

Alipay Technical FAQ

Version 1.1

(1) Where can I login Alipay?

The partner ID and security code are only used for interface integration, not for login Alipay. So far the Alipay admin portal is only available for Alipay merchants from Mainland. Hence every merchant's operation (such as refund) should be manipulated through Alipay interface.

(2) How the refund works?

The first step of refund is to create a refund file. Then uploading the file through Alipay refund interface. At the beginning of the next day, the refund is processed automatically. (There is a point need to explain that the RMB fund received by merchant will be changed to foreign currency at the end of every day. Therefore in the new day, zero RMB balance in the Alipay account.) Due to zero balance, the refund needs to wait sufficient RMB to process, so it is in "waiting" status, and it will be processed until enough RMB is received in the new day.

(3) Where I can check the refund status?

The refund transaction status can be checked through the reconciliation file download interface.

(4) Can I partially refund?

Alipay support to partially refund, but the refund amount cannot more

than the amount of the original transaction.

(5) Can I end the refund transaction after I initiate it?

So far refund cannot be closed after started.

(6) What would be impact of change in exchange rate on refund? For example, one person has purchased a product on 1st April when banking exchange rate was x. The user came back for refund after a month time and by that time bank's rate of exchange became y. Which rate would be applied on refund?

The exchange rate will be recorded at the time of the transaction is done. Hence when the refund is processed, the corresponding rate will be retrieved from database.

(7) What is the difference between the notify_url and return_url?

After finishing the payment buyer will redirect to merchant website, and the return_url is related to this function. Moreover some data will return by the return_url

(Example:

www.123.com?currency=USD&total_fee=0.01&out_trade_no=F197628F-B9D1-42CE-8667-63B436D98ADA&trade_no=2009011366321570&trade_status=TRADE_FINISHED

)

However the transaction cannot be confirmed base on “return_url” data, due to the return data can be changed manually.

The notify_url is set for receiving the notification which is sent by Alipay automatically when the transaction is done. The follow is the example of the notification (

notify_id=2c0fbb7880e40704dc6eb869aec4115d¬ify_type=trade_status_sync&sign=fca1b466b33868a93b5bd7eae7179ce2&trade_no=2009042976780315&total_fee=8.00&out_trade_no=2009/04/291103¬ify_time=2009-04-29

11:04:04¤cy=JPY&trade_status=TRADE_FINISHED&sign_type=MD5

)

Those data is safe, moreover it can be confirmed that the transaction is done base on the notification.

(8) How the notify_url page works?

ASP-----> Alipay_Notify.asp

PHP-----> notify_url.php

JAVA-----> alipay_notify.jsp

.NET-----> Alipay_Notify.aspx

The main function of notify page is to receive notifications. However it

also needs to inform Alipay that the notification is successfully received. If everything is ok, then it will display “success” otherwise “fail”. After send notification, Alipay will call notify page to make sure notification is received. Hence if it displays “success”, Alipay will stop sending the notification otherwise keep sending.

Point: After received the notification, then update the database. The notification is very important, and it can confirm the transaction is done, not the data add to the return_url. Hence make sure you get the notification.

(9) Why Alipay don't call the notify page?

Check firewall to make sure the notification is not blocked by firewall.

(10) When I change the “currency” to “EURO”, it will pop up an error.

But if we keep it as USD, it works fine, so can we change the “currency” parameter, how can we do that?

Before partner id and security code released, there is a contract. The settlement currency is written on it, moreover it is fixed. Hence in the integration, the parameter of currency should be set to the currency on the contract.

(11) Do you offer an Alipay account for testing payment?

Yes, Account is alipay_test@alipay.com, password is: alipay

Before you do the testing payment, you need to change the price to 0.01,
because there is a limit balance in this account.