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**

**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.

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.

7. To reprint an approved payment receipt for credit cards, click Print Refund Receipt from the View Card Transaction History Details page.