

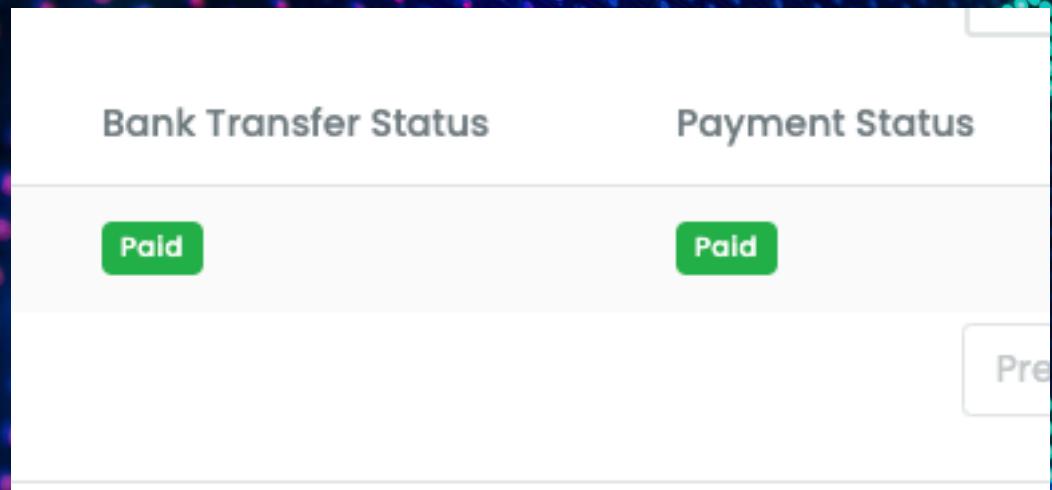


# **MASALAH & SOLUSI PEMBAYARAN BANK TRANSFER**

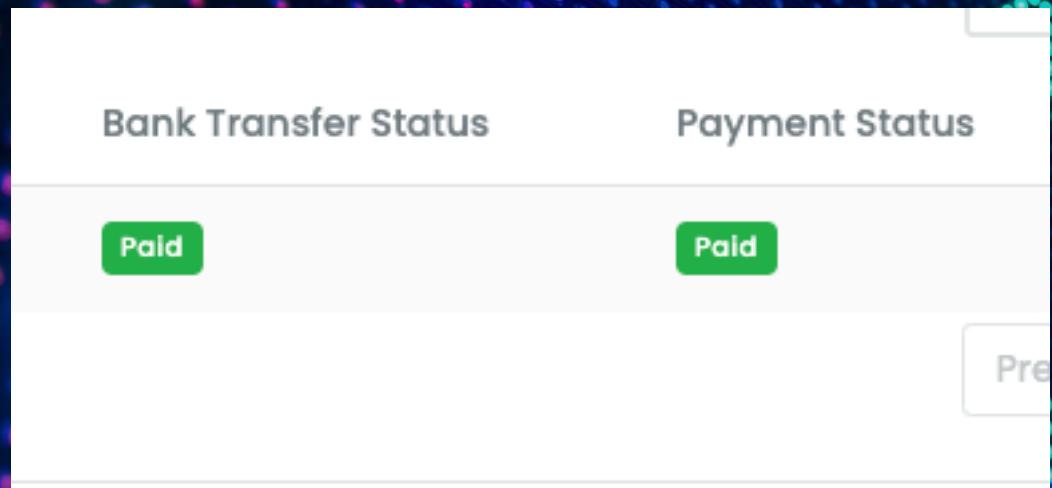


# ISI KANDUNGAN PERMASALAHAN

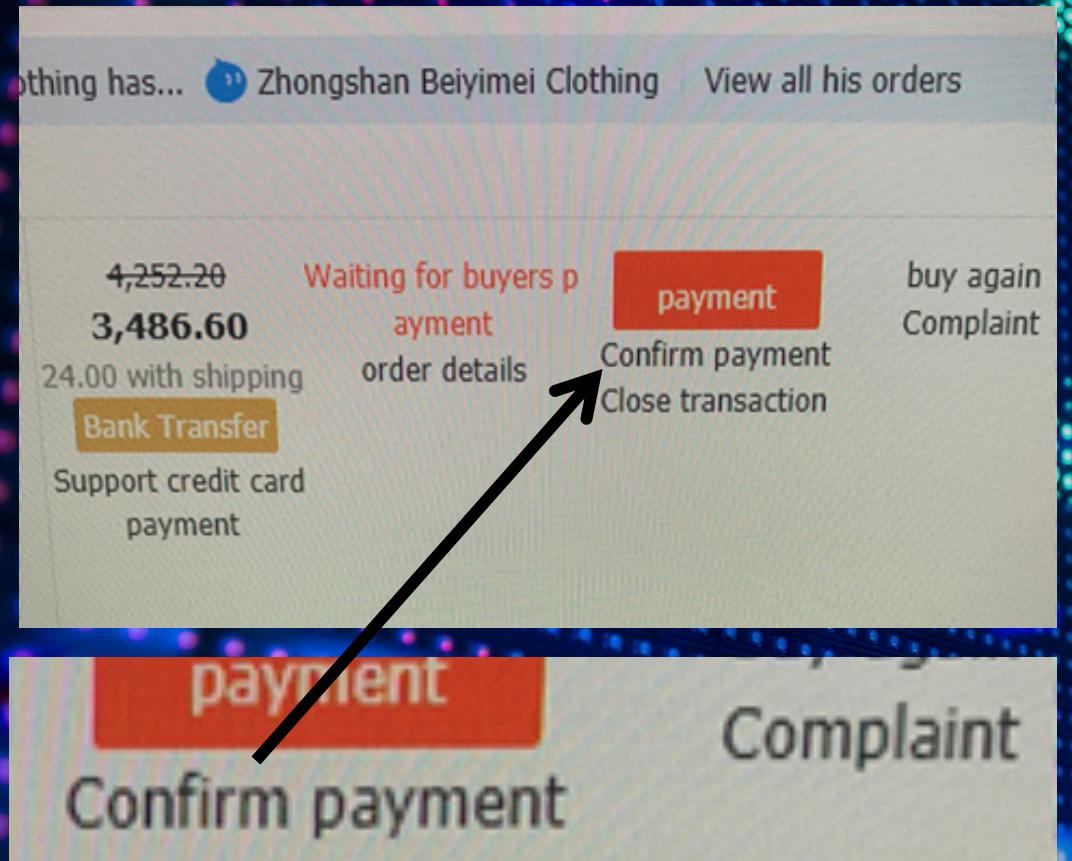
- MyWau berjaya bayar, tapi di 1688 masih pending .....(4)
- MyWau berjaya bayar, tetapi direturn semula serta merta .....(12)
- Anda berdepan masalah Trading Close/Harga berbeza selepas MyWau berjaya bayar .....(18)



