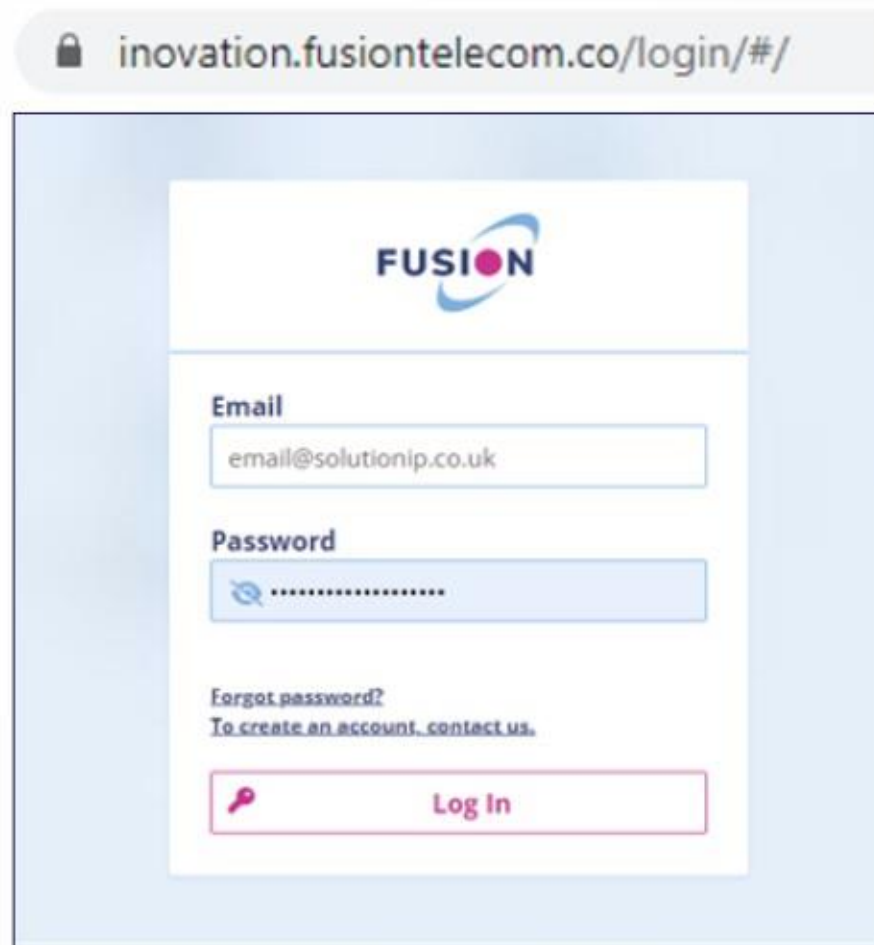


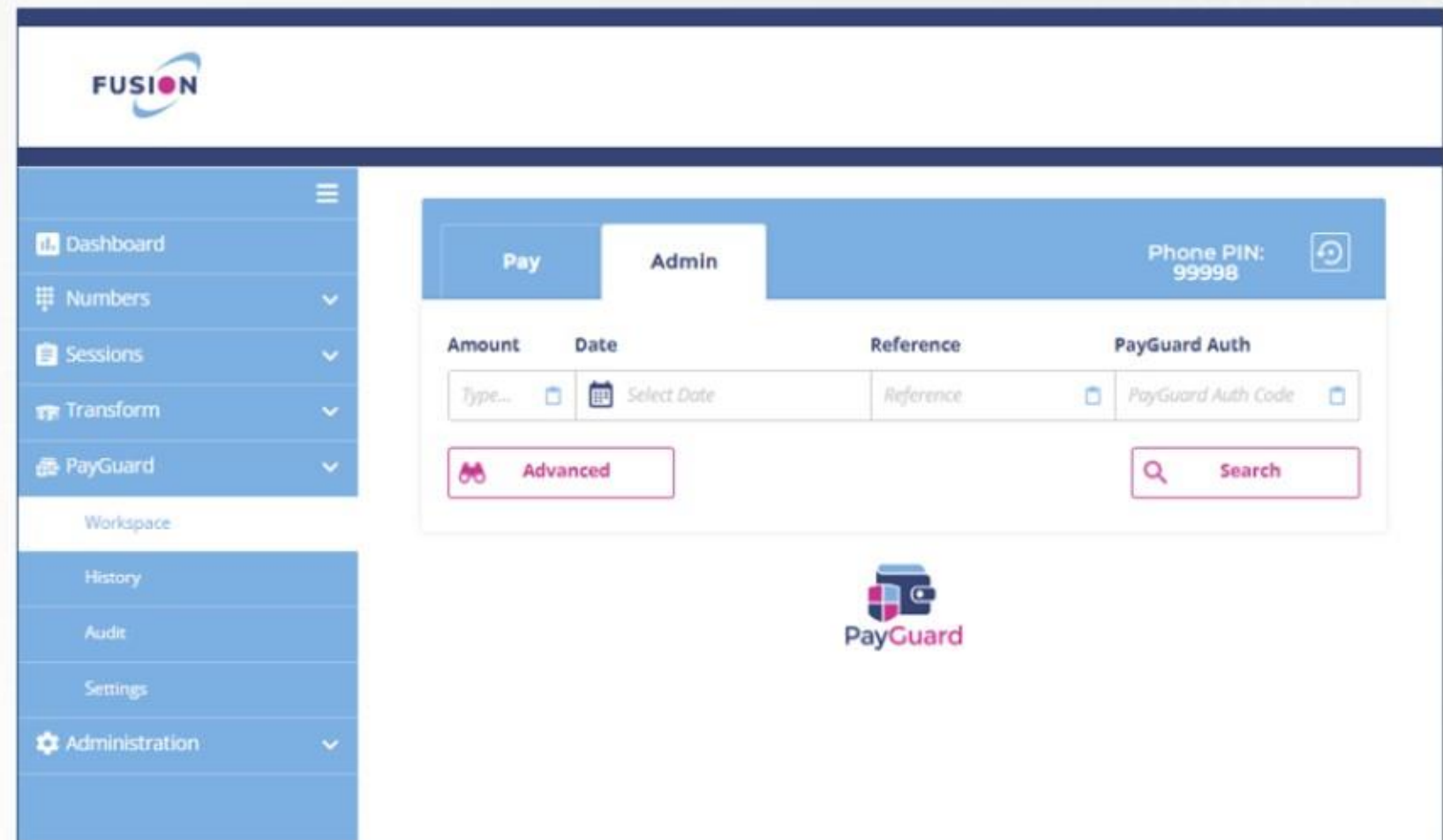
PCI – Processing a Refund

PCI – Processing a Refund

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



2. Select 'Payguard', followed by 'Workspace', then 'Admin'



PCI – Processing a Refund

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

Press 'Search'

The screenshot shows the Fusion 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 has tabs for 'Pay' and 'Admin'. The 'Admin' tab is active, showing a search interface with the following fields:

- Amount:** Type...
- Date:** Select Date
- Reference:** Reference
- PayGuard Auth:** PayGuard Auth Code

Below the search fields are two buttons: 'Advanced' and 'Search'. The 'Search' button is highlighted with a red border. At the bottom center of the interface is the PayGuard logo.

PCI – Processing a Refund

4. Use the search
Select the arrow under 'Actions' to the right of the required payment

FUSION

Phone PIN: 9998

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	

Show 10 entries Showing 1 to 10 of 2 entries

← Back

PayGuard

PCI – Processing a Refund

5.

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

Review the payment details and click 'Confirm'

(The name and address details will be prepopulated)


The screenshot shows the OneCom PCI 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 'Pay' and 'Admin'. It displays 'Payment Details' for a payment made 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, 859 3QG), Amount (£100.00), Refunded (£0.00), and Refunded Scheduled (£0.00). A token is also shown: KmuUobVnJ3lgM1cjoqRRwAMeIPh. Below this is a table for refund details:

Amount	Percentage	Reference
£100.00	100.0	Reference


Further down, there are fields for Method (Training Gateway), Name (PAYMENT), and Address (Cambridge House). At the bottom, there are fields for Card Number (4242 - 42XX - XXXX - 4242), Expiry Date (12/25), and Security Code (XXX). At the bottom right, there is a 'Confirm' button and a 'Back' button.

PCI – Processing a Refund

6. The confirmation page will show, if the details are correct select 'Submit'



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

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



PCI – Processing a Payment

onecom



Issues or questions? Contact us!

In Hours Support or Service Requests:

02036753399

cloudsupport@onecom.co.uk

onecom

www.onecom.co.uk