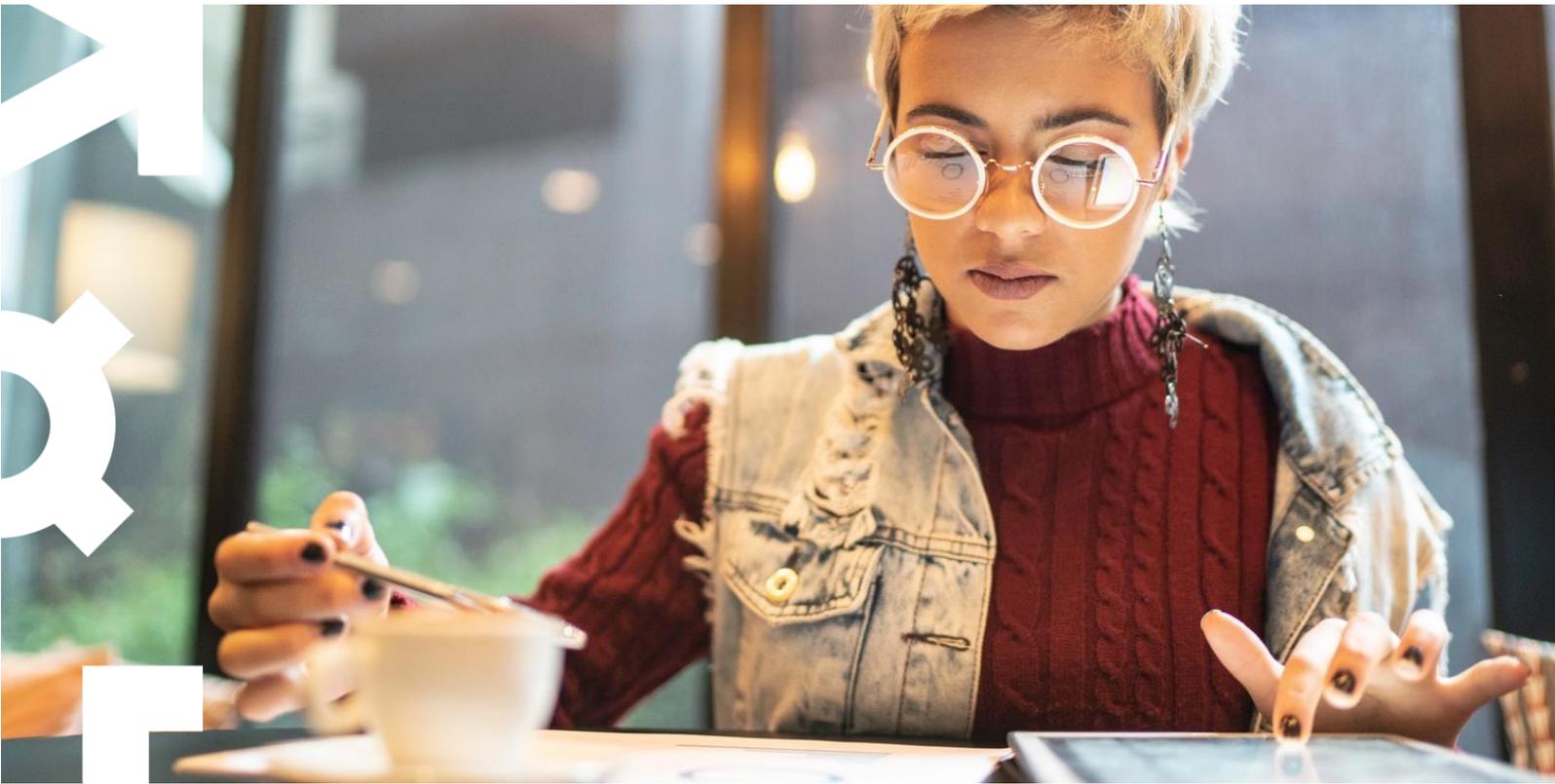


Pay by Link



User Guide

1.05

1. Access	2
2. Browse transactions history.....	3
3. Create a transaction	4
4. Share the transaction link / QR code	5
5. Refund a transaction.....	7
6. FAQ - Frequently Asked Questions	7
Appendix: how customer completes the payment	9



1. Access

Open a browser on desktop or mobile device, go to Pay by Link URL <https://invoice.citconpay.com/login> and enter username and password provided by Planet Merchant Support.