STATUS DI MYWAU  
DAH PAID, TAPI DI  
1688 MASIH  
**UNPAID?**



ADA **2 LANGKAH**  
PENYELESAIAN.  
Sekiranya Langkah  
**(1)** tidak boleh, anda  
boleh proceed ke  
**Langkah (2).**

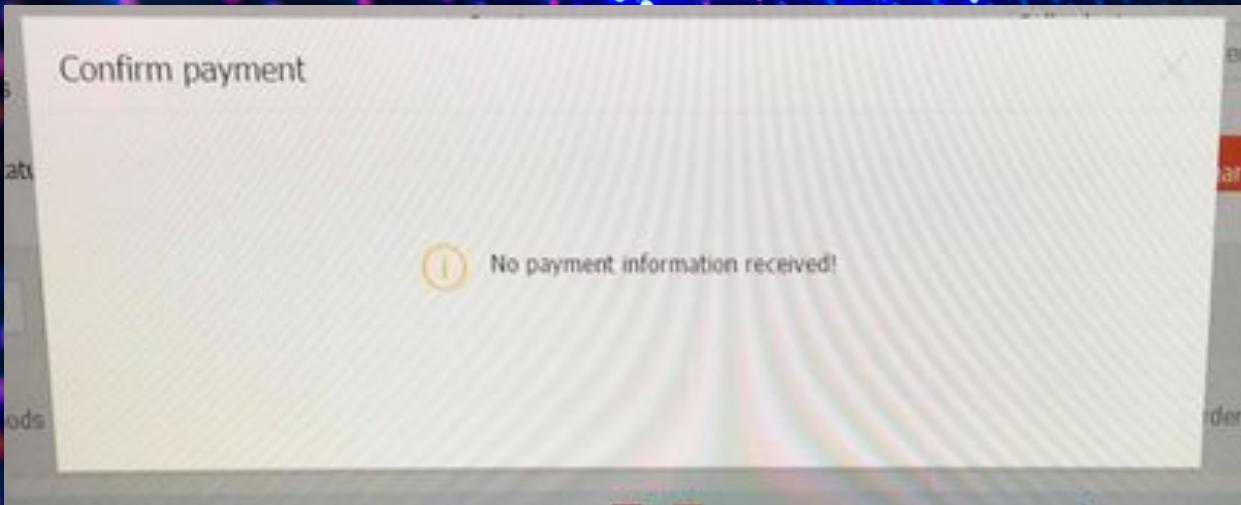


**LANGKAH SATU:**

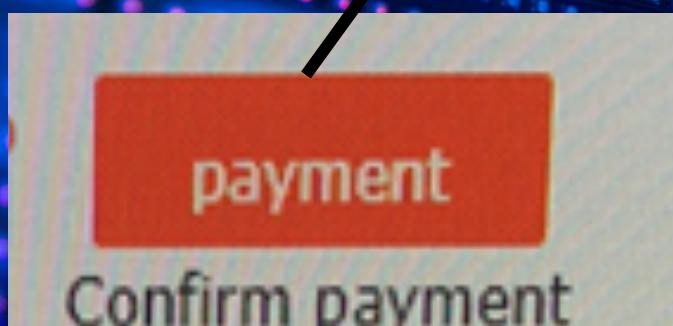
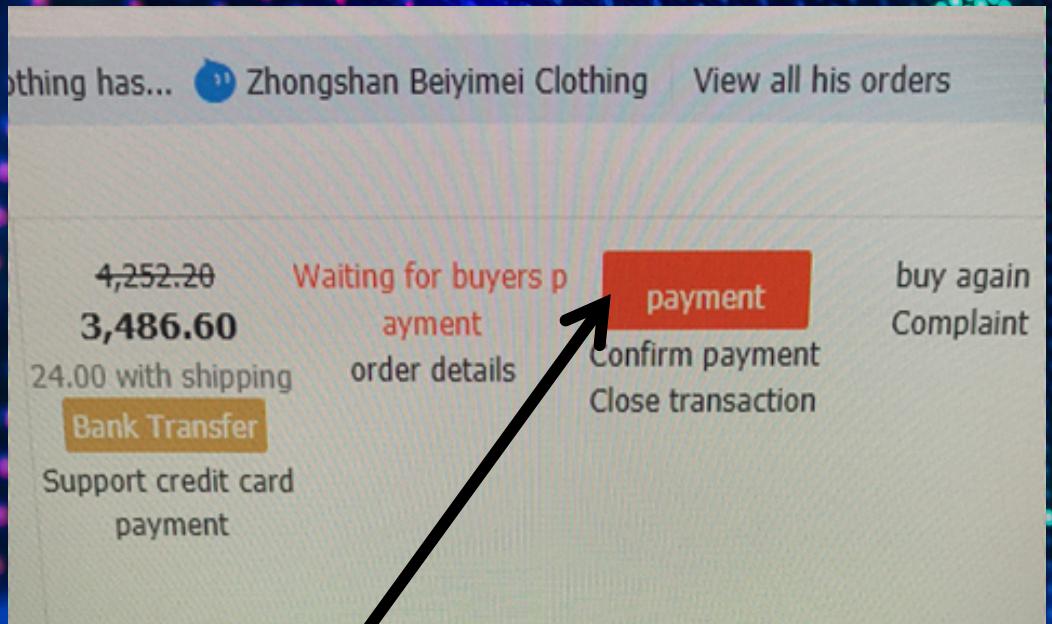
**Anda tekan pada  
CONFIRM RECEIPT**



