



SUPPORT SECTION **GUIDE IN XSOLLA** **PUBLISHER ACCOUNT**

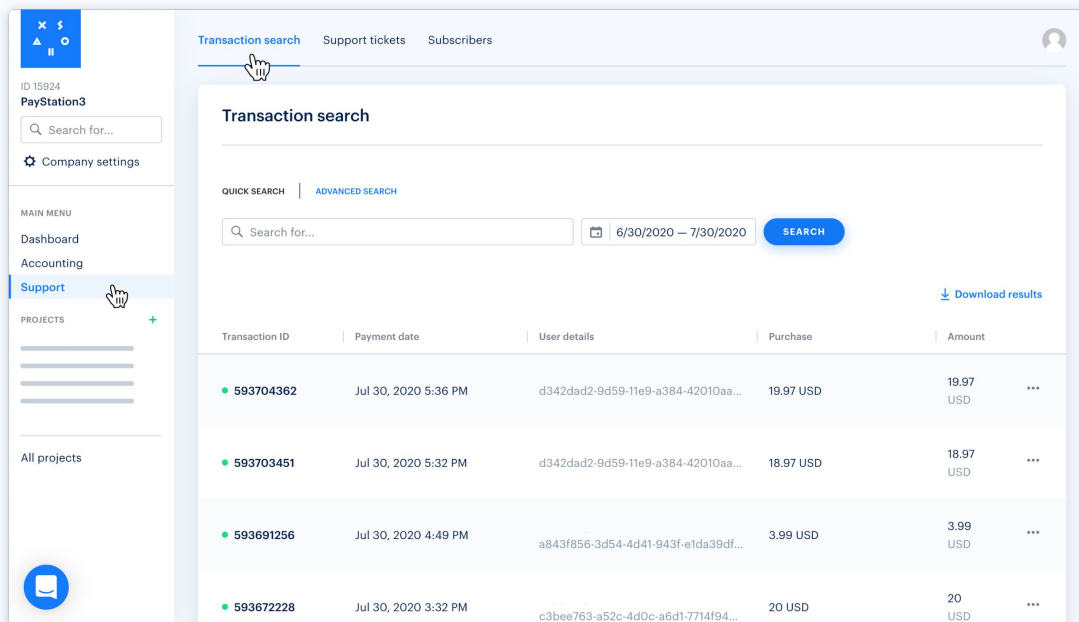
Our merchant tool is tailored for the needs of each particular department. We would like to provide a guide for your Support Department with a breakdown on all features and tools.



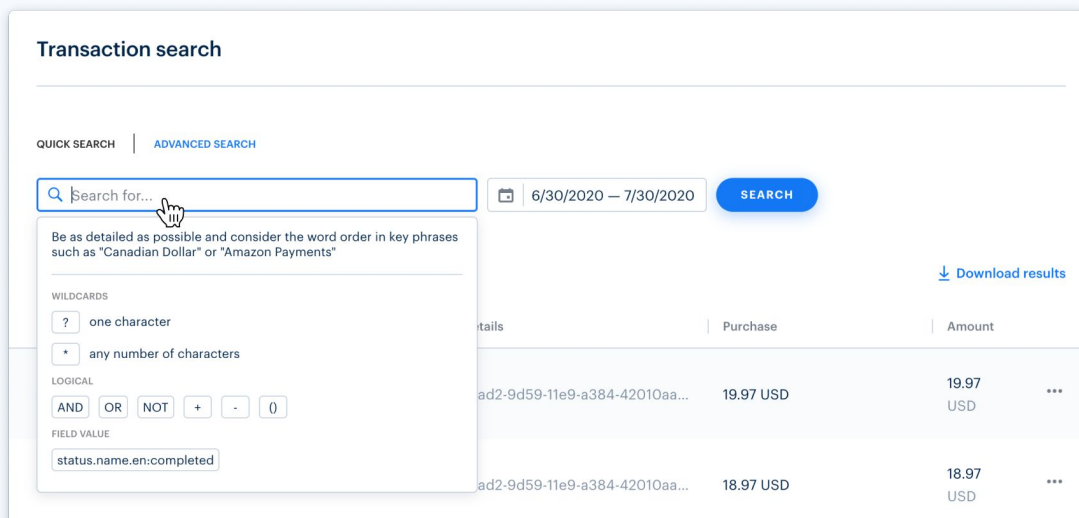
TRANSACTION SEARCH

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

Payment system

USER DETAILS

User ID Email Phone number

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

Transaction search

[QUICK SEARCH](#) | [ADVANCED SEARCH](#)

6/30/2020 – 7/30/2020

[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 | transaction_id RUIR 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

The screenshot displays the 'Support tickets' interface. On the left is a sidebar with navigation options: 'Company settings', 'MAIN MENU' (Dashboard, Accounting, Support), and 'PROJECTS'. The main area shows a search filter for 'Support tickets' with fields for Period (4/1/2020 - 5/31/2020), Ticket ID, Transaction ID, Email, and Customer type (All). A 'SEARCH' button and 'Clear filters' link are present. Below the filters, a table lists search results:

| Ticket | Transaction ID | Customer | Created, UTC+8 | Last update, UTC+8 | |
|--|----------------|--|-------------------------|-------------------------|------------------------------|
| #3823430 ● CLOSED Pin-Code, PayPal | ID 338161289 | username@gmail.com username@gmail.com User | May 20, 2020 9:34 PM | May 20, 2020 9:34 PM | View details |

The 'View details' link opens a modal window for 'Ticket 3823430'. The modal shows the ticket title, status (Pin-Code, PayPal), and transaction ID (338161289). It includes tabs for 'Request log' and 'Feedback'. The request log shows a message from 'ulirodriguez37@gmail.com' on 5/20/2020 at 9:34 PM, with details: E-mail: ulirodriguez37@gmail.com, Transaction ID: 338161289, Date of the original purchase: 2020-04-30, Sum of the original purchase: 1.05, and Reason for a refund: Not satisfied with purchase. A 'PRIVATE' label is shown. A message from 'Xsolla Support Bot' follows, stating: 'This request was closed and merged into request #3823424 "Refund request from refunds.xsolla.com"'. A 'Leave feedback' link is at the bottom right of the modal.



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](#)