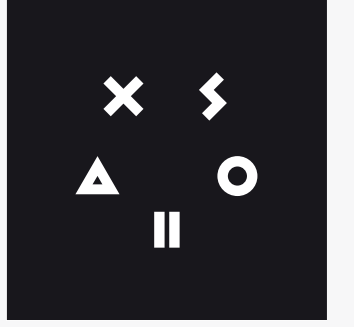
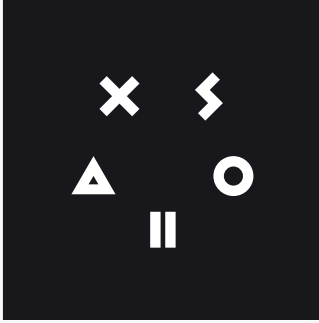




SUPPORT SECTION GUIDE IN XSOLLA PUBLISHER ACCOUNT

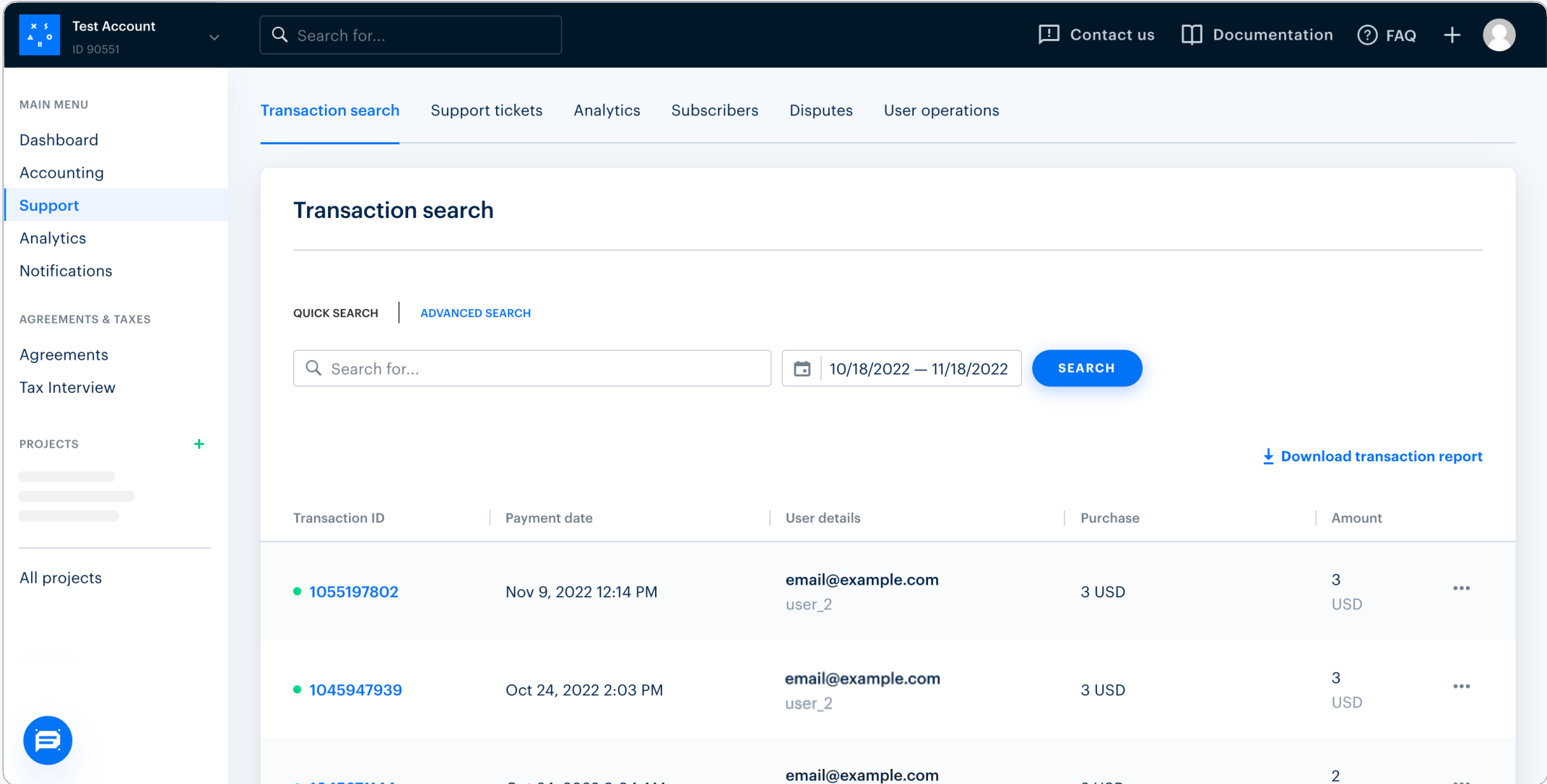
Our merchant tool is tailored to each particular department.
This guide is intended for your Support Department and gives
a breakdown of all features and tools.