Kalau berjaya, anda akan dibawa ke sini.  
Tekan sahaja di butang berwarna MERAH.



Kalau **TIDAK**  
**BERJAYA** dan keluar  
kotak sebegini, sila  
tekan pangkah, dan  
teruskan ke  
**LANGKAH 2.**

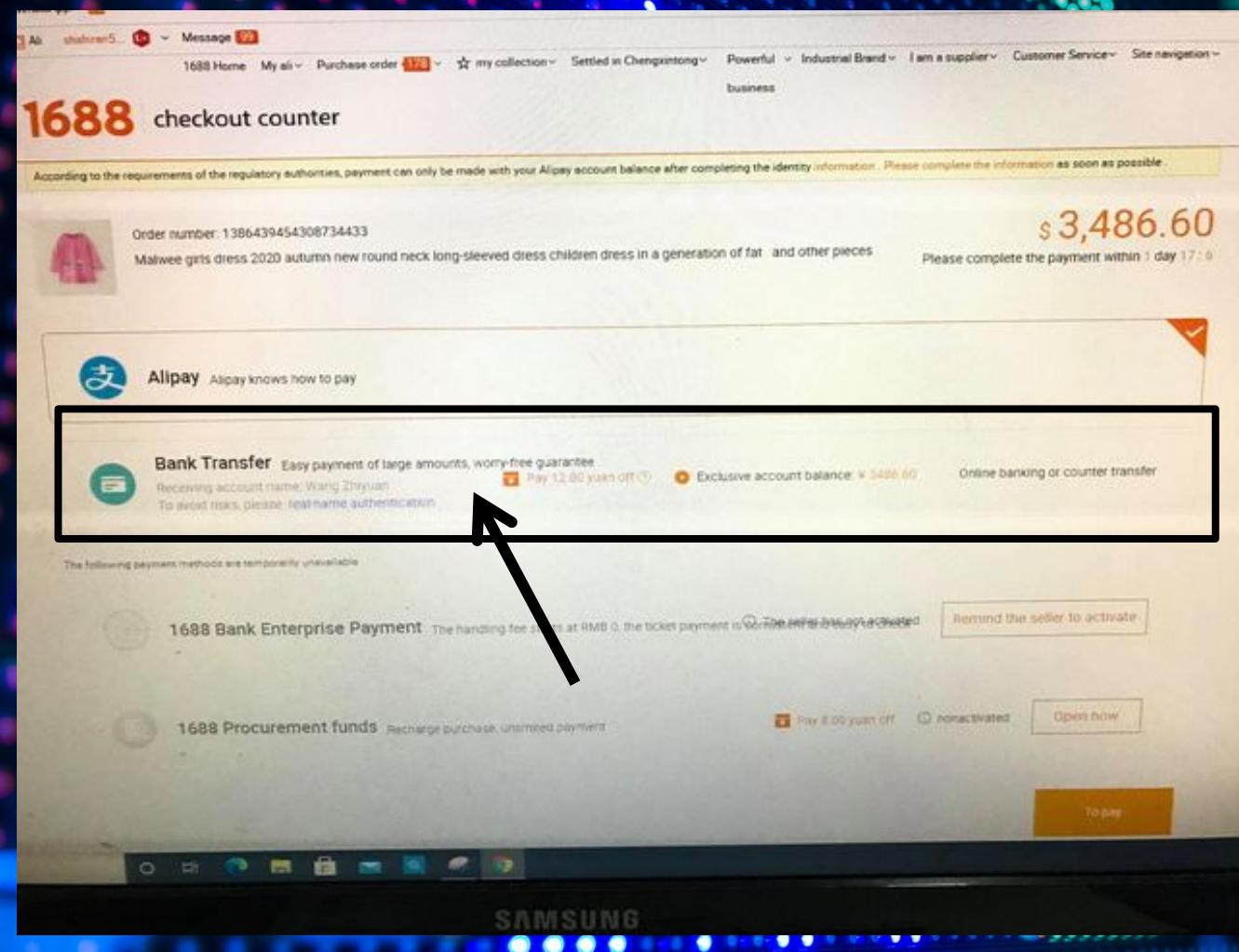


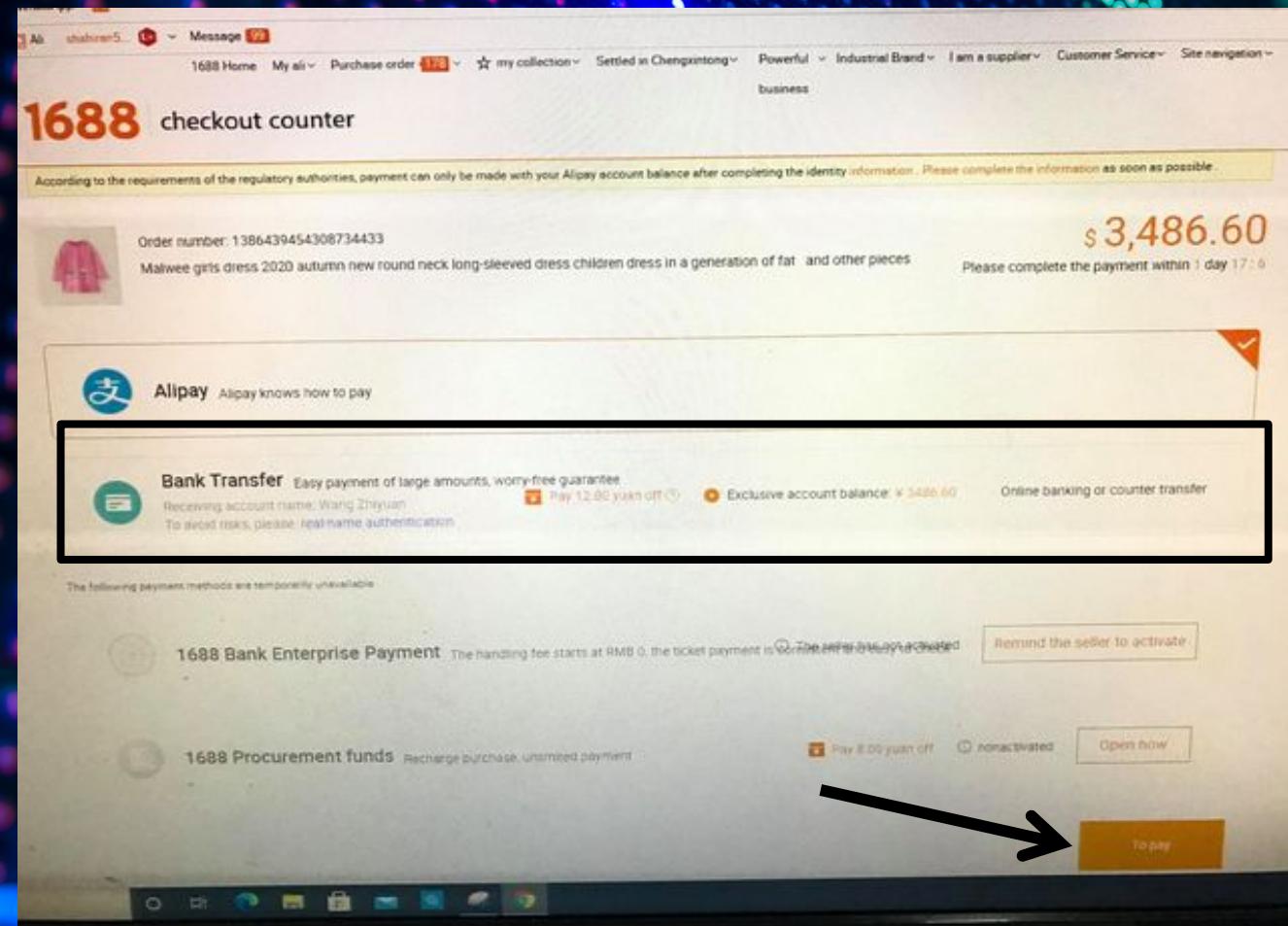
## LANGKAH 2

Anda kembali semula ke list order tadi.  
Dan tekan sahaja butang **PAYMENT**.

Anda akan di bawa ke  
page **CHECKOUT**  
**COUNTER** dan tekan  
sahaja **Bank Transfer.**

Kalau tidak keluar  
sebegini, anda boleh  
proceed ke muka  
surat 11





Kemudian, anda  
tekan sahaja  
butang **TO PAY**

Current order status: The buyer has paid, waiting for the seller to ship

1. If the seller fails to fulfill the agreement, you can apply for a refund and contact the seller through Aliwangwang for negotiation. The transaction ends after the refund is completed.  
2. Add notes.

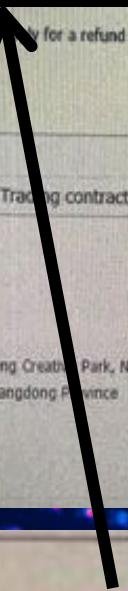
