

Planet Pay Dashboard for Alipay & WeChat Pay

2023

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Introduction

PLANET PAY Dashboard is provided by CITCON, the Planet technology provider for Chinese wallets transactions on Smartphone App and Pay By Link.

It allows to search for Chinese Wallets transactions done on the Smartphone App and/or Pay By Link and to refund these transactions.

The PLANET PAY Dashboard only supports Chinese Wallets transactions processed on Planet Pay App for Smartphones and on Pay By Link. Transactions processed on the PAX and Verifone devices are not supported by the PLANET PAY Dashboard.

The PLANET PAY Dashboard is subject to a monthly license fee. Please contact your Planet relationship manager for more information.

Login

To access the Dashboard, please follow the following steps.

1. Login to the Dashboard login page: <u>https://dashboard2.citconpay.com/:</u>

Citco	n
Sign in to start yo	ur session
Emall	-2F-
Password	a -
Sign In	
Forgot Your Password?	

2. Enter the credentials provided by Planet and then click on "Sign-In". You will access to the Dashboard home page (see below).

Citcon	Planet > TEMPASORTIBLICACIANT > BR Se	untoh .	
C Presder Heru	Daily Summary	Monthly Summary	Transaction Lookup
TEMPUS DISTRIBUICAO SA I BR Swatch BR Omega Avenida BR Visco Gama BR Plus qta NLAGO BR Blus Art Avenida	Date No Record Found	Total Tranx	Cross
BR Plus NShopping BR Colombo BR Puls Colombo BR Puls Colombo BR Puls Cascals BR Plus Avenida BR Plus Amoreiras BR Almada			
	Copyright © 2017-2018 Citcon, All right	ts reserved.	

When the merchant logs in using his credentials, the left panel will only show the stores that belong to the merchant. The other stores will not be visible.

Transactions lookup

1. From the Dashboard home page, click on the name of the merchant you want to search transactions for:

Citcon	Next > TEMPLEDISTREMANDSUIT > BR Omega Avenid	•		
C	Daily Summary	Monthly Summary	Transaction Lookup	1
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- Planet		m Search		
Planet - GBP				
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BR Omega Avenida				
BR Vasco Gama				
BR Plus qta NLAGO				
BR Blus Art Avenida				
 BR Plus NShopping 				
 BR Colombo 				
 BR Puls Colombo 				
BR Puls Cascais				
 BR Plus Avenida 				
 BR Plus Amoreiras 				
 BR Almada 				

2. Click on "Transaction Lookup". Please note that the Transaction Lookup option will only be visible if you click on the name of the "end" merchant (BR Omega Avenida in the example above). It will not be visible if you click on the merchant group or headquarter name (TEMPUS DISTRIBUCAO in the example above).

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	Daily	Summary	1	Monthly Summ	вý	Transactio	in Lookup											
	L	Filter by	date 20	019-09-16 - 2019-09-	24 🗙													
			Show 1	10	* entries													
		5	earch															
	-													_				
MPUS DISTRIBUIÇÃO SA L	Location	Store Name	Transactio ID	n Parent Transaction ID	Reference	Date/Time	Transaction Type	Payment Method	Card Number	Vendor Reference	Total	Refund	Sales	тір	Login Code	Dispute Tag	Transaction Tag	Terminal ID
Swatch R Omega Avenida	TEMPUS DISTRIBUICAD SA PT	BR Omega Avenida	280024066	451 280024086448		2019-09-24 17:41:05 (Europe/Paris)	refund	WXP			€ 0,01		€0,01	€0,00				01592581
Vasco Gama	TEMPUS DISTRIBUICAO SA PT	BR Omega Avenida	2800240664	448		2019-09-24 17:38:38 (Europe/Paris)	charge	WXP.			€0,01		€0,01	€0,00				01592583
Plus qta NLAGO	TEMPUS DISTRIBUICAD SA PT	BR Omega	2800240603	375		2019-09-22 12:49:59 (Europe/Paris)	charge	ALP			€4.000,65	Refund	€4.000,65	€0,00				01592581
Blue Art Assessed																		
R Blus Art Avenida															Fit	t Popul	ous 1 Ne	int Last
9R Blus Art Avenida 9R Plus NShopping 1R Colombo																	the second se	
BR Blus Art Avenida BR Plus NShopping BR Colombo JR Puts Colombo																		