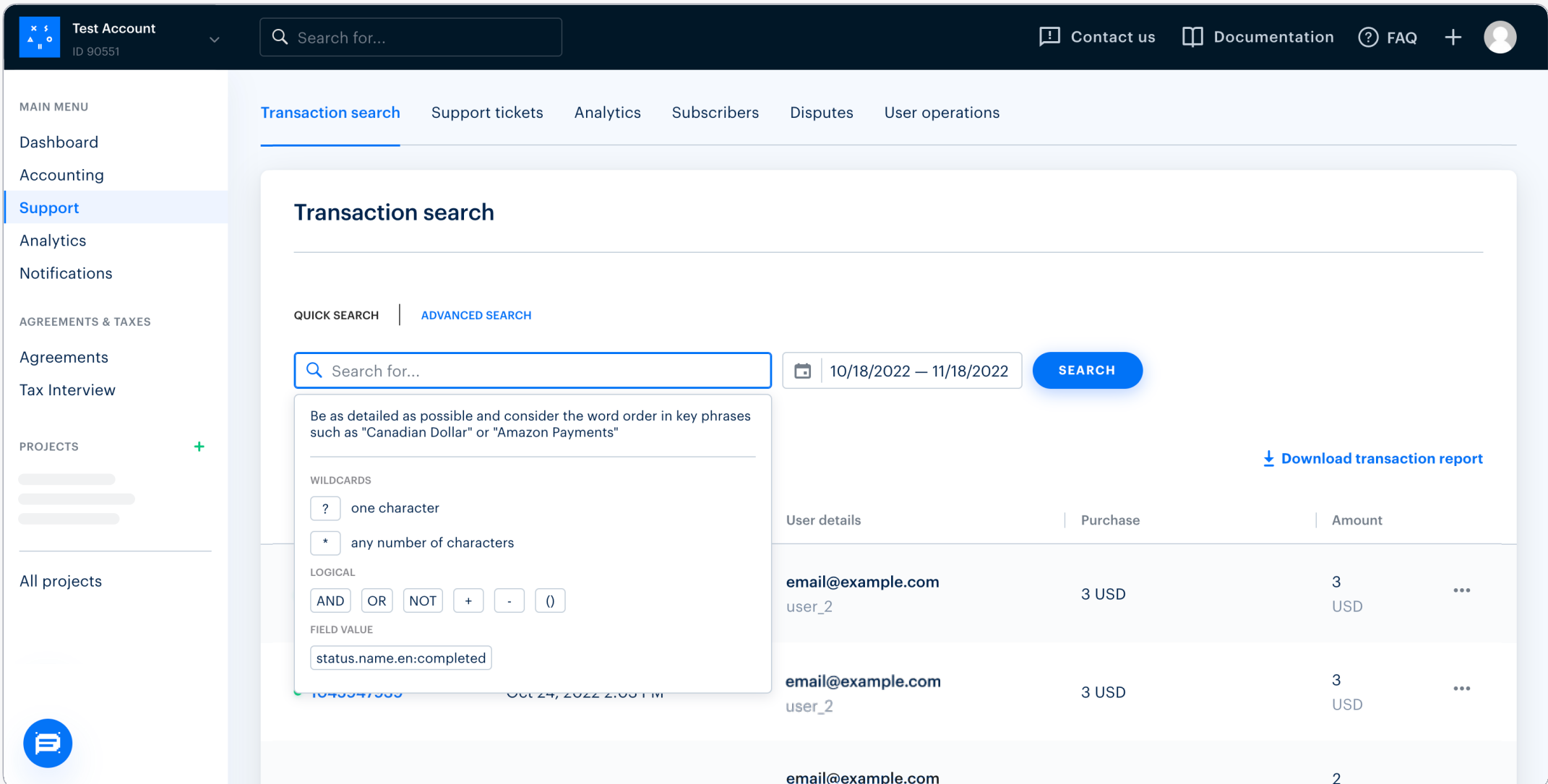
TRANSACTION SEARCH

To search for specific transactions:

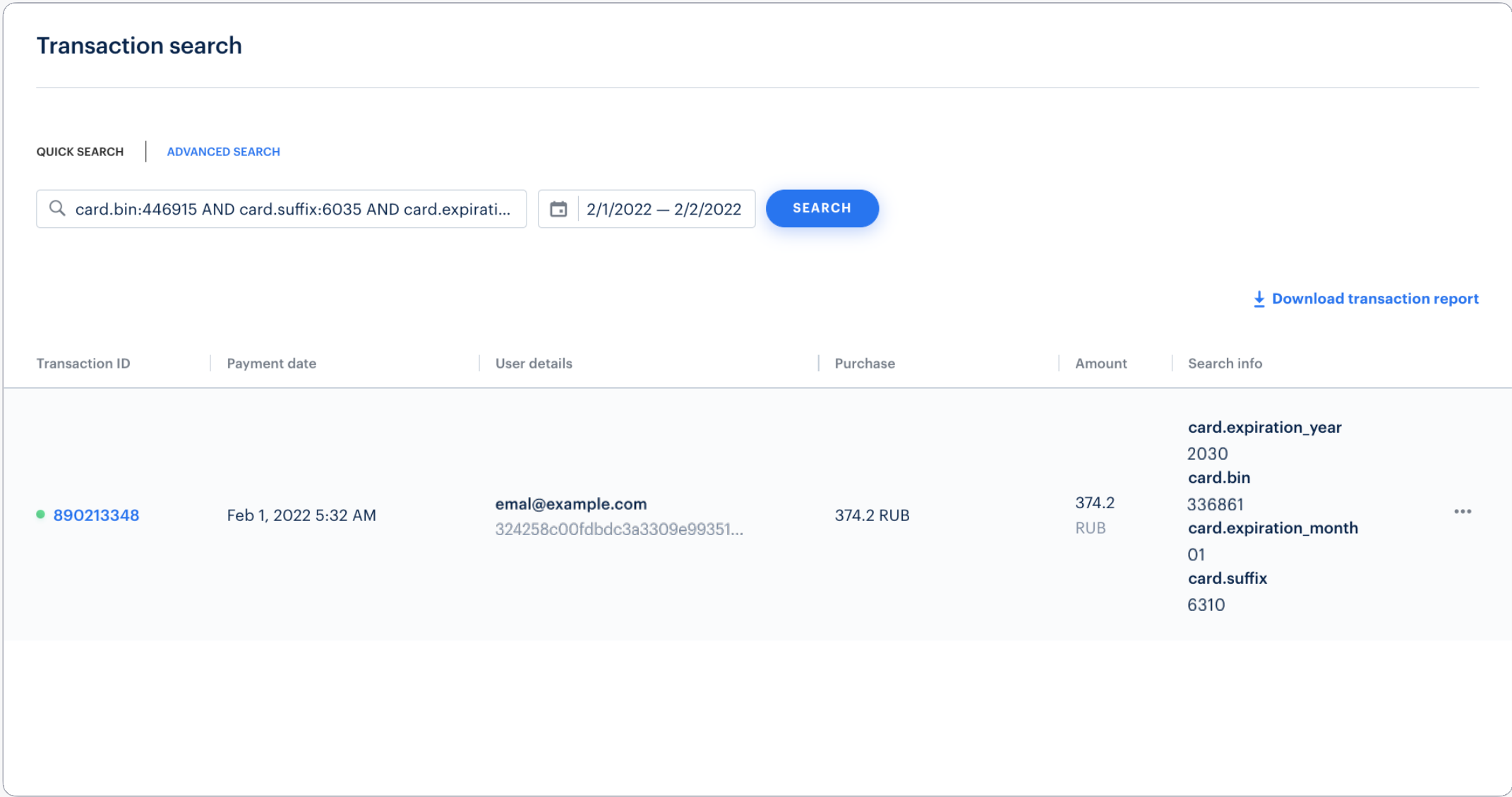
- 1. Go to the Support section
- 2. Choose the Transaction Search option



