

## Credit Card Refunds

To complete a credit card refund, complete the following steps:

1. Click **Card Processing>Card Transaction Query**.
2. The *Card Processing—Query Card Transaction History* page appears. Enter your search criteria. Click **Search**.
3. The *Search Results* table appears. Click the **Invoice ID** hyperlink of the card transaction details you wish to view.
4. The *View Card Transaction History Details* page displays the card transaction history details as shown in Figure 1. Review the details of the selected transaction record. Click **Refund Transaction**.

Figure 1: View Card Transaction History Details, Click Refund Transaction

**Card Transaction History Details**

**View Card Transaction History Details**

The following is the current information for the card transaction selected.

**Card Transaction Details**

Invoice ID:	75Qn6aV0wUvn
OTC Endpoint:	ABC AIR BASE
ALC:	111111
Chain Code:	444444
Division:	444
Merchant ID:	444
Card Terminal ID:	117
Date / Time:	08/27/2019 10:02:52
Amount:	\$34.00
Transaction Status:	Refunded

Refund Transaction
Print Sale Receipt

Previous
Return Home



### Application Tip

Click **Print Sale Receipt** to print a receipt for the original transaction.

5. A *Refund Transaction* dialog box appears. Click **OK**. On the *View Card Transaction History Details* page, the **Refund in Progress** message appears.
6. The **Refund Transaction** dialog box appears, stating the transaction was successful. Click **Close**.



### Application Tips

- If a customer requests a receipt, click **Print Refund Receipt** before clicking **Close**.
  - Once the transaction is refunded, **Refund Transition** is no longer visible on the *View Card Transaction History Details* page.
  - Once a refund has been issued, the customer cannot reprint a receipt for the original sale transaction, from this screen. You can query the transaction again, search for **Processed** transactions and **Print Sale Receipt**.
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### Additional Buttons

- Click **Print Sales Receipt** to print a paper receipt.
  - Click **Previous** to return to the previous page.
  - Click **Return Home** to return to the OTCnet Home Page.
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7. To reprint an approved payment receipt for credit cards, click **Print Refund Receipt** from the *View Card Transaction History Details* page.