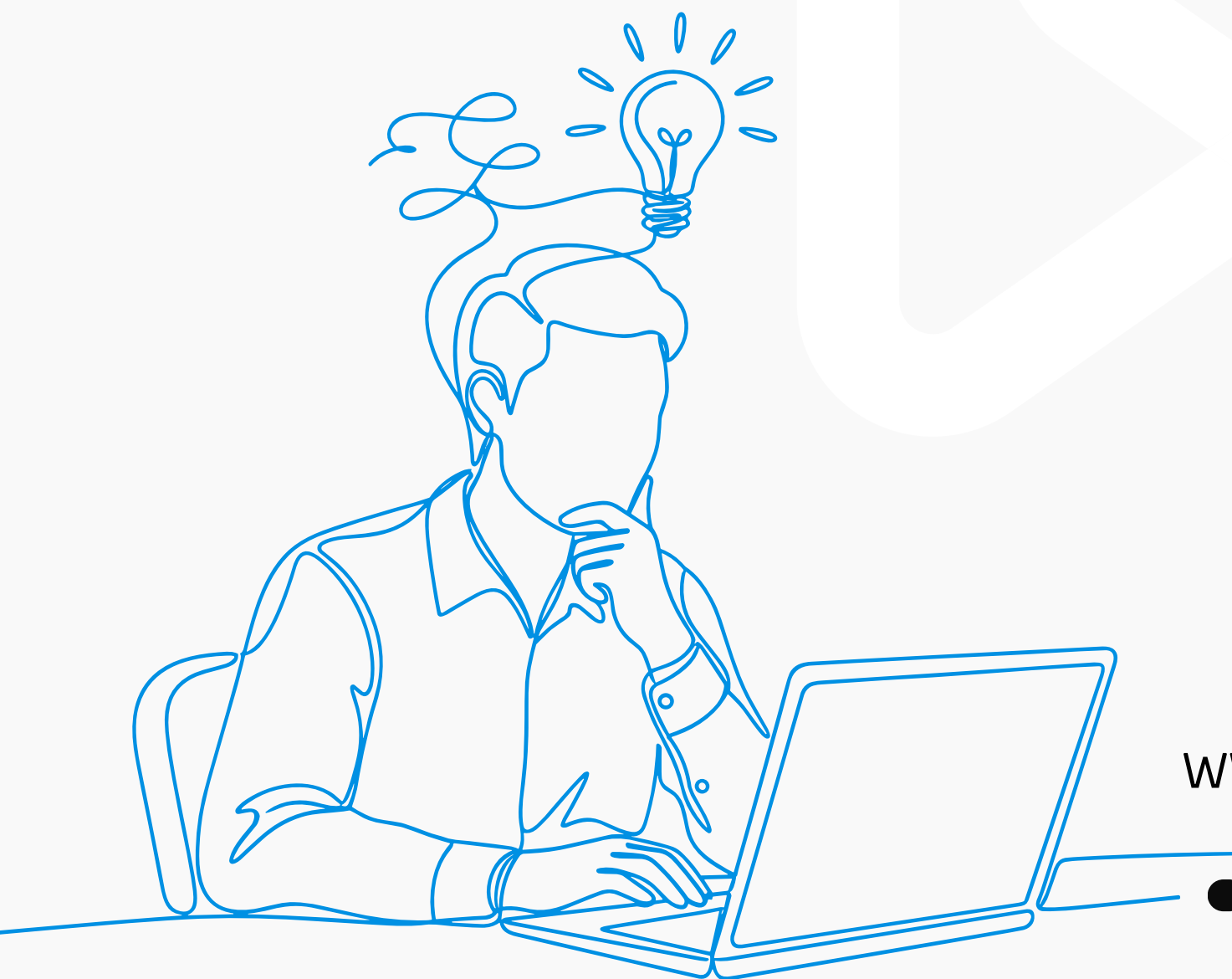




MAKAPAY

如何修复发送到错误网络的付款

PAY



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当您的客户通过错误的网络付款时，第一步是找回这些代币。

之后，您可以选择发起退款，或将交易标记为已付款。