You can enter any criteria in the search bar: user ID, phone, payment type, Xsolla transaction ID, or your External ID.



If you need to find information about a customer by the card number, you can use the following syntax:
card.bin:111111 AND card.suffix:2222 AND
card.expiration_year:3333 AND card.expiration_month:44





You can also go to Advanced Search for special criteria (date period, particular status).

Transaction search

QUICK SEARCH

ADVANCED SEARCH

Projects

All projects

10/18/2022 — 11/18/2022

TRANSACTION DETAILS

Transaction ID

External ID

Payment type

Payment system

USER DETAILS

User ID

Email

Phone number

SEARCH

Clear parameters

To refund a successful payment, click the ellipsis button and choose Refund.

Transaction search

QUICK SEARCH

ADVANCED SEARCH

1055197802

10/18/2022 — 11/18/2022

SEARCH

Download transaction report

Transaction ID	Payment date	User details	Purchase	Amount	Search info
1055197802	Nov 9, 2022 12:14 PM	email@example.com user_2	3 USD	3 USD	transaction_id 1055197802

Transaction details

Refund

You can also issue refunds after opening the detailed transaction report. Please note that it works only for transactions with **Completed** status.

Transaction search > ID 1055197802

COMPLETED

TRANSACTION DETAILS

Payment date

2022-11-09 10:14:25

Amount

3 USD

Purchase

iwitkeypkg1_sku_3

Project

iwitkey
203952

Payment method

Bank card
1380

Country

US

Status

COMPLETED

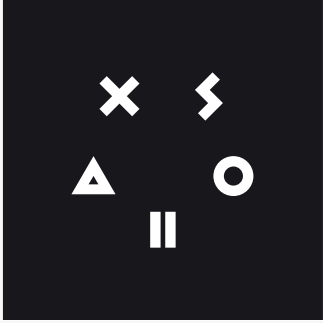
Custom parameters

character_id: ingameUsername

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 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, but the payment wasn't processed correctly due to an error. Such payments can be refunded. You can also contact Xsolla to find out what caused the error and if the payment can be reprocessed/refunded.
- Canceled

This status is applied in 2 cases:

• Transaction wasn't successful.

• Transaction was refunded to the customer's payment account.

Payment date	-
Amount	29.39 CAD
Purchase	Currency
Project	Test Product 26137
Payment method	Bank card 1380
Country	CA
Status	CANCELED
Refund reason	Cancellation by the PS request

For more detailed information, click the transaction number to open the transaction report.



○ Awaiting refund

The payment was charged but not processed due to security reasons. Please contact Xsolla CS for details and possible actions.

● Refunded

Xsolla refunded the payment via alternative payment method or gave the user store credit. Store credit is provided when the user has an unused amount from their payment (e.g., the user hasn't spent the entire amount from a gift card) or the user chose a nonrefundable payment method. In this case, the user can spend the store credit only in your store.

● Processing

The payment was charged and is currently being processed.

Additional information:

You can click the transaction ID for additional information on the payment, such as customer IP, issuer of the card, first 6 and last 4 digits of the card.

USER INFO

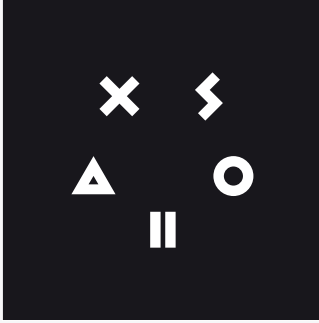
User ID	user_2
User name	John Smith
IP	42.3.27.199
Country	HK

