Cancel a Card Payment

In option one, to cancel a card payment with Process Payment, complete the following steps:

1. From the Card Capture—Perform Card Transaction page, enter the pertinent card details using Process Payment. Click Cancel Transaction as shown in Figure 1 to cancel the payment.

   ![Card Capture - Perform Card Transaction, cancel card payment](image)

   **Figure 1. Card Capture - Perform Card Transaction, cancel card payment**

   Application Tip

   It takes about 6-8 seconds to process a payment. To cancel a payment, you must click Cancel Transaction during this time. On the card terminal, customers receive a message communicating that the transaction has been canceled.

2. The system prints a receipt with “Result = Canceled”. Select Return Home to go to the OTCnet homepage.

   Application Tip

   The receipt is printed to your default Windows receipt printer. Print Receipt stays enabled to allow you to print multiple copies of a receipt.
In **option two**, to cancel a card payment with Manual Card Entry, complete the following steps:

1. From the *Card Capture—Perform Card Transaction* page, enter the pertinent card details, using **Manual Card Entry**. Click **Cancel Transaction** to cancel the payment.

2. The system prints a receipt with “Result = Canceled”. Select **Return Home** to go to the OTCnet homepage.

In **option three**, to cancel a card payment, follow this step:

1. The customer is presented with the “*Transaction Amount*” screen. The customer clicks the **red button (X)** twice.

**Application Tips**

- A customer can cancel a card payment at any time during the payment process.
- The customer must press the red button (X) twice to cancel the payment.
  - The first time the customer presses the red button (X) it cancels PIN entry.
  - The second time the customer presses the red button (X) it cancels the transaction.