From this screen, you also have the possibility to click on [Forgot your password?](#) if you need to reset your password. An email will be sent to you with instructions to complete password reset.

After logging into Pay by Link, the home screen will be displayed, which is divided in two separate sections, as described below.

Login
Username or Email:
test
Password:

Login
[Reset your password](#) | [Forgot your password?](#)

Section to **create a new transaction**

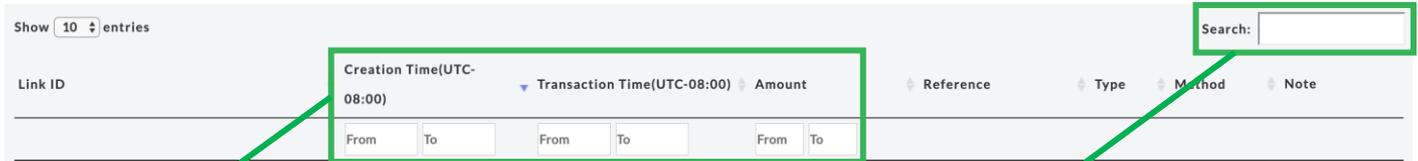
Create a Transaction
Amount (EUR):
XXX
Reference:
ABCD1234
[New Transaction](#)

Show 10 entries Search:

Link ID	Creation Time(UTC-08:00)		Transaction Time(UTC-08:00)		Amount	Reference	Type	Method	Note
	From	To	From	To					
d40d44843987ea5be4bb1a767		2020-03-10 19:08:00			0.01	TEST123456	unpaid		Delete
6af51e7e9fac1b0a8b2ce7ad7		2020-03-10 06:50:51	2020-03-10 06:55:26		0.01	Elletest1155	charge		
674d7abbcad893f871346e05f		2020-03-09 09:29:23			0.01	Test	unpaid		Delete
b73c712daedbaa9c43867fb59		2020-03-09 09:25:11			0.01	Wei iPhone test	unpaid		Delete
16dd160573c3f9cff659ea9f7		2020-03-06 15:30:37			0.02	aaa	unpaid		Delete
0bfe95faad51c180524eee71b		2020-03-06 15:29:16			0.01	123	unpaid		Delete
fb6d33e05caf1351993da060a		2020-03-06 13:40:47			100	abcd	unpaid		Delete
40306556dd76fa2b31b499626		2020-03-06 11:58:13			0.1	test_demo	unpaid		Delete
919362575adfc5ba802670f89		2020-03-06 11:58:13			0.1	test_demo	unpaid		Delete
ac30e91c31c39239a21eeeb7a		2020-03-06 11:58:13			0.1	test_demo	unpaid		Delete

Section to **look up previously created transactions and their current status**

2. Browse transactions history



You can search request by creation time, transaction time and amount

You can also search by reference, type (charge and unpaid) and method (WeChatPay, Alipay) in search field

Link ID	Creation Time(UTC-08:00)	Transaction Time(UTC-08:00)	Amount	Reference	Type	Method	Note
131263fe38ae8cb6e4b87777d	2020-03-01	2020-03-09	0.01	Elletest1154	charge		
060aec70aa15e33e3d1568c46	2020-03-01	2020-03-09	0.01	aaaaaaaaa	charge		
b05df80fb55d58851094e72bc	2020-03-01	2020-03-09	0.01	aaaaaaaaa	charge		

- 1 **Link ID** Represents the identifier for the payment request. When you contact Planet to get support on a Pay by Link, please refer to this ID.
- 2 **Creation time** Date and time you have created the request.
- 3 **Transaction time** Date and time the payment is completed successfully.
- 4 **Amount** Transaction amount in Euro and in decimals.
- 5 **Reference** The reference you've entered when creating the request.
- 6 **Type** Current status of transaction:
 - **unpaid**, if the payment has not been completed yet by the customer
 - **charge**, if the payment has been successfully completed by the customer

Please note. You could find several rows referring to the same order, depending on payment methods that user attempted to use. To consider a payment successful, you need to have at least one row in **"charge"** status. For further information and samples, refer to question no. 1 in FAQ section.
- 7 **Method** Method that has been used by customer to complete the payment:
 - WeChat Pay
 - Alipay
- 8 **Note** Memo field – currently not used.

3. Create a transaction

To create a request for payment, fill in the **Create a Transaction** form displayed right after logging in.

