If the payment is validate on the web :

V1= value of product

V2= value for web site

%V3= setting of money pacific (5%) ; V1 - %V3 = V2

-> always save the date for each change

**411** Payment is OK – Wait for the delivery (đã thanh toán xong, vui lòng chờ phân phối hàng)

Money V2 goes from “escrow pacific account” to “escrow web account”

Transaction code : 411

🡪 send an email to the customer (email of the web form) // Gửi mail tới khách hàng

🡪 send an email to the Web Merchant (according to the Web Merchant setting 2b4)

// Gửi mail tới nhà buôn hàng,(những người đăng ký sử dụng )

Table : Pacific code :

Up date the value V1 of pacific code (no fee)

// Cập nhật giá tri cho Bảng PacificCode

*From 411 by the Web* merchant

**412** Product Sent to the customer

- This action is made by the Web merchant in the same time he sends the product

The web Marchand can add :

- check box “virtual product” who activate or not the following field :

- delivery Company

- The tracking code

Transaction code : 412

🡪 send an email to the customer (email of the web form)

🡪 send an email to the Web Merchant (according to the Web Merchant setting 2b4)

*After 30 days 411*

**413** End good WebBuy

- The money is available for Web merchant

Money V2 goes from “escrow web account” to “Money web available”

Transaction code : 413

*During the 20 days after 411 the customer can introduce a claim*

421 - 422- 423 … Customer report problem

The customer must field a form :

- Name, Adresse, Phone, Email

- transaction ID

- reason : 421 Delivered with low quality Transaction code : 421

422 Delivered broken Transaction code : 422

423 Not Delivered Transaction code : 423

- description :

We provide to the customer an ID and password to log again, follow the claim, and may be refound with a PC.

ONLY 423 Money V2 goes from “escrow web account” to “Complain customer web account”

🡪 send an email to the customer (email in the web form)

Email different between all the 42x

🡪 send an email to the Web Merchant (according to the Web Merchant setting 2b4)

Email different between all the 42x

*From 423 or 433 by the Web Merchant*

431 Web merchant proof the delivery

- In the same time the web merchant should send the proof to Money Pacific

Transaction code : 431

*From 431 by Money Pacific*

432 Money Pacific validate the proof

Money V2 goes from “Complain customer web account” to “escrow web account”

Transaction code : 432

🡪 send an email to the customer (email in the web form)

🡪 send an email to the Web Merchant (according to the Web Merchant setting 2b4)

*From 431 by Money Pacific*

433 Money Pacific don’t validate the proof

Transaction code : 433

🡪 send an email to the customer (email in the web form)

🡪 send an email to the Web Merchant (according to the Web Merchant setting 2b4)

*From 421, 422, 432, 20 days after 421*

434 End WebBuy – to the benefit of Web Merchant

Money V2 goes from “escrow web account” to “Money web available”

Transaction code : 434

🡪 send an email to the customer (email in the web form)

🡪 send an email to the Web Merchant (according to the Web Merchant setting 2b4)

*From 433, 20 days after 423*

435 End WebBuy – to the benefit of Customer

Money V2 goes from “Complain customer web account” to “escrow pacific account”

Transaction code : 435

We invite the customer to go to his web site

🡪 send an email to the customer (email in the web form)

🡪 send an email to the Web Merchant (according to the Web Merchant setting 2b4)

*Log sur le site après 42x*

*On this page we find the list of the communications.*

*And when we are in 434 or 435 :*

*- What do you think about this Web Merchant: Very good / Good / average / avoid*

*- Comment:*

445 Validation of the questionnaire

Transaction code : 445