**order information** Logistics information Trading contract

**delivery information**

Order number: 138649454308734433  
Consignee: C11/MW266762  
Receiving address: Alice, Room 507, Building A, Shangying Creative Park, No. 385, Helong 5th Road, Renhe Town, Baiyun District, Guangzhou City, Guangdong Province  
Mobile phone: 13682291376  
Phone:

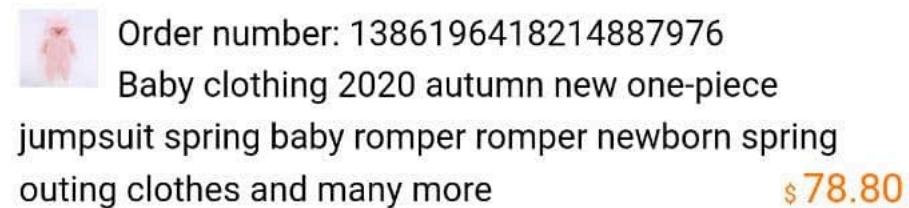
**seller info**

Supplier: Zhongshan Beyimei Clothing Co., Ltd   
Member login name: Zhongshan Beyimei Clothing  
Alipay account: 326023506@qq.com  
Mobile: 18025655907  
Phone: 0086-0760-86221800



Current order status: The buyer has paid, waiting for the seller to ship

Serta merta anda akan dibawa ke halaman **BUYER HAS PAID, WAITING SELLER TO SHIP.**  
Kalau ini yang keluar, pembayaran anda sudah **SUKSES.**



Please 1 days 6 when 37 of 5 through the [Internet banking \(online banking\)](#) or [bank counter](#) or [mobile banking](#) complete the transfer to the following account.