The system will display by default the last week where transactions were made. If required, you can change the period by clicking on the calendar icon visible in the "Filter by date" textbox. In the calendar that pops up, click on the date that you want to designate as the start date, then can click on the date you want to designate as the end date:

	Daily Summa	ry		Mg	inthly	Summ.	ary				ansaction Loc	okup									
10		Filter by date	2021	-01-04	ı - 202	1-01-0	37	×	0												
		Show		202	21-01-0	4 - 202	1-01-07	7	5												
	unt Dia tra	-th	4 Ji	an 🕨	X	Thu .	4	202*		End	Dete	1									
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518	artDate		28	29	30	31			3		Date										
Sla	irt Date		28	29 5	30 6	31 Z		9 1	3		Date										
Sta	IntDate		28 4 11	29 5 12	30 6 13	31 Z 14	15	9 1 16 1	3	Enu	Date										
518			28 4 11 18	29 5 12 19	30 6 13 20	31 Z 14 21	15 22	9 1 16 1 23 2	3 10 17	Ena	Date]									
512	in Date		28 4 11 18 25	29 5 12 19 26	30 6 13 20 27	31 Z 14 21 28	15 22 29	9 1 16 1 23 2 30 3	3 10 17 14		Date	J2	Transaction	Payment	Card	Vendor			Login	Dispute	Transactio

You can also narrow your search by entering one of the following in the 'Search' text box showed in the image below:

- The payment method: Alipay or WeChat
- The transaction type: charge or refund
- The transaction ID. This is the transaction ID returned by Citcon, the Planet technology provider, and not the Alipay / WeChat Pay transaction ID.
- For Pay By Link transactions: the reference used when creating the Pay By Link link / QR Code

UK > PLANETECOMMORP > PLANETECO	OMM GBP (Pay By Link)		
Daily Summary	Monthly Summary	Transaction Lookup	
Filter by date			
Show	10 v entries		
Search			

If you enter one of these search criteria, the interface will automatically search for it and return the transactions matching your search criteria.

Refunding a transaction

Make sure that you search for the Transaction by clicking on "Transaction Lookup" as explained in the previous paragraph. If you search for the Transaction by clicking on "All Transactions Search" under "User Menu" (left menu), the refund button will not be visible.

Once a transaction is found, following the following instructions to refund it: 1. Click

on the Refund red icon/button



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Citcon	Playet > 104945067800KA0	54PT) 8R.0m	ışı Avenida															
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	Daily	Summary		Monthly Summa	iry	Transacti	on Lookup											
		Fister by	date 2	019-09-16 - 2019-09-2	x 1	8												
		3	Show	10	* entries													
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- TEMPUS DISTRIBUICAD SA	Location	Store Name	ID	Transaction ID	Reference	Date/Time	Туре	Method	Number	Reference	Total	Refun	les	тір	Code	Tag	Tag	ID
BR Swatch	TEMPUS	BR Omega	280024066	451 280024056448		2019-09-24 17:41:05	refund	WXP			€0,01		0,01	€0,00				01592581
BR Omega Avenida	1011000000000111	00.0	22222242	100			-	and the										
 BR Vasco Gama 	DISTRIBUICAD SA PT	Avenida	280024000	440		(Europe/Paris)	coarge	WAP			6.001		0001	6.0,00				01392381
 BR Plus qta NLAGO 	TEMPUS	BR Omega	280024060	975		2019-09-22 12:49:59	charge	ALP			€4.000,65	Refund	€4.000,65	€0,00				01592581
BR Blus Art Avenida	DISTRIBUICÃO SA PT	Avenida				(Europe/Paris)												
 BR Plus NShopping 																		
 BR Colombo 															Fit	a Point	ous 1 Ne	tot Last
 BR Puls Colombo 	A Download CSV																	
BR Puls Cascais																		
BR Plus Avenida																		
GR Plus Amoreiras	1																	
 BR Almada 																		

