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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: https://dashboard2.citconpay.com/:

2. Enter the credentials provided by Planet and then click on "Sign-In". You will access to the Dashboard home page (see below).
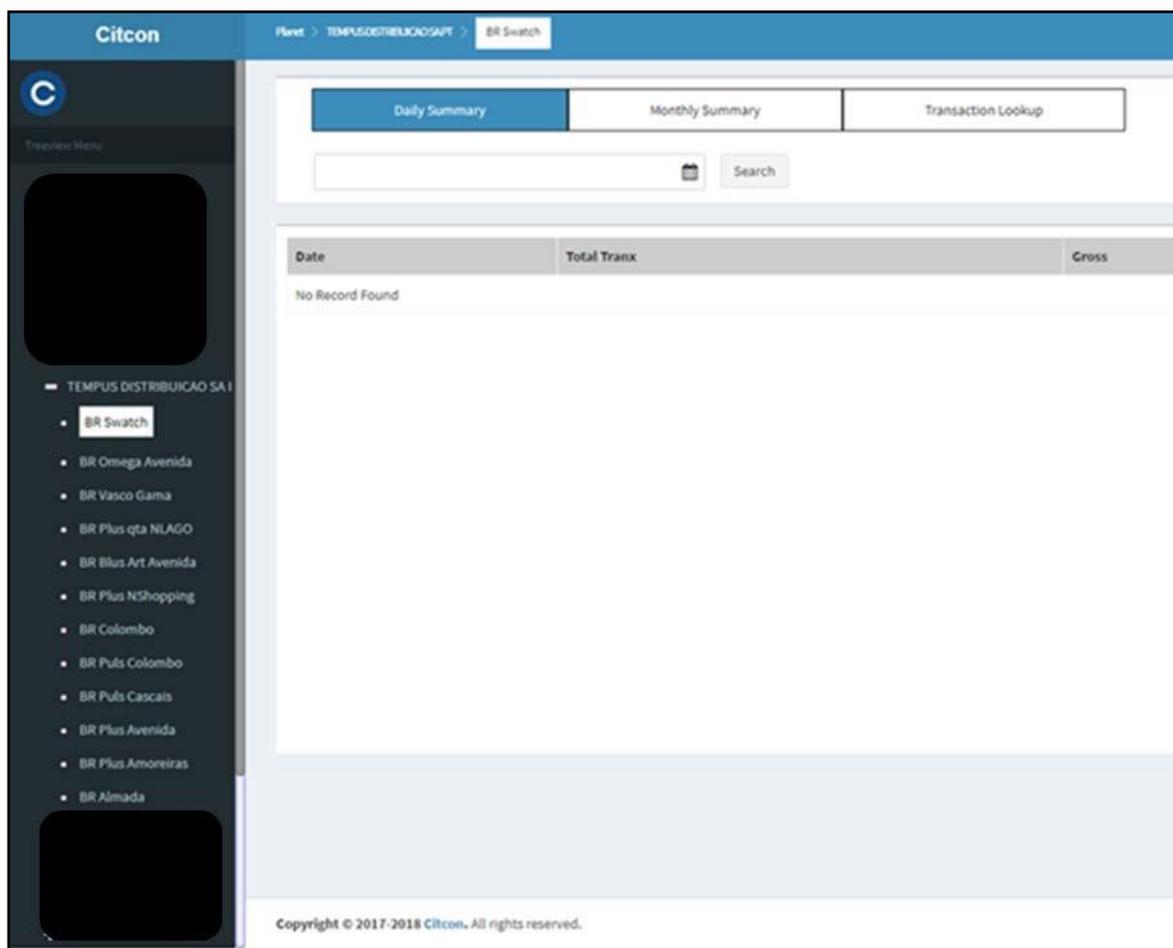
When the merchant logs in using his credentials, the left panel will only show the stores that belong to the merchant. The other stores will not be visible.