The online business bank will supervise the funds, check the operation guidelines

**Transfer method** Please transfer to the following account

Payee Li Xianzhong

Account **\*** Important! This is the only exclusive account for you and the seller, please fill in correctly

Bank **\*** Zhejiang Internet Commercial Bank

Bank location Hangzhou, Zhejiang

Branch Zhejiang Internet Commercial Bank Co., Ltd.

Union number 323331000001

Please notify the finance to complete the transfer and payment as soon as possible

Generate payment request form

Send transfer information to mobile phone

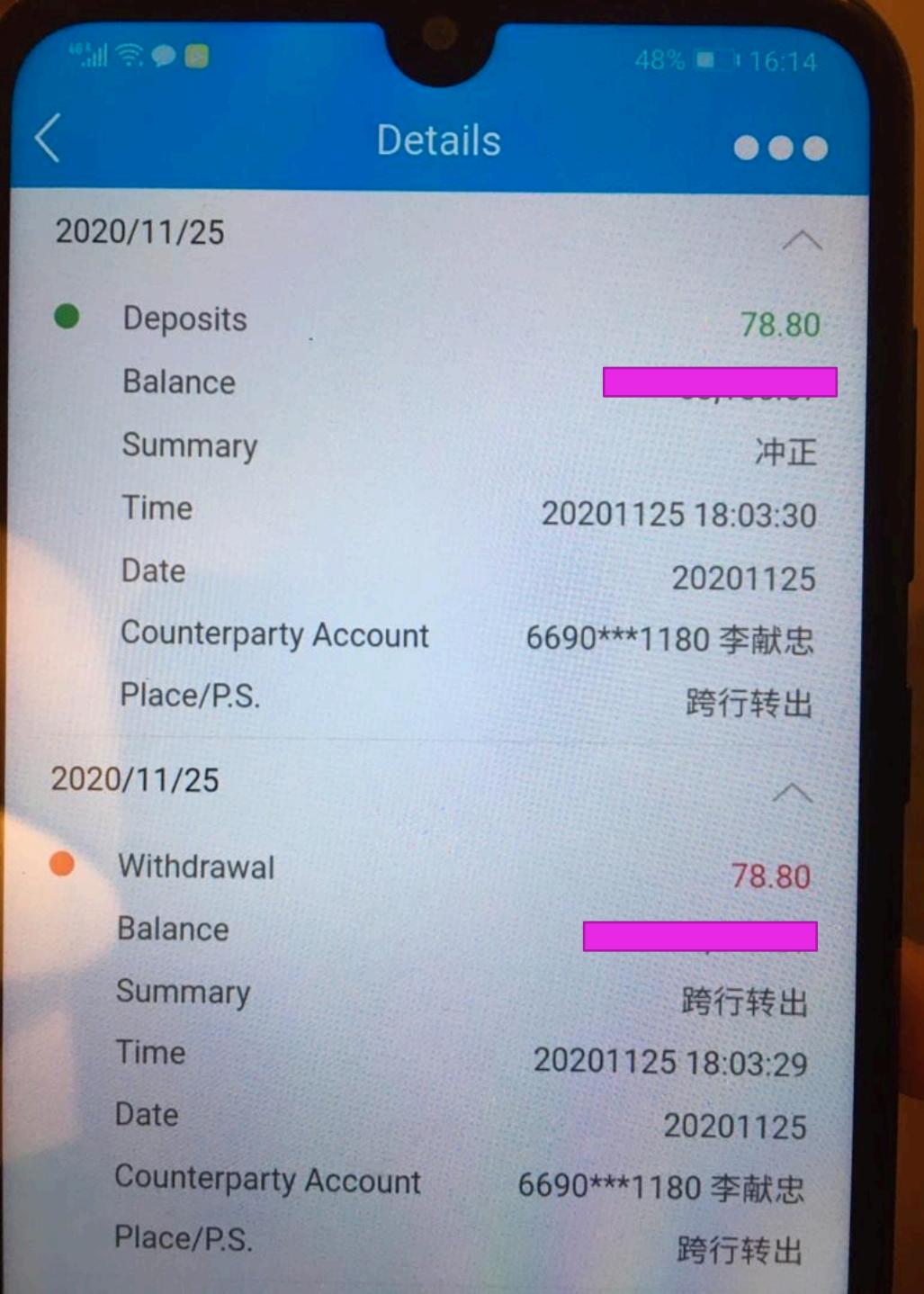
Enter the phone number and press I

### special reminder

1. The transfer amount must be consistent with the order amount. If you transfer more or less, transfer in installments, or transfer multiple payments along with the

Kalau anda tidak dibawa halaman sebelum ini, dan dibawa pula ke sini,  
apa yang berlaku sebenarnya?

Rupa-rupanya payment sebelum ini **TIDAK BERJAYA**. Wang anda telah dipulang semula ke Akaun Bank China MYWAU. Anda wajib menghubungi **Customer Service** untuk memaklumkan perihal tentang ini. Dan anda akan diberikan gambar ini.



Kami akan menyemak semula di bahagian Transaction History Bank China kami. Gambar refund seperti ini akan ditunjukkan. Sekiranya ada REFUND tersebut, Anda akan diberi pilihan.

Kami akan menyemak semula di bahagian Transaction History Bank China kami. Sekiranya ada **REFUND** tersebut, Anda akan diberi pilihan.

Order number: 1386196418214887976  
 Baby clothing 2020 autumn new one-piece  
 jumpsuit spring baby romper romper newborn spring  
 outing clothes and many more \$ 78.80

Please 1 days 6 when 37 of 5 through the [Internet banking \(online banking\)](#) or [bank counter](#) or [mobile banking](#) complete the transfer to the following account.