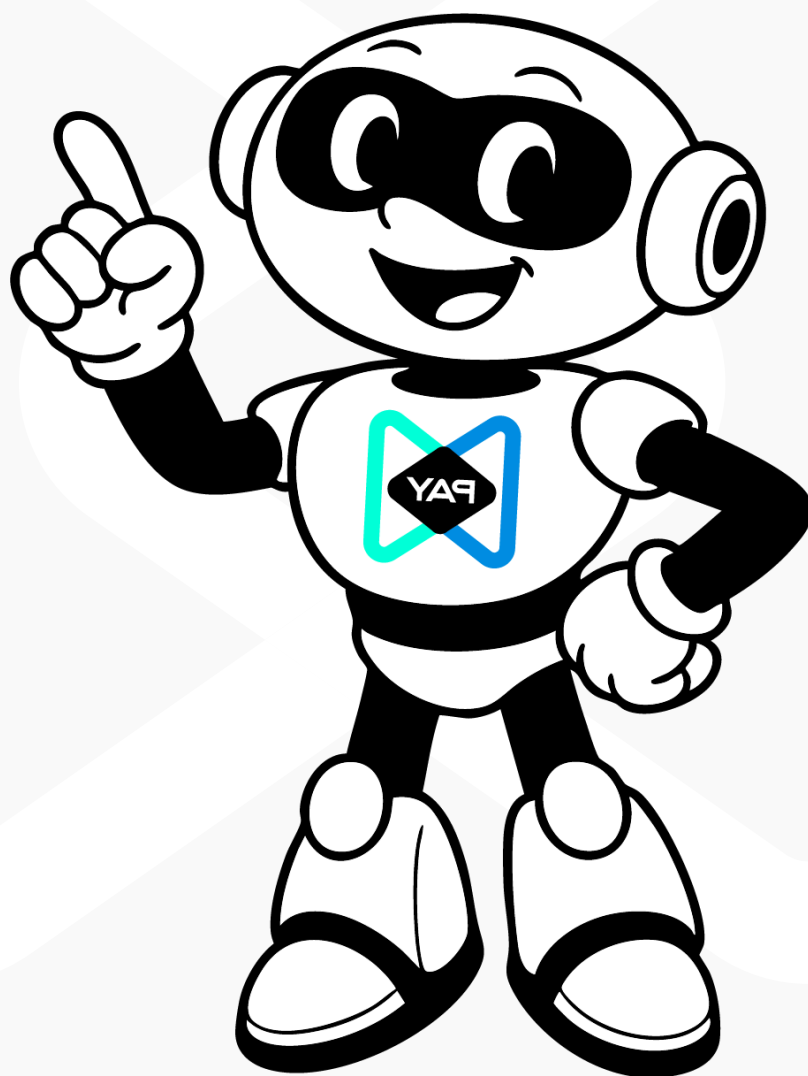


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步骤 1

找回资金



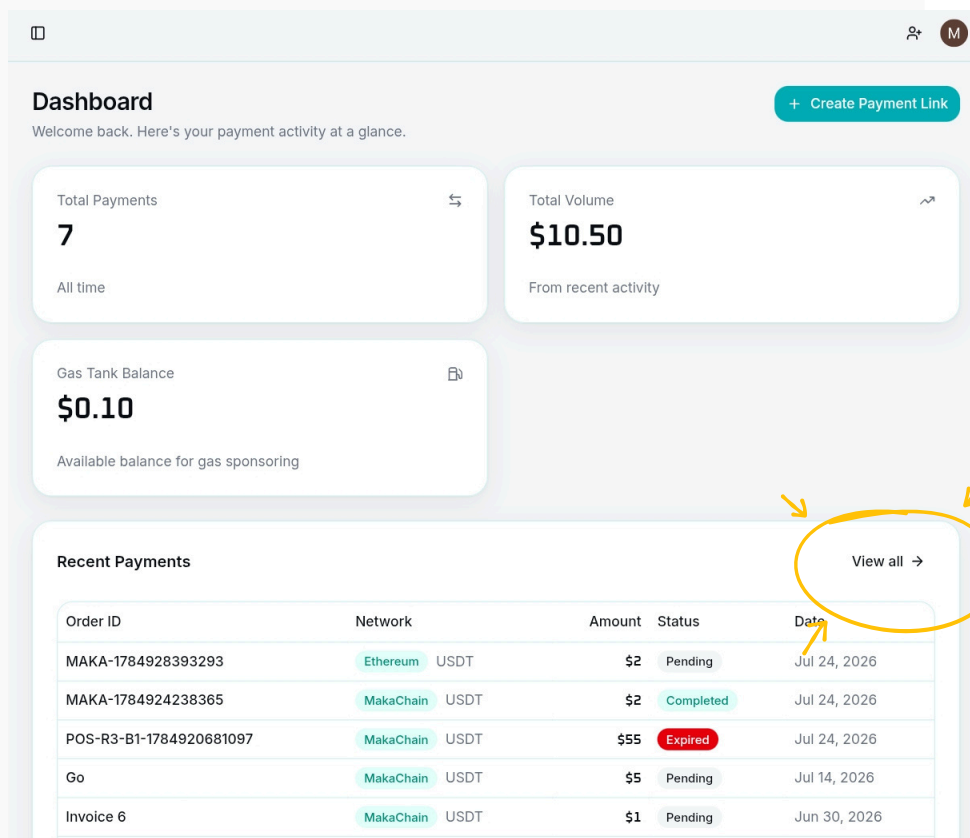


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步骤 1.1