- 1 Amount (EUR)** – the amount to be paid by customer, in Euro and in decimal form using the point (period) as decimal separator, for example: 10.00 or 199.99.
- 2 Reference** (optional, max 32 characters) – this is your internal tracking id of the order/transaction. Usually, it's your order number, case number, etc. This field should be unique across all your transactions.

Create a Transaction

Amount (EUR):
X.XX

Reference:
ABCD1234

New Transaction

- 3** Click to create a new transaction

Once a transaction request for payment is created, a one-time link and QR code will be generated.

Create a Transaction

Amount (EUR):
0.01

Reference:
TEST1234

New Transaction

Amount: €0.01
Reference: TEST1234
Creation date/time: 2020-03-10 14:27:13

<https://uat.citconpay.com/invoice/landing?q=c96e69662c5;>

Save QR Share by Email

 **The created link will be valid for customer to complete payment within 3 days.**

The link will lead customers to a check out page:

Check Out

Amount
€0.01 EUR

Company
sandbox_CUP Demo

Reference
TEST12345

Payment Options

Wechat Pay 微信支付

Alipay 支付宝 ALIPAY

4. Share the transaction link / QR code

a Share the link by email directly from the Pay by Link interface, customizing content and sender address.

You can do it on:  Desktop PC  Mobile devices

Insert customer's email address

Your name and email address can be customized

A standard message will be prepopulated by default, but if needed it can be customized

Recipient(s) Email: customer@emailaddress.com

Sender Name: Test sender

Sender Email: test@planetpayment.com

Email Subject: Your payment link is ready

Email Body:

↩ ↪ Formats - B I

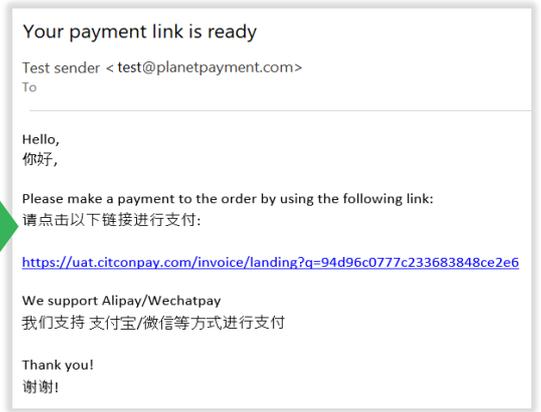
Hello,
你好,

Please make a payment to the order by using the following link:
请点击以下链接进行支付:

<https://uat.citconpay.com/invoice/landing?q=94d96c0777c233683848ce2e6>

Send Email

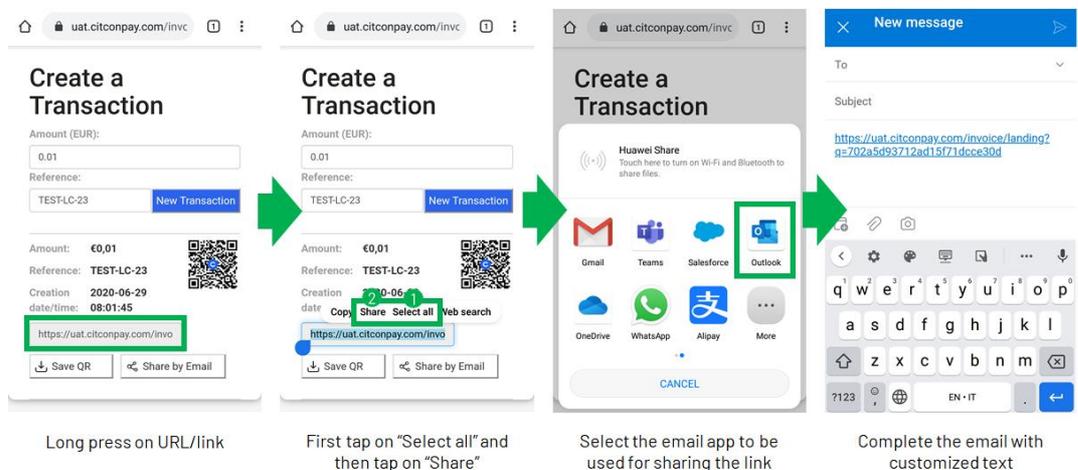
Sample email received by customer



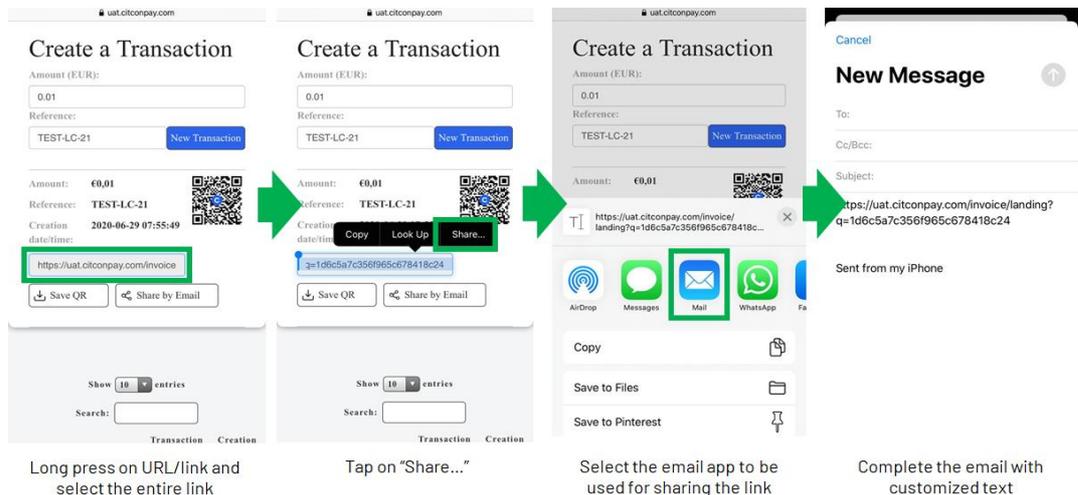
b Share the link by email using an external email application such as Outlook or Gmail.

You can do it on:  Desktop PC  Mobile devices
screens below refer to Android and iOS experience

android 



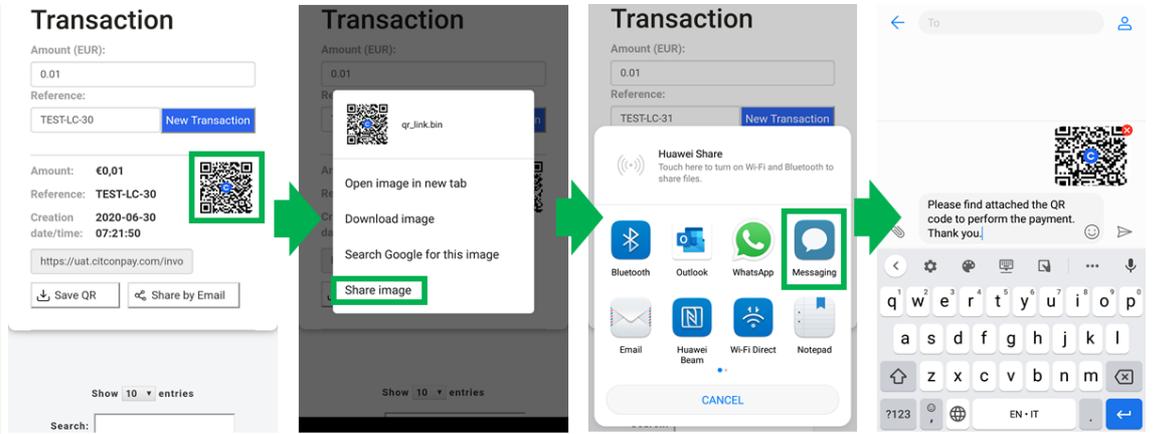
Apple  iOS



c Create transaction from a smartphone and share QR code with a messaging application.

You can do it on:  **Mobile devices**

android 



Transaction
Amount (EUR): 0.01
Reference: TEST-LC-30
Amount: €0,01
Reference: TEST-LC-30
Creation: 2020-06-30 07:21:50
<https://uat.citiconpay.com/invo>

Long press on QR code

Transaction
qr_link.bin
Open image in new tab
Download image
Search Google for this image
Share image