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	90009

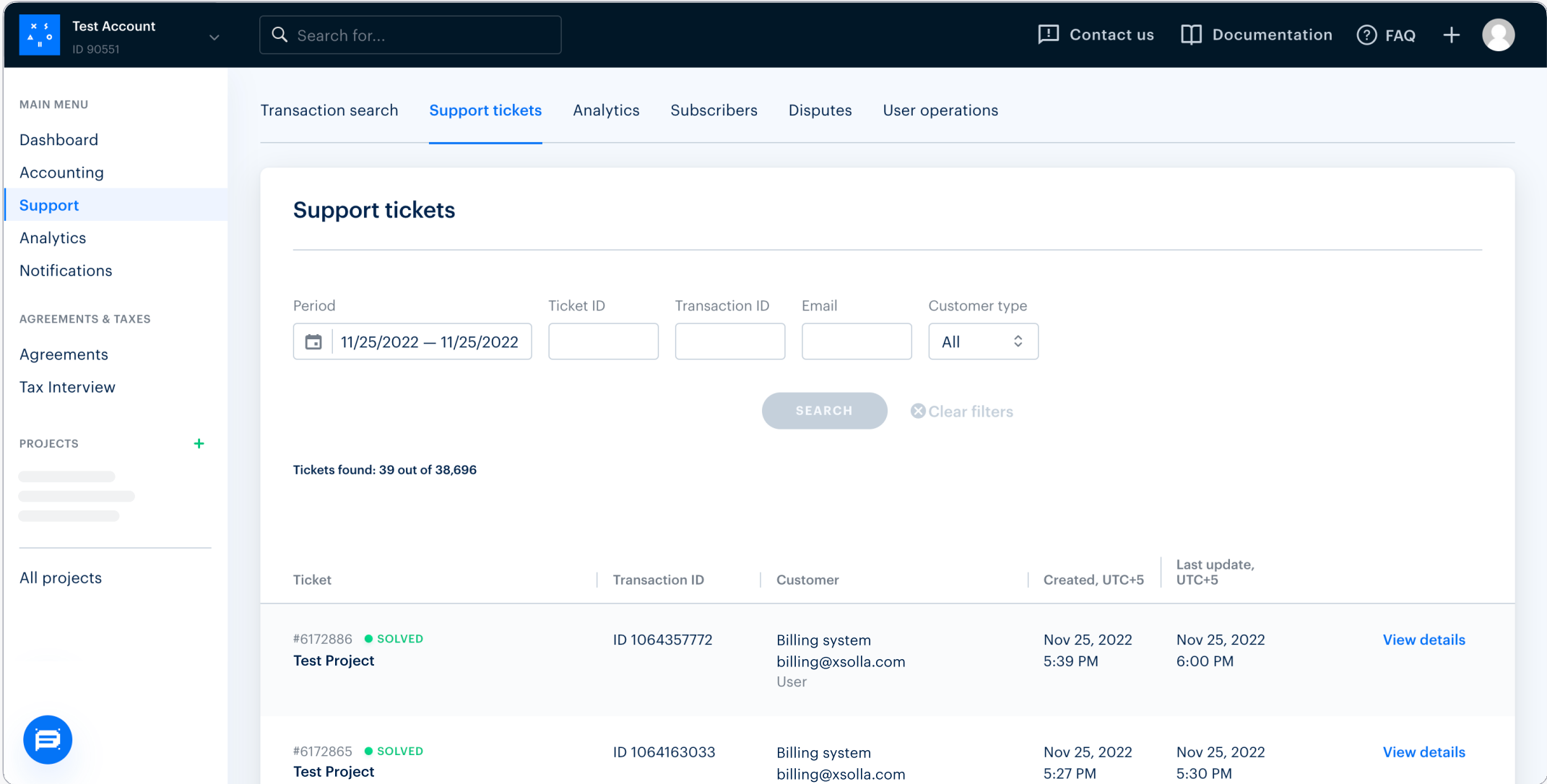


SUPPORT TICKETS

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

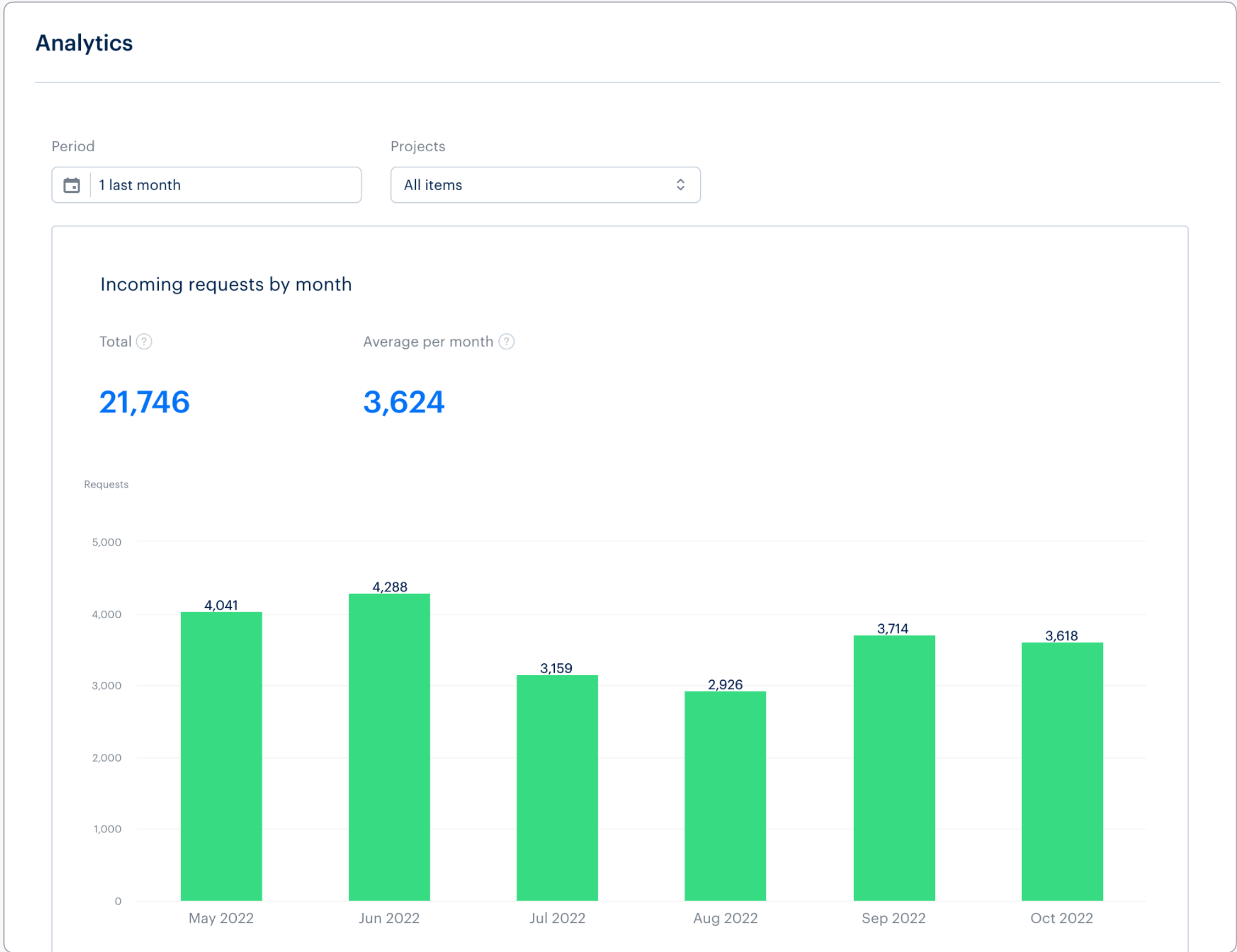
By clicking on the transaction id you can receive additional information on the payment, such as customer IP, issuer of the card, first 6 and last 4 digits on the card.