在主页上，点击 Recent Payments 旁边的“View all”。



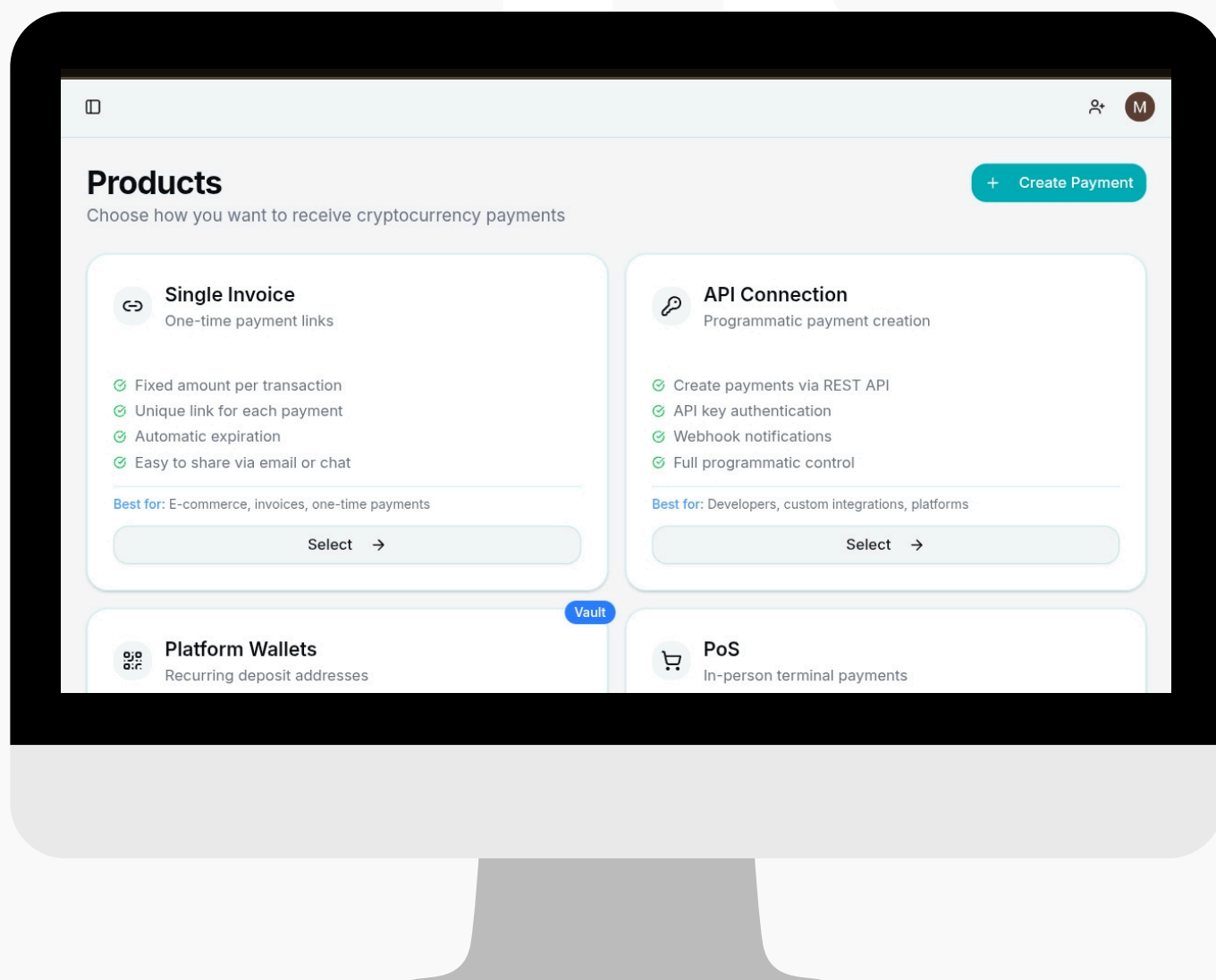


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步骤 1.2

在此屏幕上，向下滚动，直到看到您所有的交易，包括使用错误网络的那笔交易。