The  online business bank will supervise the funds, check the operation guidelines

### Please transfer to the following account

Payee Li Xianzhong  
 Account **★** Important! This is the only exclusive account for you and the seller, please fill in correctly  
 Bank **★** Zhejiang Internet Commercial Bank  
 Bank location Hangzhou, Zhejiang  
 Branch Zhejiang Internet Commercial Bank Co., Ltd.  
 Union number 323331000001

Please identify the finance to complete the transfer and payment as soon as possible.

**Generate payment request form**

Send transfer information to mobile phone.

Enter the phone number and press 1

#### special reminder

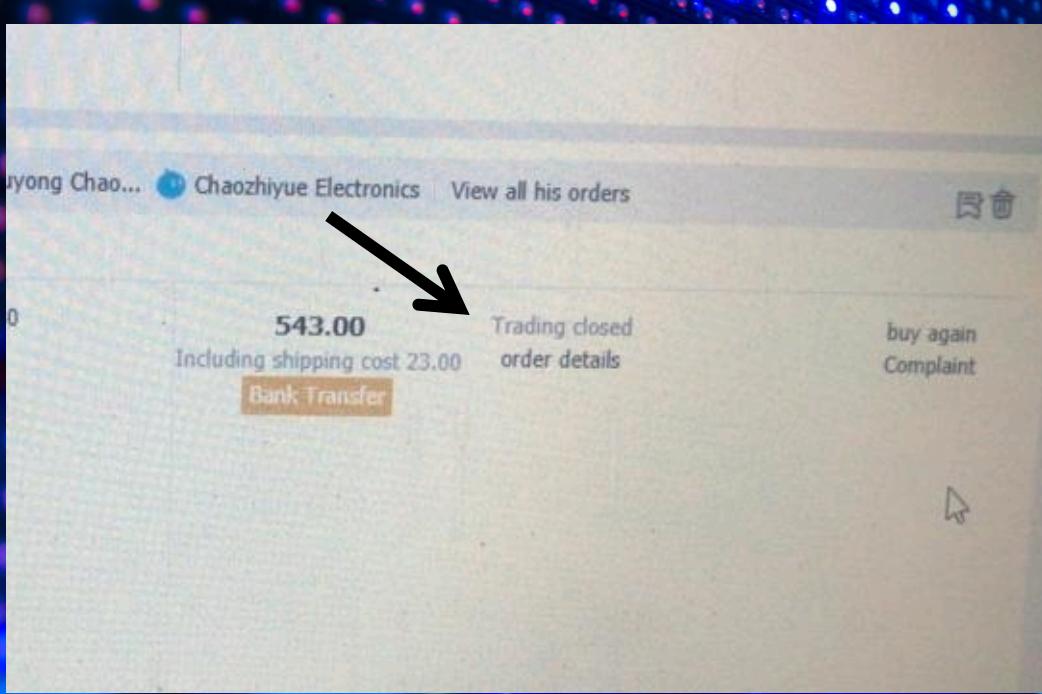
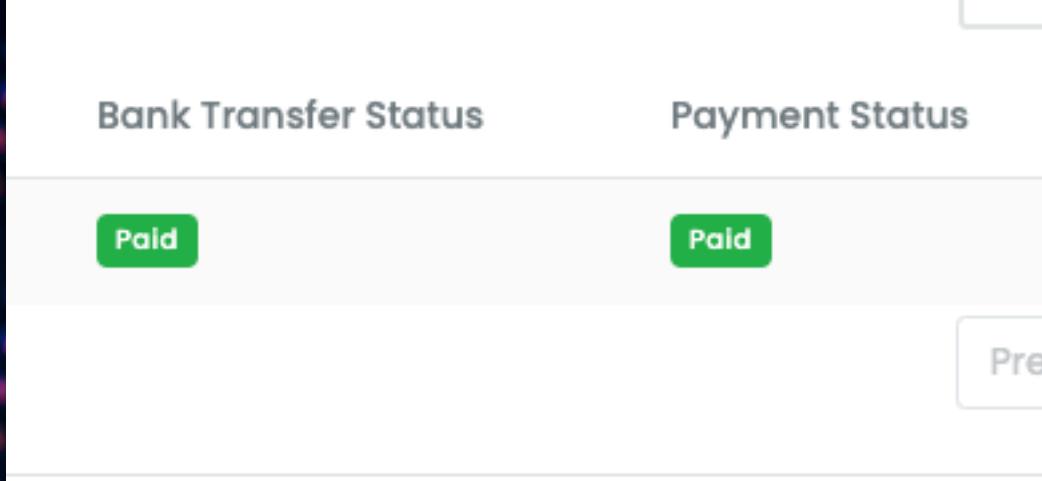
**1. The transfer amount must be consistent with the order amount.** If you transfer more or less, transfer in installments and contact with the Customer Service.

## PILIHAN SATU

Boleh lanjutkan semula pembayaran. Anda hanya perlu tekan semula **GENERATE PAYMENT REQUEST** dari page sebelum ini, dan berikan kepada Customer Service.

## PILIHAN DUA

Anda boleh memohon refund semula duit tersebut dan lanjutkan dengan **Alipay Find Somebody to Pay**. Kami akan Pay OFF kan semula Bank Transfer anda dan terus refund ke MyWau Pay anda semula. Dengan ini, anda boleh create Alipay pula, dan boleh tekan PAY NOW selepas melakukan proses Find Somebody To Pay.