- 1. Go to Support section
- 2. In Support Tickets, you can find all emails and chats associated with your project.
You can also click on View Details to leave a private message for our Support Team.
- 3. Leave Feedback



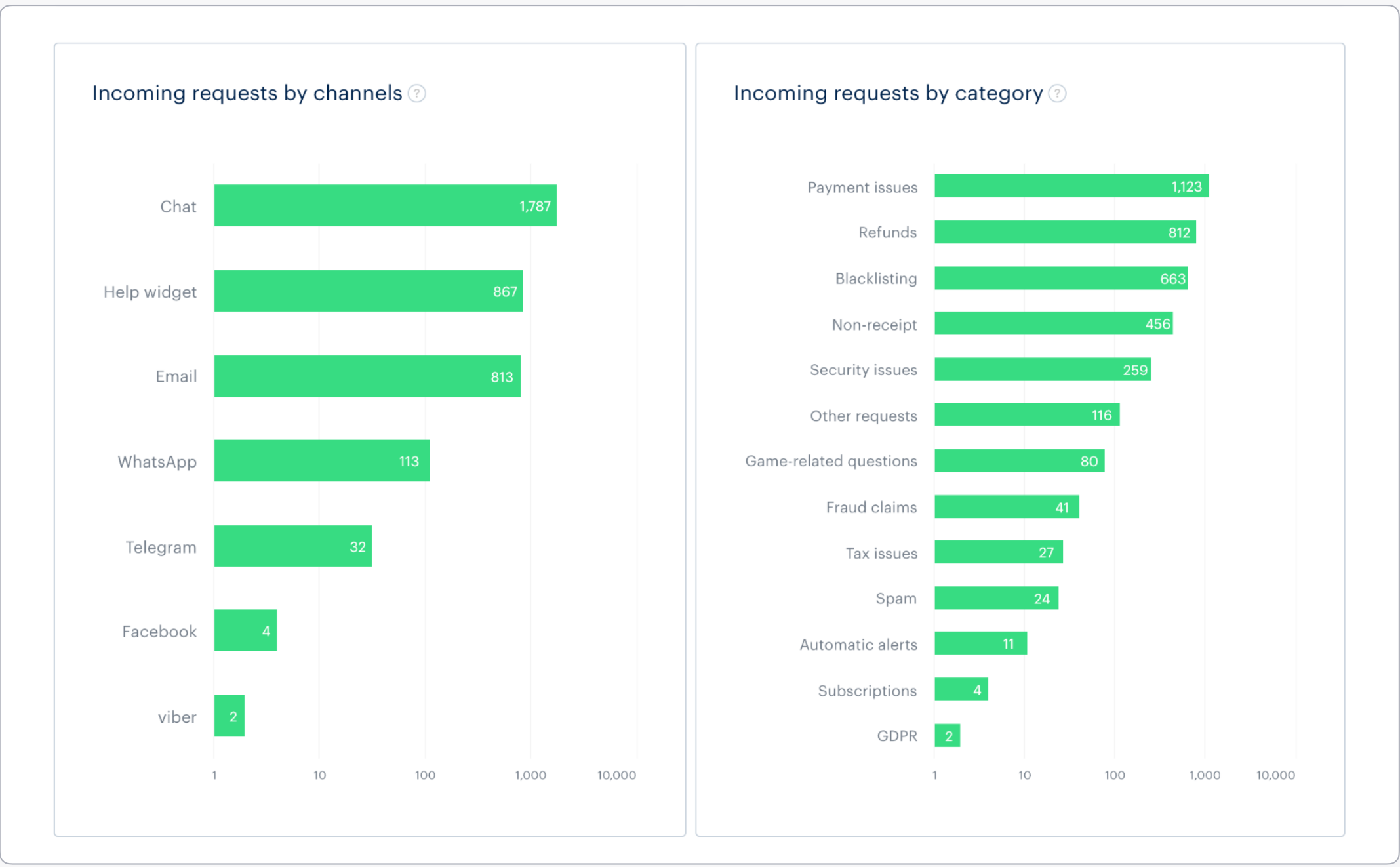
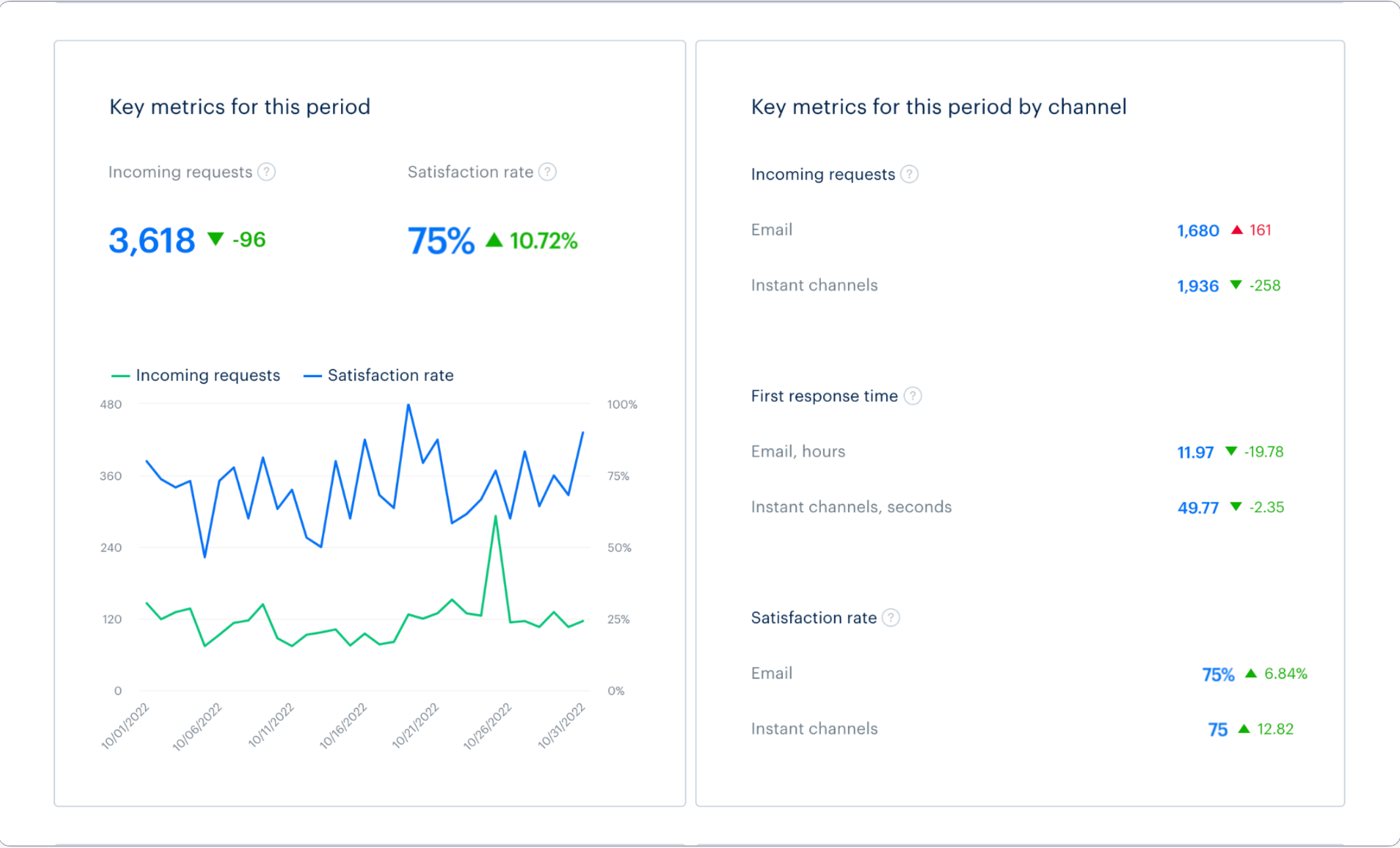
Analytics section

In the Analytics section, you can find more information about Customer Support key metrics: CSAT, number of incoming requests by months, response time by channel, incoming requests by category, etc.



