



Issues with processing transactions paid via Alipay

- Parallels Desktop for Mac Standard Edition
- Parallels Desktop for Mac Pro Edition
- Parallels Toolbox Business Edition

This KB article provides information regarding an issue some customers have experienced when placing orders for Parallels Desktop using Alipay. Due to the peculiarities of integration between Alipay and Cleverbridge, some orders may experience delays. We advise you to wait for their orders to be fully processed within this timeframe.

Once your payment is verified, you will receive an email containing your receipt, license information, and download link. Please note this may currently take **2-4 business days**.

If you still have concerns or questions about your order, please contact [Cleverbridge Support Team](#) for further assistance.

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