## MASALAH TRADING CLOSED/BERBEZA HARGA

Sekiranya MyWau telah berjaya bayar supplier, tetapi status di 1688 adalah trading closed atau harga asalnya berubah (menjadi lebih besar), ini adalah solusinya:

Recently Used >

Common trading tools

Goods bought

Purchase order

Contract purchase

My supplier

Favorites

Browse footprint

my discount coupon

My red envelope

Accumulated rebate

Quick replenishment

Batch order

buy again

Quick order

payment method ^

Billing service

1688 Purchase Specia

Phased transaction

Electronic acceptance

Fast and large paymer

Bank Transfer

Cross-border treasure

Financial Services ^

① [1688] product announcements on credit chart product off the assembly line description  
1688 introduced the use of funds for purchasing [more >>](#)

[] Official announcement on the account of the buyer to pay part of the problem can not be paid  
[Notice] big promotion with "bank transfer" payments, the highest stand by 999 yuan  
[Payment] bank and purchase peace of mind: the financial payment, the order is automatically synchronized, no longer need to manually enter bank transfer (except ICBC), the bank information is automatically synchronized, no longer need to manually enter  
[Announcement of Rongyishou] According to regulatory requirements, new Rongyishou users must copy the complete account number when transferring money to ensure the timely arrival of the payment.

According to the requirements of the regulatory authorities, payment can only be made with the information as soon as possible.

Orders in the last three months Order three months ago Billing order

All orders Pending payment 1 to be delivered To be received Refund

Order keywords Item name/order number Consignee Consignee name  
name

Order Status Waiting for buyers Order Type All

Combined payment Batch  Hide the closed orders

Goods Unit price (yuan) Quantity

Order number: 1399688031254570250 2020-11-28 21:03:31 | | Yongkang S  
[View all his orders](#)

Order account: adam\_borongchina

Product Name	Unit Price (yuan)	Quantity
dessini 12-piece Maifan Stone Pot Non-stick Cookware Set Aluminum Cookware Set Non-stick Cookware Gift Pot [Product Snapshot]	172.99	2

## LANGKAH SATU

Anda boleh terus mencari menu **bank transfer** di sebelah kiri page List Order anda ini.

最近使用 &gt;

常用交易工具 ^

已买到的货品

进货单

合约采购

我的供应商

收藏夹

浏览足迹

我的优惠券

我的红包

累积返利

快速补货 ^

批量下单

再次购买

快速下单

**LANGKAH DUA**

## 银行转账

银行转账是一种在1688网站下单、通过银行柜台或网上银行进行付款的支付方式。

对于已开通融易收服务的卖家，买家在下单时，在收银台可以选择银行转账、对公转账的支付方式，买家再通过银行柜台或者网上银行向卖家进行付款。



付款无限额

银行转账付款无限额



方便做账

银行出回单，做账方便



对公付款

银行转账实现对公付款

## 卖家专属收款账号管理

同一供应商，系统会为您分配一个卖家专属收款账号。务必从1688平台获取卖家专属收款账号，如果从卖家获取了其它收款账户，由此造成的银行转账资金损失由买家自行承担。

创建专属卖家对公转账账户

设置余额支付

请输入卖家会员名或公司名称

搜索

卖家会员名	收款人/收款企业	卖家专属收款账号	专属账号存留资金	操作
义乌市巨全五金厂	郑慧君	6695 7952 9938 4797 690	0.00	<a href="#">查看账号详情</a> <a href="#">余额退回</a>
新亦百货	杨涛	6630 6506 9913 6628 682	1,307.75	<a href="#">查看账号详情</a> <a href="#">余额退回</a>



**Anda akan dibawa ke halaman senarai jumlah pembayaran yang sedang “floating”. Page ini tidak boleh diterjemah. Anda hanya perlu melihat jumlah yang sama sahaja dengan list order anda.**

同一供应商，系统会为您分配一个卖家专属收款账号。务必从1688平台获取卖家专属收款账号，如果从卖家获取了其它收款账户，由此造成的银行转账资金损失由买家自行承担。

[创建专属卖家对公转账账户](#) [设置余额支付](#) 

搜索

卖家会员名	收款人/收款企业	卖家专属收款账号	专属账号存留资金	操作
义乌市巨全五金厂	郑慧君	6695 7952 9938 4797 690	0.00	<a href="#">查看账号详情</a> <a href="#">余额退回</a>
新亦百货	杨涛	6630 6506 9913 6628 682	1,307.75	<a href="#">查看账号详情</a> <a href="#">余额退回</a>

共有2条记录

上一页 1 下一页 1/1 到  页 确定 每页显示:

### LANGKAH TIGA

Apabila anda sudah berjumpa dengan jumlah pembayaran yang sama itu, anda hanya perlu **menekan butang Return sahaja.** Lihat gambar di atas untuk mengetahui kedudukan butang tersebut.

银行转账支付方式  
银行提现单做账方便  
银行转账实现对公支付

余额退回

余额将原路退回至原付款银行账户

交易类型	交易金额	交易人	交易日期	买家付款银行账号	可退金额	退回状态
<input checked="" type="checkbox"/> 转入	+1,307.75	MOHD FAIZ BIN ZAKARIA	2020-11-28 14:21:37	6216 6070 0002 7687 360	1,307.75	未退

**LANGKAH EMPAT**

Seterusnya, anda hanya perlu menekan butang pengesahan untuk return saja duit ini kepada MyWau sebelum MyWau refund semula ke Wallet MyWau anda.

已选择退回金额: 1,307.75元

申请退回 取消

提示

余额退回申请提交成功

1,307.75元将原路退回至原付款银行账户

确认

选取了其它收款账户，由此造成的银行转账资金损失由买家自行承担。

请输入卖家会员名或公司名称

搜索

专属账号存留资金

操作

0.00

查看账号详情 余额退回

1,307.75

查看账号详情 余额退回

上一页

1

下一页

1/1 到

页

确定

每页显示:

5

**LANGKAH LIMA**

Anda hanya perlu menekan pengesahan sekali lagi sahaja.