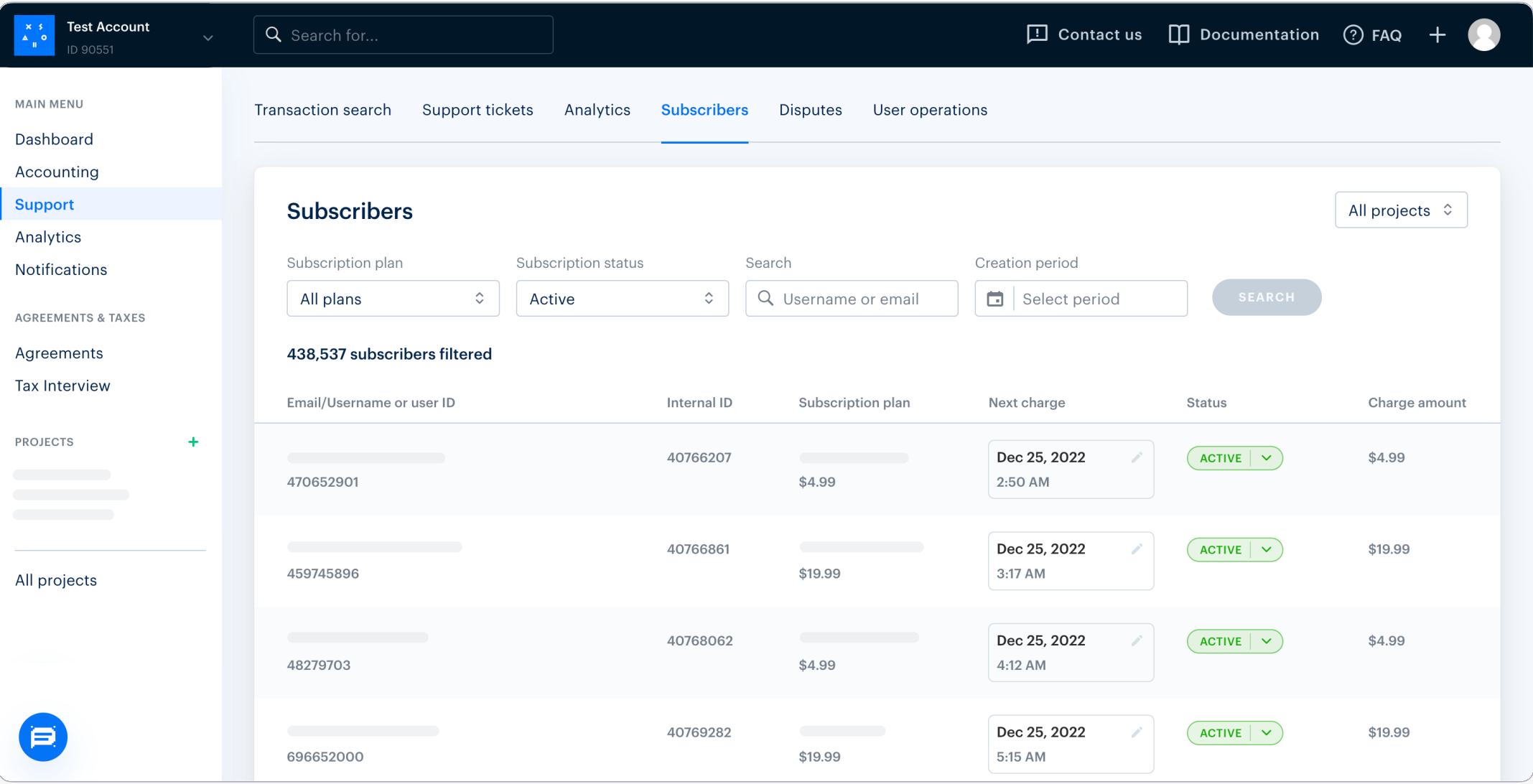


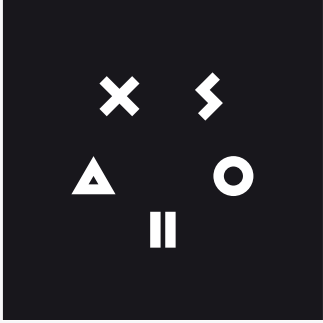
Both customer support agents and team leaders can use our customer analytics to view trends in customer satisfaction scores, the most popular communication channels, and request categories.



