Debit Card and Gift Card Refunds

To complete a debit card or gift card refund, complete the following steps:

1. Click **Card Processing—Card Transaction Query**.

2. The **Card Processing—Query Card Transaction History** page appears. Enter the search criteria you wish to query. Click **Search**.

3. The Search Results table appears. Click the **Invoice ID** hyperlink of the card transaction details you wish to view.

4. From the **View Card Transaction History Details** page, click **Refund with Cash** as shown in Figure 1.

![Figure 1: View Card Transaction History Details, Refund With Cash](image)

**Application Tip**

A card terminal is not required for debit or gift card cash refunds. You may refund a debit or gift card transaction from any workstation.

5. The **Refund Transaction** dialog box appears. Provide the customer the cash refund for the debit card or gift card transaction. Click **OK**.

**Application Tip**

Once the transaction is listed as refunded, **Refund Transaction** is no longer visible.

6. The **Refund Transaction** dialog box appears. Provide the customer the cash refund and click **Close**.
Application Tips

- If a customer requests a receipt, click **Print Cash Refund Receipt** before clicking **Close**.
- Once the transaction is refunded, **Refund with Cash** is no longer visible on the **View Card Transaction History Details** page.

7. To reprint an approved payment receipt for debit or gift cards, click the **Print Cash Refund Receipt**.

Additional Buttons

- Click **Print Cash Refund** to print the paper receipt.
- Click **Previous** to return to the previous page.
- Click **Return Home** to return to the OTCnet Home page.