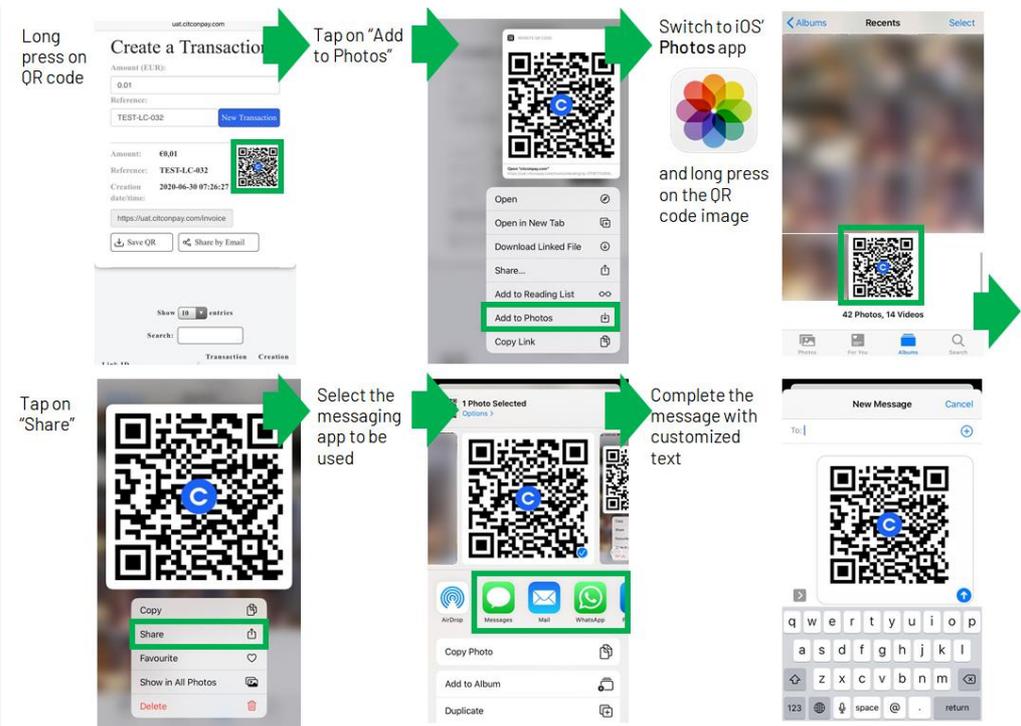
Tap on "Share image"

Transaction
Amount (EUR): 0.01
Reference: TEST-LC-31
Amount: €0,01
Reference: TEST-LC-31
Creation: 2020-06-30 07:21:50
<https://uat.citiconpay.com/invo>

Select the messaging app to be used for sharing the QR code

Complete the message with customized text

Apple iOS



Long press on QR code

Tap on "Add to Photos"

Switch to iOS' Photos app and long press on the QR code image

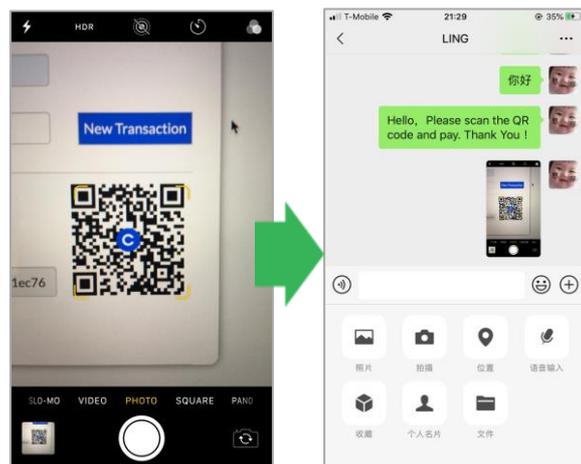
Tap on "Share"

Select the messaging app to be used

Complete the message with customized text

d Take a photo or a screenshot of QR code, share it on your phone by SMS, WhatsApp, Messenger, WeChat, etc.

You can do it on:  **Mobile devices**



New Transaction

1ec76

21:29 35%
LING

你好

Hello, Please scan the QR code and pay. Thank You !



5. Refund a transaction

In case you need to refund totally or partially a transaction that have already been paid, you can proceed using Planet Pay Dashboard website, available at <https://dashboard2.citconpay.com>.

For further instruction related to refund process, please refer to **Planet Pay Dashboard User Guide**.

6. FAQ – Frequently Asked Questions

1. Why I find multiple lines for the same payment link?

In case that the user attempts to complete a payment with one method and then change his mind and completes the payment with another method, the transaction history will show two different records. You can identify that both the lines belong to the same payment link by checking their *Link ID*, that will be identical. In this case, only one of the two records will be in “charge” status and it’s the one that represented the successfully completed payment, while the other entry line remains in “unpaid” status and represents the failed attempt.