Subscribers section

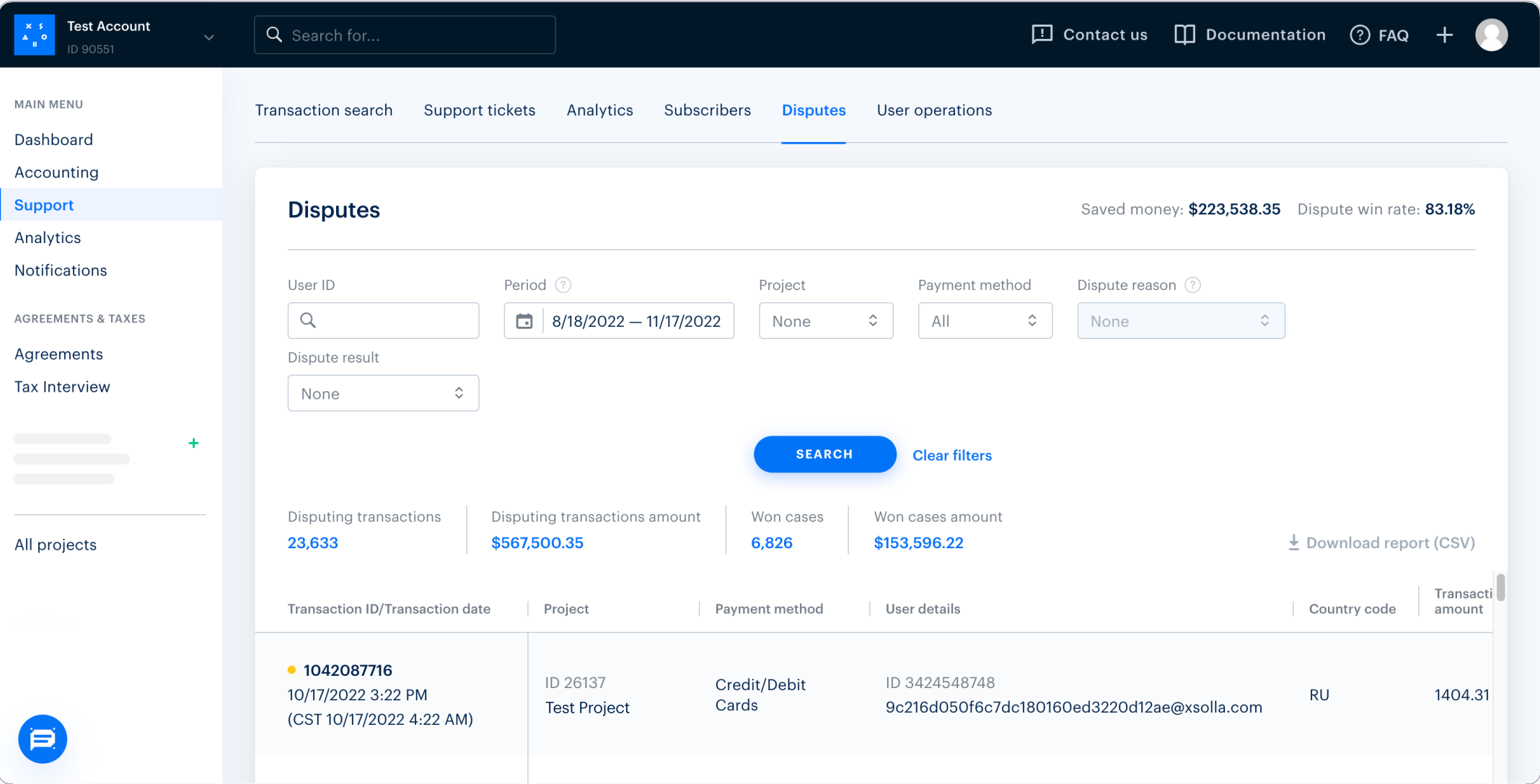
If you have a subscription-based product, you can use this section to view subscribed users and change subscription statuses. You can also change the date a specific user is charged.