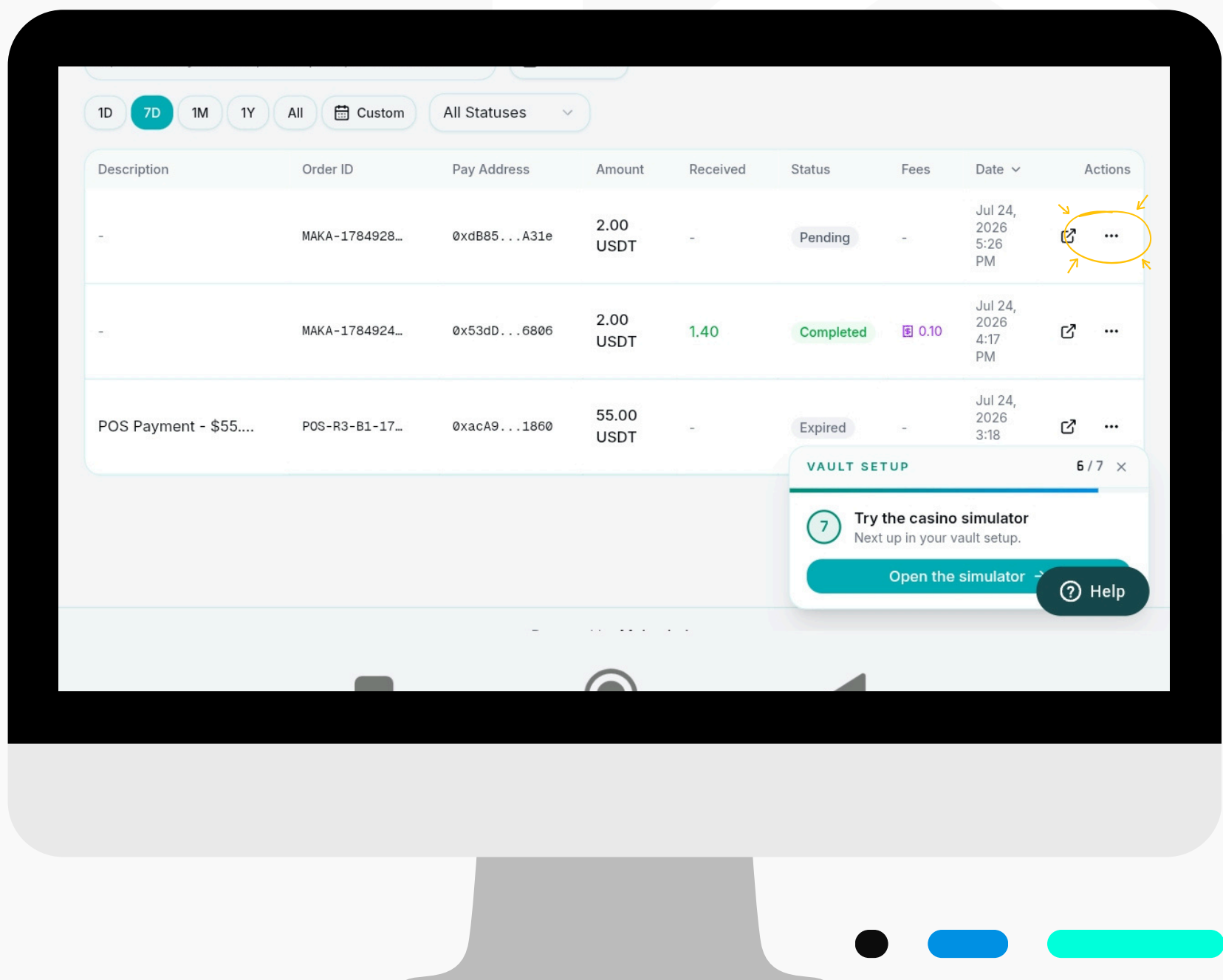




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步骤 1.3 点击使用错误网络的那笔交易旁边的三个点。



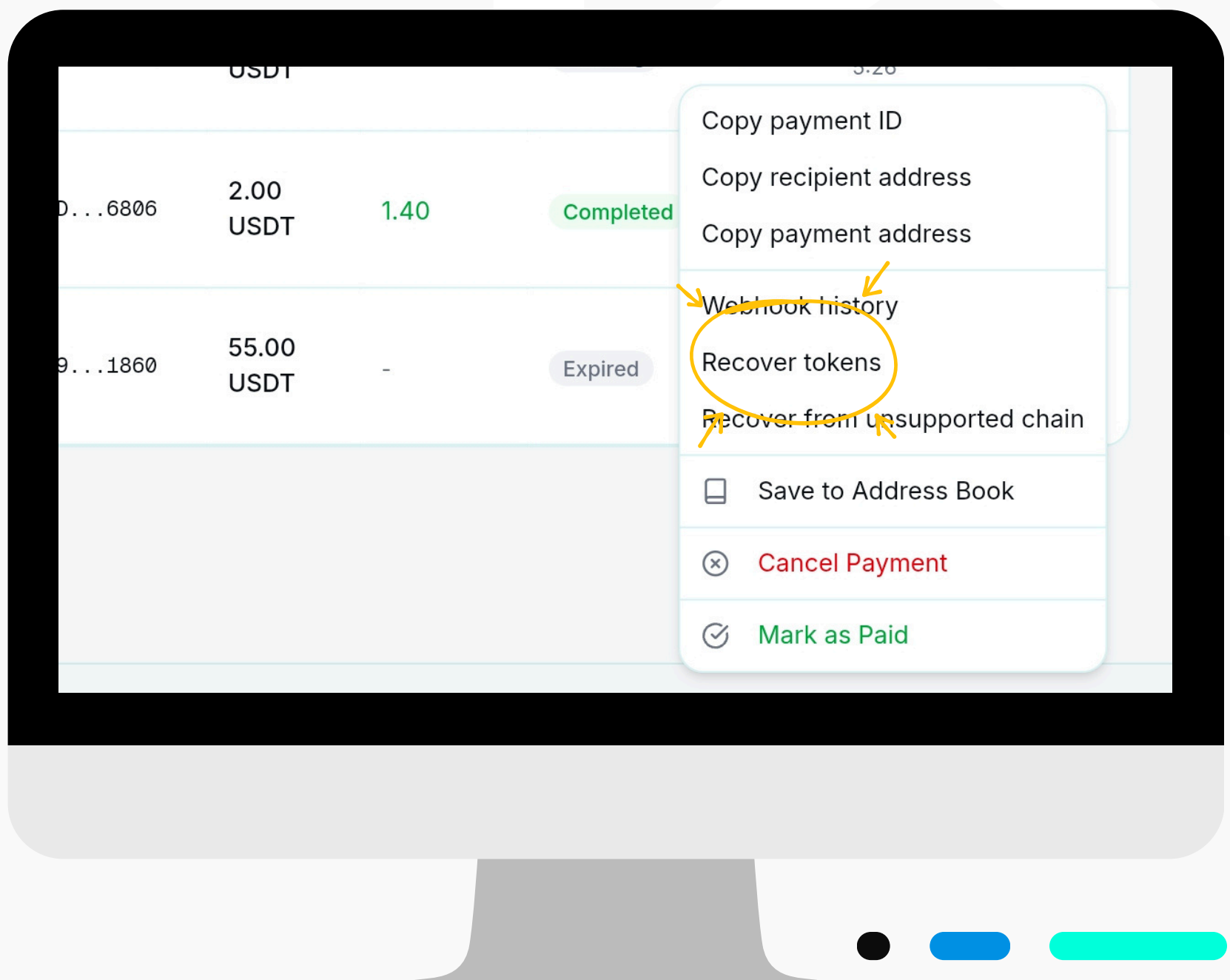


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步骤 1.4

点击 "Recover Tokens"。





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步骤 1.6

在此屏幕上，您将看到错误详情；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:0xdB85...A31e