In the window that appears, you can change the "Refund Amount" if required (by default, the full amount will be refunded). You then need to enter the refund reason and click on Confirm:
 In the window that appears, you can change the "Refund Amount" if required (by default, the full amount will be refunded). You then need to enter the refund reason and click on Confirm:

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The applications and adding the range of Person of Obios Priney				
Citcon				
C				
	Confirm Refund			
	Tra	nsaction ID	280024060375	
				3. Click or
1 Change Refu	nd Amount (if	Reference		Confirm
	any)	Date/Time	2019-09-22 12:49:59 (Europe/Paris)	
BR Swatch	Remain State Stat	ain Balance	4000.65	
BR Omega Avenida				
• BR Vasco Gama	Refu	ad Amount	4000.65	
BR Plus gta NLAGO 2. Enter refui	nd reason	Reason		*
BR Blus Art Avenida				
BR Plus NShopping	Cancel			Confirm
BR Colambo				
BR Puls Colombo				
BR Puls Cascais				
BR Plus Avenida				
BR Plus Amoreiras				

3. The dashboard executes the refund and shows the result:



om/refund				
Perso 🧧 Utils 🧮 PI Regulators ★ Bookmarks				
	Confirm Refund			
	Refund Successful			
	Transaction ID	280024069267		
	Reference			
	Date/Time	2019-09-25 15:39:52 (Europe/Paris)		
	Remain Balance	0.01		
	Defund Amount	0.01		
	Reform Parlount.	0.03		
	Reason	REFUND GS	*	

In the example above, the blue text box 'Refund Successful' shows that the refund succeeded. If the refund fails, the Dashboard displays a red text box with the appropriate error message.

IMPORTANT: If, at the time the merchant is processing the refund, the sum of the total sales processed during the day is lower than the requested refund amount, the refund may be declined. Please refer to the "Frequently asked question" paragraph for more information on how to fix this.

4. If the refund is successful, the Dashboard will go back to the "Transaction Lookup" display and refunded transaction will appear. The Transaction Type will state this is "refund_dashboard".

Parent Transaction ID	Reference	Date/Time	Transaction Type	Payment Method	Card Number	Vendor Reference
280024069267		2019-09-25 16:43:53 (Europe/Paris)	refund_dashboard	ALP		

Frequently asked question

• Question: The "Refund" button is not visible on the Dashboard

Answer: This usually happens in one of the following situations:

- The Refund privileges have not been enabled on the account you are using to log-in. In this case, please contact your Planet technical support If you wish to enable them,
- You searched for the Transaction by clicking on "All Transactions Search", under "User Menu". Transactions return by this search do not have the Refund button visible. You need to search for the Transaction by clicking on the merchant name and then on "Transaction Lookup" as explained in previous paragraph.
- Question When I try to do a Refund, I get an error about "Refund amount being greater than today's overall payment"

Answer: This usually happens when, at the time the merchant is processing the refund, the sum of the total sales processed during the day is lower than the requested refund amount. Please wait until you would have processed enough sales to cover the refund. If the refund query is urgent, please contact your Planet technical support.

Note: The merchant balance is reset every day at 00:00 Chinese Time. Therefore, if this issue happens and you process enough sales to cover the pending refund, please execute your refund before 00:00 Chinese Time. After this, the merchant balance is reset as the funds are transferred to the merchant, and you will need to wait again until you would have processed enough sales to cover the refund.

Contact us

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Need help?

If you have a technical issue or need support troubleshooting, please check the relevant portal for assistance.

Our Global Support Team will be glad to help.

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Visit www.weareplanet.com/support
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Disclaimer:

The procedures included in the document are only valid for brand new terminals. Terminals used beforehand may behave differently.