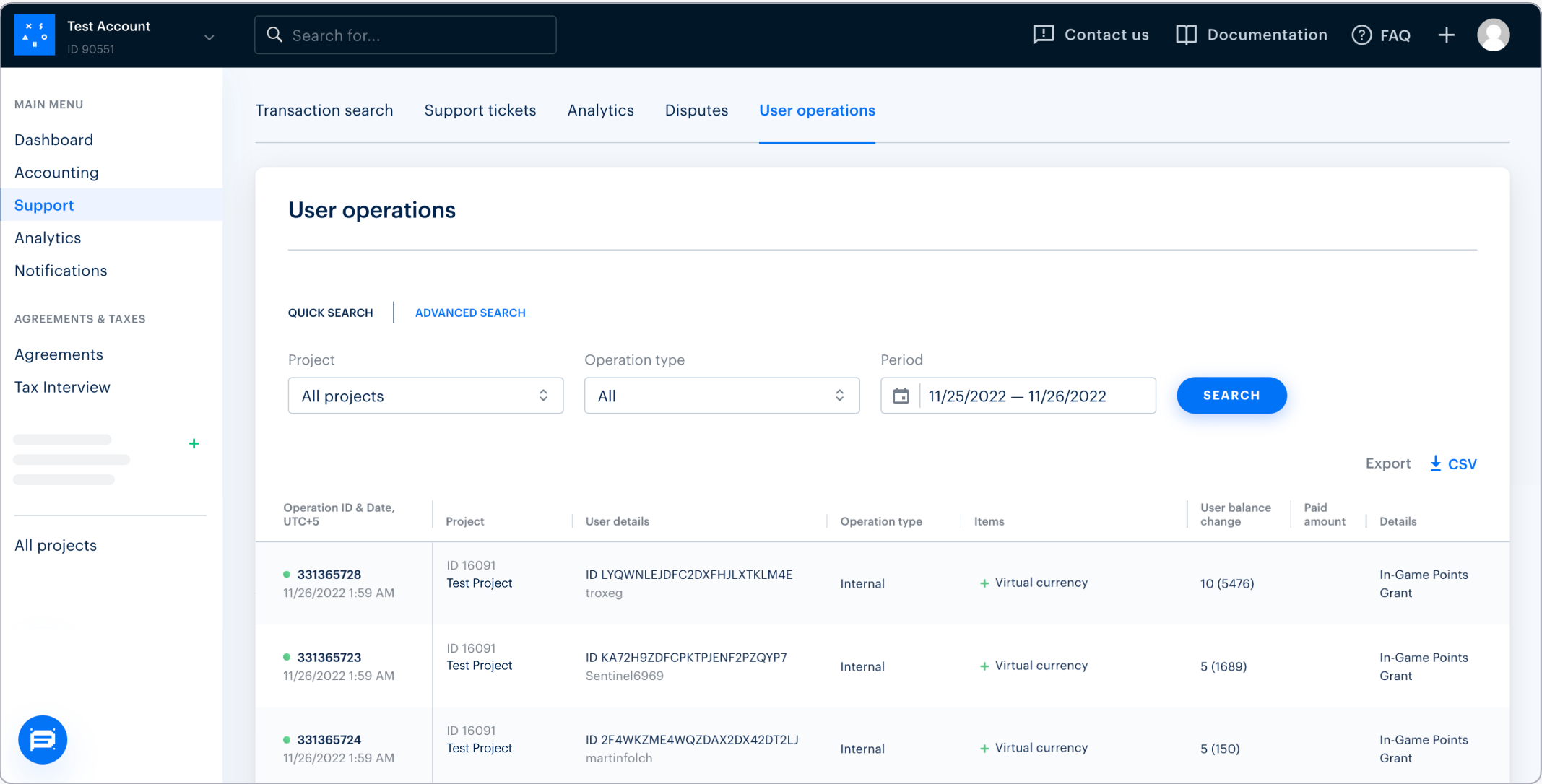
Disputes section

Thare section will help to track all the disputes and download CSV reports. Type the user ID if you want to trace the specific user’s history.



User Operations

Here you can find more information about your internal operations. This includes adding virtual currency to a customer’s account, dealing with coupons, etc.
Note: this section is only available for partners with the LAPI protocol.





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 or via Online Chat  in Publisher account