onecom

PCI – Processing Refund

Login to the Fusion portal
https://innovation.fusiontelecom.co/login/:

Select Payguard > Workspace > Admin

2.
Use the search options available to find the specific payment you want to refund (i.e. Date)

\>

Press 'Search'

FUSION

- Dashboard
- Numbers ⌄
- Sessions ⌄
- Transform ⌄
- PayGuard ⌄
  - Workspace
  - History
  - Audit
  - Settings
- Administration ⌄

Pay | Admin

Phone PIN: 99998

Amount	Date	Reference	PayGuard Auth
Type...	Select Date	Reference	PayGuard Auth Code

Advanced

Search

PayGuard

onecom

3.

Select the arrow under 'Actions' to the right of the required payment

4.

Enter the amount to refund and associated reference (if required)

Review the payment details and click 'Confirm'

(The name and address details will be prepopulated)

5.

The confirmation page will show, if the details are correct select > Submit

6.

The confirmation screen will show when the refund is successful.

You can send the customer a confirmation by email or SMS as well as add notes and references

Click 'Back to Start' to return to the home page

FUSION

Successful

Your refund of
£100.00
has been completed successfully

Post-Order Reference

Post-Order Reference

OK

Send Confirmation

Enter SMS number or email address

Send

Transfer Call To

Choose an Option

Transfer Call

Notes

Leave Your Notes Here

Append

Tags

List of Tags

Apply Tag

Back to Start

PayGuard

onecom

PayGuard® User Guide

PayGuard®

From

Fusion Telecom

Issues or questions? Contact us!
03332000903
Option 1 – Support
support@solutionip.co.uk

onecom