## 卖家专属收款账号管理

同一供应商，系统会为您分配一个卖家专属收款账号。务必从1688平台获取卖家专属收款账号，如果从卖家获取了其它收款账户，由此造成的银行转账资金损失由买家自行承担。

[创建专属卖家对公转账账户](#)[设置余额支付 !\[\]\(a81f8d41ac7696d4fce540895b15f10f\_img.jpg\)](#)[搜索](#)

卖家会员名	收款人/收款企业	卖家专属收款账号	专属账号存留资金	操作
义乌市巨全五金厂	郑慧君	6695 7952 9938 4797 690	0.00	<a href="#">查看账号详情</a> <a href="#">余额退回</a>
新亦百货	杨涛	6630 6506 9913 6628 682	0.00	<a href="#">查看账号详情</a> <a href="#">余额退回</a>

共有2条记录

[上一页](#)

1

[下一页](#)

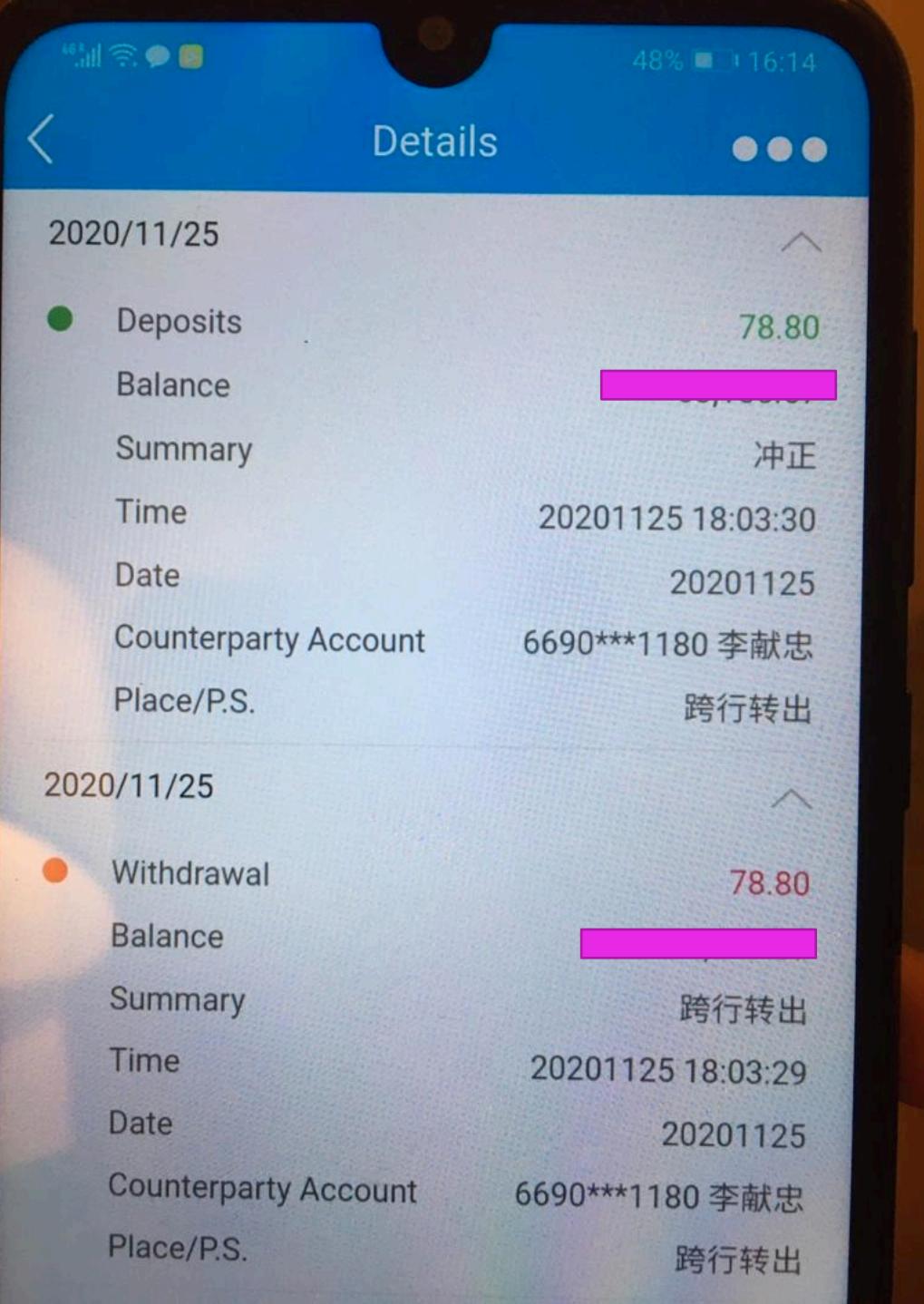
1/1 到

页

[确定](#)[每页显示:](#)

## LANGKAH ENAM

Sekiranya berjaya return semula ke MyWau, anda akan dapati jumlah yang **“floating”** tadi sudah **tiada** dalam senarai. Anda hanya perlu menghubungi **Customer Service** untuk memeriksa duit sudah direfund atau belum saja.



Kami akan menyemak semula di bahagian Transaction History Bank China kami. Gambar refund seperti ini akan ditunjukkan. Sekiranya ada REFUND tersebut, kami akan refund semula ke Wallet anda dan menjadikan bayaran berjaya sebelum ini sebagai Pay Off. Sama juga keadaan dengan mereka yang harga dipamerkan lebih dari jumlah asal.

**MYWAU INGIN MEMOHON MAAF  
ATAS KESULITANINI. SEKIRANYA  
TIADA SOLUSI DI SINI SESUAI  
DENGAN MASALAH ANDA, SILA  
TERUS AJUKAN DENGAN  
CUSTOMER SERVICE.**