Link ID	Transaction ID	Creation Time(UTC-08:00)		Transaction Time(UTC-08:00)		Amount	Reference	Type	Method
		From	To	From	To				
ca4cf8d2568b29286ec3b6761	098ba5043bdeb17dbe97034c3	2020-06-23 01:26:37		2020-06-23 01:27:00		0.01	TEST-LC-23-003	charge	
ca4cf8d2568b29286ec3b6761	592eb7b01f663aacea4e68153	2020-06-23 01:24:44				0.01	TEST-LC-23-003	unpaid	

2. My customer reports that the error message “Please contact the merchant to request a new payment session” is being displayed after clicking on payment link or scanning the QR Code.

When this message is displayed, you will just need to generate a new payment link and share it with the customer again, as the original one is expired. When a payment link is created, it is valid for 3 days and then expires, returning the error reported above in case a payment is subsequently attempted.

3. My customer reports that the error message “This transaction has been closed” is being displayed after clicking on payment link or scanning the QR Code.

When this message is displayed, there are two possibilities:

- a successful payment has already been registered for the payment link or
- the payment link was deleted before a successful payment was actually processed

Please double check in your transactions history that:

- you have one line in “charge” status, confirming that the payment has been already completed or
- the link ID provided by the customer still exists in your history.

4. I’ve completed a refund using Planet Pay Dashboard but checking on Pay by Link transactions history the status still appears to be “charge”.

Please note that transaction status is not updated back in Pay by Link transactions history, so to understand if a transaction has been refunded or not you have to refer to Planet Pay Dashboard only and check that you can find a transaction with type “refund_dashboard” with the amount of refund.

5. While creating a new transaction, I get the error message “Please enter a valid amount in X.XX format”.

Please double check that the amount has been entered with the point (period) as decimal separator (example: **1000.99**), as the application only allows this format. In some regions, the comma is used by default depending on operating system’s regional settings and this could cause the error.



6. My customer is claiming he did not receive the email, how can I resend the link or the email?

The current interface does not allow to resend an email or a link. However, you can achieve this in one of the following ways:

- delete the old transaction and create a new one: this is the simplest and recommended option;
- or, follow these instructions:
 - copy the link ID of the relevant transaction
 - add it to the end of the following URL (replacing xxxxx):
<https://invoice.citconpay.com/invoice/landing?q=xxxxx>
so, for example, if you link ID is 7755c4f542e0f5f9dc5c3e0cd, you will get:
<https://invoice.citconpay.com/invoice/landing?q=7755c4f542e0f5f9dc5c3e0cd>
 - email this URL using an external mail client

7. How do I come back to the transaction main menu (transaction history) after creating a transaction?

Currently, the interface does not have a link that takes you back to the main menu. We recommend bookmarking the main menu link (<https://invoice.citconpay.com/invoice/index>) and clicking on the bookmark to return to the main menu.

8. How do I “reset” the “Create Transaction” menu after creating a transaction?

Currently, the interface does not have an option to reset. You can still create a new transaction by entering the transaction amount and reference and then clicking on “New Transaction”. This will refresh the screen with the new link / QR code.

9. Attempting to execute a refund on Planet Pay Dashboard, I get the error “Refund amount cannot be greater than today’s overall payment amount”.

This error is returned as the system allows to perform refund transactions for a total maximum amount equal to current day’s accumulated payments amounts, to avoid incurring in a daily negative balance. You can retry to perform again the refund transaction when the day’s balance is enough or get in touch with Planet Merchant support.

Appendix: how customer completes the payment

When customers scan QR code or click the link on a computer or a mobile device, they will be directed into check out page. The customer can then choose between WeChat Pay or Alipay.

For each payment method, a “Show me how” button is available so that customer can obtain further instruction on what needs to be done on Alipay or WeChat app to complete the payment.

Pay by Link recognizes if customer is using a mobile device. In case of Alipay, instead of showing the QR code to be scanned, the app will be opened directly; in case of WeChat Pay detailed instruction will be available pressing *Show me how*.

Once the payment is approved, the customer will land on a success confirmation page.

Your payment is successful.

Thank you for your payment. The company will automatically receive a confirmation.

[Done](#)

The status of this request for payment on the history table is updated to “**charge**” and next to this label you will be able to see with which method your customer paid.

Link ID	Creation Time(UTC-08:00)		Transaction Time(UTC-08:00)		Amount	Reference	Type	Method
	From	To	From	To				
131263fe38ae8cb6e4b87777d	2020-03-04 11:09:46	2020-03-04 11:30:32			0.01	Elletest1154	charge	