Transactions lookup

1. From the Dashboard home page, click on the name of the merchant you want to search transactions for:
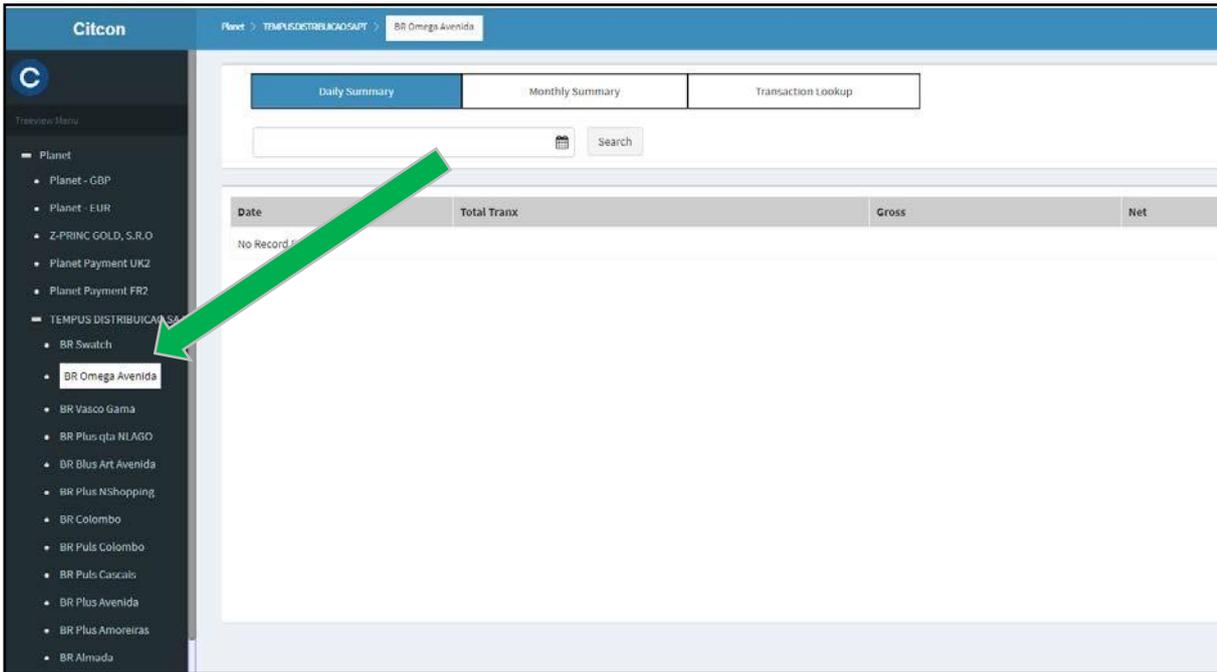
2. Click on "Transaction Lookup". Please note that the Transaction Lookup option will only be visible if you click on the name of the "end" merchant (BR Omega Avenida in the example above). It will not be visible if you click on the merchant group or headquarter name (TEMPUS DISTRIBUCAO in the example above).
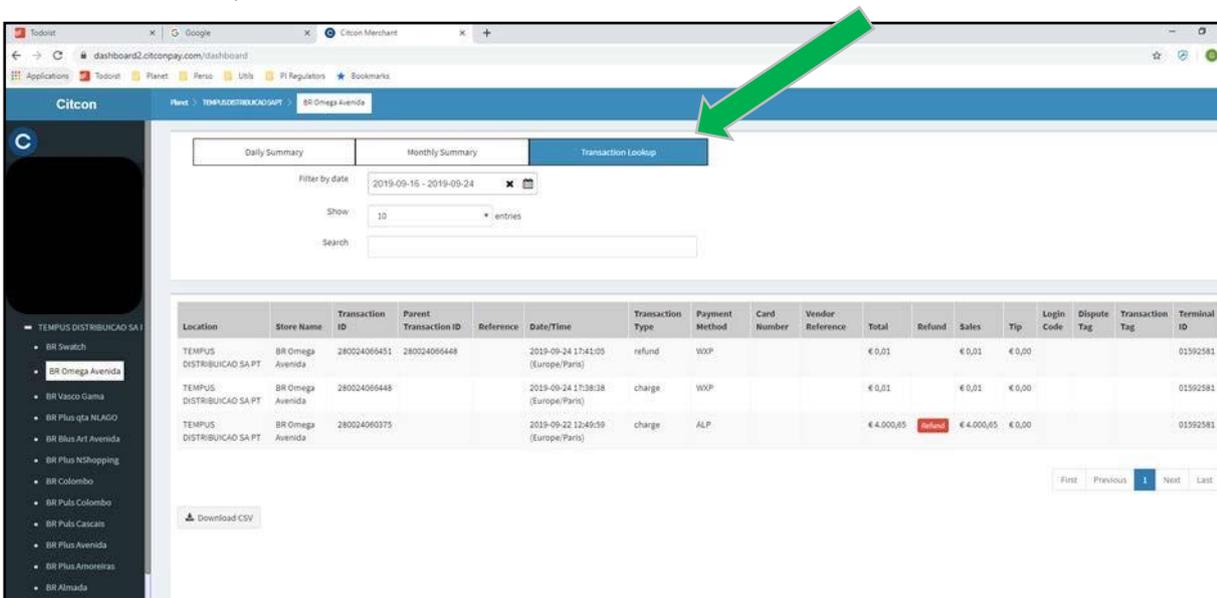
The system will display by default the last week where transactions were made. If required, you can change the period by clicking on the calendar icon visible in the "Filter by date" textbox. In the calendar that pops up, click on the date that you want to designate as the start date, then can click on the date you want to designate as the end date:

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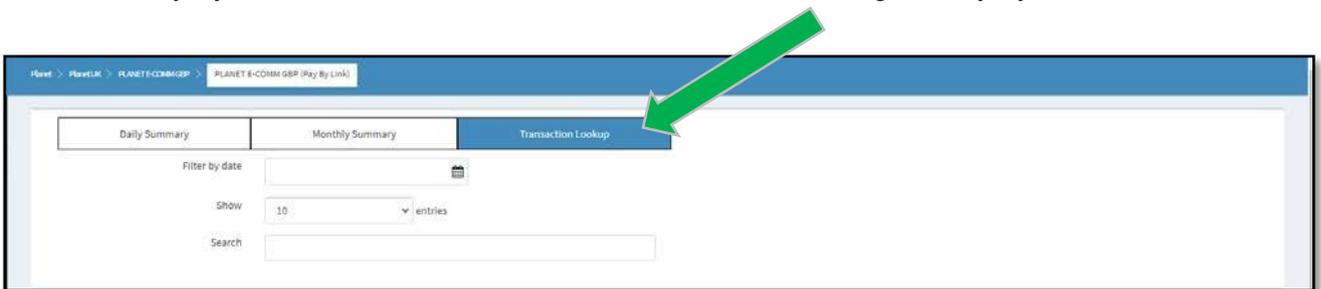
If you enter one of these search criteria, the interface will automatically search for it and return the transactions matching your search criteria.

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

2. 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:

3. The dashboard executes the refund and shows the result:
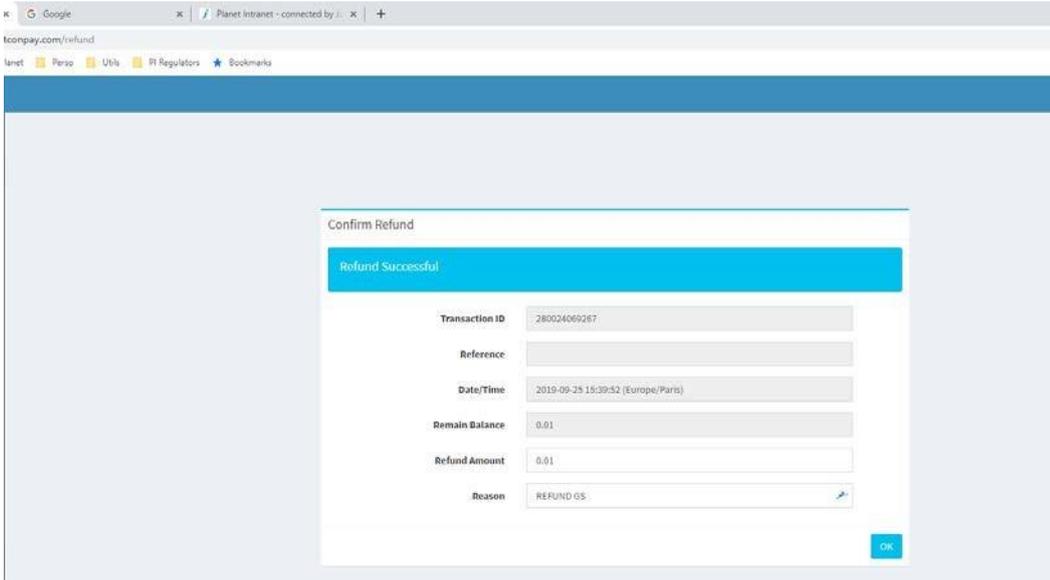
In the example above, the blue text box 'Refund Successful' shows that the refund succeeded. If the refund fails, the Dashboard displays a red text box with the appropriate error message.

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

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.

Visit **www.weareplanet.com/support**

Disclaimer:

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