

# PCI – Processing Refund

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

Select Payguard > Workspace > Admin

The screenshot displays the Fusion portal interface. At the top left is the 'FUSION' logo. A left-hand navigation menu is visible, with the following items: Dashboard, Numbers, Sessions, Transform, PayGuard, Workspace, History, Audit, Settings, and Administration. The 'PayGuard' and 'Workspace' items are highlighted with red boxes, and a red arrow points from the 'Workspace' box to the 'Admin' tab in the main content area. The main content area features a blue header with 'Pay' and 'Admin' tabs, and a 'Phone PIN: 99998' with a refresh icon. Below the header is a table with columns: Amount, Date, Reference, and PayGuard Auth. The 'Amount' column contains a 'Type...' dropdown and a clipboard icon. The 'Date' column contains a 'Select Date' dropdown and a calendar icon. The 'Reference' column contains a 'Reference' dropdown and a clipboard icon. The 'PayGuard Auth' column contains a 'PayGuard Auth Code' dropdown and a clipboard icon. Below the table are two buttons: 'Advanced' (with a magnifying glass icon) and 'Search' (with a magnifying glass icon). At the bottom center is the 'PayGuard' logo.

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

>


Press 'Search'

The screenshot displays the Fusion PayGuard Admin interface. On the left is a navigation sidebar with the following items: Dashboard, Numbers, Sessions, Transform, PayGuard, Workspace, History, Audit, Settings, and Administration. The main content area features a top navigation bar with 'Pay' and 'Admin' tabs, and a 'Phone PIN: 99998' field with a refresh icon. Below this is a search filter bar with four columns: 'Amount' (with a 'Type...' dropdown), 'Date' (with a 'Select Date' calendar icon), 'Reference' (with a 'Reference' dropdown), and 'PayGuard Auth' (with a 'PayGuard Auth Code' dropdown). A red box highlights these filter fields. Below the filters are two buttons: 'Advanced' and 'Search'. A red arrow points from the 'Search' button to the 'PayGuard Auth' filter field. The PayGuard logo is centered at the bottom of the main content area.

3.

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

The screenshot displays the Fusion PayGuard interface. On the left is a navigation sidebar with the following items: Dashboard, Numbers, Sessions, Transform, PayGuard, Workspace, History, Audit, Settings, and Administration. The main content area is titled 'Admin' and shows a list of payments. The table has columns for Date, Amount, Reference, PayGuard Auth, Card, and Actions. Two payment entries are visible: one for £100.00 and another for £10.00. The 'Actions' column for the £10.00 entry contains a circular arrow icon, which is highlighted with a red square. Below the table, there is a 'Show 10 entries' dropdown and a 'Showing 1 to 10 of 2 entries' indicator. A 'Back' button is located at the bottom left of the table area. The PayGuard logo is visible at the bottom center of the interface.

Date	Amount	Reference	PayGuard Auth	Card	Actions
25 Jul 22	£100.00	PAYMENT	123001	Visa/4242	
25 Jul 22	£10.00	Test	122998	Visa/4242	

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)*

The screenshot displays the PayGuard Admin interface. On the left is a navigation menu with options: Dashboard, Numbers, Sessions, Transform, PayGuard, Workspace, History, Audit, Settings, and Administration. The main content area is titled 'Admin' and shows 'Payment Details' for a transaction on 25 Jul 2022. The details include: Date (25 Jul 2022), Caller Number (07935008911), Service Number (01174504157), Agent Name (PAYMENT), Reference (PAYMENT), Status (success), Name on Card (PAYMENT), Card Number (Visa/4242), Billing Address (Cambridge House, BS9 3QG), Amount (£100.00), Refunded (£0.00), Refunded Scheduled (£0.00), and Token (KmuUobVNj3igM1cjoqRRwAMeIPH). Below this is a table with columns 'Amount', 'Percentage', and 'Reference'. The first row shows £100.00, 100.0, and Reference. The 'Method' is 'Training Gateway', 'Name' is 'PAYMENT', and 'Address' is 'Cambridge House'. Card details include Card Number (4242 - 42XX - XXXX - 4242), Expiry Date (12/25), and Security Code (XXX). At the bottom, there are 'Back' and 'Confirm' buttons. A red box highlights the 'Confirm' button, and a red arrow points from the 'Reference' field in the table to the 'Confirm' button. The PayGuard logo is at the bottom center.

Amount	Percentage	Reference
£100.00	100.0	Reference

Card Number	Expiry Date	Security Code
4242 - 42XX - XXXX - 4242	12/25	XXX

5.

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

**FUSION**

**Confirm Refund**

Amount	Percentage	Date	Reference
£100.00	100.0%	Now	

**Method**

Training Gateway

**Name**

Training

Card Number	Expiry Date	Security Code
4242-XXXX-XXXX-4242	12/25	XXX

**Submit**  **Edit Refund**

**PayGuard**

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

The screenshot displays the Fusion PayGuard interface. On the left is a blue sidebar menu with the following items: Dashboard, Numbers, Sessions, Transform, PayGuard, Workspace, History, Audit, Settings, and Administration. The main content area features a green header with the word "Successful" and a large green checkmark icon. Below this, it states "Your refund of £100.00 has been completed successfully". A red rounded rectangle highlights a section containing several input fields: "Post-Order Reference", "Send Confirmation" (with a sub-label "Enter SMS number or email address"), "Transfer Call To" (with a sub-label "Choose an Option"), "Notes" (with a sub-label "Leave Your Notes Here"), and "Tags" (with a sub-label "List of Tags"). To the right of these fields are buttons for "OK", "Send", "Transfer Call", "Append", and "Apply Tag". At the bottom right, a purple button labeled "Back to Start" is highlighted with a red rounded rectangle. The PayGuard logo is visible in the bottom right corner of the interface.



**Issues or questions? Contact us!**

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**Option 1 – Support**

**[support@solutionip.co.uk](mailto:support@solutionip.co.uk)**