Merchant Address:0xD437...6582

Original Chain:Ethereum

Gas Tank Balance

Used to cover recovery gas fees

0.80 USDT

Top up →

Check all supported chains & tokens

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

Wrong Chain

1 token

USDT

1.40 USDT

0x30C2...d8A5

↓ Recover

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



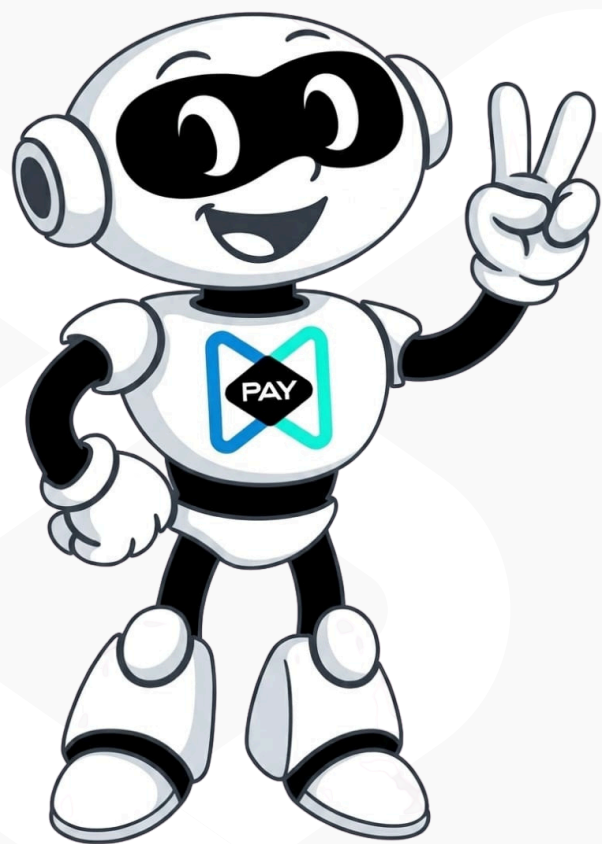


