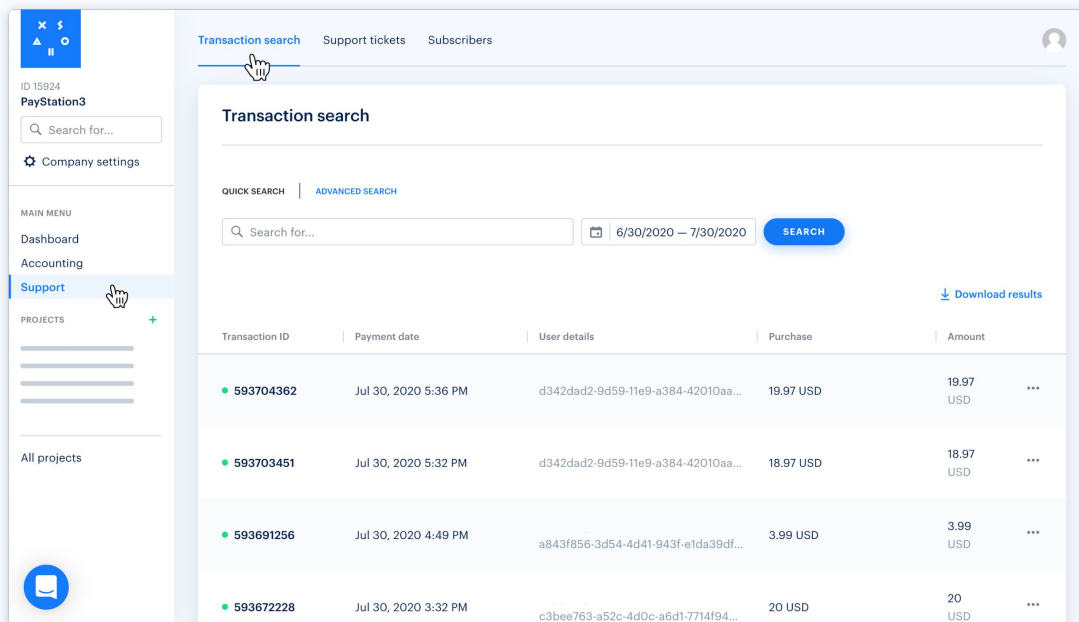# SUPPORT SECTION
GUIDE IN XSOLLA PUBLISHER ACCOUNT

Our merchant tool is tailored for the needs of each particular department. We would like to provide a guide for your Support Department with a breakdown on all features and tools.
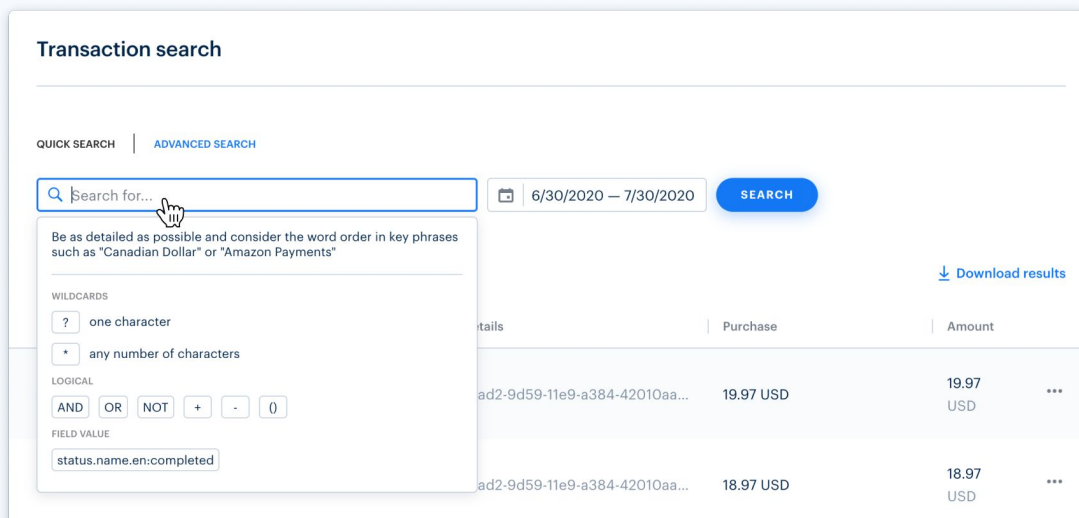
TRANSACTION SEARCH

For transaction search:

1. Go to Support
2. Transaction Search

You will see a single search bar where you can put any criteria you have such as user id, phone, payment type, Xsolla transaction id and your external id.