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步骤 2

您的代币现已找回。您必须选择是向客户退款，还是将交易标记为已付款。



要将交易标记为已付款，请执行以下操作

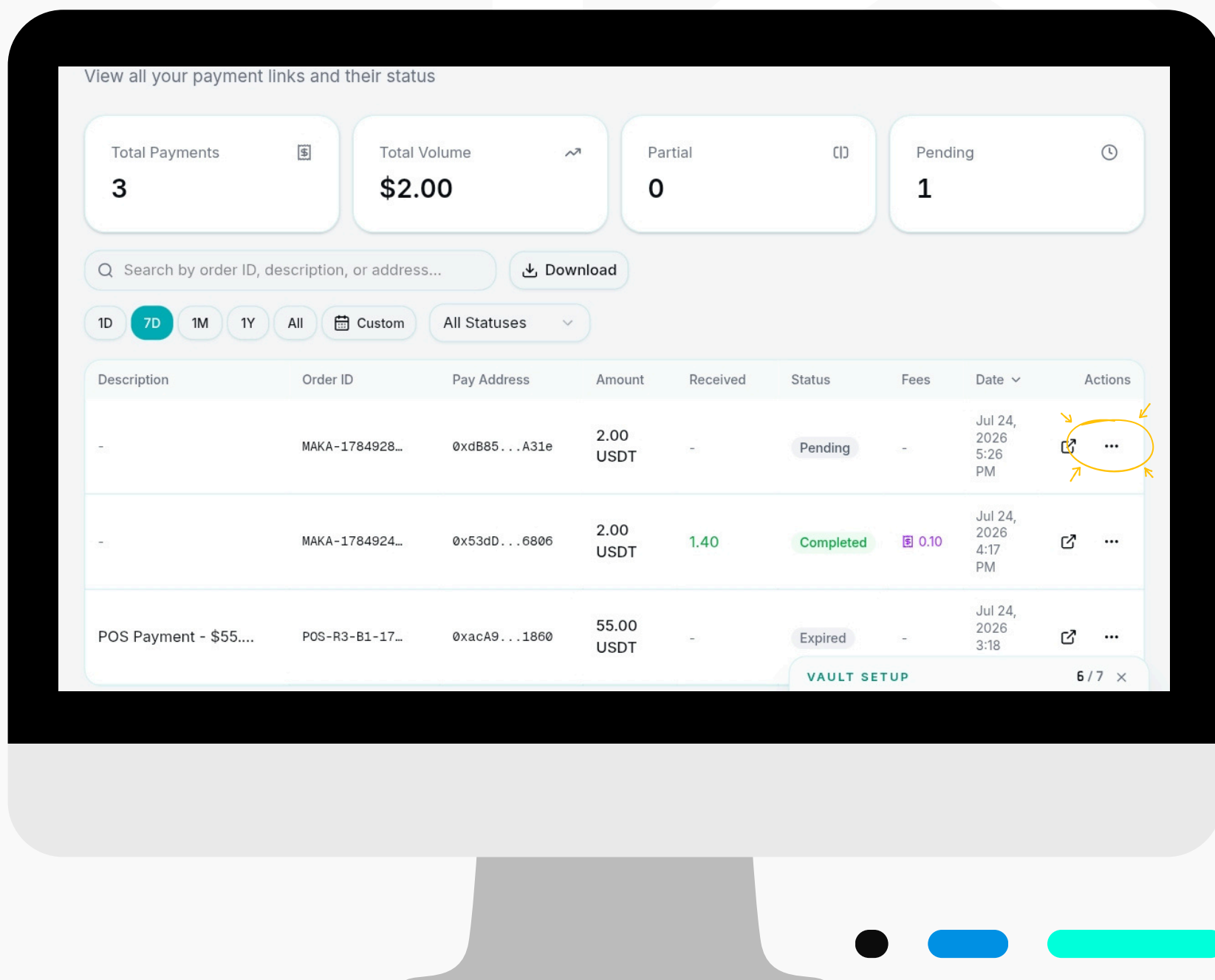




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步骤 2.1 点击金额不足的那笔交易旁边的三个点。



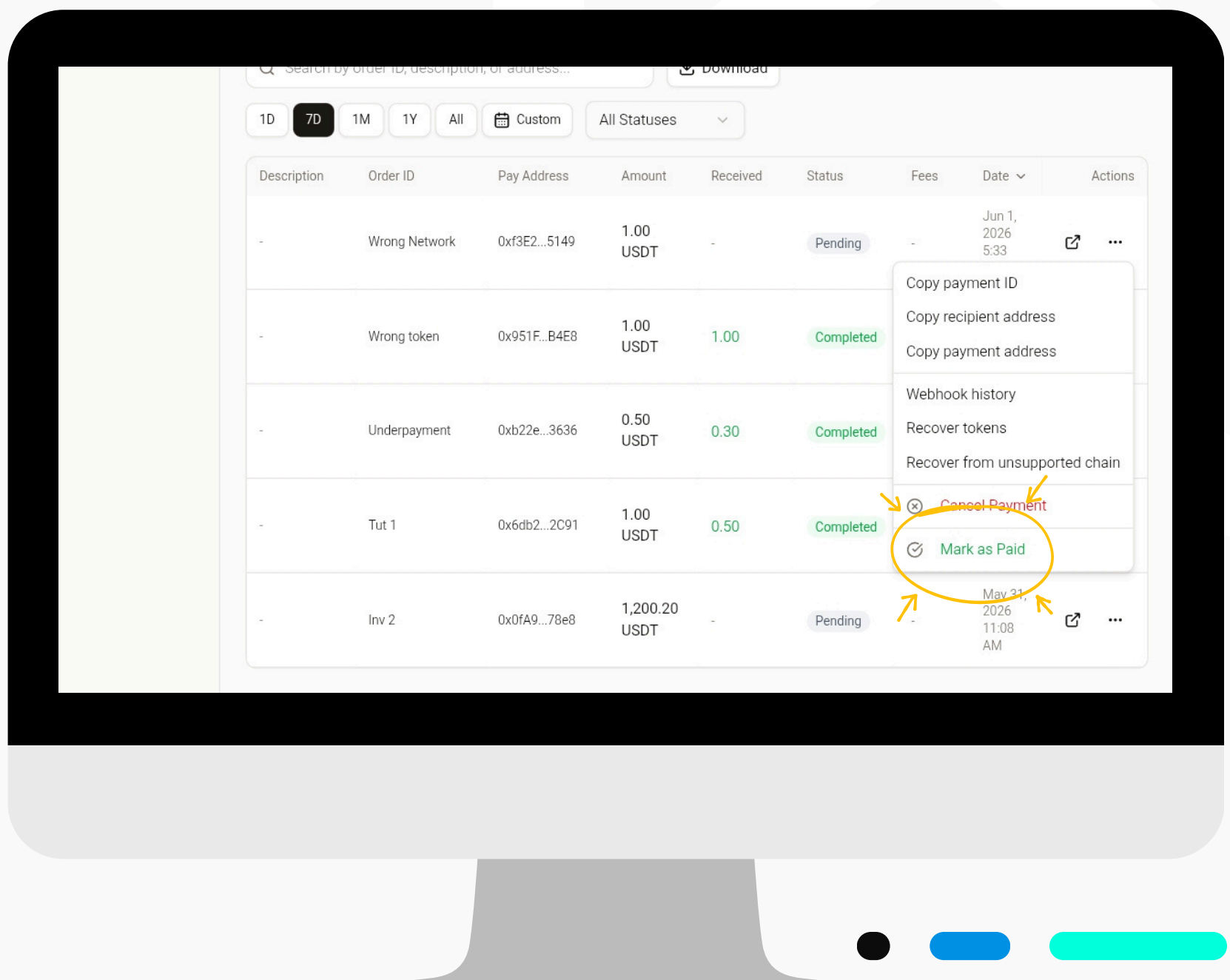


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步骤 2.2

点击 "Mark as paid".





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步骤 2.3

在此屏幕上，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

019f9605-df0...

Order ID

MAKA-1784928393293

Amount

2 USDT

Current Status

Pending

Note (optional)

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

Cancel

✔ Mark as Paid





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