You can also go to Advanced Search for a specific requests (date period, search of particular statuses).

Transaction search

QUICK SEARCH | ADVANCED SEARCH

Projects

| All projects | | 6/30/2020 — 7/30/2020 |

TRANSACTION DETAILS

| Transaction ID | External ID | Payment type |
| | | All payments |

Payment system

USER DETAILS

| User ID | Email | Phone number |

SEARCH   ⊗ Clear parameters

In order to refund a successful payment, please click ellipsis button ●●● and choose Refund.

Transaction search

QUICK SEARCH | ADVANCED SEARCH

🔍 584573882 | 6/30/2020 — 7/30/2020   SEARCH

⬇ Download results

Transaction ID	Payment date	User details	Purchase	Amount	Search info	
● 584573882	Jul 8, 2020 10:36 AM	be2f00b6-bde7-4f5e-9280-f...	4.99 USD	378.26 RUB	transaction_id 584573882	•••

Transaction details   ⇥

Refund   ↻

> ⚠ **Please note**
> The following payment options can be refunded: all bank cards, PayPal, Steam, Qiwi, Yandex, Webmoney.
> If you require a different payment option to be refunded, please contact Xsolla staff. Depending on a payment option, Xsolla can either refund the payment or issue store credit to the user. Store credit can only be used for the original project that the user made payment to.

PAYMENT STATUSES

● **INITIATED**

The user initiated the payment but did not deposit the funds
(user just made a payment attempt but did not actually pay)

● **COMPLETED**

The payment was successful and goods should have been delivered to the user.

● **ERROR**

The user was charged for this payment but the transaction was not delivered due to an error.
Such payments can be refunded. Also you may contact Xsolla and find out what caused an error
and if the payment can be reprocessed/refunded.

● **CANCELLED**

The user was charged for this payment but the transaction was not delivered due to an error.
Such payments can be refunded. Also you may contact Xsolla and find out what caused an error
and if the payment can be reprocessed/refunded.

○ **AWAITING REFUND**

The payment was charged but not delivered due to security reasons.
Please contact Xsolla CS for details and options.

● **REFUNDED**

Payment was reversed back to the user via alternative payment option or user was issued store credit.
Store credit is provided when a user has unused amount from his payment (e.g. user used a gift card that
can only be redeemed fully) or when he/she used a nonrefundable payment option and therefore refund
can be offered as a store credit that can only be redeemed in your project.

Additional information:

By clicking on the transaction id you can receive additional information on the payment, such as customer IP, issuer of the card, first 6 and last 4 digits on the card.

USER INFO

User ID	be2f00b6-bde7-4f5e-9280-fd2e6084eceb
IP	46.146.199.250
Country	RU

VERIFY USER

Request additional verification before the user makes the next payment.

PAYMENT DETAILS

Payment account	2bb2b57c1458c93d0a966efcc83e4884
Type of card	VISA
Card expiry month/year	12/2040
Card issuer	JPMORGAN CHASE BANK, N.A.
Card enrollment date	false
Card number	411111******1111
ZIP code	123

SUPPORT TICKETS

For absolute transparency and convenience we show all our incoming requests to the partners.

By clicking on the transaction id you can receive additional information on the payment, such as customer IP, issuer of the card, first 6 and last 4 digits on the card.

1. Go to Support

2. Support Tickets you may find all emails and chats associated with your project.
   You can also leave a private message for our Support Team. In order to do that please click on View Details.

3. Leave Feedback

THANK YOU

If you have any suggestions or ideas on how
to make our merchant more convenient,
do not hesitate to contact us in the Basecamp thread